



Mendocino County

Legislation Text

File #: 20-0159, **Version:** 1

To: Board of Supervisors

From: Supervisor Williams

Meeting Date: February 25, 2020

Department Contact: Supervisor Williams

Item Type: Regular Agenda

Phone: 463-4221

Time Allocated for

Item: 15 Mins

Agenda Title:

Discussion and Possible Action Including Possible Direction to Director of Health and Human Services to Request Aggregate Patient Outcome Data from Redwood Quality Management Company (RQMC) and Subcontractors, Pursuant to the Scope of Work under the County's Various Contracts with RQMC, and Disseminate with Related Trends Analysis and Direction to the Director of Health and Human Services to Initiate Request For Proposal Process

(Continued from the February 25, 2020, Board of Supervisors Meeting)

(Sponsor: Supervisor Williams)

Recommended Action/Motion:

Direct Mendocino County Director of Health and Human Services to request aggregate patient outcome data from Redwood Quality Management Company and subcontractors, pursuant to the scope of work under the County's various contracts with RQMC, and disseminate with trends analysis; and direct the Director of Health and Human Services to initiate Request For Proposal Process.

Previous Board/Board Committee Actions:

The County of Mendocino initiated a contract with RQMC in April of 2016 Prepare the Infrastructure for the Adult System of Care during the transition from Ortnier Management Group (OMG) to RQMC. Additionally, RQMC is under contract with the County for the delivery of special mental health services to children and youth under the age of twenty-five. Most recently, in July of 2019, the Board approved an \$18,976,733 contract for Redwood Quality Management Company (RQMC) to provide specialty mental health care to Medi-Cal beneficiaries and the indigent on behalf of the County.

Summary of Request:

County administration and the public lack data necessary to gauge outcome success of Redwood Quality Management Company and its array of sub-contractors. In order to contemplate future contract terms and to develop a feedback loop for catalyzing continuous improvement, it's important that we analyze population data and determine trends. Raw data, sanitized of confidential patient information through redaction, can be independently analyzed by county staff and the public. More eyes on the data will provoke questions, engage the public and build trust. To meet our analysis condition of satisfaction, the data must be structured adequate to quantify the count of unduplicated persons served, duration served and cost per case, count of release plans prepared, count of times particular individuals have returned for further treatment and most importantly, how many patients are more self sufficient due to the millions of

dollars we spent. The data should be sufficient for generating histograms of varied outcome bins over 1 year, 3 years, 5 years and since program inception. Today, we lack transparency in regard to success trends relative to our past efforts, across programs and as compared to our geographic region. We are unable to say with confidence that the program has improved year over year or that we're exceeding services of other counties per dollar spent. The request for data in and of itself does not cast doubt on the effectiveness of any of our contractor's programs, but rather, offers us a tool for ensuring we trend towards greater success and spot areas for improvement early. Assuming data has been captured, this request should require nominal effort by our contractors and staff. If we can't measure it, we can't manage it. The competitive bidding process is an essential part of a County's budgeting and creates a transparent environment that is open and fair. The process allows public benefit beyond price negotiation by catalyzing discussion about conditions of satisfaction, regular progress reporting and specific service parameter expectations. The County of Mendocino Policy No 1. Section 3.2 captures the spirit of this request by specifying, "Departments shall obtain competitive bids for personal and professional services contracts (defined in section 6.0) over \$25,000." The RQMC contract has been approved by the BOS several times since inception without engaging in the competitive bid process. The board is urged to request staff to return with multiple Request

Alternative Action/Motion:

No action.

Supervisory District: All

vote requirement: Majority

Supplemental Information Available Online At: N/A

Fiscal Details:

source of funding: HHSA

current f/y cost: Nominal, Anticipated

annual recurring cost: N/A

budget clarification: Costs to analyze will be dependent upon the analysis needed, and the availability of the based upon the current scope of work and required reporting methods.

budgeted in current f/y: Yes

if no, please describe:

revenue agreement: N/A

Agreement/Resolution/Ordinance Approved by County Counsel: N/A

CEO Liaison: Executive Office

CEO Review: Yes

CEO Comments:

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Executed By: Lindsey Dunham, Deputy Clerk I

Date: February 27, 2020

Final Status: **Continued**

