

# MDH - Behavioral Health Administration

## MISSION

The Maryland Department of Health Behavioral Health Administration (BHA) will, through publicly-funded services and support, promote recovery, resiliency, health and wellness for individuals who have or are at risk for emotional, substance related, addictive, and/or psychiatric disorders to improve their ability to function effectively in their communities.

## VISION

The vision of BHA is improved health, wellness, and quality of life for individuals across their life span through a seamless and integrated behavioral health system of care.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### DEPUTY SECRETARY FOR BEHAVIORAL HEALTH

**Goal 1. The Resident Grievance System (RGS) will conduct timely interviews and referrals (Information/Assistance), thorough investigations (Grievances), and assist residents who refuse medication (Clinical Review Panels) in the ten State-run facilities (seven behavioral health and three developmental disabilities).**

**Obj. 1.1** At least 95 percent of all grievances will be resolved within 65 working days.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.	2024 Est.
Number of requests for RGS services	2,382	3,013	2,804	3,215	2,052	2,690	2,652
Percent of grievances processed within 65 days	97%	98%	92%	96%	90%	95%	95%

**Goal 2. The Resident Grievance System will work toward prevention of grievances by responding to residents' concerns. Grievances filed will be successfully mediated and resolved at the lowest possible level.**

**Obj. 2.1** Grievances will decline as the number of information/assistance interactions provided to residents increases.

**Obj. 2.2** At least 93 percent of all grievances will be closed by Stage 3.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.	2024 Est.
Number of grievances	414	516	319	382	240	314	312
Number of Information/Assistance interactions	1,766	2,261	2,263	2,545	1,543	2,117	2,068
Number of Clinical Review Panels	202	236	222	288	269	260	272
Percent of grievances resolved by:							
Stage 1 – Rights Advisor	37%	51%	46%	42%	38%	42%	41%
Stage 2 – Unit Director	10%	9%	19%	21%	12%	17%	17%
Stage 3 – Superintendent	45%	33%	32%	31%	47%	37%	38%
Stage 4 – Central Review Committee	8%	7%	3%	6%	3%	4%	4%

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## BEHAVIORAL HEALTH ADMINISTRATION <sup>1</sup>

**Goal 1. Increase the abilities of participants with behavioral health disorders to live successfully in the community.**

**Obj. 1.1** The percentage of Public Behavioral Health System (PBHS) service recipients with a primary mental health diagnosis readmitted to the same or different inpatient hospital within 30 days of discharge will not exceed 18 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of PBHS service recipients with a primary mental health diagnosis who are readmitted to the same or different mental health inpatient hospital within 30 days of discharge	N/A	N/A	18.3%	15.2%	13.7%	14.5%	14.3%
Total number of PBHS service recipients with a primary mental health diagnosis discharged from an inpatient hospital following an admission for a mental health related condition	N/A	N/A	19,521	16,689	15,992	16,800	17,000

**Obj. 1.2** The percentage of PBHS substance use disorder (SUD) service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge will not exceed 20 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of PBHS SUD service recipients readmitted to the same or different SUD Residential Treatment facility within 30 days of discharge	N/A	N/A	11.2%	17.7%	18.1%	18.0%	17.8%
Total number of PBHS SUD service recipients discharged from Residential Treatment	N/A	N/A	15,020	12,414	14,643	14,800	15,000

**Goal 2. Maintain and increase the number of individuals treated in the Public Behavioral Health System (PBHS).**

**Obj. 2.1** In each subsequent year, the number of individuals receiving behavioral health services will increase by 4 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of individuals treated in the PBHS in the fiscal year	275,667	291,740	289,027	284,087	295,165	306,975	319,260
Change in the number of individuals treated from previous fiscal year	15,454	16,073	-2,713	-4,940	11,078	11,810	12,285
Percent change from previous fiscal year	5.9%	5.8%	-0.9%	-1.7%	3.9%	4.0%	4.0%

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**Obj. 2.2** In each subsequent year, the number of individuals receiving MH services will increase by 4 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of individuals that received MH services in the PBHS in the fiscal year	211,325	225,278	222,966	229,840	240,634	250,260	270,670
Change in the number of individuals treated from previous fiscal year	10,366	13,953	-2,312	6,874	10,794	9,626	20,410
Percent change from previous fiscal year	5.2%	6.6%	-1.0%	3.1%	4.7%	4.0%	8.2%

