DEPARTMENT OF HUMAN SERVICES BEHAVIORAL HEALTH SYSTEM

north dakota department of human services

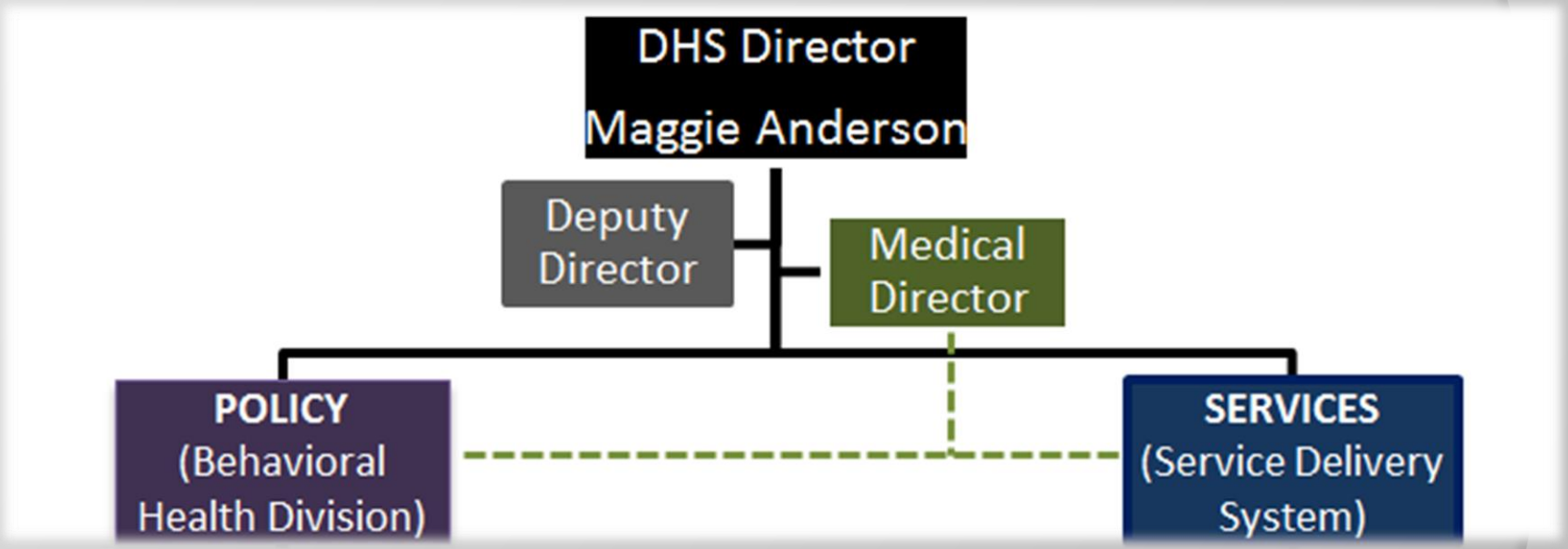
Interim Human Services Committee – August 19, 2015

By 2020, mental and substance use disorders will surpass all physical diseases as a major cause of disability worldwide.
(SAMHSA)

north dakota
department of
human services

To provide **quality**, **efficient** and **effective** human services, which improve the lives of people.

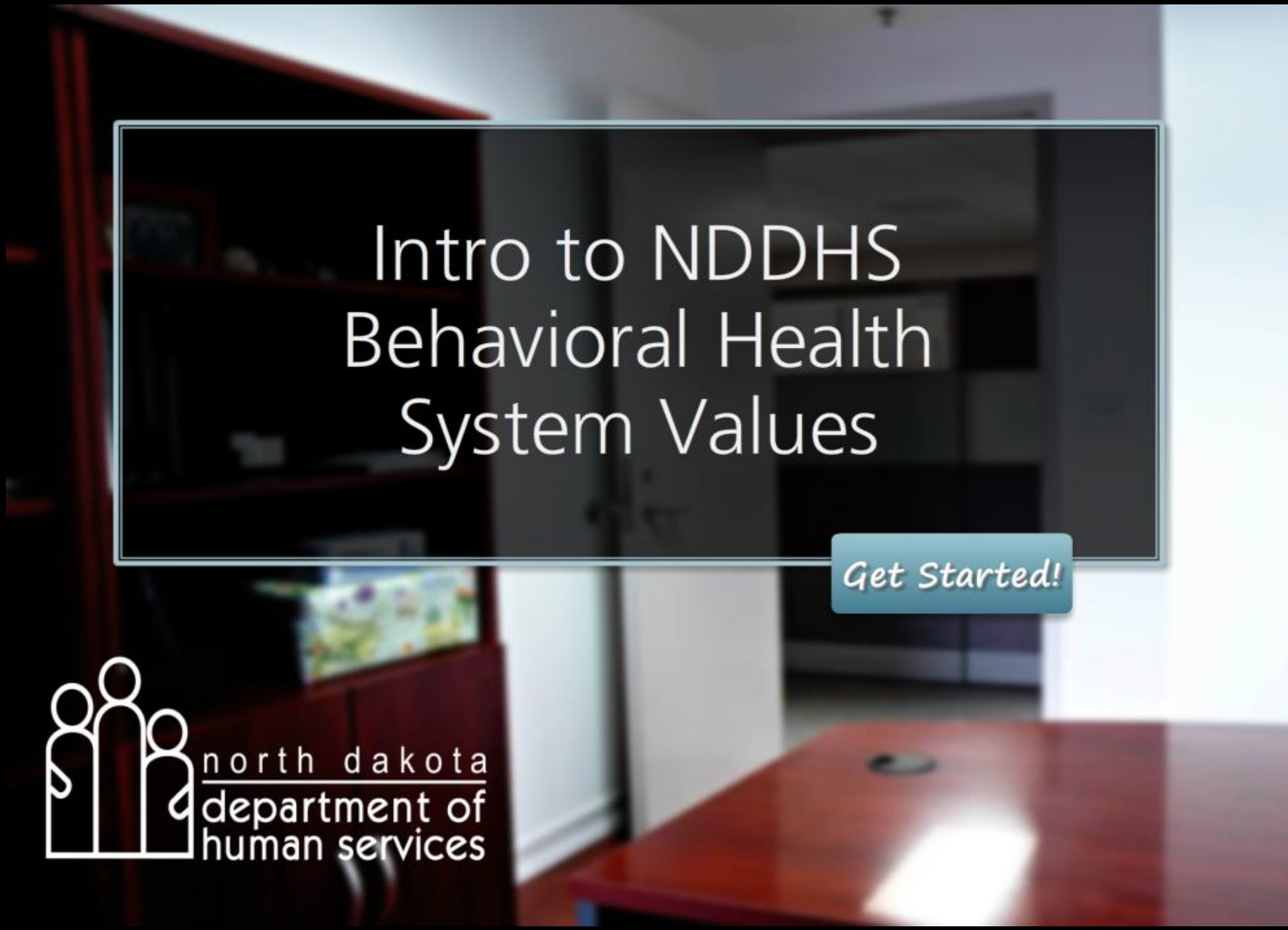
DHS Behavioral Health System



DHS Behavioral Health System **Roles:**

Behavioral Health Division	Behavioral Health Services Delivery System
Provides leadership for the planning, development, and oversight of the state's behavioral health system. Work with partners within the department and the state behavioral health community to . . . - improve access to services, - address behavioral health workforce needs, - develop policy, and - ensure quality services are available for those with behavioral health needs.	Provides, directly or through contracts, a full continuum of integrated behavioral health. Regional Human Service Centers (HSCs) provide outpatient and residential services to a broad range of people with mental illness and substance use disorders. North Dakota State Hospital (NDSH) provides hospital and residential treatment to specialized populations of the mentally ill, chemically dependent, and sexually dangerous

DHS Behavioral Health System **Values:**


Intro to NDDHS
Behavioral Health
System Values
Get Started!
north dakota
department of
human services

Recovery-Oriented Systems

"Systems of health and human services that affirm hope for recovery, exemplify a strength-based orientation, and offer a wide spectrum of services and supports aimed at engaging people with mental health and substance use conditions into care and promoting their resilience and long-term recovery from which they and their families may choose"

Source: *Glossary of Recovery Terms:* Retrieved 2015, May 18 from http://media.samhsa.gov/recoverytopractice/GlossaryOfTerms.aspx

Person-Centered Care

"Care that is based on the person's and/or family's self-identified hopes, aspirations, and goals, which build on the person's and/or family's own assets, interests, and strengths, and which is carried out collaboratively with a broadly defined recovery management team that includes formal care providers as well as others who support the person's or family's own recovery efforts and processes, such as employers, landlords, teachers, and neighbors."

