NATIONAL COUNCIL for Mental Wellbeing

HEALTHY MINDS STRONG COMMUNITIES

Understanding and Establishing Strong Practices for CCBHC Quality Measures

January 9, 2025

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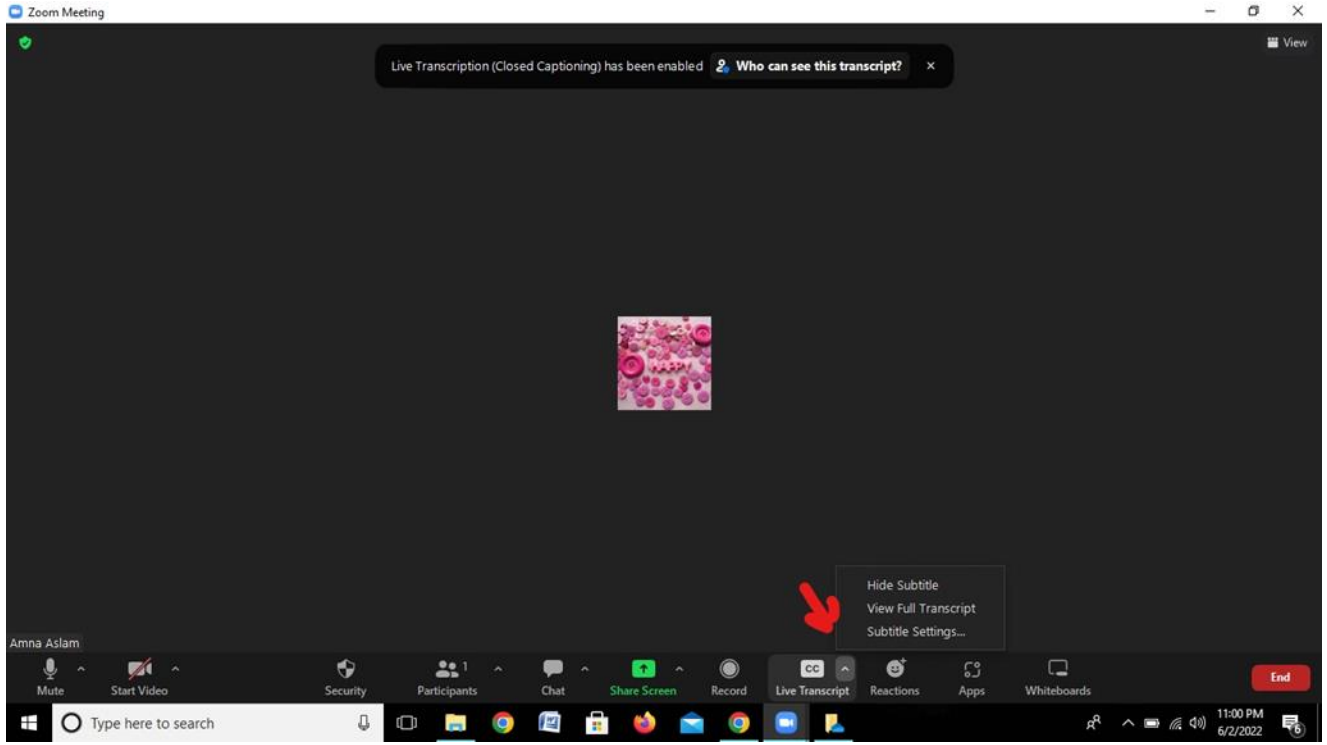

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Logistics

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    - **D'ara Lemon, National Council**
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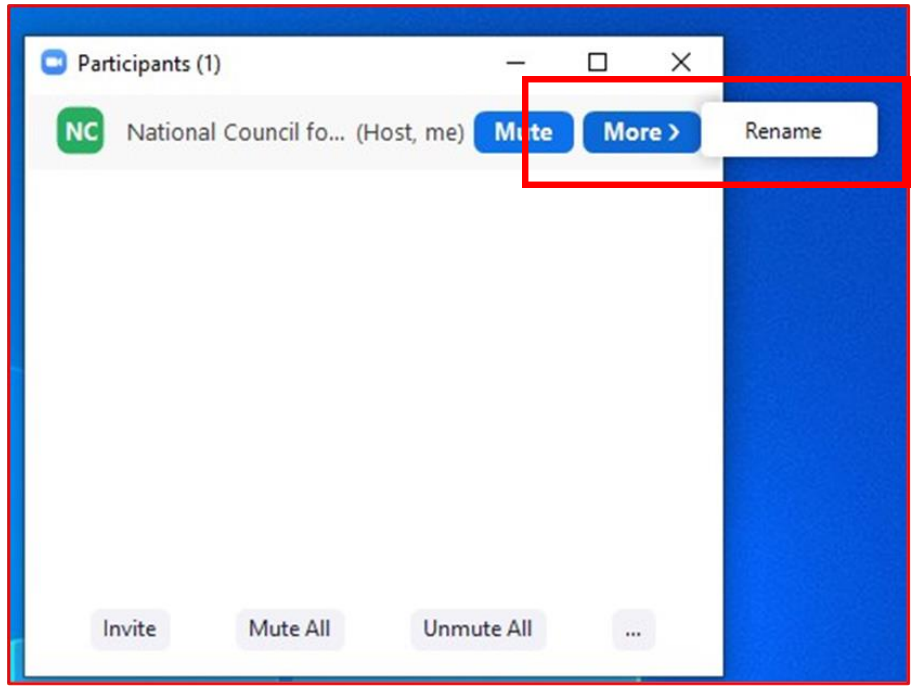
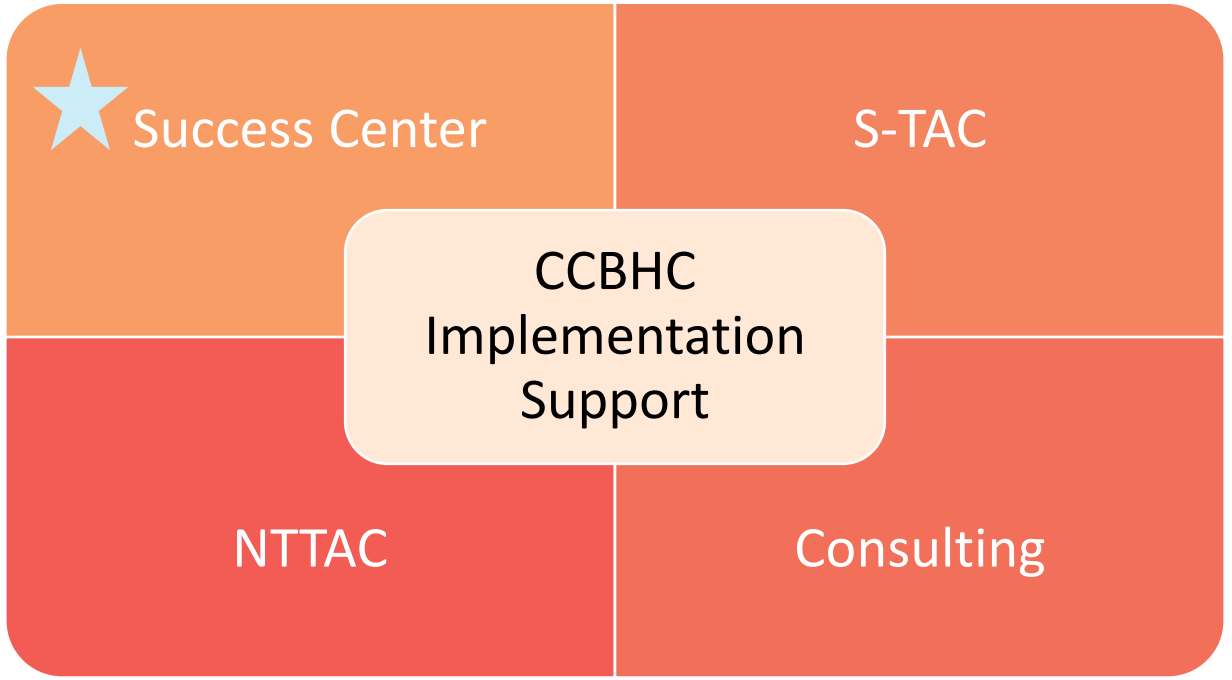


Implementation Support for CCBHCs



Today's Presenters

Brian Mallow, MSW
Senior Advisor, PIC

John Gavino, LCSW
Director of CCBHC Fidelity and Compliance
Family & Children's Services, Inc.

