

Care Management (CM)

CM: Manage and Monitor Client and Treatment Outcomes Process				
Item	Details			
Description	The <i>Manage and Monitor Client and Treatment Outcomes</i> business process uses Federal and State-specific criteria and rules to ensure that the providers/contractors chosen and services delivered optimizes client and client population outcomes. It includes activities to track and assess effectiveness of the services, treatment plan, providers/contractors, service planning and coordination, episodes of care, support services, and other relevant factors. It also includes ongoing monitoring, management, and reassessment of services and treatment plans for need, appropriateness, and effectiveness, and monitoring of special client populations (block grant, pregnant women and children, and HIV/intravenous drug users).			
MITA Reference	None.			
Sample Data	Client information Provider/contractor information Payment history Information Service information	Case history Assessment protocol Treatment plan protocol		
CL: Manage and Monitor Client and Treatment Outcomes: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
<p>This business process is primarily conducted via paper using non-standard forms and data. The process is inconsistent in the application of the rules and in response timing. Format and content are non-standard, and are likely state specific, using state specific business rules. Monitoring and outcomes are not coordinated across agency and program silos.</p> <p>This Level complies with agency requirements.</p>	<p>The process incorporates direct connectivity to other agencies, programs, and providers/contractors using Web interfaces; some basic business rules and state agency specific standards are in place. Data and formats are aligned to conform to national standards. Monitoring and outcomes processes are standardized and automated within the agency; some coordination occurs.</p> <p>This Level includes additional data and quality edits.</p>	<p>The process is fully automated. Cross agency collaboration results in improved monitoring and outcomes coordination, and some processes are shared. Interfaces use BH-MITA standardized data and are compatible with Medicaid MITA.</p> <p>At this Level data is standardized against HL7 RIM.</p>	<p>The process is automated using point-to-point collaboration through HIEs statewide. The process has automated access to clinical and treatment plan data. All care participants are automatically notified and updated when new information is available, and mechanisms are in place to quickly and easily track progress and make informed adjustments.</p> <p>This Level adds clinical data.</p>	<p>Care management processes are automated through HIEs nationwide. The process automatically gathers and verifies the data, treatment teams are virtually convened, and decisions made promptly using evidence-based practices. Continuous tracking allows real time adjustment of agency and treatment goals for improving care practices.</p> <p>This Level adds nationwide technical interoperability.</p>
<p>VA As Is: 2010 MITA: Central Office (Department of Behavioral Health and Developmental Services – DBHDS)</p>				

is mostly at a level 1. CSBs (Community Services Board) are between a level 1 and a level 2.				
VA To Be:		2010 MITA: All parties would like the use of electronic medical records to move this to a level 3.		
Automation				
Level 1	Level 2	Level 3	Level 4	Level 5
All/mostly paper	Internal processes mostly automated	Internal agency processes/interfaces mostly automated	External agency processes/interfaces mostly automated	Non-state entity processes/interfaces mostly automated
VA As Is: 2010 MITA: Central Office is mostly at a level 1 with some level 2. CSBs are between a level 1 and a level 2, and Facilities are at a level 1.				
VA To Be:		2010 MITA: All parties would like the use of electronic medical records to move this to a level 3.		
Standards				
Level 1	Level 2	Level 3	Level 4	Level 5
Use few or no national standards	Internal processes use national standards	Internal agency processes/interfaces mostly use national standards	External agency processes/interfaces mostly use national standards	Non-state entity processes/interfaces mostly use national standards
VA As Is: 2010 MITA: Central Office is at a level 1. CSBs are between a level 1 and a level 2.				
VA To Be:		2010 MITA: All parties would like the use of electronic medical records to move this to a level 3.		
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no coordination across processes or with	Internal agency operational processes	Internal agency program processes coordinated	External agency program and operational	Non-state entity program and operational

other programs	coordinated		processes coordinated	processes coordinated
VA As Is: 2010 MITA: Central Office is at a level 1. CSBs are between a level 1 and a level 2.				
VA To Be:	2010 MITA: CSBs would like to move to a solid level 2 with the use of electronic medical records.	2010 MITA: Central Office would like the use of electronic medical records to move this to a level 3.		
Client Data				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no access to client specific data	Internal processes have access to client specific data	Internal agency processes have access to client specific data	External agency processes have access to client specific data	Non-state entity processes have access to client specific data
VA As Is:	2010 MITA: Central Office and CSBs are at a level 2.			
VA To Be:		2010 MITA: All parties would like the use of electronic medical records to move this to a level 3.		
Interoperability				
Level 1	Level 2	Level 3	Level 4	Level 5
None	Limited interoperability internally or limited to claims processing systems	Interoperability with internal agency systems other than claims processing	Interoperability with external agency systems other than claims processing	Interoperability with non-state entity systems
VA As Is:	2010 MITA: Central Office and CSBs are at a level 2.			
VA To Be:		2010 MITA: All parties would like the use of electronic medical records to move this to a level 3.		