Source: *Glossary of Recovery Terms:* Retrieved 2015, May 18 from http://media.samhsa.gov/recoverytopractice/GlossaryOfTerms.aspx

Integrated care

is the collaboration between behavioral health and primary care providers to ensure the most effective and informative care for the consumer. Integrated care focuses on consumers and family members as partners in the healthcare process. Integrated Health Care identifies nine core competencies.

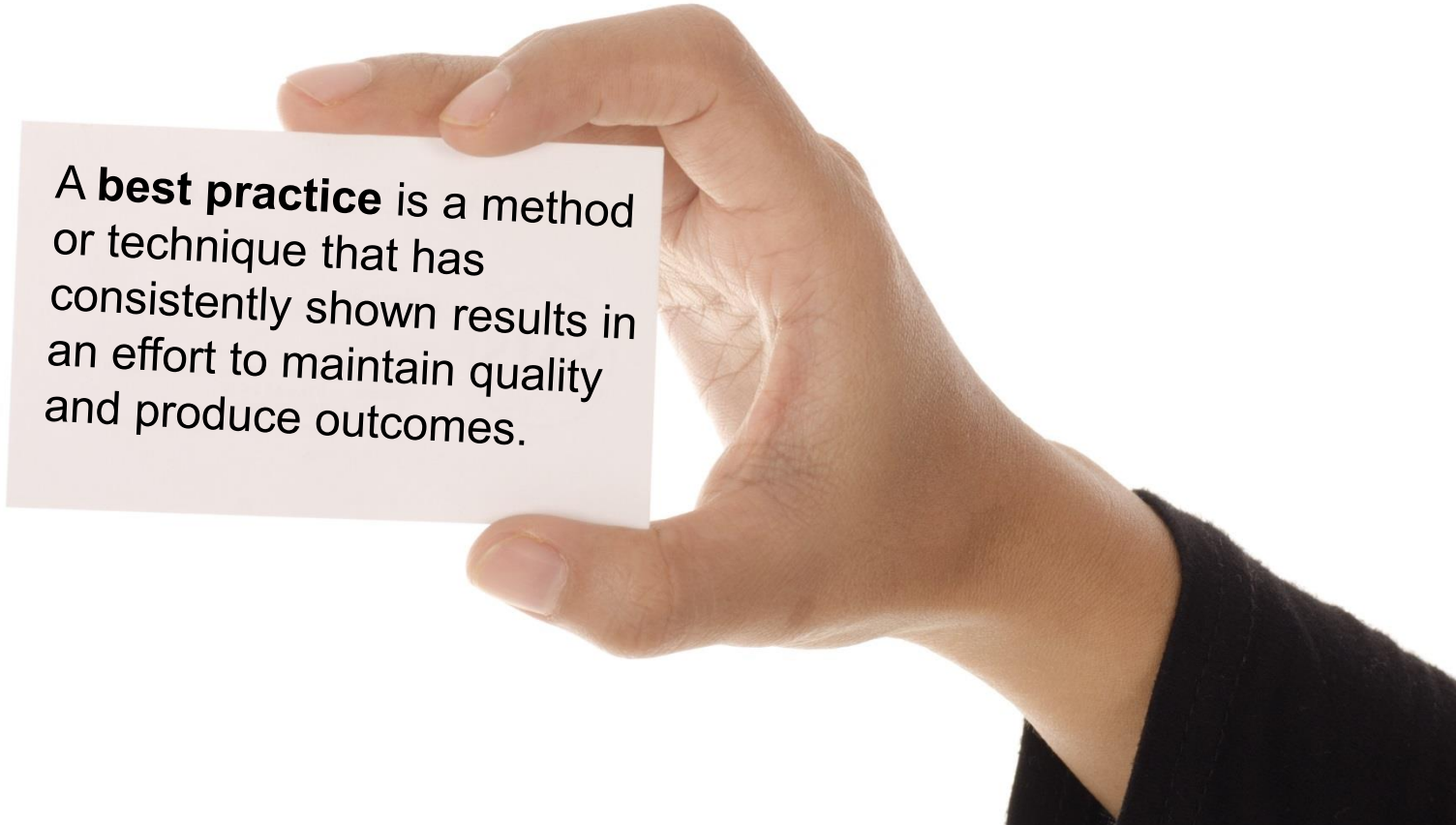
Reference: Hoge M.A., Morris J.A., Laraia M., Pomerantz A., & Farley, T. (2014). *Core Competencies for Integrated Behavioral Health and Primary Care*. Washington, DC: SAMHSA – HRSA Center for Integrated Health Solutions, http://www.integration.samhsa.gov/workforce/Integration_Competencies_Final.pdf

Trauma-Informed

"A trauma-informed approach to the delivery of behavioral health services includes an **understanding of trauma** and an **awareness of the impact** it can have across settings, services, and populations. It involves viewing trauma through an ecological and cultural lens and recognizing that context plays a significant role in how individuals perceive and process traumatic events, whether acute or chronic."

Source: SAMHSA News (Spring 2014, Volume 22, Number 2), *Trauma-Informed Care – New Publication, Key Terms: Definitions*. Retrieved 2015, May 27 from http://www.samhsa.gov/samhsaNewsLetter/Volume_22_Number_2/trauma_tip/key_terms.html