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Today's Learning Objectives

- Identify and review the required Clinic-Collected Quality Measures
- Provide examples of how to stand-up data systems, processes, and tracking for the Clinic-Collected Quality Measures
- How to engage in data sharing/reporting with the state
- Collaborating with other CCBHCs and establishing strong benchmarking practices

Quick Poll

- What is your CCBHC status?
- What is your role at your organization?
- How ready is your CCBHC regarding collection and reporting of clinic-collected quality measures?

CCBHC Quality Measures Resources

SAMHSA CCBHC QM GUIDANCE & WEBINAR WEBSITE

2024 TECHNICAL SPECIFICATION MANUAL

2024 QUALITY MEASURE REPORTING TEMPLATE

2023 CERTIFICATION CRITERIA

FAQS ON QUALITY MEASURES

Why Clinic-Collected Quality Measures are Important

- Quantify the fundamental elements of the CCBHC Certification Criteria
- Establishes a baseline
- Opportunity to monitor changes to
  - Verify changes lead to improvements
  - Ensure improvements are sustained
- Set of consistent metrics allowing for benchmarking across CCBHCs

Initial Considerations

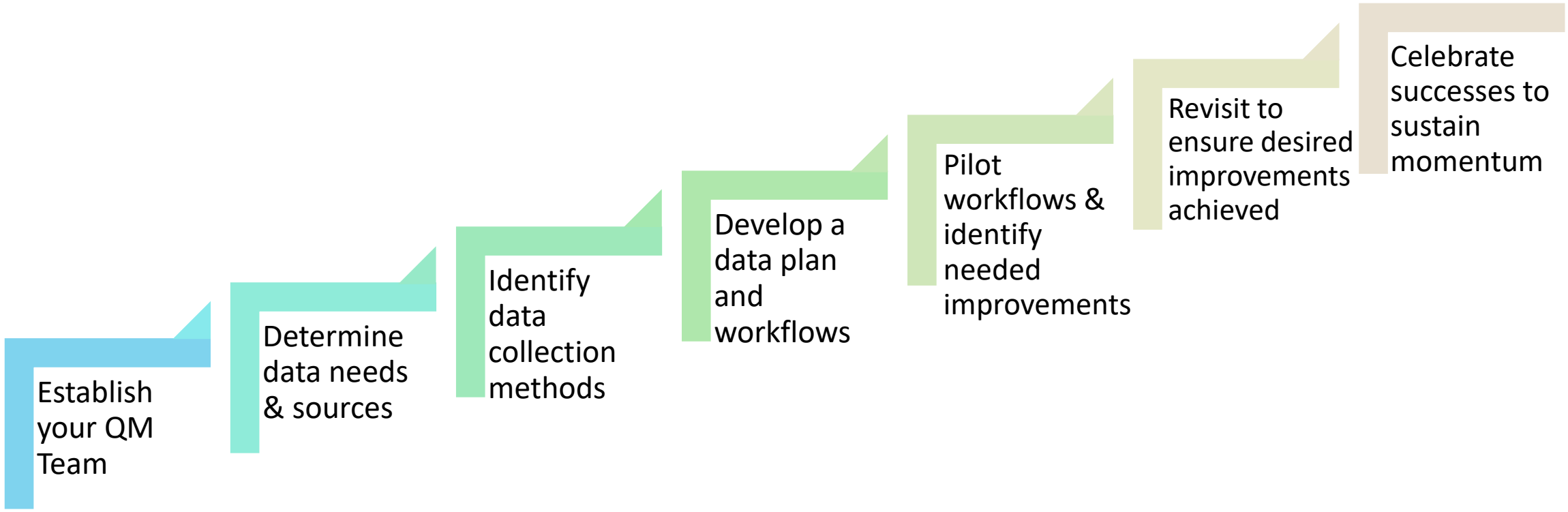
Assess your current electronic health record (EHR): Does your EHR:

- Meet CCBHC Certification Criteria?
- Allow you to collect all data needed for the required measures?
- Produce user-friendly data dashboards including demographic breakdowns necessary for reporting?

Does your CCBHC have any Designated Collaborating Organization (DCO) partners?

- Is the DCO responsible for any clinic-collected quality measures data collection and reporting?

Establishing a QM data infrastructure



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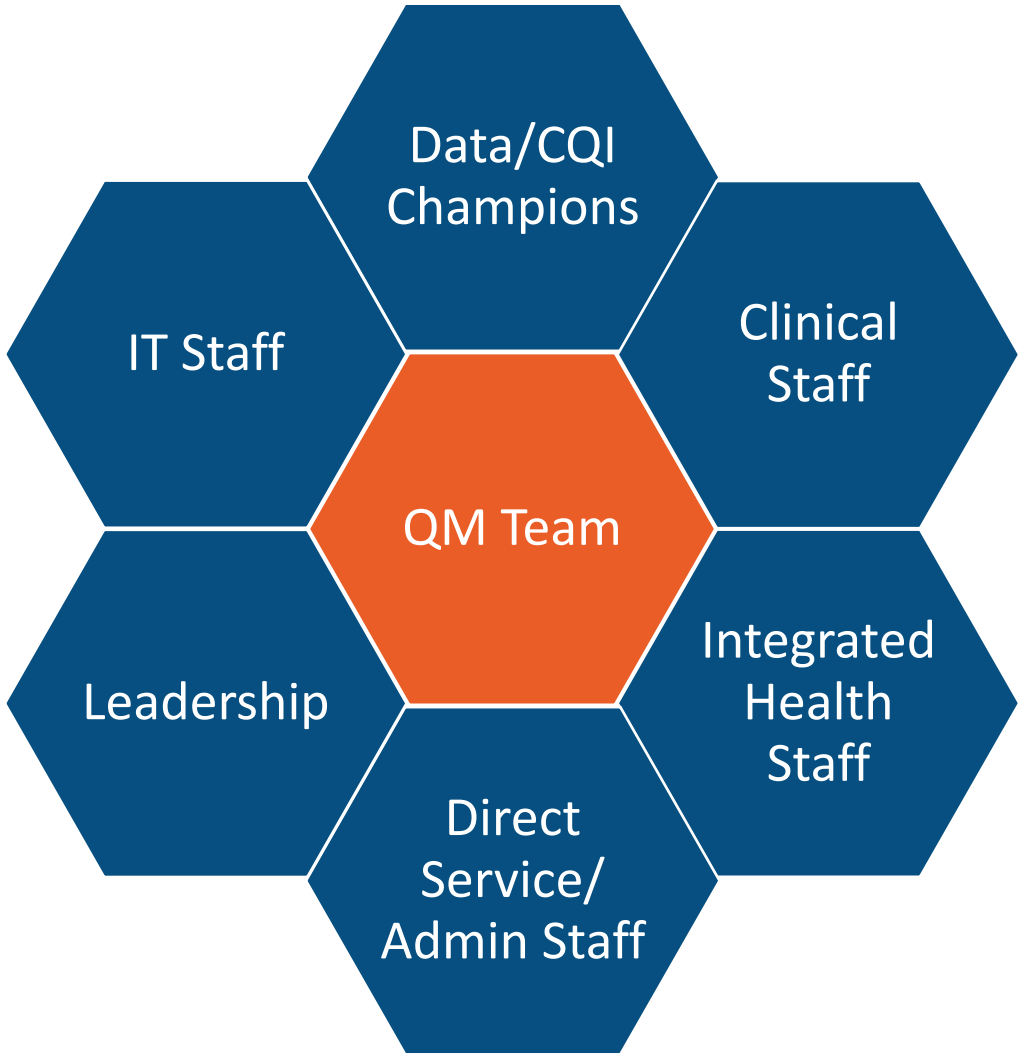
Establishing your QM Team

- What skills are needed on the team?
- What departments or levels of the organization are involved?
- Who is/are the data champion(s)?
- Who are the leaders that will support buy-in and motivation?
- Who is tasked with training efforts?

