

Accountability Management (AM)

AM: Monitor Performance and Business Activity Process				
Item	Details			
Description	The Monitor Performance and Business Activity process utilizes the mechanisms and measures that were developed by the agency. The process includes the steps involved in implementing the mechanisms and measures to track agency activity and effectiveness at all levels. Examples include episodes of care, performance measures, outcomes measures, and quality measures.			
MITA Reference	Source Process Name: <i>Monitor Performance and Business Activity</i> Source Process Business Area: <i>Program Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp			
Sample Data	All Enterprise data State and federal measures		Shared analytical data	
AM: Monitor Performance and Business Activity: Maturity Levels				
Level 1	Level 2	Level 3	Level 4	Level 5
Monitoring activities are primarily done using information from a mix of tape, CD and some proprietary internal systems, using nonstandard formats and data. The process is inconsistent in the application of the rules, reporting, and response timing. Programs are siloed and similar activities may be conducted by different programs. Most data used is administrative and reporting data; analysis use is costly and resource intensive. This Level complies with agency requirements.	The process is increasingly automated, incorporating Web interfaces with other agencies, programs, and data; basic business rules, and enhanced consistency of responses and timing. The process is informed by a set of agency standardized data on clients and services. This Level includes additional data and quality edits.	The process has virtual access to administrative and clinical records; self adjusting business rules; and uses some clinical data to improve monitoring. Data and formats are standardized nationally. Cross agency collaboration results in a one-stop shop, with shared monitoring processes. Monitoring metrics are synchronized across agencies. The process is informed by nationally standardized. Cross agency data is accessible via interfaces that use BH-MITA standards compatible with Medicaid MITA. At this Level data is standardized against HL7 RIM.	This business process is integrated into monitoring processes through HIEs statewide. This Level adds clinical data.	The process is fully integrated into and interoperable with other local, state, and federal programs with national real time, virtual administrative data access and exchange. This Level adds nationwide technical interoperability.
VA As Is: Facilities range from levels 1-2 with some aspects of level 3.	CSBs are at a level 2 with aspects of level 4, i.e. clinical data.			

VA To Be: Virginia will continue to work towards the next level.				
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: Facilities range from levels 1-2 with some aspects of level 3.	CSBs are at a level 2 with aspects of level 3.	Central Office is mostly at level 3 with some aspects of level 2.		
VA To Be: Virginia will continue to work towards the next level. BH would like to move forward with the Electronic Medical Records automation.				
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:	Facilities are at a level 2.	CSBs are at a level 3.		
VA To Be:	Virginia will continue to work towards the next level.			
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no coordination across processes or with other programs	Internal agency operational processes coordinated	Internal agency program processes coordinated	External agency program and operational processes coordinated	Non-state entity program and operational processes coordinated
VA As Is:	Facilities are between levels 2 & 3.	Some CSBs are at a level 3.		
VA To Be:	Virginia will continue to work towards the next level.			
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:	Facilities are		Some CSBs are at a	

	between levels 2 & 3.		level 4.	
VA To Be:	Virginia will continue to work towards the next level.			
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:	Facilities are at a level 2.	Some CSBs are at a Level 3.		
VA To Be:	Virginia will continue to work towards the next level.			