Best Practice

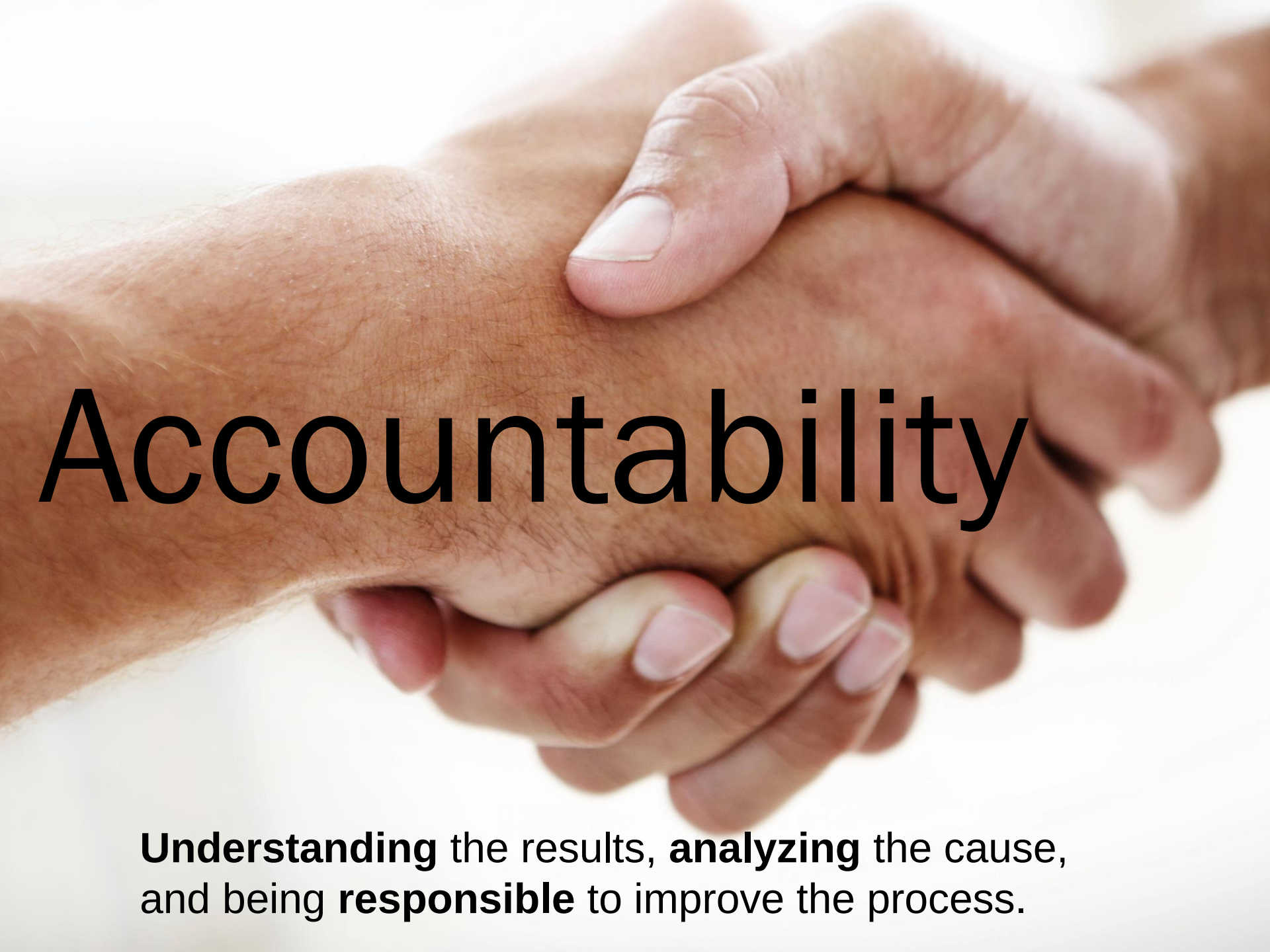


Data Driven

Data-driven organizations don’t only **gather** data; but work to **understand** the data.

Transparency

Disseminate findings to policy-makers, management, providers, employees, and stakeholders alike.



Understanding the results, **analyzing** the cause, and being **responsible** to improve the process.

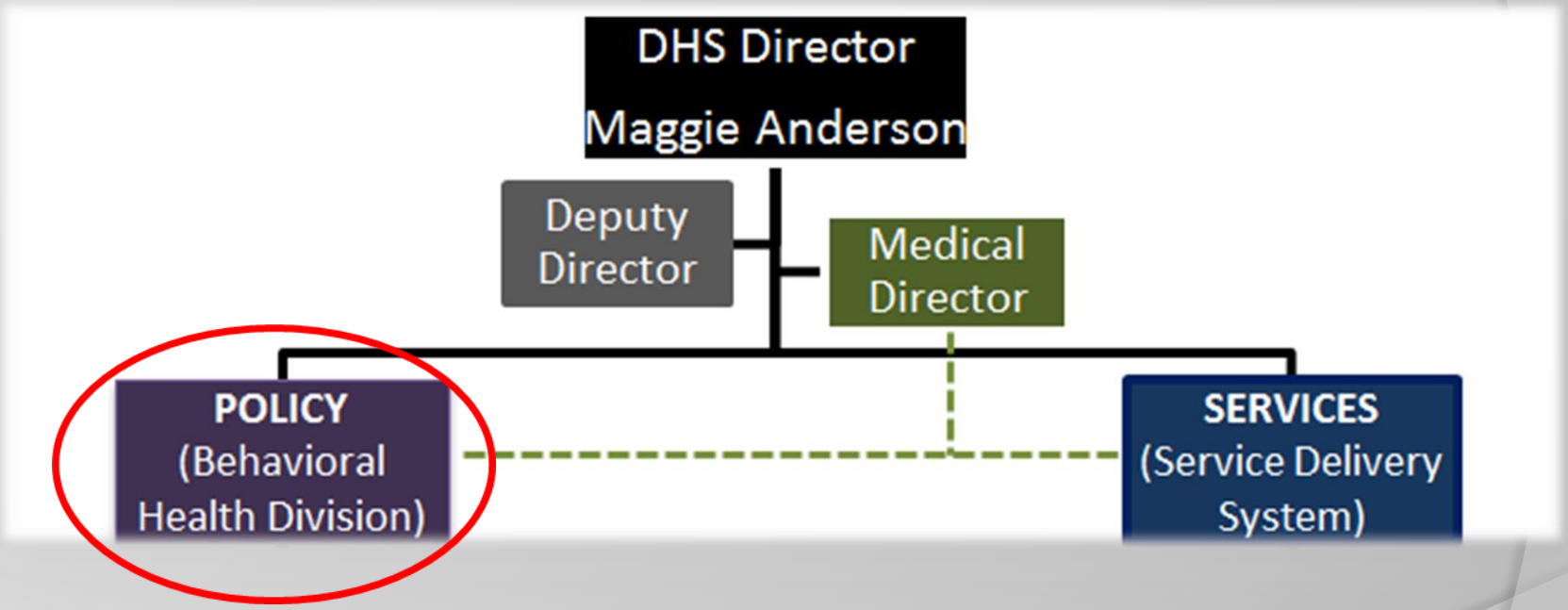
Aligning Values with Processes

	Person Centered	Recovery Oriented	Trauma Informed	Integrated	Transparency	Accountability	Best Practice	Data Driven
Patient/Client Care	✓	✓	✓	✓	✓	✓	✓	✓
Business Practice	✓	✓	✓	✓	✓	✓	✓	✓
Workforce	✓	✓	✓	✓	✓	✓	✓	✓
Oversight	✓	✓	✓	✓	✓	✓	✓	✓
Analytics	✓	✓	✓	✓	✓	✓	✓	✓

DHS Behavioral Health System **Goals:**

Behavioral Health DIVISION	Behavioral Health Services DELIVERY SYSTEM
1. Systems needs assessment 2. Strategic planning 3. Develop consistent process and outcome measures 4. Enhance partnerships/collaboration 5. Workforce development	1. Achieve accreditation 2. Enhance best practices for identified core service 3. Reduce institutional violence 4. Develop clear clinical and operational leadership 5. Build an outcome-based and data-driven system of service delivery

DHS Behavioral Health System



Pamela Sagness, Director
Behavioral Health Division

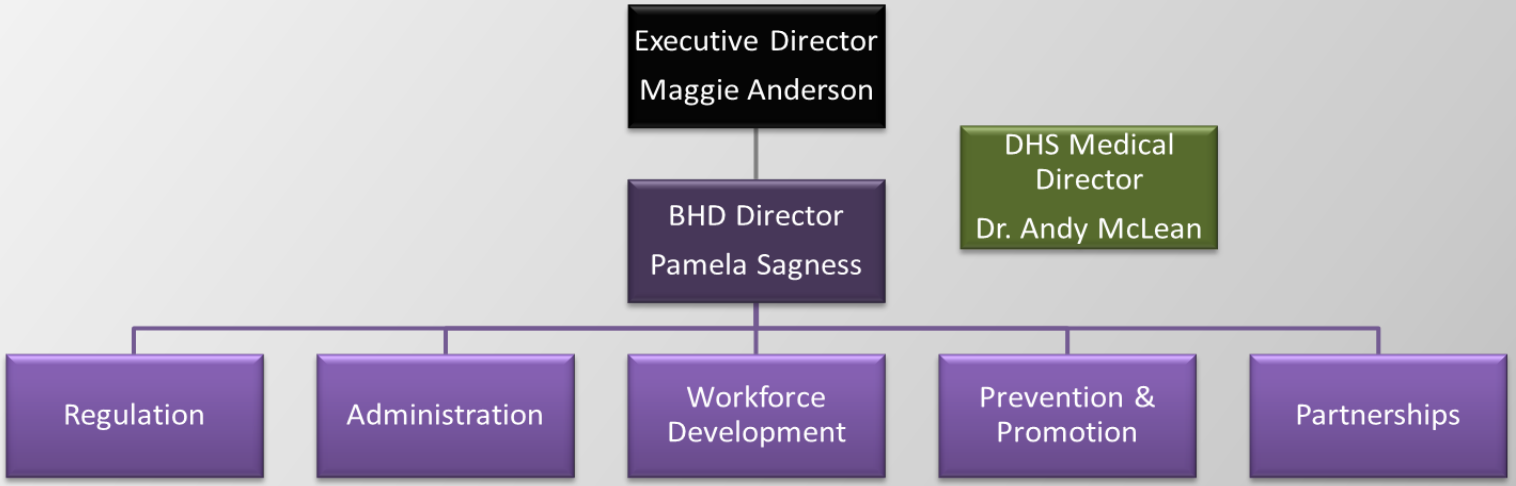
Behavioral Health Division **Role:**

Behavioral Health Division

Health and Safety	Access to Services	Quality
• Licensing (OTP, SUD, HSC, DUI, PRTF)	• Priority status (i.e. pregnant women)	• Outcome based contracts
• Certification	• Partnerships	• Best practice requirements
• Administrative rule updates	• Funding – grants, Request For Proposals (RFPs)	• Training & Technical Assistance (T/TA)
• Contracts	• Policy/law changes (i.e. OTP's)	• Evaluation and data collection
• Law/policy changes	• Payments – Partner with payers (i.e. Medicaid)	• Process and outcome measures
• Training and Technical Assistance (T/TA)	• Training & Technical Assistance (T/TA) systems change	• Prevention Resource & Media Center (PRMC)
• Data-driven planning		• Evaluate licensing to analyze system changes
• Partners – (i.e. Academic Institutions, Tribes)		• Requiring fidelity
• Compliance requirements		