Required Clinic-Collected Quality Measures

- Time to Services (I-SERV): Ages 12 and older
  - Average time to Initial Evaluation
  - Average time to Initial Clinical Services
  - Average time to Crisis Services
- Screening for Social Drivers of Health (SDOH): Ages 18 and older
- Preventive Care and Screening: Unhealthy Alcohol Use: Screening and Brief Counseling (ASC): Ages 18 and older
- Screening for Clinical Depression and Follow-up Plan (CDF-CH and CDF-AD): Ages 12 and older
- Depression Remission at Six Months (DEP-REM-6): Ages 12 and older

Establishing Your QM Team



Data Needs and Sources

- Reference the Quality Measures for Behavioral Health Clinics: Technical Specifications and Resource Manual
- Map-out the data requirements
- Crosswalk the CPT/HCPCS codes with codes available in the EHR
  - Consider adding codes to support efficient processes
- Review existing data sources and screening tools to identify gaps
- Identify opportunities to integrate or link data from various systems

Identify Data Collection Methods

Consult with state and other CCBHCs

Develop methods for gathering data

Determine if methods meet measure parameters

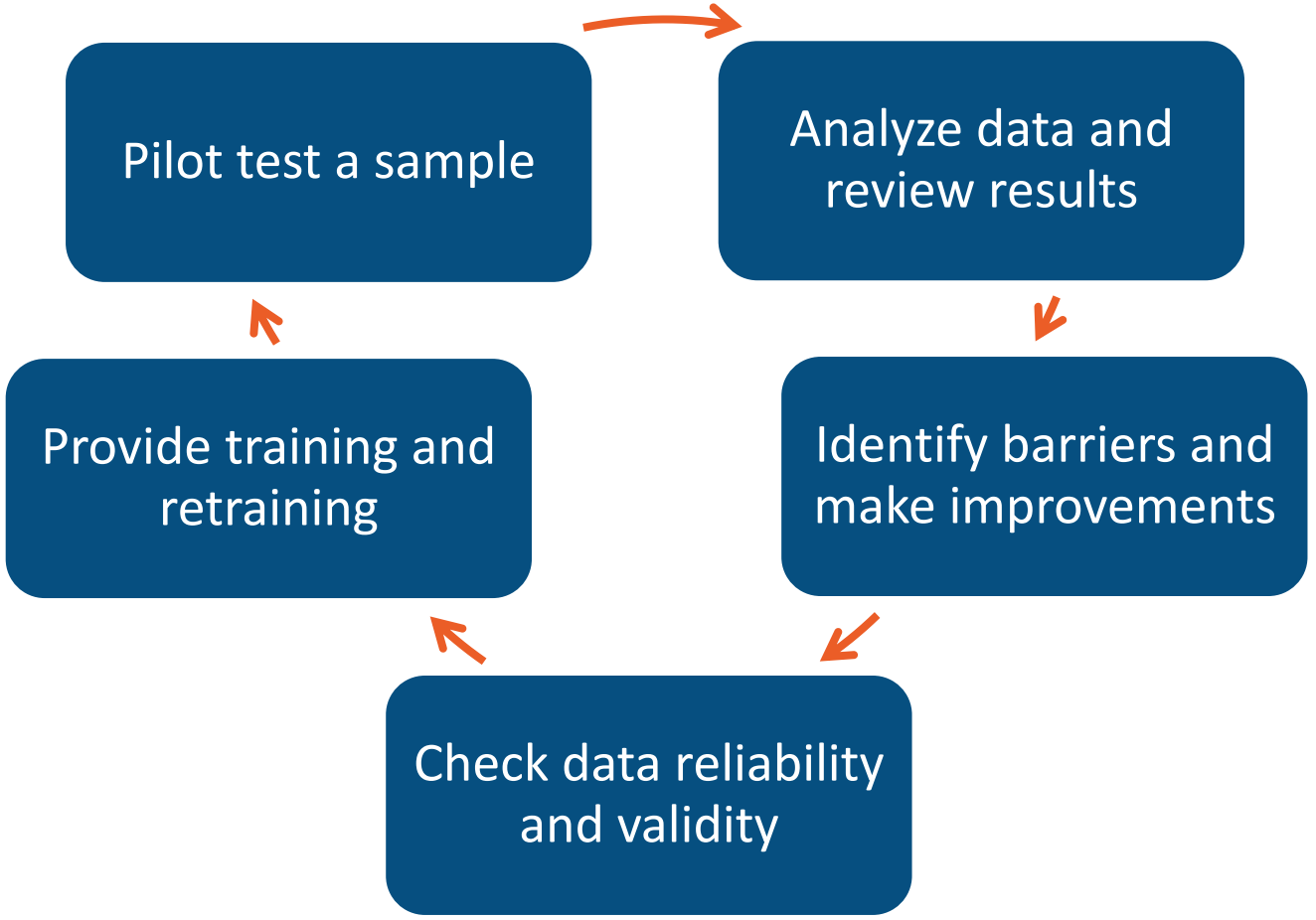
Promote methods that are efficient and effective for staff and individuals served

Develop data collection instruments as needed

Developing the Data Plan and Processes

- Determine how and when the data will be collected
- Identify if data collection should be built into existing workflows, new workflows should be developed, or both
- Clearly define roles and responsibilities for each component of the data collection, analysis, and reporting processes
- Identify ways of leveraging technology to support staff—e.g., automation, alerts
- Determine how data and results will be shared to provide context and interpretation

Pilot Test and Refine Workflows



Continue to Refine

- Continue to leverage CQI/PDSA to improve the workflows, processes, and results
- Continue to consult with QM team
- Remember to communicate frequently and effectively
- User-friendly access to data such as summary reports and dashboards supports greater use of data for micro and macro level analysis and improvements
- Celebrate wins to support buy-in, motivation, and momentum

Establishing Strong Practices for CCBHC Quality Measures

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FCS

Family & Children's Services (FCS) promotes, supports, and strengthens the wellbeing and behavioral health of adults, children, and families.

100 1921-2021 Family & Children's SERVICES

Quality Measures Workgroups

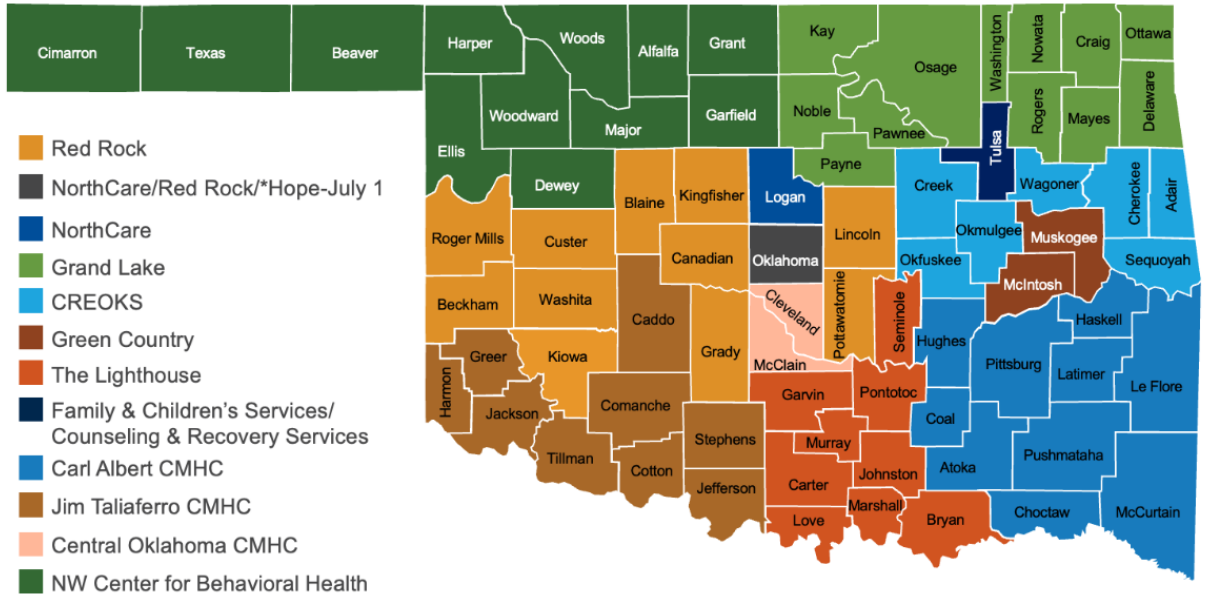
- **Family & Children's Services (FCS)**
  - Director of CCBHC
  - *Medical Director*
  - *Vice President, Medical Integration*
  - *Director of Integrated Health and Nursing Services*
  - Executive Vice President of CQI
  - Vice President of Access
  - Business Intelligence (BI) Team
  - Senior Program Director of Children's CCBHC
  - Director of Accreditation, Certification, & Regulatory Compliance
  - Director of CQI
  - Front line staff

Family & Children's SERVICES

Quality Measures Workgroups

- **Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS)**
  - Similarities and differences between SAMHSA and ODMHSAS
  - ODMHSAS Contract Monitoring requirements
  - 13 CCBHCs in Oklahoma
  - Common understanding of Terms