**Obj. 2.3** In each subsequent year, the number of individuals receiving SUD services will increase by 4 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of individuals that received SRD services in the PBHS in the fiscal year	110,398	116,536	122,219	103,680	102,377	106,475	110,735
Change in the number of individuals treated from previous fiscal year	7,283	6,138	5,683	-18,539	-1,303	4,098	4,260
Percent change from previous fiscal year	7.1%	5.6%	4.9%	-15.2%	-1.3%	4.0%	4.0%

**Obj. 2.4** In each subsequent year, the number of dually diagnosed individuals receiving behavioral health services will increase by 4 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of individuals that received services in the PBHS in the fiscal year that were dually diagnosed	91,914	98,624	91,526	64,184	64,477	67,050	69,730
Change in the number of dually diagnosed individuals treated from previous fiscal year	6,257	6,710	-7,098	-27,342	293	2,573	2,680
Percent change from previous fiscal year	7.3%	7.3%	-7.2%	-29.9%	0.5%	4.0%	4.0%

**Obj. 2.5** The percentage of PBHS recipients receiving Opioid Use Disorder (OUD) services will increase annually by at least three percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent change in the number of PBHS recipients receiving OUD services	N/A	N/A	-2.4%	-8.7%	-7.8%	3.0%	3.0%
Number of PBHS service recipients receiving PBHS OUD services in current fiscal year	N/A	N/A	33,605	30,920	28,234	29,080	29,952
Change in number of PBHS service recipients receiving PBHS OUD services in previous fiscal year	N/A	N/A	-813	-2,685	-2,686	846	872

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**Obj. 2.6** The percentage of mental hospital inpatient treatment recipients who receive follow up mental health care within seven days of discharge will meet or exceed 45 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of PBHS mental hospital inpatient treatment recipients who receive follow-up mental health care within seven days of discharge from an inpatient facility	N/A	N/A	48.4%	49.5%	48.9%	48.0%	48.2%
Total number of PBHS service recipients discharged from mental health hospital treatment facilities	N/A	N/A	19,521	16,689	15,992	16,700	17,000

**Obj. 2.7** The percent of PBHS Substance Use Disorder (SUD) service recipients who receive follow-up treatment within seven days of discharge from a SUD treatment facility will meet or exceed 45 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of PBHS Substance Use Disorder (SUD) service recipients who Received Follow-up treatment within 7 days of discharge from SUD Residential Treatment facility	N/A	N/A	45.7%	49.3%	48.7%	48.8%	49.0%
Total number of PBHS SUD service recipients discharged from SUD Residential Treatment	N/A	N/A	15,020	12,414	14,643	15,000	15,500

**Goal 3. Implement utilization of the latest technology to expand access to behavioral health services in the least restrictive settings.**

**Obj. 3.1** In each fiscal year, 45% or more of outpatient service recipients will receive services via telehealth.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Unduplicated number of individuals served in outpatient setting in rural areas	18,728	19,815	18,972	18,735	19,524	19,800	21,000
Number of individuals that received tele-behavioral health services in rural areas	2,100	2,079	7,734	12,275	10,960	11,000	11,250
Percent receiving tele-behavioral health services	11.2%	10.5%	40.8%	65.5%	56.1%	55.6%	53.6%

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**Goal 4. Promote health and wellness initiatives in the Behavioral Health System.**

**Obj. 4.1** The percentage of PBHS MH service recipients with three or more BH related Emergency Department (ED) visits will not exceed 5 percent.

**Obj. 4.2** The percentage of PBHS SUD service recipients with three or more BH related ED visits will not exceed 5 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percent of PBHS MH service recipients with three or more behavioral health related ED visits	N/A	N/A	2.1%	0.9%	0.8%	0.9%	0.9%
Total number of PBHS MH service recipients	N/A	N/A	222,966	229,840	240,634	250,260	270,670
Percent of PBHS SUD service recipients with three or more behavioral health related ED visits	N/A	N/A	1.1%	1.4%	1.2%	1.2%	1.2%
Total number of PBHS SUD service recipients	N/A	N/A	122,219	103,680	102,377	106,475	110,735

**NOTES**

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<sup>1</sup> Data is based on the PBHS Claims Data, which is not finalized until 12 months past the end of the fiscal year as a provider has 12 months from the time of service in which to submit a claim for payment. 2021 data has been updated and 2022 data is not final.