

MDH - Behavioral Health Administration

MISSION

Through publicly-funded, culturally competent, high quality services and supports, the Behavioral Health Administration will promote equity, resilience, recovery, health and wellness for individuals who have or are at risk for behavioral health disorders (including emotional, substance-related, gambling and/or mental health disorders).

VISION

To achieve excellent health outcomes, meet unmet behavioral health needs, including those of children and youth, and decrease behavioral health disparities for individuals across the lifespan through a seamless and integrated continuum of care.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

DEPUTY SECRETARY FOR BEHAVIORAL HEALTH

Goal 1. The Resident Grievance System (RGS) will conduct timely interviews and referrals (Information/Assistance), thorough investigations (Grievances), and assist residents who refuse medication (Clinical Review Panels) in the ten State-run facilities (seven behavioral health and three developmental disabilities).

Obj. 1.1 At least 95 percent of all grievances will be resolved within 65 working days.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.	2025 Est.
Number of requests for RGS services	3,013	2,804	3,215	2,052	2,603	2,623	2,426
Percent of grievances processed within 65 days	98%	92%	96%	90%	94%	93%	92%

Goal 2. The Resident Grievance System will work toward prevention of grievances by responding to residents' concerns. Grievances filed will be successfully mediated and resolved at the lowest possible level.

Obj. 2.1 Grievances will decline as the number of information/assistance interactions provided to residents increases.

Obj. 2.2 At least 93 percent of all grievances will be closed by Stage 3.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.	2025 Est.
Number of grievances	516	319	382	240	270	297	269
Number of Information/Assistance interactions	2,261	2,263	2,545	1,543	2,047	2,045	1,878
Number of Clinical Review Panels	236	222	288	269	286	281	279
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	51%	46%	42%	38%	39%	40%	39%
Stage 2 – Unit Director	9%	19%	21%	12%	16%	16%	15%
Stage 3 – Superintendent	33%	32%	31%	47%	33%	37%	39%
Stage 4 – Central Review Committee	7%	3%	6%	3%	12%	7%	7%

MOOL

<http://bha.health.maryland.gov/>

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BEHAVIORAL HEALTH ADMINISTRATION

Goal 1. Increase the abilities of participants with behavioral health disorders to live successfully in the community.

Obj. 1.1 The percentage of Public Behavioral Health System (PBHS) service recipients with a primary mental health diagnosis readmitted to the same or different inpatient hospital within 30 days of discharge will not exceed 18 percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of PBHS service recipients with a primary mental health diagnosis who are readmitted to the same or different mental health inpatient hospital within 30 days of discharge	N/A	18.3%	15.2%	14.8%	14.1%	14.1%	14.1%
Total number of PBHS service recipients with a primary mental health diagnosis discharged from an inpatient hospital following an admission for a mental health related condition	N/A	19,521	16,689	16,688	16,172	17,069	17,820

Obj. 1.2 The percentage of PBHS substance use disorder (SUD) service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge will not exceed 20 percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of PBHS SUD service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge	N/A	11.2%	17.7%	18.3%	19.5%	19.6%	19.8%
Total number of PBHS SUD service recipients discharged from Residential Treatment	N/A	15,020	12,414	14,691	15,958	17,400	18,966

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Goal 2. Maintain and increase the number of individuals treated in the Public Behavioral Health System (PBHS).

Obj. 2.1 In each subsequent year, the number of individuals receiving behavioral health services will increase by four percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of individuals treated in the PBHS in the fiscal year	291,740	289,027	284,087	302,822	317,963	327,502	337,327
Change in the number of individuals treated from previous fiscal year	16,073	-2,713	-4,940	18,735	15,141	9,539	9,825
Percent change from previous fiscal year	5.8%	-0.9%	-1.7%	6.6%	5.0%	3.0%	3.0%

Obj. 2.2 In each subsequent year, the number of individuals receiving MH services will increase by four percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of individuals that received MH services in the PBHS in the fiscal year	225,278	222,966	233,854	244,890	256,949	267,227	275,912
Change in the number of individuals treated from previous fiscal year	13,953	-2,312	10,888	11,036	12,059	10,278	8,685
Percent change from previous fiscal year	6.6%	-1.0%	4.9%	4.7%	4.9%	4.0%	3.3%

Obj. 2.3 In each subsequent year, the number of individuals receiving SUD services will increase by four percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of individuals that received SUD services in the PBHS in the fiscal year	116,536	122,219	104,340	104,301	105,544	107,549	109,162
Change in the number of individuals treated from previous fiscal year	6,138	5,683	-17,879	-39	1,243	2,005	1,613
Percent change from previous fiscal year	5.6%	4.9%	-14.6%	0.0%	1.2%	1.9%	1.5%

Obj. 2.4 In each subsequent year, the number of dually diagnosed individuals receiving behavioral health services will increase by four percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	98,624	91,526	64,184	81,787	83,848	85,944	87,663
Change in the number of dually diagnosed individuals treated from previous fiscal year	6,710	-7,098	-27,342	17,603	2,061	2,096	1,719
Percent change from previous fiscal year	7.3%	-7.2%	-29.9%	27.4%	2.5%	2.5%	2.0%