OKLAHOMA
Mental Health &
Substance Abuse



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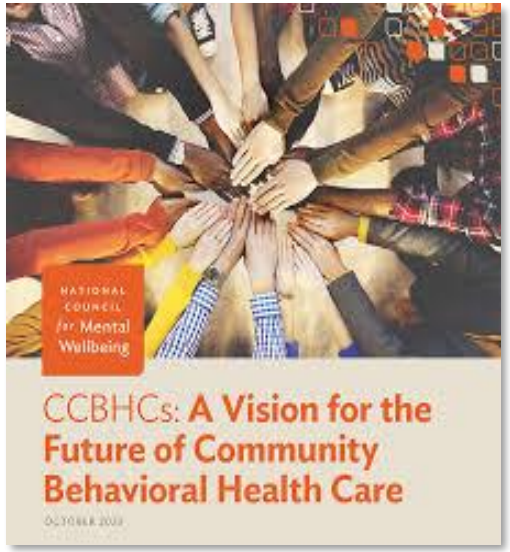
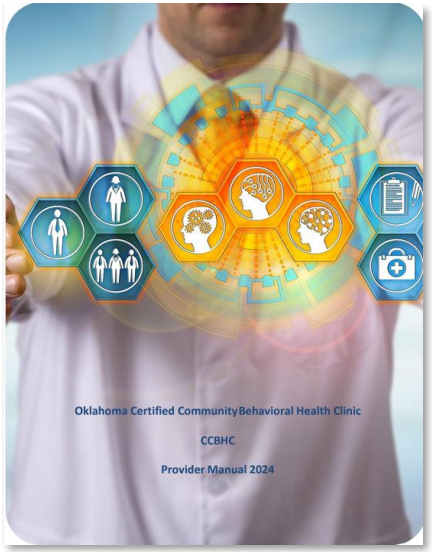
Quality Measures Workgroups

- Other Oklahoma CCBHC partnership workgroup discussions
  - Better understand how other agencies implement the QMs
  - Ask questions
  - Internal benchmarking
  - Working and not working, successes and challenges





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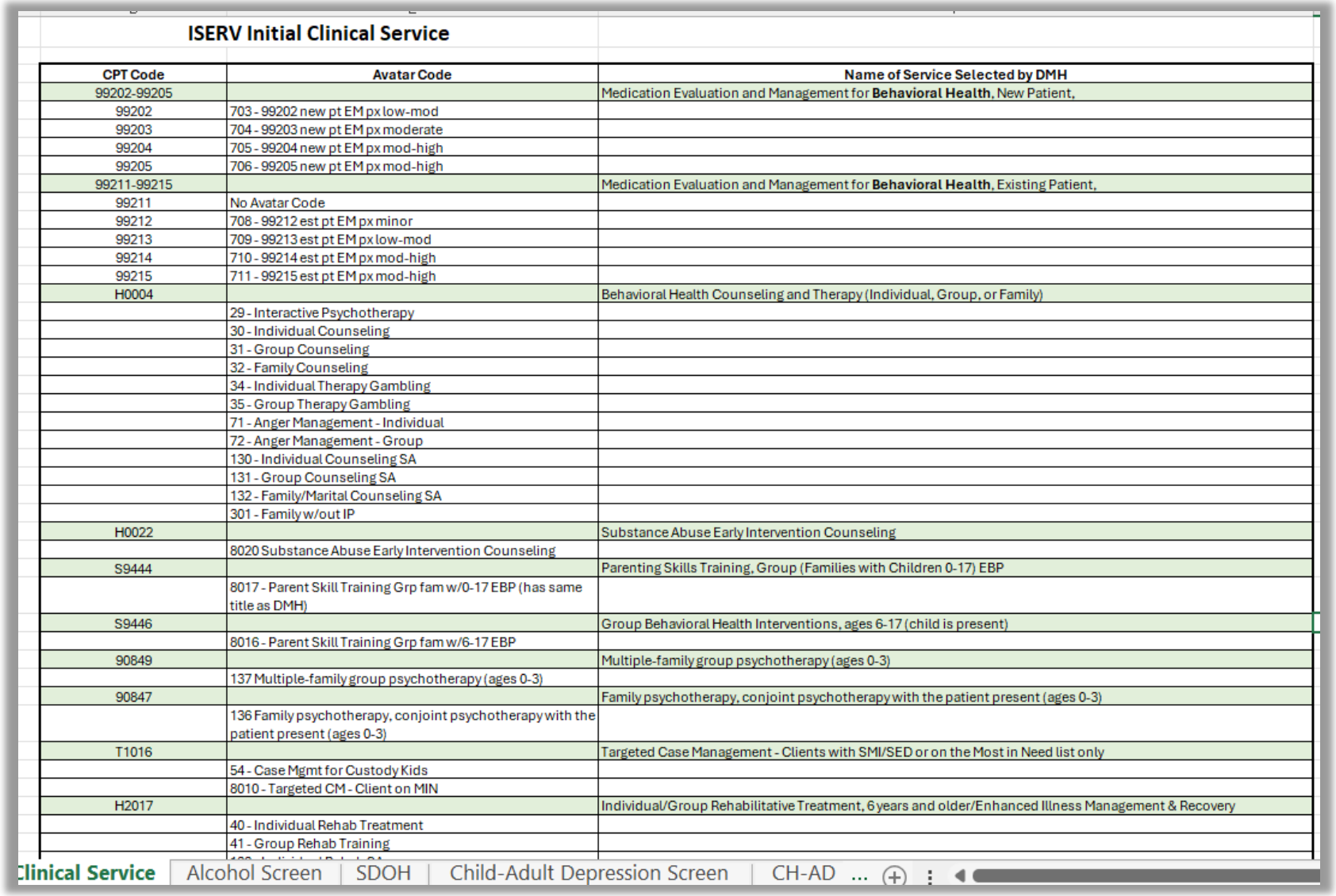
Crosswalk Service Codes



ISERV Initial Clinical Service

CPT Code	Avatar Code	Name of Service Selected by DMH
99202-99205		Medication Evaluation and Management for **Behavioral Health**, New Patient,
99202	703 - 99202 new pt EM px low-mod	
99203	704 - 99203 new pt EM px moderate	
99204	705 - 99204 new pt EM px mod-high	
99205	706 - 99205 new pt EM px mod-high	
99211-99215		Medication Evaluation and Management for **Behavioral Health**, Existing Patient,
99211	No Avatar Code	
99212	708 - 99212 est pt EM px minor	
99213	709 - 99213 est pt EM px low-mod	
99214	710 - 99214 est pt EM px mod-high	
99215	711 - 99215 est pt EM px mod-high	
H0004		Behavioral Health Counseling and Therapy (Individual, Group, or Family)
	29 - Interactive Psychotherapy	
	30 - Individual Counseling	
	31 - Group Counseling	
	32 - Family Counseling	
	34 - Individual Therapy Gambling	
	35 - Group Therapy Gambling	
	71 - Anger Management - Individual	
	72 - Anger Management - Group	
	130 - Individual Counseling SA	
	131 - Group Counseling SA	
	132 - Family/Marital Counseling SA	
	301 - Family w/out IP	
H0022		Substance Abuse Early Intervention Counseling
	8020 Substance Abuse Early Intervention Counseling	
S9444		Parenting Skills Training, Group (Families with Children 0-17) EBP
	8017 - Parent Skill Training Grp fam w/0-17 EBP (has same title as DMH)	
S9446		Group Behavioral Health Interventions, ages 6-17 (child is present)
	8016 - Parent Skill Training Grp fam w/6-17 EBP	
90849		Multiple-family group psychotherapy (ages 0-3)
	137 Multiple-family group psychotherapy (ages 0-3)	
90847		Family psychotherapy, conjoint psychotherapy with the patient present (ages 0-3)
	136 Family psychotherapy, conjoint psychotherapy with the patient present (ages 0-3)	
T1016		Targeted Case Management - Clients with SMI/SED or on the Most in Need list only
	54 - Case Mgmt for Custody Kids	
	8010 - Targeted CM - Client on MIN	
H2017		Individual/Group Rehabilitative Treatment, 6 years and older/Enhanced Illness Management & Recovery
	40 - Individual Rehab Treatment	
	41 - Group Rehab Training	

Clinical Service | Alcohol Screen | SDOH | Child-Adult Depression Screen | CH-AD ...

