

**County of Los Angeles - Department of Mental Health**

**Quality Improvement Work Plan Implementation Status Report**

**Dated 11/16/09**

**Prepared by: Program Support Bureau, Quality Improvement Division**

**NAME OF REPORT:**

CLIENT CARE COORDINATION PLAN PROTOCOL

**QI IMPLEMENTATION STATUS REPORT**

The MHP recognizes the Client Care Coordination Plan (CCCP) as an essential tool in ensuring a Clinical Loop has been established. The MHP Executive Management Team (EMT) has identified the CCCP as part of the core clinical competency for clinicians and clinicians involved with Specialized Foster Care (SFC). The Clinical Loop as part of the core competencies is made up of the first step Assessment, second step CCCP and the third step documentation in the Progress note. The CCCP was revised to improve client care, improve the clinician and client clinical partnership and establishment of wellness and recovery goals, interventions, and services to be provided and selecting out clear indicators of client/treatment progress. The CCCP was revised through the collaborative efforts of staff in the Program Support Bureau and administrative and clinical staff throughout Los Angeles County Department of Mental Health (LAC-DMH).

**Summary of Findings**

The EMT/MHP established clinical core competencies and from this several initiatives were generated to accomplish these goals. This began with the review and revision of the CCCP form. New curriculum development and training were also needed to address changes to the core competency of client care coordination.

**MH636 Client Care Coordination Plan**

The Client Care Coordination Planning process (CCCP) is the “second step” in completing the “Clinical Loop”. The CCCP planning process is a comprehensive process to address goals, interventions and all services that are needed to positively impact quality of care and clients mental health issues.

Updates were revised for six month frequencies to annually and critical component integration simultaneously occurred. The CCCP fosters/facilitates discussions between client and clinician regarding the following; cultural and linguistic needs, COD and Family involvement/participation in treatment process and a final client driven document with client agreement with his/her goals and plan of care.

Ten (10) Train the Trainer sessions were held throughout the County during the months of February, March and April 2009 with Directly-Operated and Contract program supervisory and management staff to ensure Countywide dissemination of the information and materials. Directly-Operated and Contract agencies began using the revised CCCP with new clients at the end of April (Clinical Records Bulletin, March 10, 2009 and Quality Assurance Bulletin, May 26 2009).

The State & County Performance Outcomes also utilize Consumer Perception Surveys to establish baseline measures for perceptions of Participation in Treatment Planning (YSS, YSS-F, and MHSIP for Adults and Older Adults).

Sub-Scale Description: The sub-scale is made up of 3 individual items for the YSS and the YSS-F surveys and 2 individual items for the Adult and Older Adult surveys.

The YSS and YSS-F scale consists of the following 3 items: 1) I helped to choose my service, 2) I helped to choose my treatment goals, and 3) I participated in my own treatment. The Adult and Older Adult scale consists of the following 2 items: 1) I felt comfortable asking questions about my treatment and medications and 2) I, not staff, decided my treatment goals.

Overall score for the sub-scale: The YSS three item sub-scale scores ranged between 3 and 15. The Adult and Older Adult two item sub-scale scores ranged between 2 and 10.

The YSS-F had a slightly higher mean score on the sub-scale at 12.9 compared with the YSS at 11.5. Older Adults had a higher mean score at 8.8 compared with adults at 8.5.

There were no statistically significant differences by Service Area in the mean score for the sub-scales of the four (4) surveys.

Further statistical analysis: State and County Performance Outcomes Report, August 2009, pgs. 17-20 and 70-85.

**Mean and Standard Deviation for Perception of Participation in Treatment Planning for YSS, YSS-F, MHSIP Adult and Older Adult**

Domain	YSS		YSS-F			MHSIP Adult		MHSIP Older Adult		Range
	Mean	SD	Mean	SD	Range	Mean	SD	Mean	SD	
Perception of Participation in Treatment Planning	11.5	2.3	12.9	2.0	3-15	8.5	1.5	8.8	1.4	2-10

Higher Score indicates greater satisfaction and positive perception for scale.

**Action Requested/Needed**

1. QI to review and monitor Clinical Core Competencies and Specialized Clinical Competencies.
2. Analyze and track CCCP documentation training for new/revised protocols.
3. Develop and integrate curriculum for new clinical employees on new protocols for assessment and CCP process.
4. Track new protocol and training in TLN.

**Recommended Policy Change**

1. Initiate use of TLN data/reports to identify and address potential areas of concern/improvement for level of participation of new and existing staff and evaluation of training and TA provided.
2. QI Division to initiate trending for performance indicators for Perception of Participation in Treatment Planning (YSS, YSS-F, MHSIP Adult and MHSIP Older Adult).