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Obj. 2.5 The percentage of PBHS recipients receiving Opioid Use Disorder (OUD) services will increase annually by at least three percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent change in the number of PBHS recipients receiving OUD services	N/A	-2.4%	-7.7%	-8.1%	-6.3%	1.4%	4.0%
Number of PBHS service recipients receiving PBHS OUD services in current fiscal year	N/A	33,605	31,015	28,490	26,693	27,055	28,137
Change in number of PBHS service recipients receiving PBHS OUD services in previous fiscal year	N/A	-813	-2,590	-2,525	-1,797	362	1,082

Obj. 2.6 The percentage of mental hospital inpatient treatment recipients who receive follow up mental health care within seven days of discharge will meet or exceed 45 percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of PBHS mental hospital inpatient treatment recipients who receive follow-up mental health care within seven days of discharge from an inpatient facility	N/A	48.4%	49.5%	49.5%	50.2%	50.8%	56.0%
Total number of PBHS service recipients discharged from mental health hospital treatment facilities	N/A	19,521	16,689	16,688	16,172	17,069	17,820

Obj. 2.7 The percent of PBHS Substance Use Disorder (SUD) service recipients who receive follow-up treatment within seven days of discharge from a SUD treatment facility will meet or exceed 45 percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of PBHS Substance Use Disorder (SUD) service recipients who Received Follow-up treatment within 7 days of discharge from SUD Residential Treatment facility	N/A	45.7%	49.3%	50.4%	52.0%	51.3%	54.7%
Total number of PBHS SUD service recipients discharged from SUD Residential Treatment	N/A	15,020	12,414	14,691	15,958	17,446	19,017

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Obj. 2.8 Increase the percentage of SUD providers actively treating children and youth ages 0 – 17 in the PBHS by two percent each fiscal year.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of unduplicated providers actively billing the PBHS for SUD treatment services rendered.	N/A	N/A	1,604	1,661	1,841	1,910	1,967
Number of unduplicated providers actively billing the PBHS for SUD treatment services rendered to children and youth ages 0 – 17 years old.	N/A	N/A	269	270	292	300	310
Percent of SUD providers in the PBHS actively billing the PBHS for SUD treatment services rendered to children and youth ages 0 – 17.	N/A	N/A	17%	16%	16%	16%	16%

Obj. 2.9 Increase the percentage of children and youth, ages 0 – 17, receiving SUD treatment in the PBHS by two percent each fiscal year.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Number of unduplicated recipients receiving SUD treatment services in the PBHS in the fiscal year.	N/A	N/A	104,340	104,301	105,544	107,549	109,162
Number of unduplicated children and youth recipients, ages 0 - 17, receiving SUD treatment services in the PBHS in the fiscal year.	N/A	N/A	2,690	3,032	3,463	3,809	4,113
Percent of children and youth recipients, ages 0 – 17, receiving SUD treatment services in the fiscal year.	N/A	N/A	3%	3%	3%	4%	4%

Goal 3. Implement utilization of the latest technology to expand access to behavioral health services in the least restrictive settings.

Obj. 3.1 In each fiscal year, 45 percent or more of rural outpatient service recipients receive services via telehealth.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Unduplicated number of individuals served in outpatient setting in rural areas	83,882	79,822	78,363	82,310	84,528	86,641	87,941
Number of individuals that received tele-behavioral health services in rural areas	5,516	37,525	53,568	50,241	48,318	48,076	48,036
Percent receiving tele-behavioral health services in rural areas	6.6%	47.0%	68.4%	61.0%	57.2%	55.5%	54.6%

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Obj. 3.2 In each fiscal year, 45 percent or more of statewide outpatient service recipients will receive services via telehealth.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Unduplicated number of individuals served in outpatient setting statewide	254,371	240,550	239,637	253,354	264,645	275,230	282,111
Number of individuals that received tele-behavioral health services statewide	7,677	107,903	160,283	159,352	156,340	153,840	152,897
Percent receiving tele-behavioral health services statewide	3.0%	44.9%	66.9%	62.9%	59.1%	55.9%	54.2%

Goal 4. Promote health and wellness initiatives in the Behavioral Health System.

Obj. 4.1 The percentage of PBHS MH service recipients with three or more BH related Emergency Department (ED) visits will not exceed five percent.

Obj. 4.2 The percentage of PBHS SUD service recipients with three or more BH related ED visits will not exceed five percent.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of PBHS MH service recipients with three or more behavioral health related ED visits	N/A	2.1%	0.9%	0.9%	0.8%	0.9%	0.9%
Total number of PBHS MH service recipients	225,278	222,966	233,854	244,890	256,949	267,227	275,912
Percent of PBHS SUD service recipients with three or more behavioral health related ED visits	N/A	1.1%	1.4%	1.3%	1.0%	1.3%	1.3%
Total number of PBHS SUD service recipients	116,536	122,219	104,340	104,301	105,544	107,549	109,162