

MDH - Behavioral Health Administration

MISSION

The Maryland Department of Health Behavioral Health Administration (BHA) will, through publicly-funded services and support, promote recovery, resiliency, health and wellness for individuals who have or are at risk for emotional, substance related, addictive, and/or psychiatric disorders to improve their ability to function effectively in their communities.

VISION

The vision of BHA is improved health, wellness, and quality of life for individuals across their life span through a seamless and integrated behavioral health system 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.	2021 Est.
Number of requests for RGS services	3,402	3,274	2,364	2,382	3,013	2,884	2,983
Percent of grievances processed within 65 days	96%	95%	98%	97%	98%	95%	95%

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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.	2021 Est.
Number of grievances	684	410	454	414	516	460	465
Number of Information/Assistance interactions	2,491	2,620	1,672	1,766	2,261	2,184	2,222
Number of Clinical Review Panels	227	244	238	202	236	239	238
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	59%	54%	40%	37%	51%	50%	51%
Stage 2 – Unit Director	1%	10%	18%	10%	9%	12%	11%
Stage 3 – Superintendent	34%	27%	33%	45%	33%	31%	31%
Stage 4 – Central Review Committee	6%	9%	9%	8%	7%	7%	7%

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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 By fiscal year 2020, the percentage of adults (18-64 years old) gaining or maintaining employment based on the most recent mental health (MH) outpatient service request in the fiscal year compared to the earliest MH outpatient service request within the same episode of care will be at least 20 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adults who answered employment question at the earliest and the most recent MH outpatient service request	30,961	33,979	35,581	37,430	39,727	35,000	30,000
Number of adults who answered that they are currently employed at the most recent MH outpatient service request	8,854	9,981	11,191	12,556	13,300	10,500	9,000
Percent of adults that gained or maintained employment	28.6%	29.4%	31.5%	33.5%	33.5%	30.0%	30.0%

Obj. 1.2 By fiscal year 2020, the percentage of adults (18-64) gaining or maintaining employment based on the most recent substance related disorder (SRD) Level I outpatient and Opioid Maintenance Treatment (OMT) service request in the fiscal year compared to the earliest SRD service request within the same episode of care will be at least 40 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adults who answered the employment question at the earliest and the most recent SRD outpatient service request	3,500	8,589	11,710	28,058	29,114	25,000	20,000
Number of adults who answered they are currently employed at the most recent SRD outpatient OMT service request	5,005	11,248	4,603	10,226	10,500	8,750	7,000
Percent of adults that gained or maintained employment	43.0%	31.0%	39.3%	36.4%	36.1%	35.0%	35.0%

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Obj. 1.3 By fiscal year 2020, the percent of individuals with a decrease in arrest 30 days prior to the service request based on the most recent SRD service request in the fiscal year compared to the earliest SRD service request within the same episode of care will be 10 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of individuals who answered the "arrest 30 days prior" question at the earliest and the most recent SRD service request	1,050	1,472	2,538	2,633	2,250	2,000	1,500
Number of individuals who showed a decrease in the number of arrests	210	1,122	1,139	1,234	1,413	1,200	750
Percent of adults that showed a decrease in the number of arrests	80.0%	23.8%	45.0%	46.9%	63.0%	60.0%	50.0%

Obj. 1.4 By fiscal year 2020, at least 70 percent of adults (18-64 years old) receiving MH treatment will report being satisfied with their recovery.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adults who answered the recovery satisfaction question at the most recent MH outpatient service request	45,030	43,069	44,912	45,814	45,413	35,000	25,000
Number of adults who answered they are satisfied with their recovery at the most recent MH outpatient service request	24,541	31,569	33,139	34,372	34,061	26,250	18,750
Percent of adults who report being satisfied with their recovery	54.5%	73.3%	73.8%	75.0%	73.0%	75.0%	75.0%

Obj. 1.5 By fiscal year 2020 at least 85 percent of adolescents (14-17 years old) receiving MH treatment will report being hopeful about their future.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adolescents answering the "hopeful about my future" question at the most recent MH outpatient service request	13,000	10,054	10,759	11,216	11,541	8,500	7,000
Number of adolescents who answered they are hopeful about their future at the most recent MH outpatient service request	10,725	8,738	9,196	9,643	9,799	7,225	5,950
Percent of adolescents who report being hopeful about their future	82.5%	86.9%	85.5%	86.0%	85.0%	85.0%	85.0%

