



NEWS RELEASE

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Magellan of Arizona and ADHS/DBHS Launch Provider Outcomes Dashboard

Innovative Tool Takes the Temperature of the Mental Health System and Helps to Improve Care, Lives of Those Challenged by Mental Illness

PHOENIX, Ariz. (Dec. 7, 2009) – Magellan Health Services of Arizona, the Arizona Department of Health Services’ Division of Behavioral Health Services (ADHS/DBHS) and mental health provider networks have joined forces to develop and launch an innovative provider outcomes dashboard that aligns all their efforts in strengthening the behavioral health system based on a series of core metrics.

The online dashboard provides important information to service recipients and their families as well as the providers themselves on areas that are working well and those that need improvement. It includes 18 critical indicators that are grouped into balanced scorecard categories of service maximization/administration, coordination of care, clinical quality and recovery outcomes. Maricopa County’s four adult provider network organizations (PNOs)—CHOICES Network, People of Color Network, Partners In Recovery Network and Southwest Network—collaborated in the development and implementation of the dashboard. Since the tool was launched in March 2009, these agencies have made marked progress in a number of key areas with the 25 clinics that fall under the networks’ management and which provide services for more than 20,000 individuals with severe mental illness throughout Maricopa County. The dashboard ensures these 18 metrics are monitored for improvements month over month using the new measurement tool.

“In any complex mental health system, the only way to ensure the people we serve are living meaningful lives in the community is to make decisions and allocate resources based on accurate, timely data,” said Richard Clarke, Ph.D., CEO of Magellan Health Services of Arizona. “We have worked collaboratively with DBHS and our providers for the past several months to champion a new approach using the dashboard tool. In essence, we have created

a thermometer that takes the temperature of the system on a monthly basis and looks at the metrics that truly impact people's lives.”

Will Humble, interim director of ADHS added, “The dashboard represents our commitment to the citizens of Arizona for accountability and transparency in the behavioral health system.”

The provider outcomes dashboard measures comprehensive data that includes staffing and caseload ratios, recipient/patient satisfaction, individual service plan quality, gainful employment of individuals in the system, primary care and physician follow-up, admissions and readmissions data, Title XIX enrollment and court ordered treatment compliance, individuals' community reintegration and involvement, and much more.

“It is vital that consumers have easy access to helpful information on provider performance,” said Dr. Laura Nelson, ADHS/DBHS acting deputy director. “All 25 clinics now have consumer-driven clinic councils, and this dashboard will provide valuable information for them when making recommendations about how to improve their clinic. This information also allows consumers to make informed decisions about where they choose to go for services.”

The provider outcomes dashboard simply and graphically depicts the status of each measurement category month over month. For example, Magellan can demonstrate dramatic progress in the staffing of case managers and physicians, now at an all-time high.

“This dashboard gives eyes to the performance of the largest and one of the most complex behavioral health-care systems in the country,” said David Covington, Magellan of Arizona's chief of adult services. “It provides an unprecedented level of accountability and transparency to ensure that all of us in the mental health arena are working smarter and more collaboratively to help individuals whose lives we touch.”

The provider outcomes dashboard is another milestone in Magellan's and the mental health community's ongoing and collective efforts to transform Maricopa County's mental health

system from a process-only measurement system to one that focuses on meaningful recovery outcomes for the individuals it serves. The dashboard is now available to view anytime on www.MagellanofAZ.com/dashboards.

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About Magellan Health Services of Arizona

As the Regional Behavioral Health Authority for Maricopa County, Magellan Health Services of Arizona serves as a critical point of connection to the more than 80,000 individuals who have experienced life challenges as a result of mental illness and substance abuse. Magellan gives these individuals voice and choice to realize their desired outcomes and supports them with caring, unrivaled customer service that is sensitive to the diversity of our communities. For more information, visit www.MagellanofAZ.com or call Magellan of Arizona at (800) 564-5465, TTY (800) 424-9831. Information is available in English and Spanish.

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