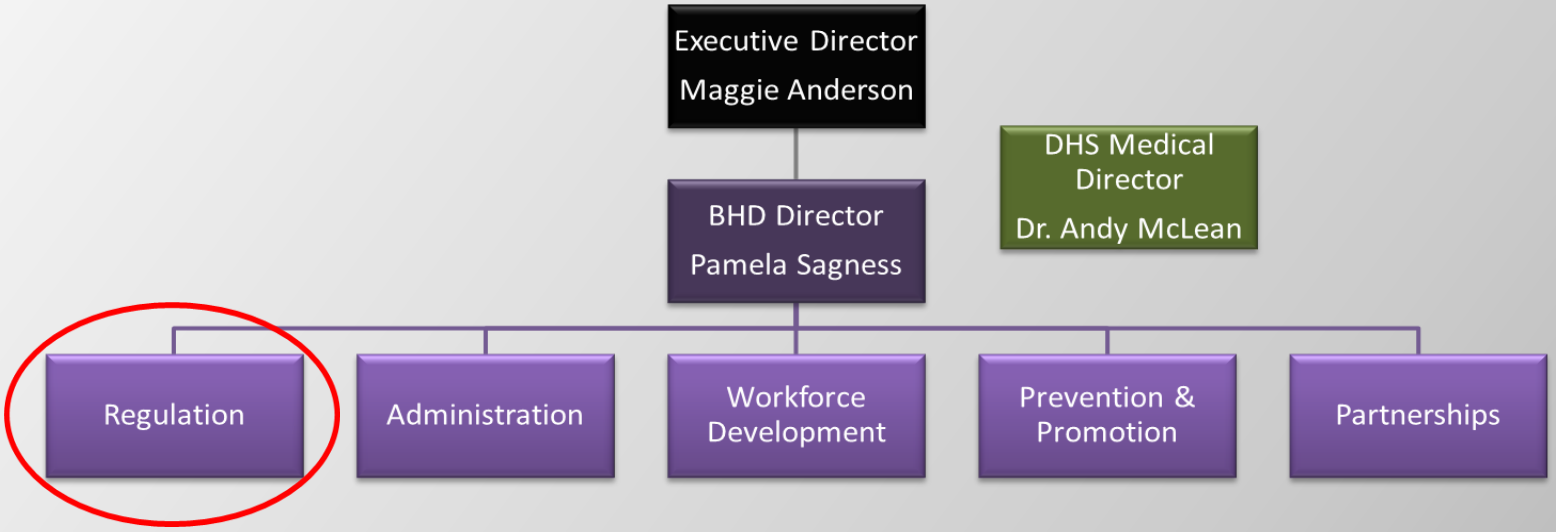
Behavioral Health Division

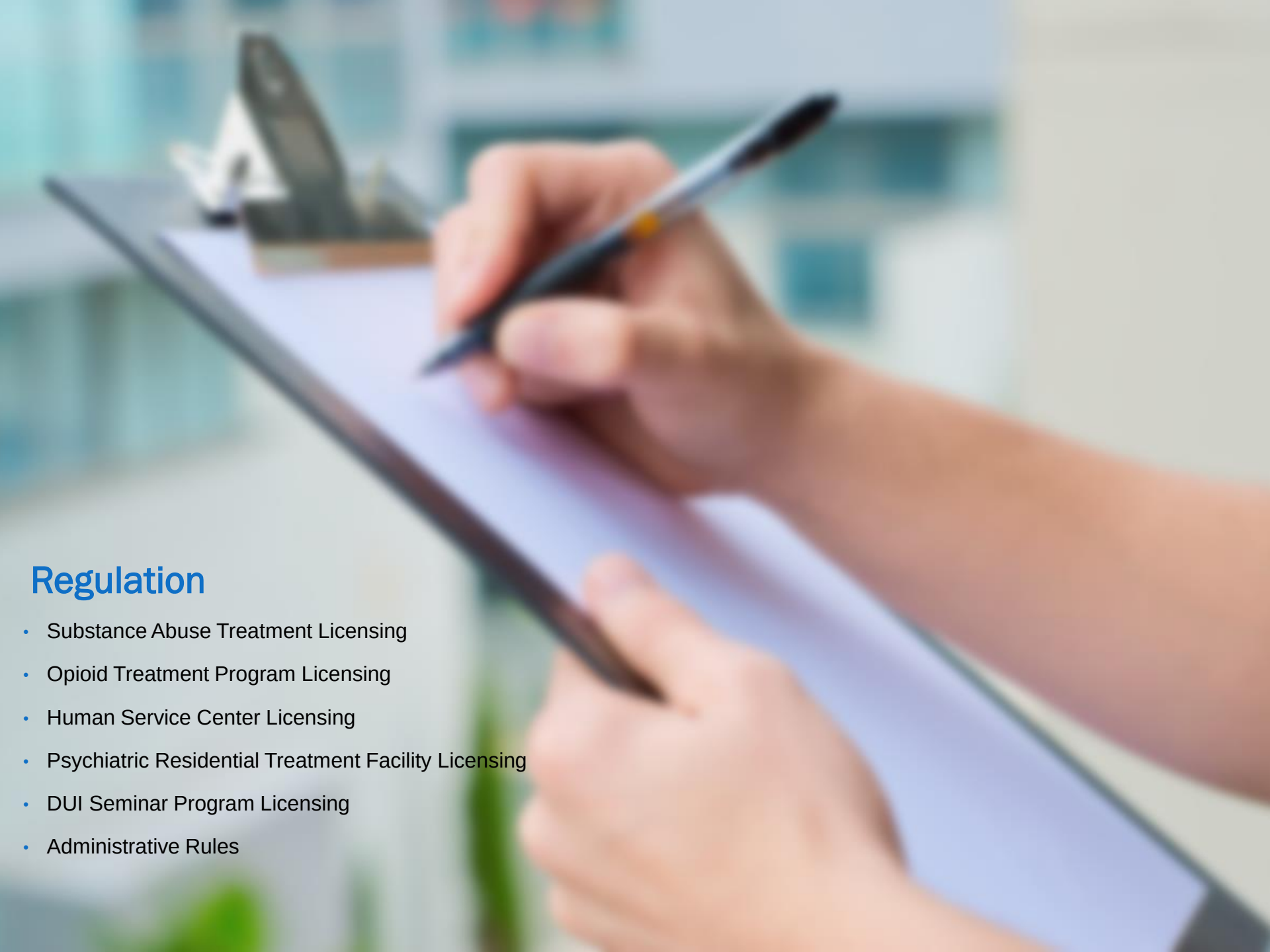
CORE FUNCTIONS:



Behavioral Health Division

CORE FUNCTIONS:



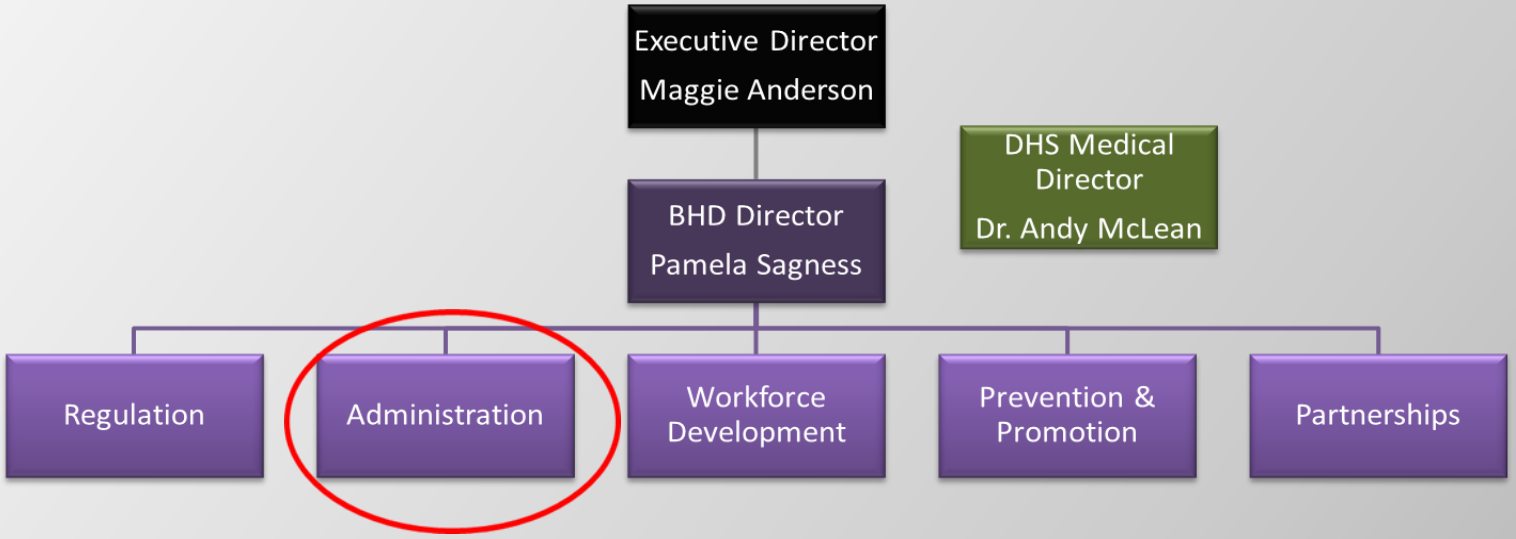


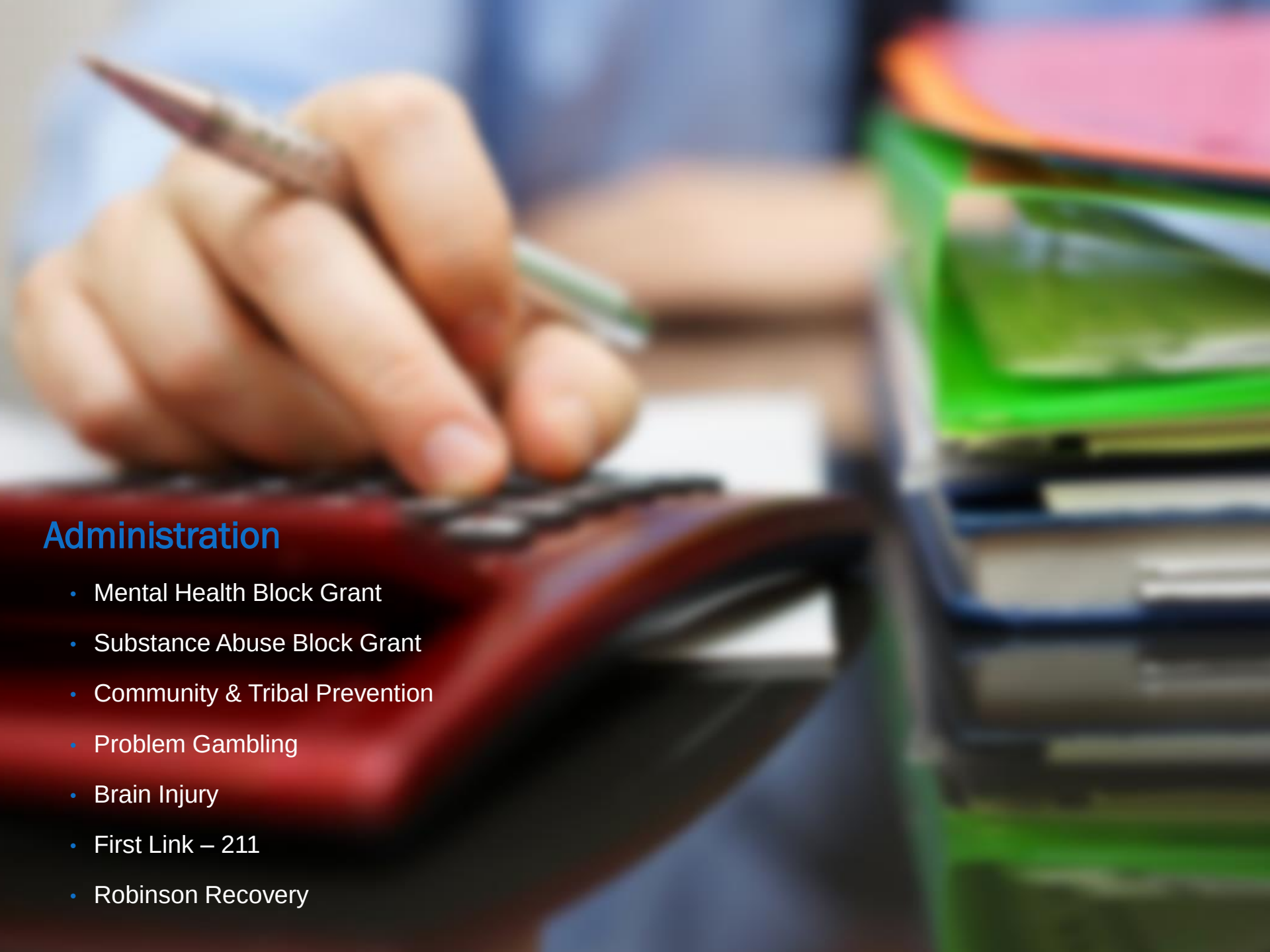
Regulation

- Substance Abuse Treatment Licensing
- Opioid Treatment Program Licensing
- Human Service Center Licensing
- Psychiatric Residential Treatment Facility Licensing
- DUI Seminar Program Licensing
- Administrative Rules

Behavioral Health Division

CORE FUNCTIONS:



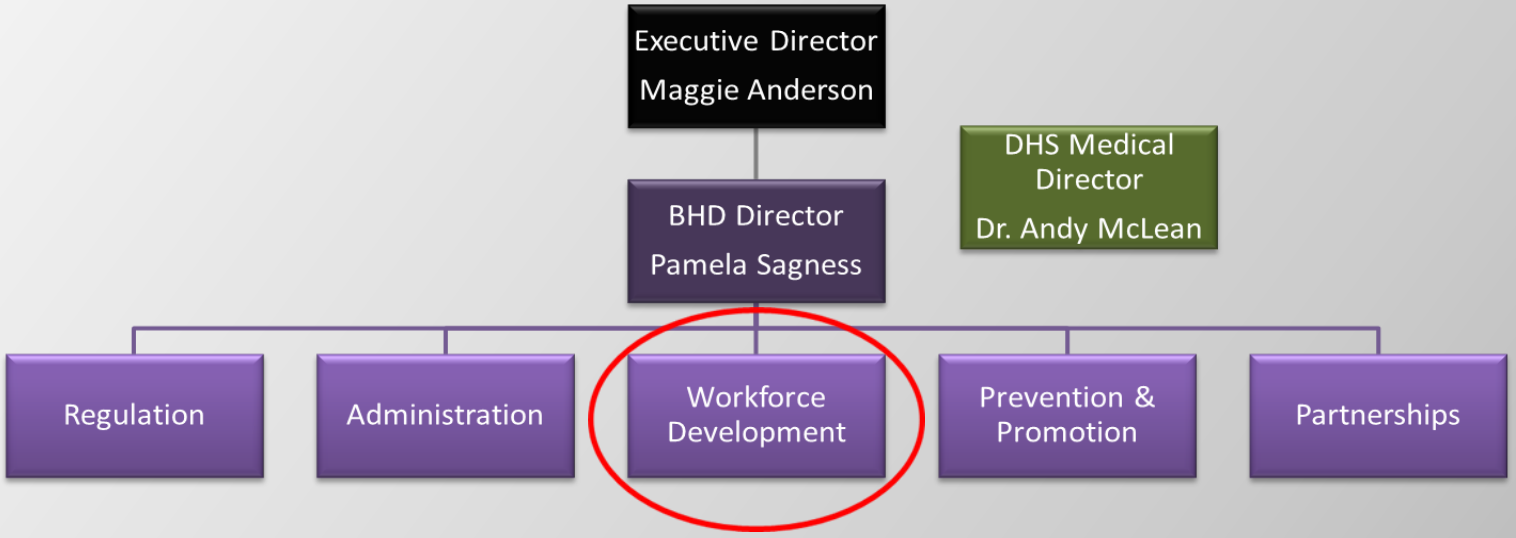


Administration

- Mental Health Block Grant
- Substance Abuse Block Grant
- Community & Tribal Prevention
- Problem Gambling
- Brain Injury
- First Link – 211
- Robinson Recovery