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Obj. 1.6 By fiscal year 2020, at least 80 percent of adults (18-64 years old) receiving SRD treatment will report being satisfied with their recovery.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adults who answered the recovery satisfaction question at the most recent SRD outpatient service request	N/A	N/A	29,590	31,151	30,573	27,000	20,000
Number of adults who answered they are satisfied with their recovery at the most recent SRD outpatient service request	N/A	N/A	23,983	25,405	24,979	21,600	16,000
Percent of adults that are satisfied with their recovery	N/A	N/A	81.1%	81.6%	80.0%	80.0%	80.0%

Obj. 1.7 By fiscal year 2020, at least 90 percent of adolescents (14 - 17 years old) receiving SRD Level I outpatient and OMT treatment will report being hopeful about their future.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adolescents who answered the hopeful about the future question at the most recent SRD outpatient service request	N/A	N/A	402	312	239	150	100
Number of adolescents who answered they are hopeful about their future at the most recent SRD outpatient service request	N/A	N/A	369	294	220	135	90
Percent of adolescents who report being hopeful about their future	N/A	N/A	91.8%	94.2%	90.0%	90.0%	90.0%

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

Obj. 2.1 By fiscal year 2020, the number of individuals receiving behavioral health services will increase by 7 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of individuals treated in the PBHS in the fiscal year	N/A	243,690	260,213	275,667	291,740	309,244	327,799
Change in the number of individuals treated from previous fiscal year	N/A	N/A	16,523	15,454	16,073	17,504	18,555
Percent change from previous fiscal year	N/A	N/A	6.8%	6.3%	5.8%	6.0%	6.0%

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Obj. 2.2 By fiscal year 2020, the number of individuals receiving MH services will increase by 5 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of individuals that received MH services in the PBHS in the fiscal year	N/A	192,809	200,959	211,325	225,278	238,795	253,123
Change in the number of individuals treated from previous fiscal year	N/A	N/A	8,150	10,366	13,953	13,517	14,328
Percent change from previous fiscal year	N/A	N/A	4.2%	5.4%	6.6%	6.0%	6.0%

Obj. 2.3 By fiscal year 2020, the number of individuals receiving SRD services will increase by 7 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of individuals that received SRD services in the PBHS in the fiscal year	N/A	90,731	103,115	110,398	116,536	123,528	130,940
Change in the number of individuals treated from previous fiscal year	N/A	N/A	12,384	7,283	6,138	6,992	7,412
Percent change from previous fiscal year	N/A	N/A	13.6%	8.0%	5.6%	6.0%	6.0%

Obj. 2.4 By fiscal year 2020, the number of dually diagnosed individuals receiving behavioral health services will increase by 10 percent.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	N/A	77,749	85,657	91,914	98,624	104,541	110,813
Change in the number of dually diagnosed individuals treated from previous fiscal year	N/A	N/A	7,908	6,257	6,710	5,917	6,272
Percent change from previous fiscal year	N/A	N/A	10.2%	8.0%	7.3%	6.0%	6.0%

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

Obj. 3.1 By fiscal year 2020, at least 8 percent of individuals receiving outpatient behavioral health services in rural areas will receive tele-health services.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Unduplicated number of individuals served in outpatient setting in rural areas	13,869	15,371	17,740	18,728	19,815	20,250	21,000
Number of individuals that received tele-behavioral health services in rural areas	1,063	1,306	1,996	2,100	2,079	2,025	2,100
Percent receiving tele-behavioral health services	7.7%	8.5%	11.3%	11.2%	10.4%	10.0%	10.0%

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

Obj. 4.1 By fiscal year 2020, less than 6 percent of adolescents (11-17 years old) receiving MH treatment will report smoking.

Obj. 4.2 By fiscal year 2020, less than 45 percent of adults (18-64 years old) receiving MH treatment will report smoking.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adolescents receiving MH outpatient services who answered the smoking question	16,444	24,539	25,936	28,332	30,899	32,140	33,381
Number of adolescents receiving MH outpatient services who answered "yes" that they smoke	1,071	1,070	917	918	734	688	643
Percent of adolescents receiving MH treatment who report smoking	6.5%	4.4%	3.5%	3.2%	2.3%	2.1%	1.9%
Number of adults receiving MH outpatient services who answered the smoking question	59,392	61,896	66,264	68,698	73,726	75,592	77,457
Number of adults receiving MH outpatient services who answered "yes" that they smoke	25,736	25,515	26,485	25,271	24,542	24,056	23,571
Percent of adults receiving MH treatment who report smoking	43.3%	41.2%	40.0%	36.8%	33.2%	31.8%	30.4%

Obj. 4.3 By fiscal year 2020, less than 35 percent of adolescents (11-17 years old) receiving SRD Level I outpatient and methadone maintenance services will report smoking.

