

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.	2023 Est.
Number of requests for RGS services	2,364	2,382	3,013	2,804	3,215	3,011	3,010
Percent of grievances processed within 65 days	98%	97%	98%	92%	96%	95%	94%

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.	2023 Est.
Number of grievances	454	414	516	319	382	406	369
Number of Information/Assistance interactions	1,672	1,766	2,261	2,263	2,545	2,356	2,388
Number of Clinical Review Panels	238	202	236	222	288	249	253
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	40%	37%	51%	46%	42%	46%	45%
Stage 2 – Unit Director	18%	10%	9%	19%	21%	17%	18%
Stage 3 – Superintendent	33%	45%	33%	32%	31%	32%	32%
Stage 4 – Central Review Committee	9%	8%	7%	3%	6%	5%	5%

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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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 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	N/A	N/A	18.3%	14.4%	16.2%	15.7%
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	N/A	N/A	19,521	16,590	16,432	17,580

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Percent of PBHS SUD service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge	N/A	N/A	N/A	11.2%	17.7%	17.2%	15.9%
Total number of PBHS SUD service recipients discharged from Residential Treatment	N/A	N/A	N/A	15,020	12,428	11,890	14,760

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of individuals treated in the PBHS in the fiscal year	260,213	275,667	291,740	289,027	285,754	291,890	294,274
Change in the number of individuals treated from previous fiscal year	16,523	15,454	16,073	-2,713	-3,273	6,136	2,384
Percent change from previous fiscal year	6.8%	5.9%	5.8%	-0.9%	-1.1%	2.1%	0.8%

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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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of individuals that received MH services in the PBHS in the fiscal year	200,959	211,325	225,278	222,966	220,044	224,785	228,157
Change in the number of individuals treated from previous fiscal year	8,150	10,366	13,953	-2,312	-2,922	4,741	3,372
Percent change from previous fiscal year	4.2%	5.2%	6.6%	-1.0%	-1.3%	2.2%	1.5%

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

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of individuals that received SRD services in the PBHS in the fiscal year	103,115	110,398	116,536	122,219	111,018	121,845	122,306
Change in the number of individuals treated from previous fiscal year	12,384	7,283	6,138	5,683	-11,201	10,827	461
Percent change from previous fiscal year	13.6%	7.1%	5.6%	4.9%	-9.2%	9.8%	0.4%

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

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	85,657	91,914	98,624	91,526	60,134	94,545	97,214
Change in the number of dually diagnosed individuals treated from previous fiscal year	7,908	6,257	6,710	-7,098	-31,392	34,411	2,669
Percent change from previous fiscal year	10.2%	7.3%	7.3%	-7.2%	-34.3%	57.2%	2.8%

Obj. 2.5 The percentage of PBHS recipients receiving Medication Assisted Treatment (MAT) services will increase annually by at least three percent.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Percent change in the number of PBHS recipients receiving MAT services	N/A	N/A	N/A	-2.4%	-8.7%	9.9%	-0.2%
Number of PBHS service recipients receiving PBHS MAT services in current fiscal year	N/A	N/A	N/A	33,605	30,610	33,640	33,585
Change in number of PBHS service recipients receiving PBHS MAT services in previous fiscal year	N/A	N/A	N/A	-813	-2,995	3,030	-55

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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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 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	N/A	N/A	48.4%	47.2%	47.7%	48.1%
Total number of PBHS service recipients discharged from mental health hospital treatment facilities	N/A	N/A	N/A	19,521	7,897	18,232	18,479

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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 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	N/A	N/A	45.7%	49.2%	49.8%	49.8%
Total number of PBHS SUD service recipients discharged from SUD Residential Treatment	N/A	N/A	N/A	15,020	12,428	14,112	14,784

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 15 percent of individuals receiving outpatient behavioral health services in rural areas will receive tele-health services.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Unduplicated number of individuals served in outpatient setting in rural areas	17,740	18,728	19,815	18,972	18,700	19,321	19,280
Number of individuals that received tele-behavioral health services in rural areas	1,996	2,100	2,079	7,734	12,285	12,172	9,475
Percent receiving tele-behavioral health services	11.3%	11.2%	10.5%	40.8%	65.7%	63.0%	49.1%

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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 5 percent.

Obj. 4.2 The percentage of PBHS SUD service recipients with three or more BH related ED visits will not exceed 5 percent.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Percent of PBHS MH service recipients with three or more behavioral health related ED visits	N/A	N/A	N/A	2.1%	0.9%	1.7%	1.5%
Total number of PBHS MH service recipients	N/A	N/A	N/A	222,966	220,044	224,785	228,157
Percent of PBHS SUD service recipients with three or more behavioral health related ED visits	N/A	N/A	N/A	1.1%	1.3%	1.3%	1.4%
Total number of PBHS SUD service recipients	N/A	N/A	N/A	122,219	111,018	121,845	122,306