Behavioral Health Division

CORE FUNCTIONS:

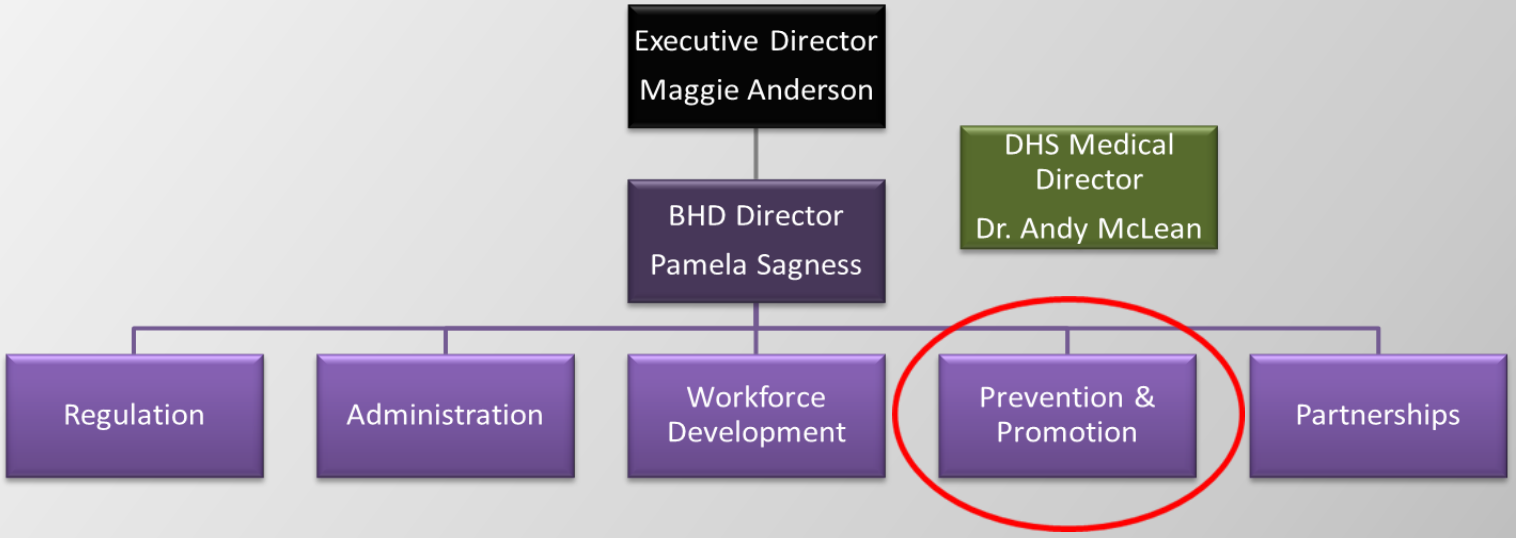


Workforce Development

- Training & Technical Assistance
    - Best Practice
    - Program Licensing
    - Prevention
    - Data Collection/Assessment
    - Evaluation
- Behavioral Health Conferences
- Mental Health First Aid
- Partnerships with Institutions/Consortiums

Behavioral Health Division

CORE FUNCTIONS:

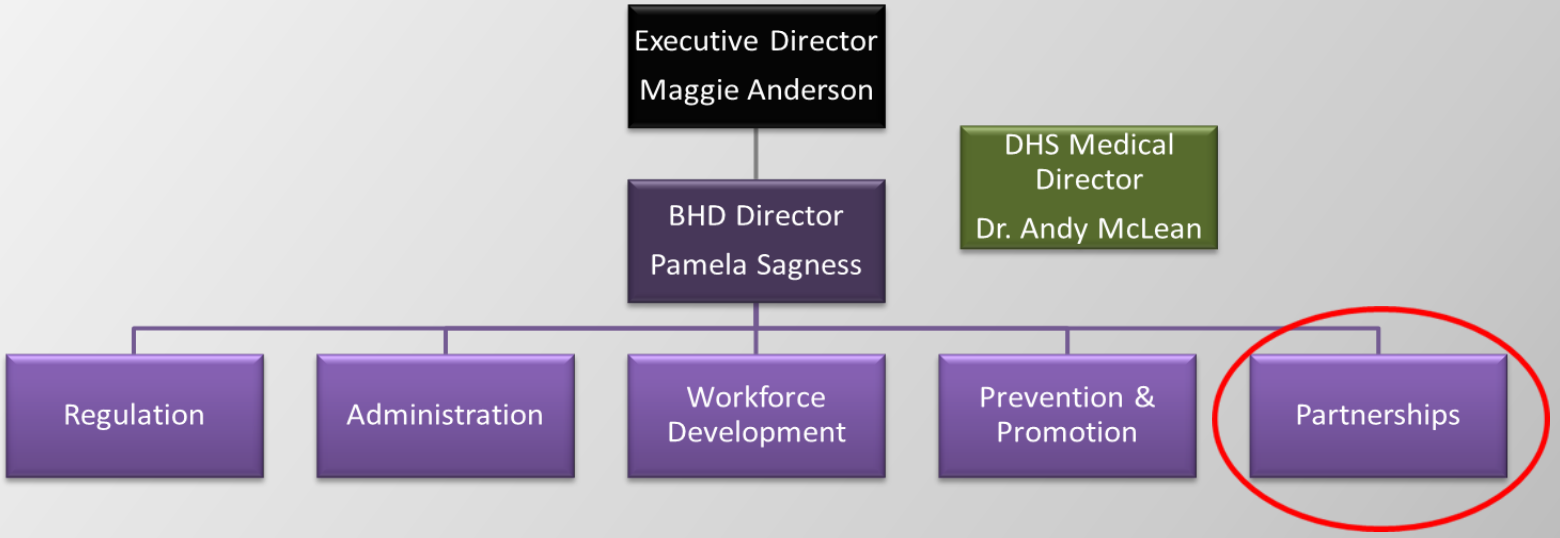


Prevention & Promotion

- Parent's LEAD
- Prevention Resource & Media Center
- Speaks Volumes
- Tribal Prevention Programs
- Community Prevention Programs
- Prescription Drug Take Back