Obj. 4.4 By fiscal year 2020, less than 70 percent of adults (18-64 years old) receiving SRD Level I outpatient and methadone maintenance services will report smoking.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of adolescents receiving SRD Level I outpatient and OMT services who answered the smoking question	N/A	946	820	698	604	550	496
Number of adolescents receiving SRD Level I outpatient and OMT services who answered "yes" that they smoke	N/A	283	255	184	153	128	102
Percent of adolescents receiving SRD treatment who report smoking	N/A	29.9%	31.1%	26.4%	23.0%	23.0%	21.0%
Number of adults receiving SRD Level I outpatient and OMT services who answered the smoking question	N/A	11,841	42,073	45,772	47,361	48,683	50,005
Number of adults receiving SRD Level I outpatient and OMT services who answered "yes" that they smoke	N/A	8,134	29,360	32,525	32,366	33,118	33,869
Percent of adults receiving SRD treatment who report smoking	N/A	68.7%	69.8%	71.1%	68.0%	68.0%	68.0%

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STATE PSYCHIATRIC FACILITIES

Goal 1. Improve psychiatric outcomes for all patients.

Obj. 1.1 To maintain patient satisfaction rates of at least 80 percent (as reported in patient satisfaction surveys).

Performance Measures - Satisfaction Survey	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	84%	91%	88%	83%	90%	90%	90%
RICA Baltimore	100%	88%	98%	89%	97%	89%	89%
Eastern Shore Hospital Center	N/A	N/A	45%	48%	66%	75%	80%
Springfield Hospital Center	76%	76%	74%	N/A	74%	75%	75%
Spring Grove Hospital Center	78%	72%	84%	83%	87%	87%	87%
Clifton T. Perkins Hospital Center	77%	100%	52%	59%	75%	76%	77%
John L. Gildner RICA	91%	100%	96%	84%	75%	85%	85%

Obj. 1.2 The percent of patients discharged on two or fewer antipsychotic medications will exceed 85 percent.

Performance Measures - Discharge	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	N/A	N/A	N/A	N/A	96%	100%	100%
Eastern Shore Hospital Center	N/A	N/A	N/A	N/A	99%	99%	99%
Springfield Hospital Center	N/A	N/A	N/A	N/A	98%	98%	98%
Spring Grove Hospital Center	N/A	N/A	N/A	N/A	94%	97%	97%
Clifton T. Perkins Hospital Center	N/A	N/A	N/A	N/A	99%	96%	99%

Obj. 1.3 The elopement rate for RICA facilities will not exceed two per 1,000 patient days.

Performance Measures - Elopement	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
RICA Baltimore	N/A	N/A	N/A	N/A	0.08	0.91	0.91
John L. Gildner RICA	N/A	N/A	N/A	N/A	2.23	1.71	1.71

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Goal 2. Provide treatment and care in the least restrictive and least intensive setting consistent with safety needs.

Obj. 2.1 The rate of seclusions will not exceed 0.75 hours for every 1,000 inpatient hours.

Performance Measures - Seclusion Hours	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	0.09	0.06	0.19	0.08	0.12	0.11	0.11
RICA Baltimore	0.27	0.42	0.28	0.55	0.70	0.36	0.36
Eastern Shore Hospital Center	1.33	0.53	0.81	0.36	1.47	0.44	0.22
Springfield Hospital Center	0.13	0.07	0.20	0.07	0.10	0.08	0.08
Spring Grove Hospital Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Clifton T. Perkins Hospital Center	0.06	0.02	0.02	0.02	0.01	0.01	0.01
John L. Gildner RICA	0.01	0.01	0.01	0.02	0.00	0.02	0.02

Obj. 2.2 The rate of restraints will not exceed 0.75 hour for every 1,000 inpatient hours.

