

**Office of Mental Health
Report To The Developmental Disability Council**

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Introduction

The Office of Mental Health, under the direction of the Assistant Secretary, has continued to develop strategies that will result in successfully achieving its goals. Herein is found a review of ongoing programs in OMH.

Program updates

Consumer Surveys:

OMH conducts ongoing surveys of services delivered to adults and youth attending our mental health centers and of patients who are being treated in our state hospitals. The C'est Bon survey program uses a standardized survey and survey process to assess adult satisfaction with our mental health services. The LaFete survey program uses a standardized survey instrument and process to measure satisfaction of youth and their families with services received from our mental health clinics. A standardized survey is also conducted in our inpatient units. The outpatient surveys generate reports that are presented at live feedback sessions with clinic staff and managers. Data is retrievable from the OMH website and reports are also posted there for review and downloading.

POMS:

OMH has implemented a standardized instrument for measuring outcomes of treatment in its mental health clinics. The Psychosocial Outcomes Measurement Scales (POMS) was developed by OMH and measures changes in symptom severity, functional disability, and recovery based community living skills over time. Data is entered directly into OMH-IIS and reports of progress can be generated.

The youth version of this scale, the Y-POMS, has also been developed and has entered pilot testing.

Mock Licensing Survey's of OMH Community Mental Health Centers

The Office of Mental Health is providing guidance and technical assistance to all OMH State Mental Health Clinics in preparation for their annual Licensing Surveys. An inspection team of two state office workers has been visiting each clinic annually to provide a licensing mock survey of the facility. This has provided an

opportunity for a cooperative endeavor between the State Office of Mental Health and the mental Health Clinic. The emphasis is on quality client care with a non-adversarial review of compliance. This program was initiated in the fall of 1998 and has been very helpful in lowering the number of licensing deficiencies in these outpatient clinics.

Methodology:

- *Visit all 36 licensed mental health clinics for a mock survey (Clinics in Jefferson Parish and Capitol Area will not be surveyed)**
- *Utilize the DHH licensing guide as a survey instrument**
- *Interview clinicians**
- *Compile report with findings and submit to OMH administrators and the clinic surveyed.**
- *Provide technical assistance to the clinics in need of this service**