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Service Codes

- Crosswalk service codes (HCPCS/CPT codes to EHR codes)
- Coordinate with Billing department, EHR department, and Data Team
  - Add service codes to EHR and programs
  - EHR form creation and auto populate codes
  - BI Data Team for Eligible Service Encounter Codes
  - Train staff on definition and use of codes

Screening for Depression and Follow-Up Plan (CDF-AD)

Table CDF-B. Codes to Document Depression Screen

Code	Description
G8431	Screening for depression is documented as being positive and a follow-up plan is documented
G8510	Screening for depression is documented as negative, a follow-up plan is not required

Table CDF-C. HCPCS Code to Identify Exclusions

Code	Description
G9717	Documentation stating the patient has had a diagnosis of depression or has had a diagnosis of bipolar disorder

Table CDF-A. Codes to Identify Outpatient Visits

CPT	HCPCS
59400, 59510, 59610, 59618, 90791, 90792, 90832, 90834, 90837, 92625, 96105, 96110, 96112, 96116, 96125, 96136, 96138, 96156, 96158, 97161, 97162, 97163, 97165, 97166, 97167, 99078, 99202, 99203, 99204, 99205, 99212, 99213, 99214, 99215, 99304, 99305, 99306, 99307, 99308, 99309, 99310, 99315, 99316, 99318, 99324, 99325, 99326, 99327, 99328, 99334, 99335, 99336, 99337, 99339, 99340, 99401, 99402, 99403, 99483, 99484, 99492, 99493, 99384, 99385, 99386, 99387, 99394, 99395, 99396, 99397	G0101, G0402, G0438, G0439, G0444

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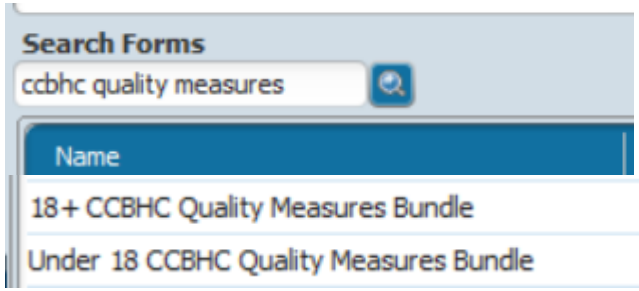
Form Creation

- EHR Quality Measures Form Creation
  - Copyrights and approvals to use forms and to embed in our EHR
  - Decide on the tool or questions to ask
  - EHR Team collaboration
  - Required sections on forms
  - Auto populate reporting codes and auto launch forms
  - Bundle forms together (CDF-AD/CH, DEP-REM-6, SDoH, and ASC)
  - Test and pilot the forms
  - Data pulled into data warehouse and the BI reports



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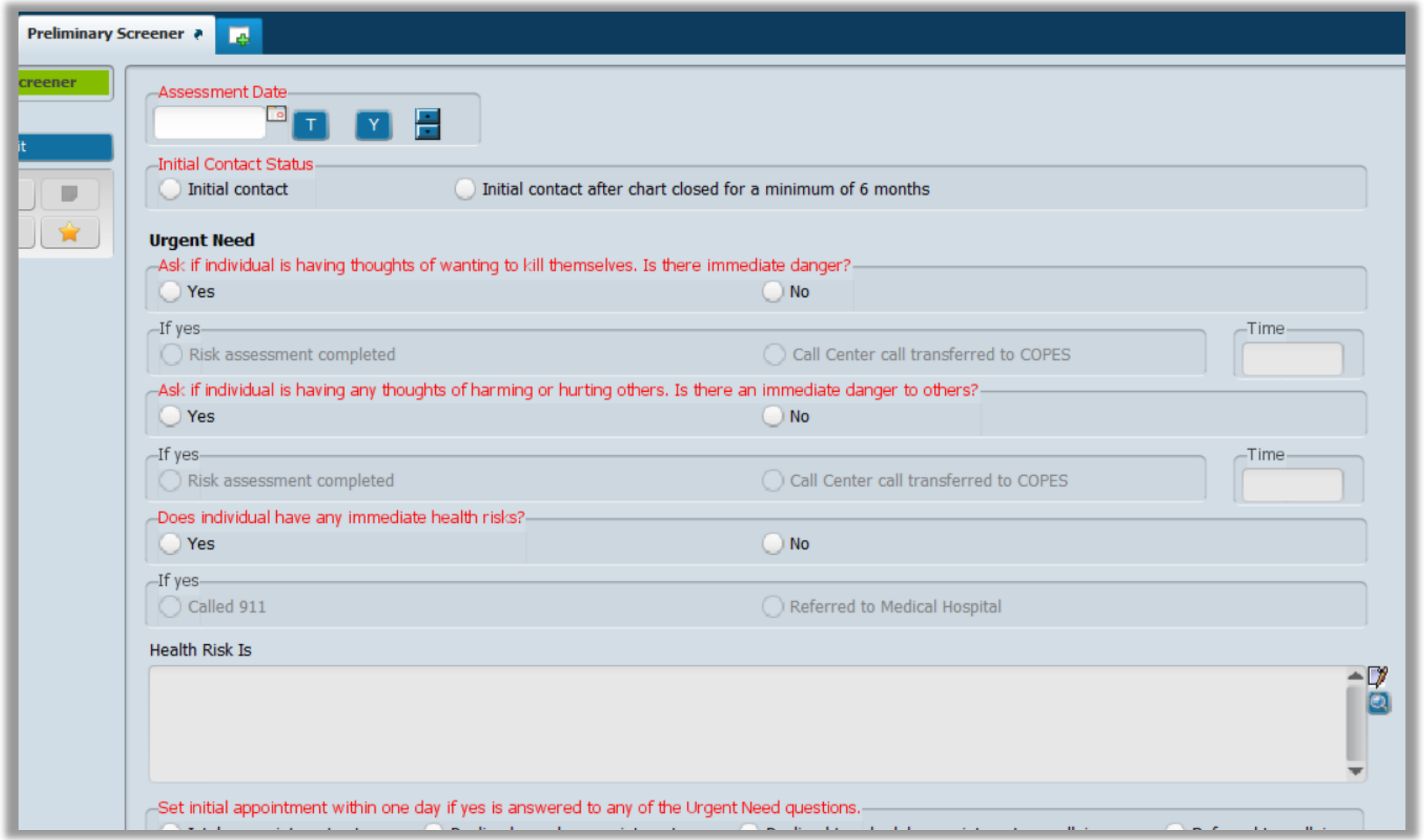
Preliminary Screener-First Contact



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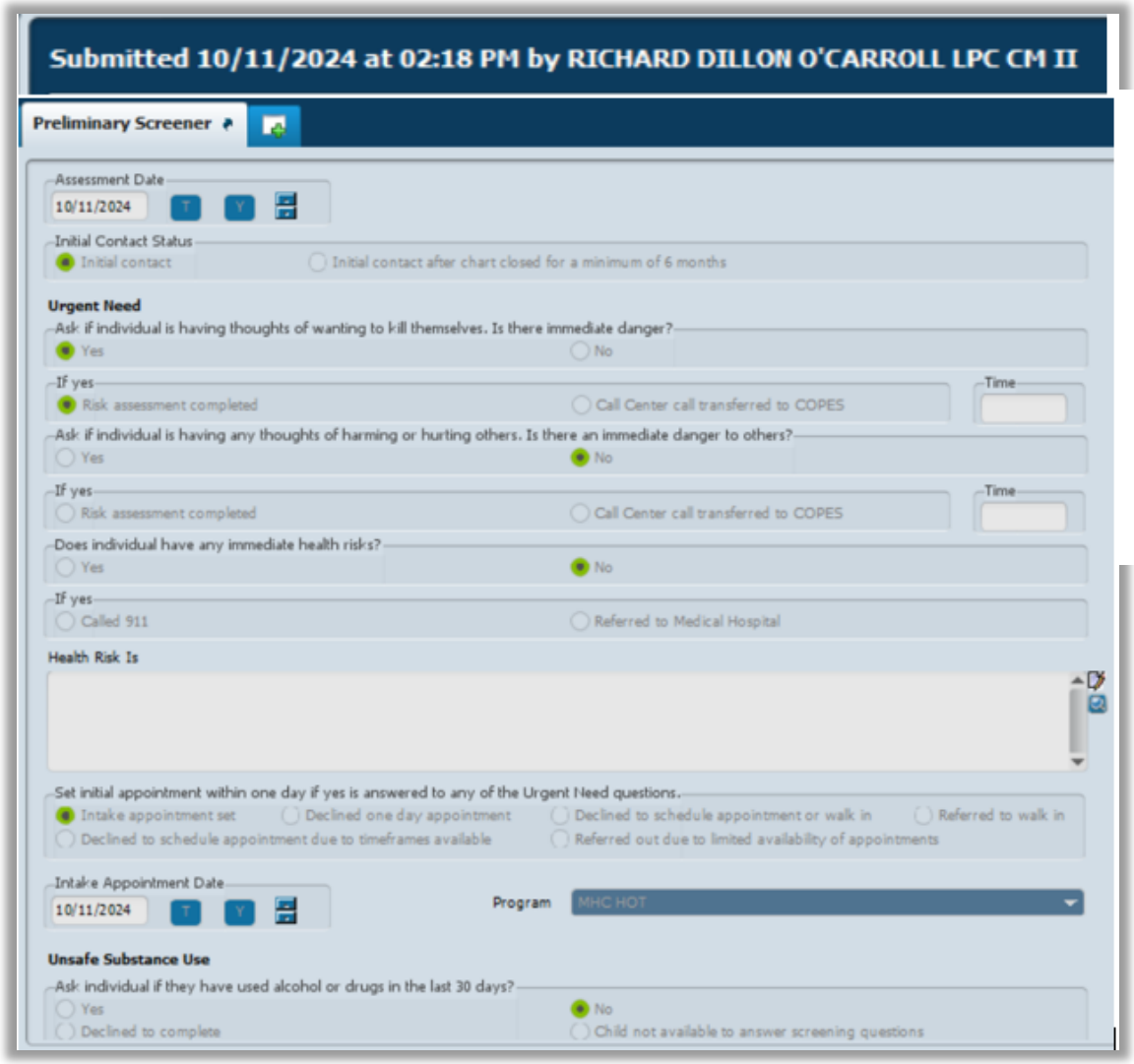
I-SERV: I-EVAL



Interventions/Actions Taken in Session:

Initial Evaluation: Staff gathered initial evaluation information including preliminary diagnoses; source of referral; reason for seeking care; identification of the client's immediate clinical care needs related to diagnosis; a list of current prescriptions and over-the-counter medications, as well as other substances the client may be taking; assessed if the client is a risk to self or to others, including suicide risk factors; assessed whether the client has other concerns for their safety; assessment of need for medical care with referral and follow-up as needed; and determination of whether the client is or ever has been a member of the U.S. Armed Services.

