

# CCBHC-E National Training and Technical Assistance Center

*CCBHC Optimizing Data through Measurement Informed Care (MIC)  
Learning & Action Series*

May 14, 2024

**CCBHC-E National Training and Technical Assistance Center**

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

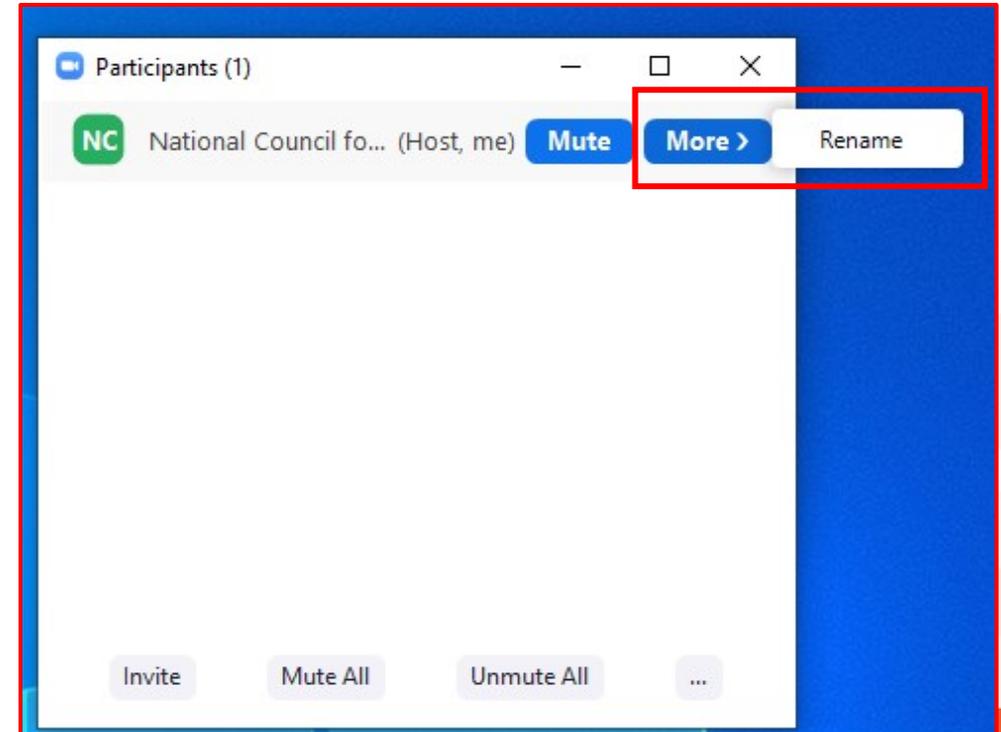
# Acknowledgements and Disclaimer

*This session was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).*



# Logistics

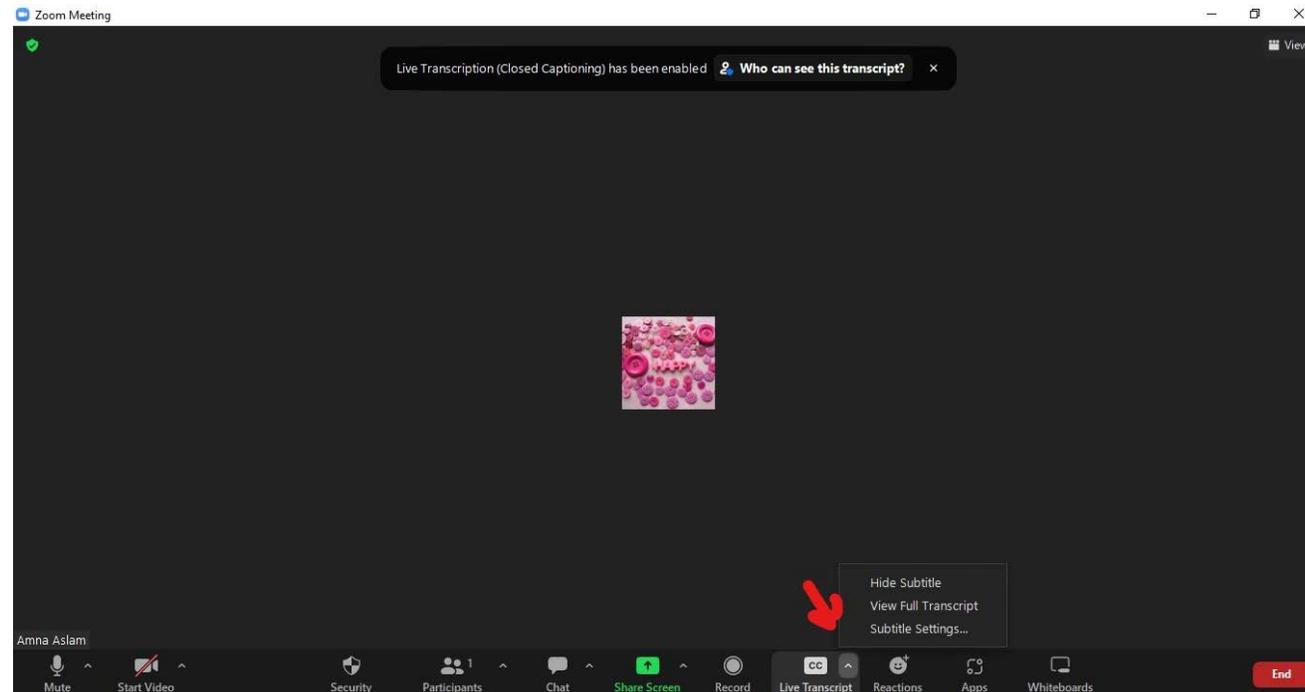
- Please rename yourself so your name includes your organization.
  - For example:
    - **Roara Michael, National Council**
  - To rename yourself:
    - Click on the **Participants** icon at the bottom of the screen
    - Find your name and hover your mouse over it
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- If you are having any issues, please send a Zoom chat message to **Kathryn Catamura, National Council**



