Interagency Accountability Systems Development Within Complex Systems Change in Hawaii

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This presentation will:
• Share Hawaii’s experience in building accountability systems within and across the Departments of Health and Education:
  • Structures
  • Methods
  • Content
• Review key results and “lessons learned.”

Impetus for Systems Reform
• 1994: Felix consent decree
• Key provisions:
  • Establish a system of care
  • Monitor and assure quality practices and results

Since 1994 ...
• Population of youth needing services has increased six fold
• Adequate funding and infrastructure
• Increased array and capacity resulting in less restrictive care
• Continuous integrated performance monitoring within and across education and children’s mental health
• Intensive practice development with focus on evidence-based services

Since 1994 ...
• In 2002, the state was deemed in substantial compliance with terms of the consent decree
• A key activity of the “sustainability” period: refinement of interagency accountability and performance management systems

SBBH/CAMHD Service Structure

Presented at the 17th Annual RTC Conference, Tampa FL, 2/29 – 3/3 2004. For more information, contact Mary Brogan: mbrogan@camhmis.health.state.hi.us
The Hawaii Integrated Monitoring and Improvement Process

- Interagency Performance Standards and Practice Guidelines (Evidence-based Services)
- Performance Monitoring
  - Systematic
  - Core Methodologies
- Performance Measures
- Local Level Quality Assurance
  - Peer Review
  - Internal Reviews
  - Quality Assurance Teams
- State Level Quality Assurance Committee
- State-level Integrated Monitoring Report
  - http://www.hawaii.gov/doh/camhd/
Family Guidance Center QA practices

• Use of data
• QA committee and improvement plans
  – Monthly meetings/includes Management Team
  – QA goals and improvement strategies
  – Communication of goals to staff
  – Monitoring of progress by Management Team
• HFAA Parent Partners
• Clinical Director Practices

Results over time…

• Infrastructure for reporting and managing performance fully installed
• Improvements in child status and system performance goals related to SOC infrastructure, funding timely access to services, system responsiveness to stakeholders, and quality of services have met or exceeded goals.
• Youth served in less restrictive, more appropriate settings

DOE Statewide Performance Measures

Hawaii’s Interagency Accountability Systems

Youth in Hospital-based Residential Programs

January 2000– June 2003

Hawaii’s Interagency Accountability Systems
Lessons learned

- Accountability practices have been built that are new or not clearly understood by State Government
- Training and consistent support and leadership for accountability practices needed
- Refinement of measurement and reporting systems
- Ownership “up and down” the system
- Vital component of Systems of Care

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