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| Governing Body: MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS) | Function: INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK | |
| Subject: Mission and Goals | Prepared By: CAPS | Original Date: 10/01/2007 Revised Date: |

PURPOSE AND SIGNIFICANCE:

The primary mission of the Marion County Integrated Delivery System (IDS) is to provide coordinated Oregon Health Plan (OHP) outpatient mental health services. The IDS strives to improve (1) service responsiveness, (2) consumer satisfaction, (3) service integration, and (4) positive clinical outcomes. The IDS is committed to providing culturally competent services to all Members. Because we believe that cultural issues impact effective treatment, the IDS strives to create a welcoming environment for all members, valuing their cultural background. It strives for greater community understanding of the need for and benefits from coordinated, medically necessary, well-planned treatment of behavioral health problems. The IDS uses planning, evaluation and information functions to achieve quality services and improve the quality of life for Members. The IDS believes in the rational use of funds to produce system services and outcomes worthy of the public's trust.

It is expected that IDS Providers work to create and maintain an environment of cooperation with other agencies within the network.

PROCESS AND/OR PROCEDURE:

All IDS Providers will support the IDS Mission by committing and demonstrating, through their own system operations, staff, and activities the following values and principles:

- ★ **Access to Care** – Assure that all Members who require medically necessary mental health services are able to access and receive predictable and equitable services that are appropriate to their level of need, no matter where or how they approach the IDS.
- ★ **Array of Services** – Assure that a range of services needed in our community are available to Members and that the services are of sufficient in intensity and rehabilitation focused to meet all levels of need.
- ★ **Individualized System Supports** – Assure that the IDS will be organized in a manner that will support and encourage each individual receiving services to achieve his or her full potential. Including, but not limited to, incorporating the individual's needs, goals, and preferences to dictate the services provided.
- ★ **Child and Family Focused** – Manage child and adolescent services that will support and strengthen the family system and will be guided by the best interest of the youth.

- ★ **Recovery Oriented** – Manage adult services that are recovery oriented, promote strengths, empowerment, and self-determination, and focus on developing natural systems of support.
- ★ **Seamless Transition** – Assure that all Members’ maintain their right to choose an IDS Provider and/or services within the IDS. IDS Providers are expected to assist individuals in navigating through IDS services.
- ★ **Intrasystem Coordination** - Improve coordination of care among crisis services, inpatient and outpatient mental health services, peer support services, and chemical dependency services to continue to reduce the utilization of crisis and inpatient services by Members who are engaged in outpatient care.
- ★ **Intersystem Coordination** - Improve coordination with other service systems and providers (PCPs, healthcare, justice, child welfare, and schools, etc.).
- ★ **Quality Improvement** - Establish a quality improvement environment in which the IDS works together to plan for the service needs of all Members, to deliver an appropriate mix of services, to capture and analyze data regarding outcomes as related to the volume and types of services, and to actively bring about improved outcomes for Members.
- ★ **Culturally Competent Services and Staff** – Assure that staff of each IDS Provider are sensitive and responsive to the elements of an individual’s identity, including age, ethnicity, race, language, religion, gender, sexual orientation, disability, and culture.
- ★ **Outcome-Based** – Where possible, IDS Providers are encouraged to develop or utilize existing fidelity scales or tools that support or enhance the Member’s clinical outcomes.
- ★ **Balance** - Manage the needs of all Members and the associated financial risk through an approach that balances autonomy and accountability within Marion County and the IDS Providers.
- ★ **Financial Model** - Maintain a financial model that supports the goals and clinical changes within the IDS system. An important function of the IDS is a commitment to maintaining viable businesses. IDS agencies will avoid all destructive competition while maintaining agency flexibility. By consensus, IDS Providers will not solicit staff from other agencies.
- ★ **Public Stewardship** - Maintain an integrated system that maximizes service to Members and makes efficient use of the public’s resources.