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# How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



# Today's Session: Slides and Recording

Slides and the session recording link will be available on the [CCBHC-E NTTAC website](#) under “Training and Events” > “Past Events” within 2 business days.

The screenshot displays the website's navigation and event calendar. On the left, the 'Training & Events' menu is highlighted with a red arrow. The main content area shows the 'Calendar of Events' section with search filters for 'Search', 'Start Date', 'End Date', and 'Select Event'. A dropdown menu is open, showing 'Future Events' and 'Past Events' (highlighted in blue), with an 'Apply' button below it. A red arrow points from the 'Past Events' option to the 'Calendar of Events' section.



# Learning Series Curriculum

Date	Topic
May 14	Understanding Measurement-informed Care
June 18	Implementing and Optimizing Measurement-informed Care
July 16	Sustaining Measurement-informed Care

# Today's Agenda

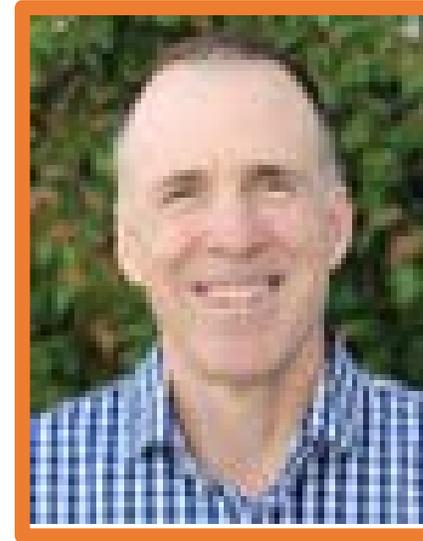


- Review Purpose of Optimizing Data Learning Series
- Provide Overview of Measurement-Informed Care
- Describe How to Implement Measurement-Informed Care for Clinical Decision Making and Practice Improvement
- Group Discussion

# Today's Presenters



**Jeff Capobianco, PhD**  
Consultant and Subject Matter Expert  
National Council for Mental Wellbeing



**Jim Zahniser, PhD**  
Partner and Chief Leadership Officer  
TriWest Group



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# Measurement Informed Care (MIC)

An approach to behavioral healthcare that integrates the regular use of patient/client-reported outcome measures (PROMs) and other clinical measures to inform clinical care (i.e., health literacy, treatment decisions, and monitoring progress over time).

Emerging approaches that can benefit from more research, discussion, and consensus in community behavioral health include these elements:

- Repeated, systematic use of validated measures that are utilized at each clinical encounter to inform decision-making about treatment.
- Utilized in conjunction with weighing multiple factors to arrive at individualized treatment plans and continually optimizing outcomes.

The National Council is actively involved in the development of best practices for MIC and investigating the differences/if any with “measurement-based care (MBC)”.

Bickman, L., Kelley, S. D., Breda, C., de Andrade, A. R., & Riemer, M. (2011). Effects of routine feedback to clinicians on mental health outcomes of youths: results of a randomized trial. *Psychiatric Services*, 62(12), 1423-1429. DOI: 10.1176/appi.ps.002052011

# Components

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Use reliable and valid tools.

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Repeat measurements at clinically meaningful, regular intervals of care.

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Service-user-reported outcomes and/or biometric indicators to be considered alongside...

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Many sources of information e.g., service-user preferences, social driver needs, culture, quality of life and functional needs/goals, family support, health literacy, etc.

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To make treatment decisions to support clinical progress, such as the need for changes to the treatment plan.

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Indications of accountability and efficiency of care.



