2017 Quality Improvement Evaluation Summary

Introduction:

Greater Oregon Behavioral Health, Inc. (GOBHI) contracts with the State of Oregon to manage mental health services for Oregon Health Plan members in 15 counties.

Our Mission: "GOBHI is dedicated to the health care needs of rural Oregonians with the triple aim of better care, better health and lower costs. GOBHI promotes wellness and believes in the power or preventative and local care. Not only does it provide better outcomes, but it's also cost effective, returning the savings to communities through their local clinics."

The GOBHI quality improvement program is based on a philosophy that emphasizes a systematic, organization-wide perspective that involves everyone. The Quality Improvement Program is focused on achieving satisfaction for both internal and external customers and improving Member outcomes within an organizational environment that seeks continuous improvement of systems and processes. Outcome data will be made available to members, practitioners, and providers as part of the quality improvement program evaluation that is completed annually. This evaluation assists GOBHI and our network practitioners and providers in recognizing areas that require improvement and where services are being delivered successfully so that these best practices can be mirrored across our health network.

From its onset, GOBHI recognized company-wide quality goals that have been integrated into all department activities. At its most fundamental level, quality improvement aims to sustain and improve the health status of Members by measuring and improving performance of care and services within the health care delivery system processes and structure. GOBHI is committed to improving the health status of the population it serves and, by extension, the community. High quality professionally competent health care and responsive member services are provided to all Members.

GOBHI views quality as an integrated company responsibility (promoted by specific indicators facilitated by the Organizational Excellence Department). GOBHI's Board of Directors, management, departments, committees, oversight entities, Providers and community representatives all participate in quality improvement activities. GOBHI believes that input from appropriate committees, Members, Providers and other stakeholders must be solicited on an ongoing basis in order for its quality efforts to be successful.

2017 Improvement Work:

During 2017 GOBHI had improvement programs related to the following objectives:

- Performance Improvement Framework: GOBHI's goal is to assure its members, partner organizations, and the communities that it serves receive evidence-based practices designed to deliver excellent care.
    - Results: GOBHI received full NCQA accreditation as a Managed Behavioral Health Organization accreditation.

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- Access: Improvement activities were undertaken to assure that members were able to access care in a timely manner.

  - Results: Crisis response met the goal for all reporting CMHP's. Routine appointment availability within 10 days varied between organizations and types of services needed.
  - Next Steps: Work with CMHPs to improve access reporting. Look into ways to utilize new software to gather access information.
- Member Experience: GOBHI used SPH Analytics to administer the Experience of Care and Health Outcomes (ECHO) survey. This was the first year that GOBHI has used the ECHO survey. A variety of questions were asked related to the member's experience with getting into treatment quickly, how well clinicians communicate, were they informed of their treatment options and access to treatment and information from the health plan.
  - Results:

Composites	Adult		Child	
	2017 Summary Rates	2016 SPH Bob Benchmark*	2017 Summary Rates	2016 SPH Bob Benchmark*
Getting the Treatment Quickly	65.7%	59.0%	86.9%	58.2%
How Well Clinicians Communicate	86.6%	89.0%	91.6%	89.1%
Informed About Treatment Options	56.5%	47.9%	58.8%	56.0%
Access to Treatment and Information from Health Plan	80.3%	69.3%	50.0%	69.9%

** The SPH Analytics ECHO 2016 Book of Business benchmark consists of data from 51 plans representing 21545 adult and child respondents, including 15349 Behavioral Health Service Users. See Technical Notes for more information.

  - Next Steps: GOBHI continues to work with our providers to identify ways to communicate better. Each year we continue to work towards increasing our feedback from our members.
- Clinical Practice Guideline Utilization: Utilization of evidenced based, nationally recognized guidelines for PTSD, Schizoaffective Disorder and ADHD will be monitored.
  - Results: During 2016, work was undertaken to assure all organizations have access to these guidelines.
  - Next Steps: Chart documentation reviews will be conducted to ascertain how well clinical practice guidelines are being followed.
- ED Utilization by members with a mental illness diagnosis: GOBHI is working with our community partners to optimize appropriate utilization of emergency department services.
  - Results: This is the first year that GOBHI has focused on this metric.
  - Next Steps: Community Mental Health agencies will work to improve communications with primary care and emergency room providers.