Behavioral Health Division

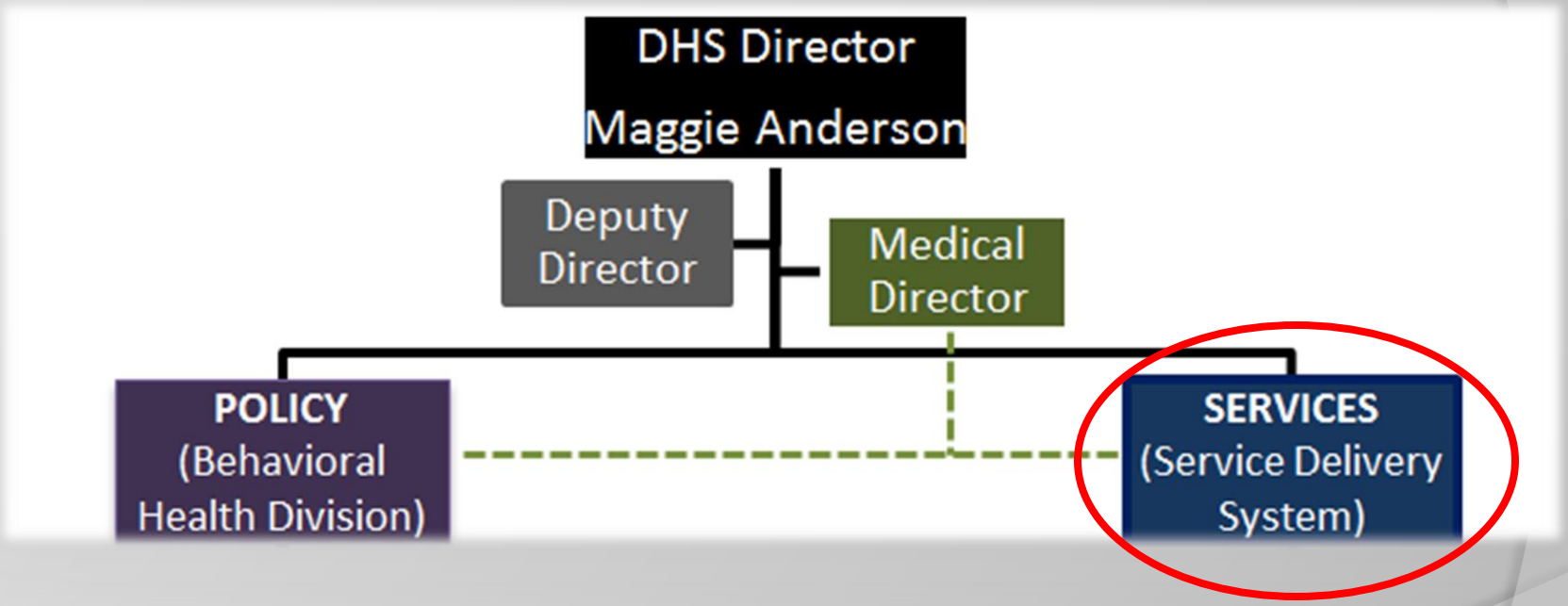
CORE FUNCTIONS:



Partnerships

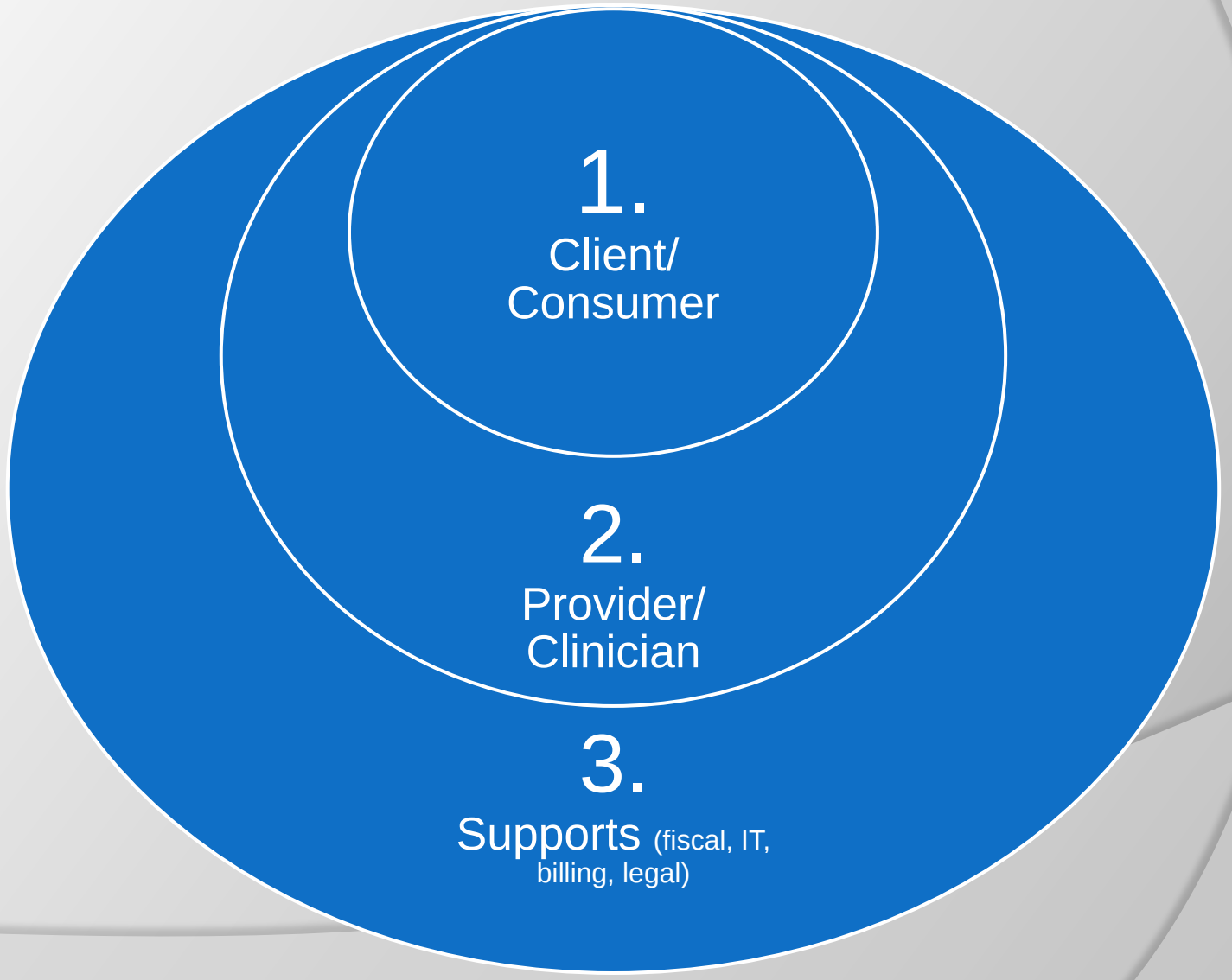
- Mental Health & Substance Abuse Planning Council
- Governor’s Prevention Advisory Council (GPAC)
- State Epidemiological Outcome Workgroup (SEOW)
- Brain Injury Advisory Committee
- Problem Gambling Advisory Council
- ND Cares

