

**TRANSFORMATION WORK
GROUP UPDATE
10-06**

**RELATIONSHIP MANAGEMENT
SUBCOMMITTEE**

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Relationship Management

Definition: A formal business process with well defined accountability to ensure that Purchaser and Supplier are operating to one valid plan communicated through both organizations

Goals:

- Establish a strong business relationship that is beneficial to both parties
- Establish regular, open, and honest communications at the appropriate level of the relationship
 - Ensure clear communication of Purchaser performance expectations
 - Ensure clear communications of Supplier business needs and capabilities
- Ensure both parties meet their commitments to the contract
- Achieve continuous improvement and innovation

Relationship Management and Performance Based Contracting

The “Givens”

- DMHA will institute Performance Contracting in SFY 2008 and be fully implemented by SFY 2010
- Provider contracts will contain performance metrics and deliverables
- Providers will send DMHA accurate and timely data
- Some metrics will be driven by the SAMHSA's National Outcome Measures (NOMs)

Relationship Management and Performance Based Contracting

So, What is open for discussion?

- Listing of specific deliverables
- Metrics and definitions
- Phased in graduated process for first, second, and possibly a third year leading to a scorecard of measures
- Impact of achieving more/less than required by metrics

Outcomes: Draft/Proposed Metrics Based on National Outcome Measures (NOMS)

- Employment/School- Increased or retained employment (SFY08)
- Criminal Justice Involvement (SFY08)
- Housing/Homelessness (SFY08)
- Retention (Addiction) (SFY 08)
- Cost Effectiveness – Use cost in relationship to outcomes (SFY08)
- Change in Use Pattern (Addiction) (SFY08)
- Evidence Based Practices (simple SFY08 further develop for SFY09)
- Access/Capacity (SFY08/09)
- Perception of Care (SFY09)

Draft/Proposed Process Metrics

Not Based on NOMS

- Business Measures
 - Low/No Service (SFY08)
 - Timeliness/Quality of Data submission (SFY08)
 - Percentage of reassessments time one to time two (SFY08)
- State/DMHA accountability measures (SFY08)
- Level of Care and Level of Functioning- CANS/ Adult tool (TBA) (SFY09)
- Coordination of Care – possible use of Consumer Service Review (CSR) (SFY09)
- Items for future consideration: measures related to individuals with Co-occurring disorders and/or Problem Gambling

RELATIONSHIP MANAGEMENT COMPLETE

October, 2005 – Introduce Relationship Management process at the Mental Health Systems Transformation Kick off meeting (Dr. Green presentation/breakout session)

March, 2006 – DMHA Core group meeting – Market/Spend/Business analysis kicks off

June, 2006 – Conclude internal analysis, establish parameters for contracting, and develop plan for partnering with contract treatment providers

July, 2006 – Initial meeting between DMHA and Provider Development Group: review and recommend performance measure for performance contracting beginning SFY 2008

August, 2006 – Regional small group meetings with Development group agencies and networks to review group recommendations regarding proposed performance measures; distribute recommendations to all contract treatment providers

August, 2006 – DMHA meet with OMPP to coordinate selection of performance measures.

September, 2006 – Series of regional meetings to build consensus on performance measures for contracting.

RELATIONSHIP MANAGEMENT PLAN

- **October, 2006 – Present recommendations to Transformation Work Group**
- **October, 2006 – Provider/DMHA work groups meet to revise language and methodology for recommended measures**
- **SFYQ2 2006 – Develop strategy and implementation plan for future performance based contracting. Continue to improve and finalize language and methodology.**
- **January, 2007 – Write performance based contracts for SFY2008**
- **SFYQ4 2006/SFYQ1 2007 – Work Groups develop SFY2009 metrics**
- **July, 2007 – Implement SFY2008 year 1**
- **August, 2007 – Relationship Management reviews begin**