- Follow-up care:
    - All members being discharged post an inpatient hospitalization have a follow-up within 7-days.
        - Results: GOBHI members receive these types of follow-up care at rates higher than the state benchmarks.
        - Next steps: Continue to improve the rates at which these types of follow-up care were received in an effort to assure all member receive best practice care.
- Antidepressant Medication Management - Effective Acute and Continuation phase treatment:
    - Antidepressant Medication Management measures were selected because it is critical to monitor an individual's response to treatment during both the acute and continuation phases in order to obtain optimal functional outcomes.
        - Results:
            - For AMM-Acute phase (36%), Continuation phase, 19%. One of the limitations of setting these goals is that the denominator may change from year to year. However, we do not expect that such variations would render our proposed improvement goals to become not meaningful for our Members.
        - Next steps: GOBHI will create and distribute materials for members about effective ways to communicate with treatment providers.
- Diabetes Screening for people with Schizophrenia or Bipolar:
    - Assure members with a schizophrenia or bipolar diagnosis who are at high risk for diabetes due to being on antipsychotic medications are screened for diabetes at least once a year
        - Results: GOBHI did not meet set goal of 22%, but saw improvement from 12% to 16%.
        - Next steps GOBHI will assist and encouraged network providers to access Arcadia to collects data from electronic health records, pharmacy drug files, GOBHI eligibility files, and inpatient / outpatient claims. Using Arcadia will allow providers to access data from other providers (behavioral health and physical health) which was previously unavailable to them
- Health Equity and Cultural Competency: GOBHI conducted trainings, support and technical assistance related to health equity and cultural competency.
    - Results: GOBHI sponsored both in-person and technology based trainings, support and technical assistance during 2017.
    - Next Steps: GOBHI will continue to work with communities, providers and practitioners in promoting and implementing the National Culturally and Linguistically Appropriate Services (CLAS) Standards in health care through health equity and cultural competency trainings, support and technical assistance.
- Network Adequacy: Assuring that the delivery system network is adequate based on established standards, goals and best practices. Access timeframes, complaints, satisfaction surveys, and technology were utilized to create a comprehensive look at services availability for our members.
    - Results: GOBHI continues to work with communities, providers, and practitioners to assure that needed services can be provided for our members in a timely and culturally sensitive manner. Tele-health technology has been made available to all the GOBHI counties to provide additional mechanism to receive

care. GOBHI is addressing network challenges by expanding the provider panel (private practitioners) and investing in human resource strategies for our providers to assist with both recruitment and retention. GOBHI has identified other service area gaps that include practitioners who specialize with eating disorders, gender dysphoria, applied behavior analysis, medication assisted treatment, in-patient services for both youth and adults, and bariatric surgery assessments. These service area gaps are consistent with statewide service area gaps.

- o Next steps: GOBHI is continuously seeking new contracts with available providers, investing in telehealth, pursuing grants, and training existing practitioners within the provider network to meet these needs.

- Screening Tools: To develop and implement screening programs to improve coordination of care between physical and behavioral health providers for members with mental/behavioral health needs.
  - o Results: Two screening tools have been identified – Unhealthy Alcohol Use and Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents
  - o Next steps: Self-help screening tools are available on the web site. Educational materials were shared with providers regarding these two tools.
  - o GOBHI is participating in a national collaborative with 4 other health plans, NCQA, and SAMSHA to develop best practices related to unhealthy alcohol use screening.

- Provider Experience: GOBHI conducted its annual Provider Experience Survey.
  - o Results: GOBHI received 73 responses from 178 delivered recipients. GOBHI did not meet the goal of 80% but improved from previous year.
  - o Next steps: GOBHI will continue to improve UM process and work with providers regarding documentation and materials needed.

Summary:

GOBHI utilized information it receives from data gathering, surveys, complaints, and other forms of communication to help prioritize improvement work. Your feedback is important to help assure that the work GOBHI does, both now and in the future, continues to be of the highest quality. Thank you for sharing our journey to excellence.

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