Performance Measures - Restraint Hours	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	0.25	0.14	0.15	0.05	0.04	0.03	0.03
RICA Baltimore	0.04	0.03	0.04	0.09	0.05	0.05	0.05
Eastern Shore Hospital Center	0.21	1.83	0.10	0.08	0.01	0.01	0.01
Springfield Hospital Center	1.11	1.30	1.44	0.76	1.03	0.78	0.78
Spring Grove Hospital Center	0.11	0.12	0.12	0.14	0.09	0.11	0.11
Clifton T. Perkins Hospital Center	3.77	1.27	2.36	0.89	1.58	1.40	1.21
John L. Gildner RICA	0.11	0.16	0.12	0.14	0.15	0.10	0.10

Obj. 2.3 The percent of patients who remain hospitalized for greater than 30 days once they no longer meet medical necessity criteria for psychiatric hospitalization will be zero.

Performance Measures - Medical Necessity	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	N/A	N/A	N/A	N/A	3%	19%	19%
RICA Baltimore	N/A	N/A	N/A	N/A	0%	0%	0%
Eastern Shore Hospital Center	N/A	N/A	N/A	N/A	9%	10%	10%
Springfield Hospital Center	N/A	N/A	N/A	N/A	7%	6%	6%
Spring Grove Hospital Center	N/A	N/A	N/A	N/A	9%	8%	8%
Clifton T. Perkins Hospital Center	N/A	N/A	N/A	N/A	7%	7%	7%
John L. Gildner RICA	N/A	N/A	N/A	N/A	0%	0%	0%

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Goal 3. Provide a safe and therapeutic environment for patients and staff.

Obj. 3.1 The rate of staff time lost due to an injury sustained in the performance of an employee's job duties (accident leave) will not exceed a rate of 3.0 hours per 1,000 hours worked.

Performance Measures - Employee Injuries	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	14.1	11.0	9.9	1.4	0.9	0.7	0.7
RICA Baltimore	0.5	0.7	3.8	0.9	0.3	0.7	0.7
Eastern Shore Hospital Center	0.7	17.3	0.4	2.9	2.7	1.5	1.5
Springfield Hospital Center	3.2	5.8	4.1	2.6	5.4	3.2	2.8
Spring Grove Hospital Center	1.2	3.8	5.0	1.1	1.2	1.1	1.1
Clifton T. Perkins Hospital Center	12.6	19.5	15.6	9.9	8.4	8.3	8.3
John L. Gildner RICA	1.4	1.0	4.7	1.2	0.9	1.6	1.6

Obj. 3.2 The patient injury rate will not exceed 1.0 per 1,000 registered bed days.

Performance Measures - Patient Injuries	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Thomas B. Finan Hospital Center	0.41	0.69	0.04	0.50	0.33	0.31	0.31
RICA Baltimore	0.06	0.06	0.08	0.70	0.02	0.07	0.07
Eastern Shore Hospital Center	0.01	0.08	0.12	0.48	0.00	0.00	0.00
Springfield Hospital Center	0.00	0.08	0.22	0.10	0.08	0.06	0.06
Spring Grove Hospital Center	N/A	0.19	0.18	0.13	0.13	0.15	0.15
Clifton T. Perkins Hospital Center	0.25	0.04	0.05	0.09	0.08	0.05	0.04
John L. Gildner RICA	0.09	0.00	0.00	0.00	0.06	0.28	0.29

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Goal 4. The BHA hospitals will be compliant with legislative mandates regarding court-ordered placements.

Obj. 4.1 The percent of Not Criminally Responsible (NCR) and Incompetent to Stand Trial (IST) court orders admitted within ten business days will be at 100 percent.

Obj. 4.2 The average cycle time for the admission of Not Criminally Responsible (NCR) and Incompetent to Stand Trial (IST) court orders will be less than ten business days.

Obj. 4.3 The percent of placement of 8-507 orders within 21 business days will be at 100 percent.

Obj. 4.4 The average cycle time for the admission of 8-507 court orders will be less than twenty-one business days.

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Percent of court orders for NCR and IST patients admitted within 10 business days	N/A	N/A	N/A	N/A	100%	100%	100%
Average admission cycle time for NCR and IST patients	N/A	N/A	N/A	8.40	7.80	7.80	7.00
¹ Percent of placement of 8-507 orders within 21 business days	N/A	N/A	N/A	99%	100%	100%	100%
¹ Average admission cycle time for 8-507 court orders	N/A	N/A	N/A	16.00	11.00	10.00	10.00

NOTES

¹ 8-507 placements for treatment are received by the State's Institutes for Mental Disease (IMDs).