Date Of Service: 10/11/2024

Service Charge Code: I-Eval - new consumer (8015)

Service Code Additional Descriptor: Individual Therapy - Intake

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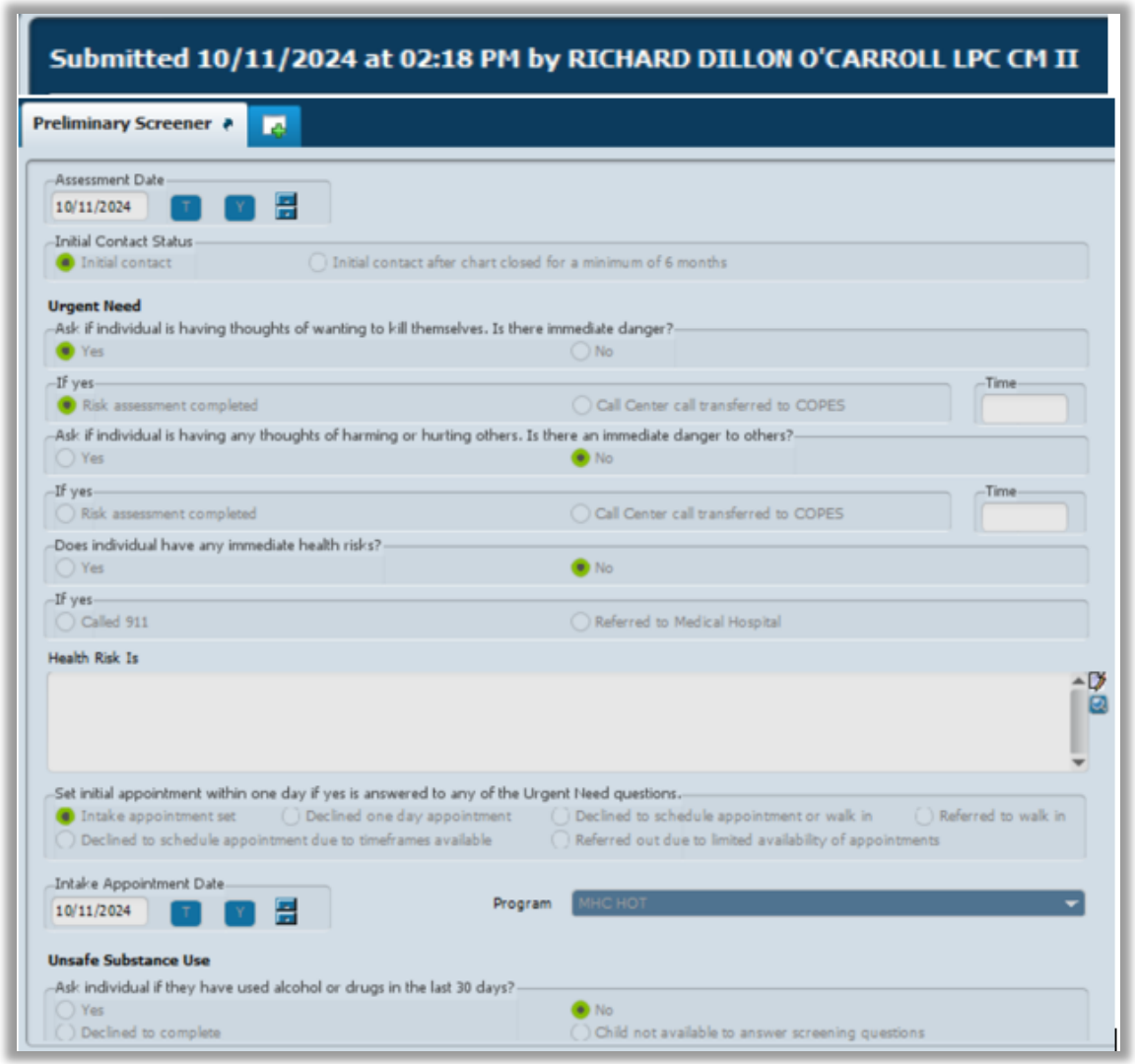
I-SERV: Initial Clinical Service



Clinical Services:

99202-99205	Medication Evaluation and Management for **Behavioral Health**, New Patient,
H0004	Behavioral Health Counseling and Therapy (Individual, Group, or Family)
H0022	Substance Abuse Early Intervention Counseling
S9444	Parenting Skills Training, Group (Families with Children 0-17) EBP
S9446	Group Behavioral Health Interventions, ages 6-17 (child is present)
90849	Multiple-family group psychotherapy (ages 0-3)
90847	Family psychotherapy, conjoint psychotherapy with the patient present (ages 0-3)
T1016	Targeted Case Management - Clients with SMI/SED or on the Most in Need list only
T1017	Case Management
T2023	Case Management for custody kids
H2017	Individual/Group Rehabilitative Treatment/Enhanced Illness Management & Recovery
H2027	Psychoeducation and Counseling
H2017	Group Rehabilitative Treatment - Clients 12 - 17 years
H2019	Therapeutic Behavioral Services
H2027	Children's Family/Caregiver Psychoeducation - Group (ages 0-5)
S5110	Intensive In-home Supports, Skills Training, Individual 6 - 17 years
H0034	Medication Training and Support
T1012	Wellness Resource Skills Development
H2015	Peer Recovery Support/Peer Recovery Support - Family
96202	Group Caregiver Behavioral Management Training (family/caregiver) 18 and over
H0022	Substance Abuse Early Intervention Counseling
90832	counseling, 30 minutes
90834	counseling, 45 minutes
90837	counseling, 60 minutes

90846	family counseling w/o client present
90853	group counseling
H0043	housing
H2014	vocational
S5190	wellness
T1502	injection
G0136	Social Driver of Health Evaluation