DHS Behavioral Health System

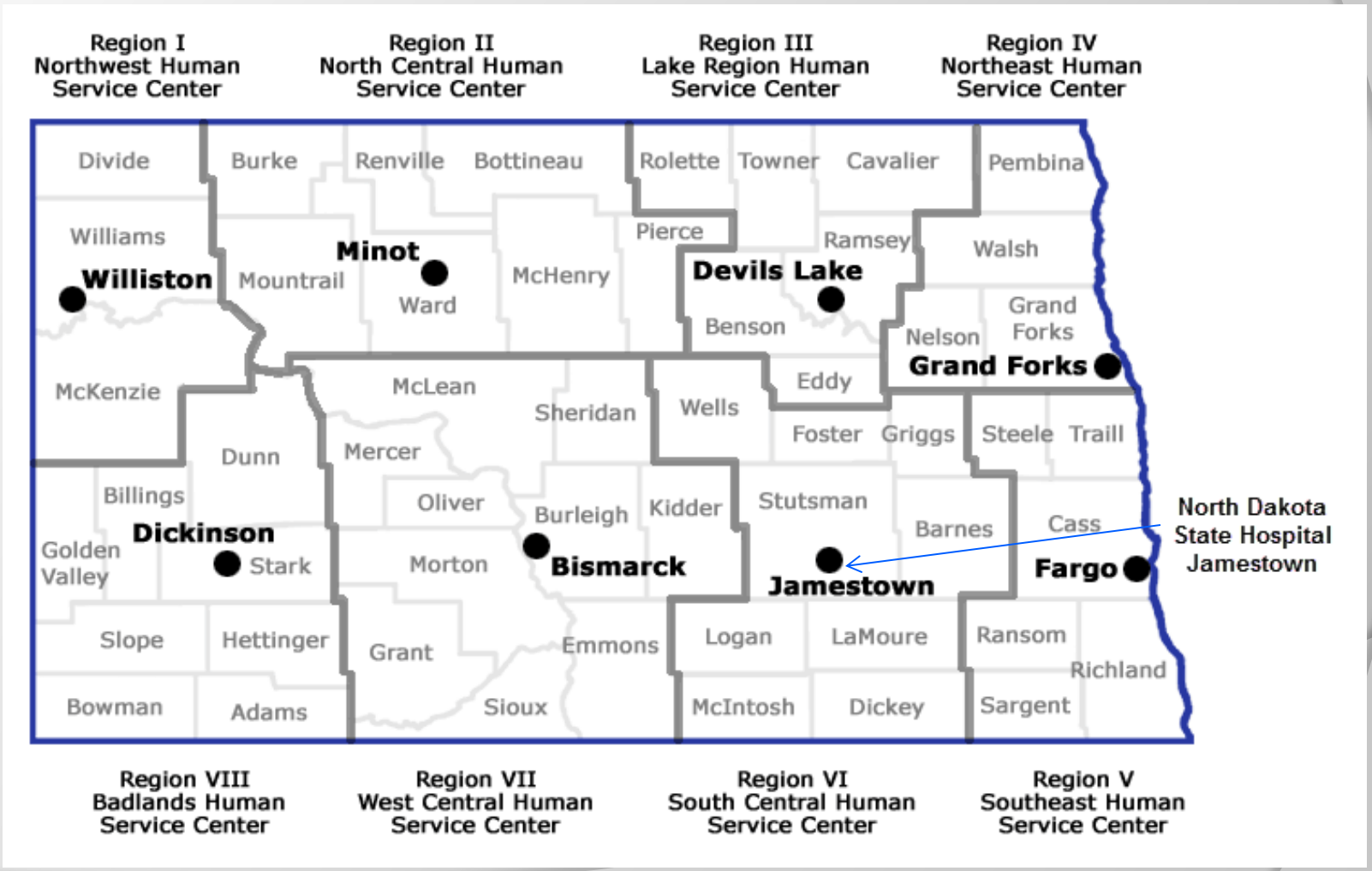


Rosalie Etherington, PhD
Superintendent of the ND State Hospital

Client/Consumer Focus



ND Public Behavioral Health Service Delivery:



Public behavioral health provides comprehensive, evidence-based community and hospital service with priority for three broad special classes of clients:

- **Extended care services**, defined as an integrated and full continuum of medically necessary treatment and rehabilitative services for adults with severe and persistent mental illness to enhance opportunity for productive community living. This continuum requires 24-hour emergency care including access to hospitalization, assertive community treatment/intensive case management, and active chronic disease management including medication management, therapy services, including addiction therapy. Other services include psychosocial rehabilitation and/or day treatment, peer and family support services, supported employment, supported housing, and various levels of residential environments.
- **Specialized children's services**, defined as an integrated and full continuum of treatment and support services for severely emotionally disturbed children including mental, substance abuse, social, educational and juvenile services.
- **Substance use disorder services**, defined as an integrated and full continuum of psychotherapeutic and rehabilitative services with priority given to IV drug users, pregnant females, and the uninsured.

The **comprehensive services**, provided directly or through managed contracts, include:

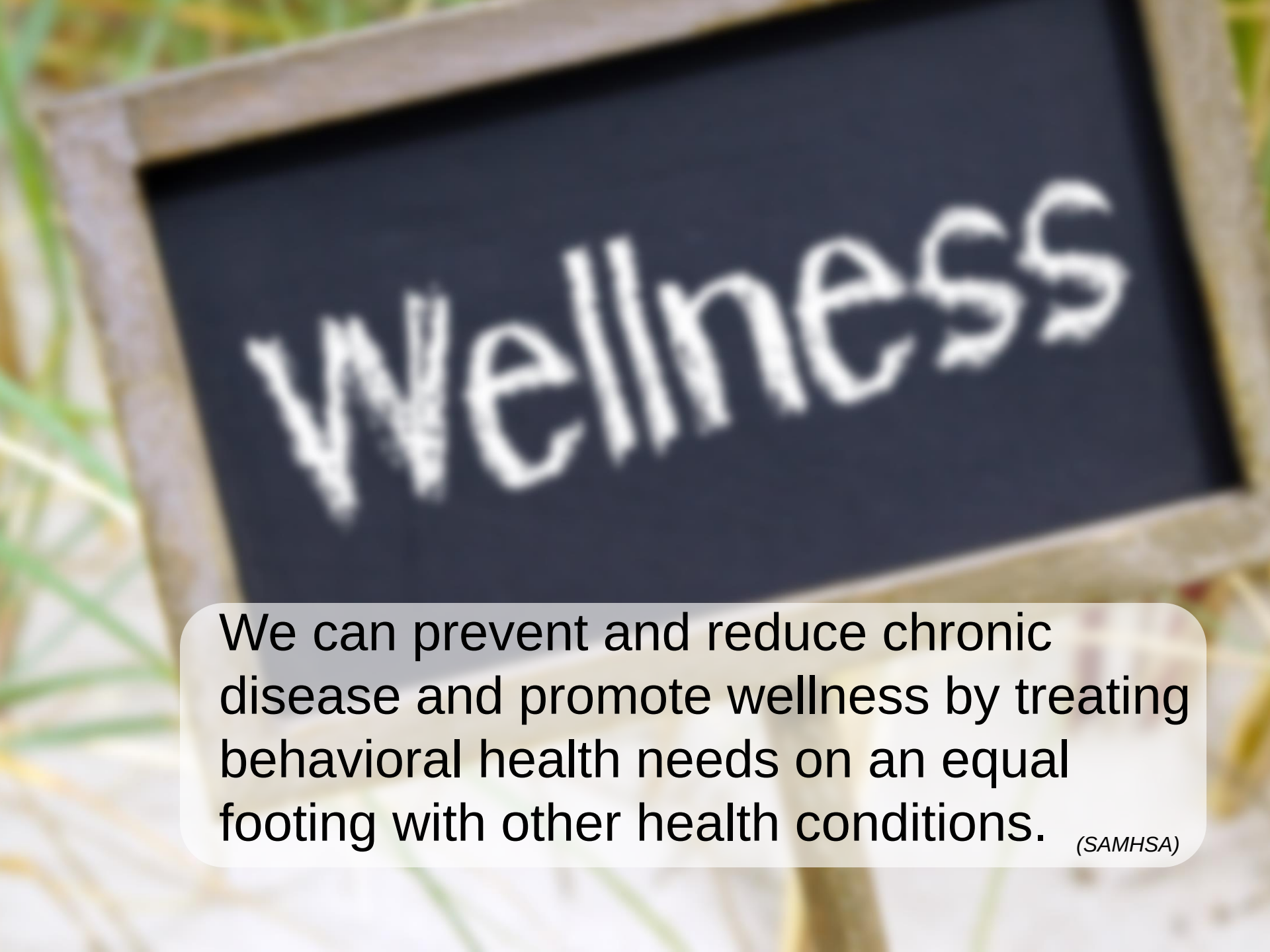
- **24-hour emergency services**, including in-person and telephonic crisis assessment, crisis residential services, and mobile crisis management (not all regions)
- Specialized **assessment and engagement services**, including open-access assessment, court ordered substance use evaluation, and disaster assessment
- Comprehensive and intensive **case management services** for the purpose of chronic disease management
- **Psychotherapy services**, including individual and group addiction counseling, psychotherapy of severely traumatized children and adults, integrated dual disorders treatment, and low risk sex offender treatment, including the residential treatment of the sexually dangerous.

- **Medication services**, including the prescription of psychotropic medications, daily delivery and monitoring of medication adherence, adherence counseling
- **Residential and supported housing**
- **Supported employment**
- **Psychological testing and assessment services**, including parental capacity and sex offender risk assessment
- **Peer support services** including recovery center environments, peer managed support groups, and recovery management education

Electronic Health Record

WHY?

- Improve client safety and services
- Increase provider efficiency and satisfaction
- Meet accreditation and payers requirements
  - Joint Commission, SAMHSA,
  - CMS, Medicaid, Commercial Payers



We can prevent and reduce chronic disease and promote wellness by treating behavioral health needs on an equal footing with other health conditions. *(SAMHSA)*