# Realized Benefits

## Clinical

- Researchers analyzed 51 randomized controlled trials exploring how frequently providers collected feedback on patient-reported symptoms during medication management and psychotherapy encounters and found that almost all the trials that consistently used MBC showed significantly improved patient outcomes, while one-time screenings and assessing symptoms infrequently were less effective (Fortney, J. C., et al., 2017).

## Value Proposition

- Effective and efficient care pathways that lead to achieving recovery/treatment targets can be leveraged into value-based payment arrangements.

## Workforce

- Can support staff who are experiencing increased behavioral healthcare demand with engagement, health literacy provision, and clinical decision support.
- In the absence of routine measurement practices in clinical care, research demonstrates that clinicians struggle to identify the clients who are at a higher risk for nonresponse, or even deterioration in functioning (Constantino et al., 2019; Walfish et al., 2012).



# Barriers to Measurement in Behavioral Health



## Feasibility

- Few reliable, resourced BH PROMS
- Limited tech in BH



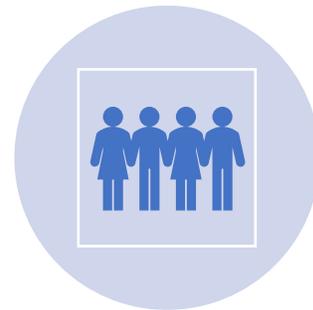
## Clinician Issues

- Punitive data practices
- Confusion about data privacy



## Service User Issues

- (Real & Perceived) burden
- Data/health literacy



## Environment and Culture

- Leaders lack data background
- Clinical judgement as “king”

Implementing Measurement-Based Care in Behavioral Health: A Review, Lewis et al. 2020 JAMA Psychiatry

# CCBHC Driving MIC Adoption!

“Expanded Data Collection and Quality Reporting CCBHCs are required to collect, report, and track a robust set of encounter, outcome, and quality data that includes consumer characteristics, staffing, access to services, use of services, screening, prevention, and treatment, care coordination, other processes of care...”

--SAMSHA



# GRAND Mental Health

How to conceptualize and implement Measurement Informed Care?

An Interview with Larry Smith & Kim Hill-Crowell

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1. How does MIC help staff better understand client needs and more effectively provide services in a value-based care/alternative payment model environment?
2. What have been the clinical or business impacts of MIC?
3. You are using an external vendor to help with data and AI. Do you mind sharing a bit about that experience and any tips you might have for others who would like to partner in the development of a sophisticated MIC approach?
4. What resources have you found most helpful in informing your MIC planning and implementation?



# Resources:

- Meadows Mental Health Policy Institute white paper provides a thorough review of recommended MIC measures and tools ([https://mmhpi.org/wpcontent/uploads/2021/03/MBC\\_Report\\_Final.pdf](https://mmhpi.org/wpcontent/uploads/2021/03/MBC_Report_Final.pdf))
  - The specific tools chosen do matter (some are required), but more important is the commitment to and use of MIC, both for direct clinical-level purposes and for program-level purposes.
- Very recent paper on the “quality of quality metrics” – helpful in thinking about program-level MIC. Narayan et al. 2024 Health Affairs, March 19, 2024. <https://www.healthaffairs.org/content/forefront/improving-quality-quality-metrics>
- Implementing Measurement-Based Care in Behavioral Health: A review by Lewis et al. in JAMA Psychiatry, 2019. <https://pubmed.ncbi.nlm.nih.gov/30566197/> (among other things defines MIC fidelity and it addresses typical implementation barriers and solutions to overcoming them; proposes a 10-point research agenda, also relevant for considering implementation)



# New MIC Report

## Advancing Measurement-informed Care in Community Behavioral Health

Authors: Henry Chung, MD, Deborah Scharf, PhD, Joe Parks, MD, Jeff Capobianco, PhD, Vamika Mann, MA, Alexandra Plante, MA, and Sarah Neil, PhD

Corresponding Author: Henry Chung, [HChung@Montefiore.org](mailto:HChung@Montefiore.org)

Available now! <https://www.thenationalcouncil.org/resources/advancing-measurement-informed-care-in-community-behavioral-health/>

# Closing: Next Session



- **June 18, 2024, 3pm – 4:00pm EST**
  - **Topic:** Implementing and Optimizing Measurement Informed Care (MIC)
  - **Description:** The session will discuss what constitutes a useful measure for both staff and clients, considerations for choosing valid and clinically useful measures. How to reliably integrate measurement in staff workflows and clients' interactions. Time will be spent reviewing common challenges. A model of assessing your CCBHC's level of data use will be introduced to help CCBHC's design a path for scaling their MIC current state.

# CCBHC-Expansion Grantee National Training and Technical Assistance Center

*We offer CCBHC grantees...*



## Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



## Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



## Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



## On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.

# Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)

Slides, recordings and session resources will be available on our [New Grantee Learning Community webpage](#) approximately 2 days following each session



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