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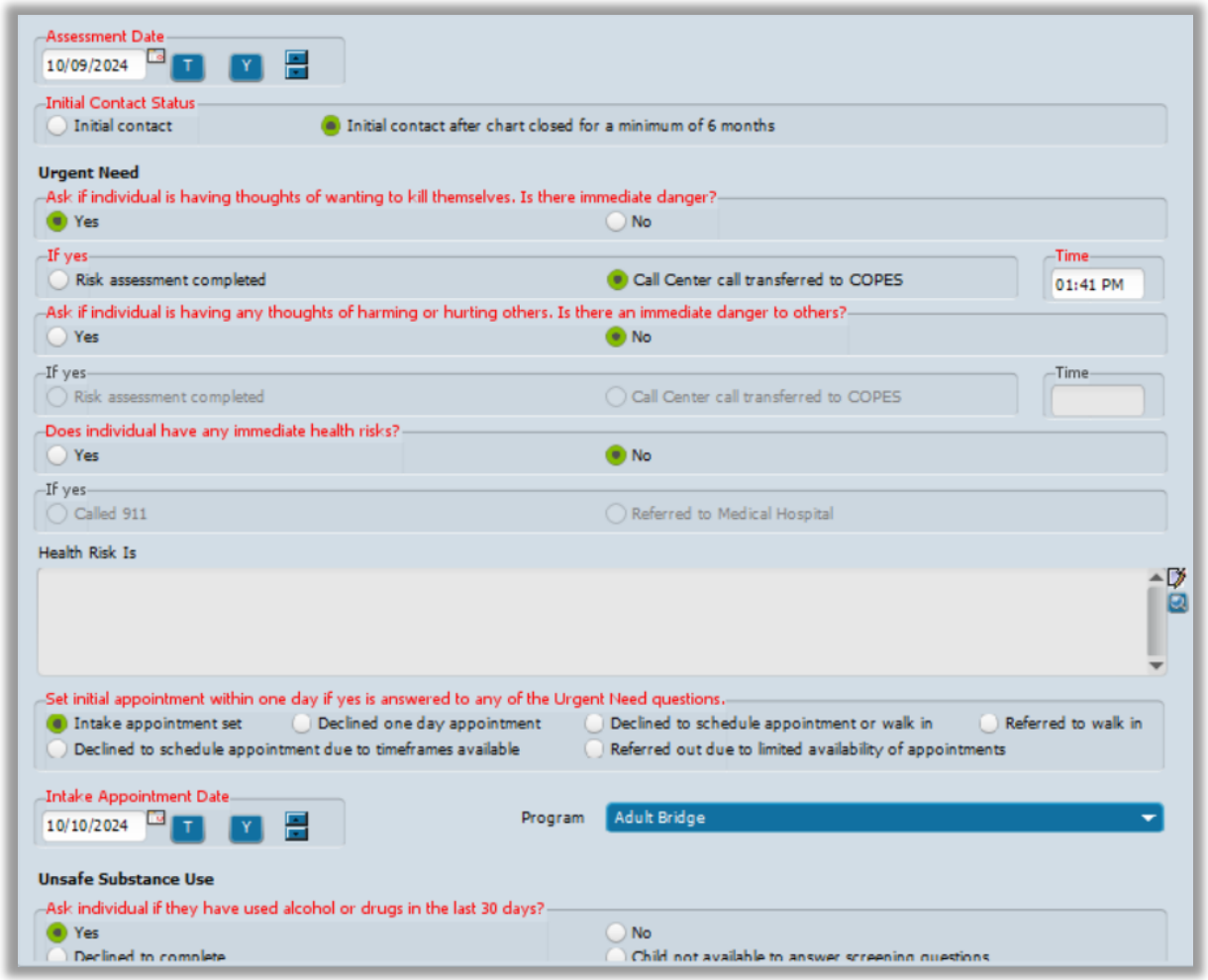
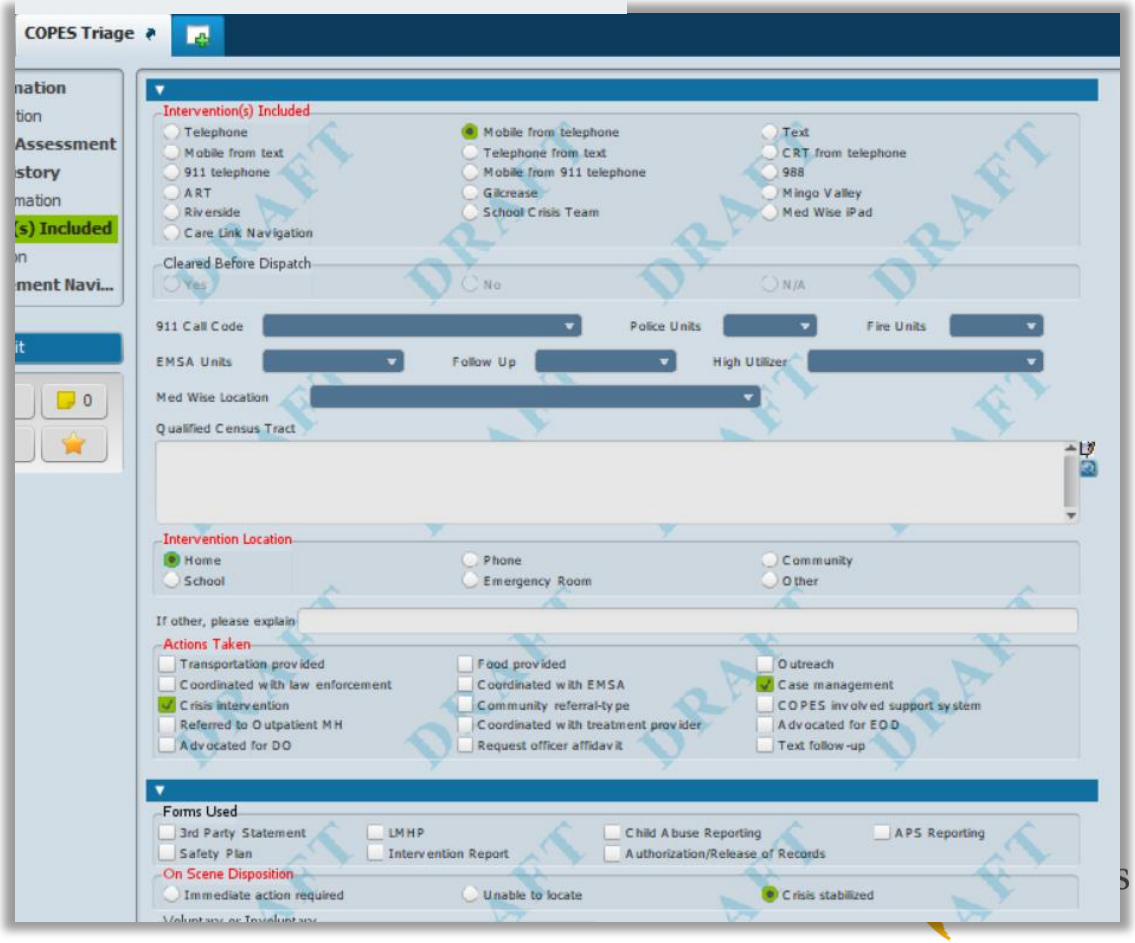
I-SERV: Time to Crisis Services



Service Charge Code: CCBHC Crisis Intervention (465)

Service Charge Code: Triage (483)

Service Program: Crisis Care Center - C2 (1423)



Screening for Social Drivers of Health (SDOH)

- SDoH
  - Form
  - Piloting
  - BI Report
  - HIE

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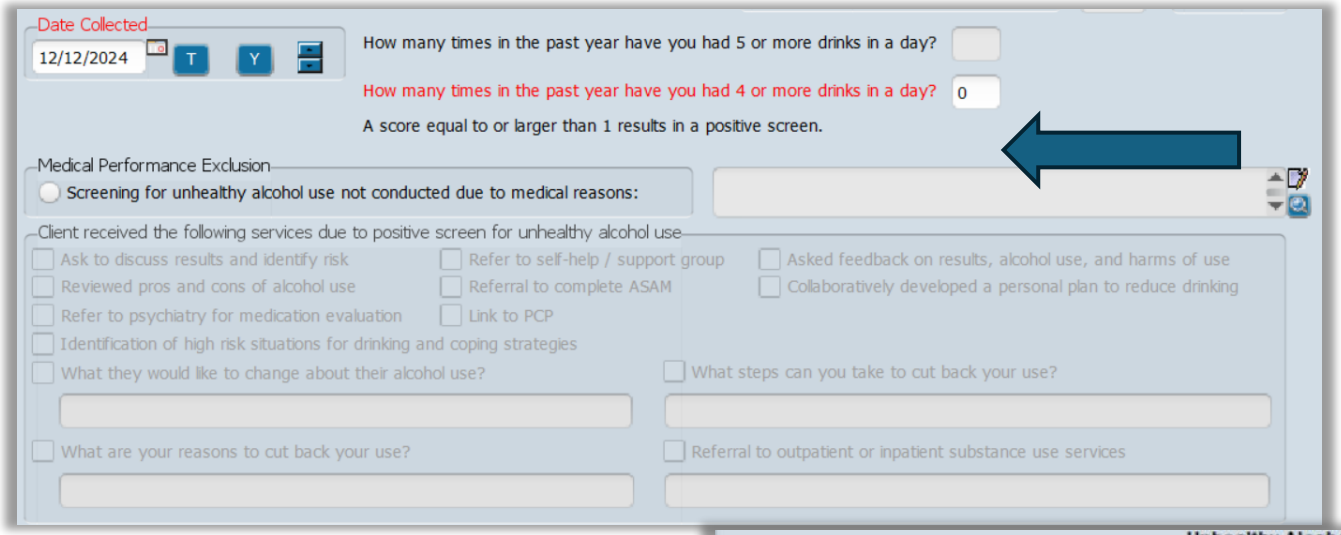
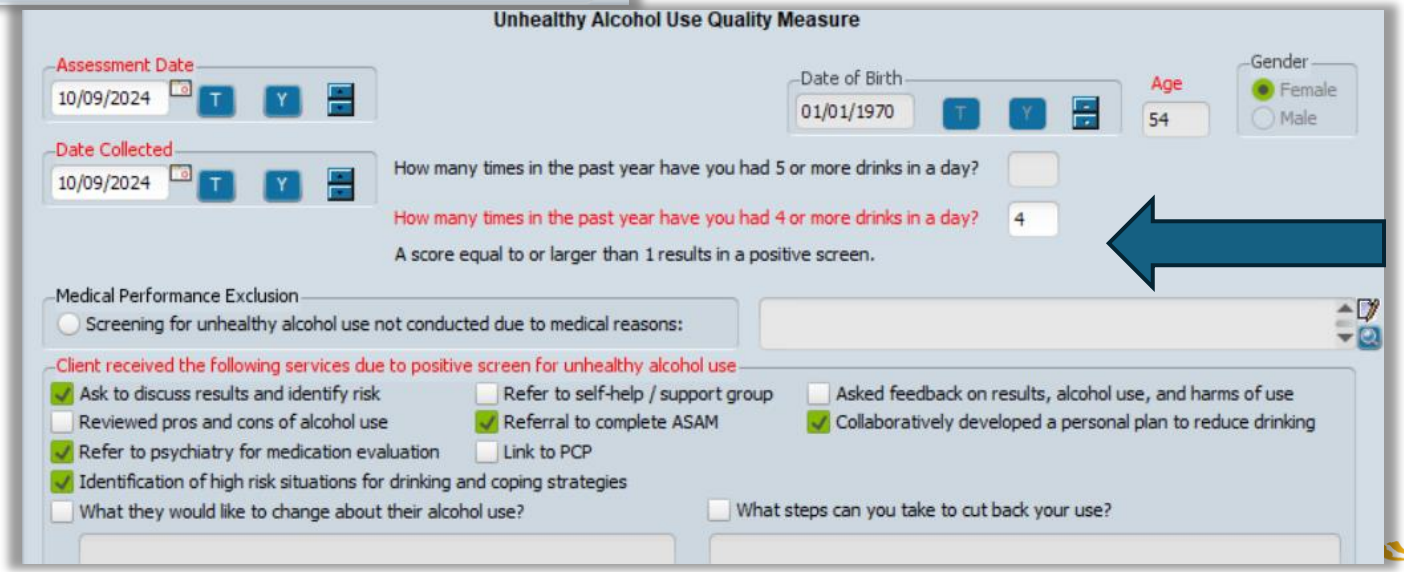
Unhealthy Alcohol Use: Screening and Brief Counseling

