



## MSDP Standardized Documentation Progress Report

The Massachusetts Standardized Documentation Project (MSDP) was convened in April 2007 to develop a community-based clinical documentation process to move beyond historical documentation models that recorded only the minimum level of information **to a documentation process that supports a person-centered/recovery oriented service delivery model in community settings**. The purpose of the Project is to improve the readiness of community-based mental health and substance use disorder treatment providers to implement Electronic Health Records (EHRs).

A broad array of stakeholders have participated in the MSDP to help design this new standardized documentation process with a clear focus on the **goals of (1) improved quality of care; (2) increased administrative efficiencies; and (3) full legal, regulatory, and accreditation compliance**. Among the stakeholders contributing to the ongoing success of the MSDP are:

- Mental Health and Substance Abuse Corporations of Massachusetts (MHSACM) and participating provider organizations
- Executive Office of Health and Human Services (EOHHS)
- Department of Mental Health (DMH)
- MassHealth
- Department of Public Health/Bureau of Substance Abuse Services (DPH/BSAS)
- Massachusetts Behavioral Health Partnership (MBHP)
- Medicaid Managed Care Organizations (MMCOs):
  - BMC HealthNet Plan
  - Neighborhood Health Plan
  - Fallon Community Health Plan
  - Network Health
- Consumer/Families and Advocate Organizations:
  - National Alliance on Mental Illness - Massachusetts (NAMI)
  - The Consumer Quality Initiative (CQI)
  - Massachusetts Organization for Addiction Recovery (MOAR)
  - Massachusetts People/Patients Organized for Wellness, Empowerment and Rights (M-Power)

The MSDP has made significant progress during the spring and early summer months towards its final goal of creating a standardized set of forms to document clinical care in community-based settings.

**MSDP Pilot Study Complete:** The MSDP Pilot Study was conducted over a six-week period in March and April of this year. **A total of seventy different programs representing twenty-six different MHSACM provider members participated in the Pilot Study** and provided essential feedback on the standardized forms that were designed and approved by the MSDP's Standardized Documentation and Compliance Review Teams. The evaluation of forms by the staff at the seventy different programs at the

end of the six-week Pilot Study was an **important part of the Continuous Quality Improvement (CQI)** development process that is being used to develop statewide standardized clinical documentation processes.

Each program participating in the Pilot Study provided specific evaluation for each MSDP form type they used during the study. Participants were asked to answer the following questions:

1. *To what extent has staff at your program used the Pilot Training Manual?*
2. *To what extent does each form collect the data elements you need to do your job well?*
3. *To what extent does each form contain unnecessary data elements?*
4. *To what extent does each form support compliance with regulations and payer requirements (DMH, MBHP, Medicare, MCOs, CMS, etc)?*
5. *To what extent does each form support compliance with accrediting body standards (CARF, JCAHO, COA, NCQA, etc)?*
6. *To what extent does each form support a ‘Person-Centered, Recovery-Oriented’ approach to services?*
7. *Please evaluate the overall clinical flow/clinical content of each MSDP form/documentation process.*
8. *Compare each new pilot form with the equivalent form being used in your program just prior to the pilot in terms of support for quality clinical/recovery focused services.*
9. *Please indicate which of the new pilot forms you would choose to continue using after the pilot.*

In addition to specific responses to each program level evaluation question, programs provided narrative comments that further illuminated the findings reported. All narrative comments were reviewed by the Standardized Documentation Team prior to beginning the task of revising each MSDP form and training manual section in the next phase of the MSDP.

**Revised MSDP Forms Update:** The Standardized Documentation Team (SDT) **reviewed and used all of the pilot study evaluation feedback received to direct the CQI efforts** to revise each of the MSDP forms and the training manual used to support the use of each form. As of July 8<sup>th</sup>, almost all MSDP forms and manuals were revised and submitted to the Compliance Review Team (CRT) for their final review.

The SDT is on schedule to complete all of the remaining work prior to July 22<sup>nd</sup>. At that time, the CRT will review the SDT’s revisions to ensure that all revised forms are fully compliant. It is anticipated that the CRT will complete its review of all revised forms in early August.

**Next Steps:** Expectations are that the final MSDP Clinical Documentation Process, including all thirty-one clinical documentation form types in e-form format **will be completed in August**. Training manuals to help guide providers in the use of each form are also targeted to be completed in August.

Once the form types have been finalized, project consultants will proceed with mapping every data element in each MSDP form/process. This is scheduled to be completed by the end of September at

which point the **MSDP data-mapping will be provided to Electronic Medical Record (EMR) vendors in early fall, along with the protocol for vendors to receive certification as a MSDP Clinical Documentation EMR vendor.**

**Statewide Implementation/Training Support:** A MSDP Training will be conducted in the fall for community-based providers interested in implementing the MSDP-designed documentation forms and processes. Forms and MSDP Training Manuals will be made available to providers via an Internet download link prior to the [cbusby@cqi-mass.org](mailto:cbusby@cqi-mass.org) training sessions. More specific information about the trainings and forms availability will be provided once dates and training plans have been finalized.

**Conclusion:** Over the past fifteen months, a number of individuals from the many participating stakeholder organizations have provided a tremendous amount of time and energy to the success of this important project. The work of the members of the Standardized Documentation and Compliance Review Teams, along with the Quality Management Council has been magnificent. We could not have progressed to this point without their efforts. We owe them a larger “Thank you.”

*For further information regarding the MSDP initiative please refer to the MSDP Initiative web site at: <http://mtmservices.org/MSDP-Update.html> or contact Vic DiGravio, Quality Management Council Facilitator at [vdigravio@mhsacm.org](mailto:vdigravio@mhsacm.org) or by phone at (508) 647-8385.*