- Negative score:



- Positive score:



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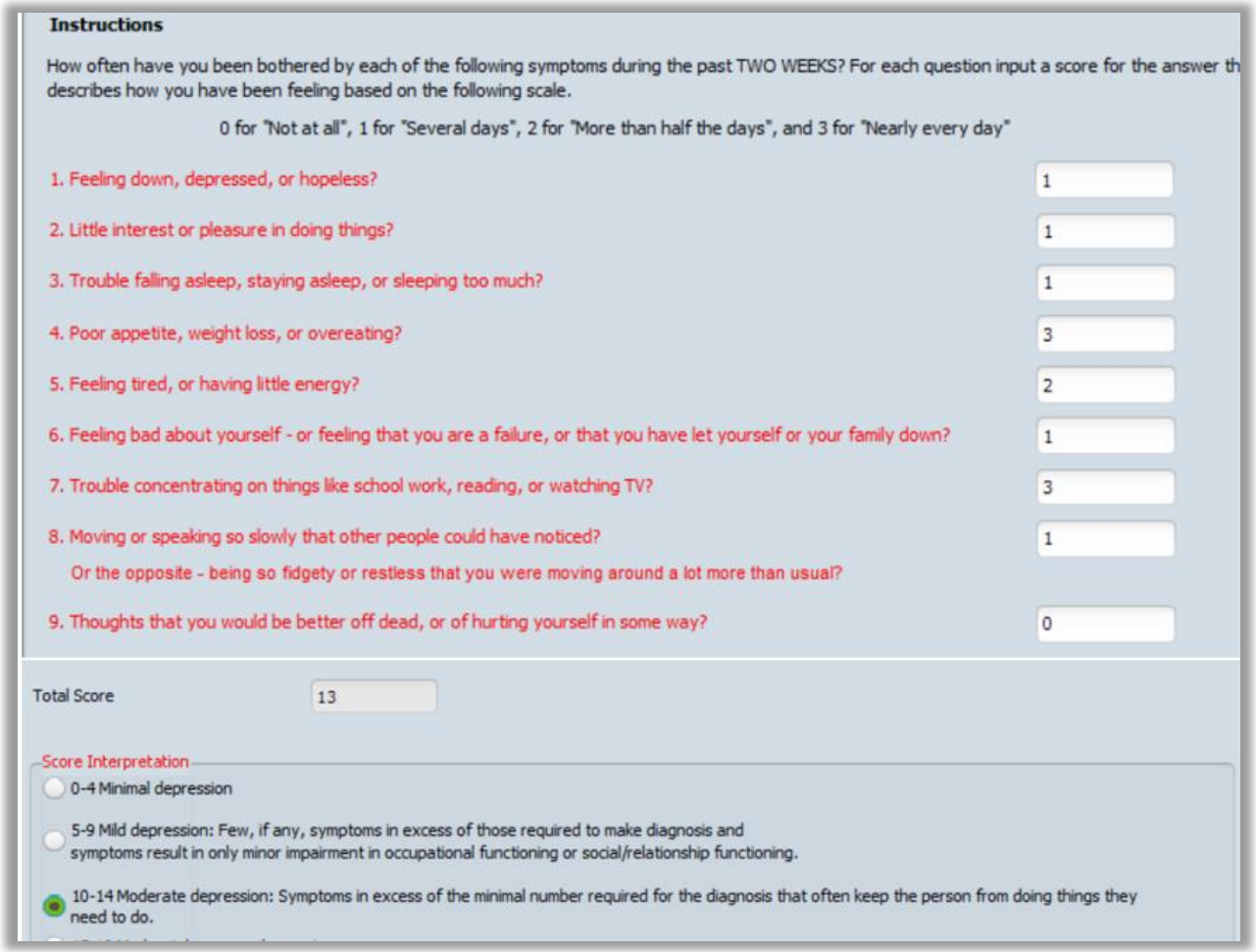
Screening for Depression & Follow-up Plan

- Percentage of clients 12 years and older who were **screened** for depression AND if **positive (score 10 or above), a follow-up plan** is documented.
- **<u>Annual</u>** depression screening for clients.



Instructions

How often have you been bothered by each of the following symptoms during the past TWO WEEKS? For each question input a score for the answer th describes how you have been feeling based on the following scale.

0 for "Not at all", 1 for "Several days", 2 for "More than half the days", and 3 for "Nearly every day"

1. Feeling down, depressed, or hopeless?	1
2. Little interest or pleasure in doing things?	1
3. Trouble falling asleep, staying asleep, or sleeping too much?	1
4. Poor appetite, weight loss, or overeating?	3
5. Feeling tired, or having little energy?	2
6. Feeling bad about yourself - or feeling that you are a failure, or that you have let yourself or your family down?	1
7. Trouble concentrating on things like school work, reading, or watching TV?	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you were moving around a lot more than usual?	1
9. Thoughts that you would be better off dead, or of hurting yourself in some way?	0

Total Score 13

Score Interpretation

- 0-4 Minimal depression
- 5-9 Mild depression: Few, if any, symptoms in excess of those required to make diagnosis and symptoms result in only minor impairment in occupational functioning or social/relationship functioning.
- 10-14 Moderate depression: Symptoms in excess of the minimal number required for the diagnosis that often keep the person from doing things they need to do.

Who? Clients not diagnosed with depression/bipolar

Why? To assess need & begin treatment

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Screening for Depression Follow Up: (CDF-CH &AD)

Patient Health Questionnaire (PHQ) Modified Quality Measure

Depression Screening

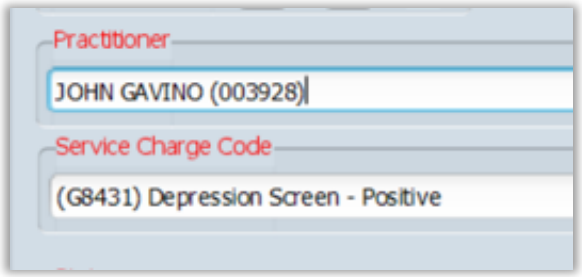
Assessment Date

12/13/2024 T Y

PHQ Modified Quality Measure not indicated at this time

Due to a positive depression screening, the follow up plan for the treatment of depression includes

- [ ] Education regarding medication treatment
- [x] Refer to a provider for additional evaluation
- [x] Schedule new therapy session or refer to therapy
- [x] Schedule prescriber visit
- [ ] Schedule staffing/treatment team
- [x] Recommend myStrength modules
- [ ] Refer to Primary Care Physician
- [ ] Schedule next CM appointment
- [ ] Schedule rehab services



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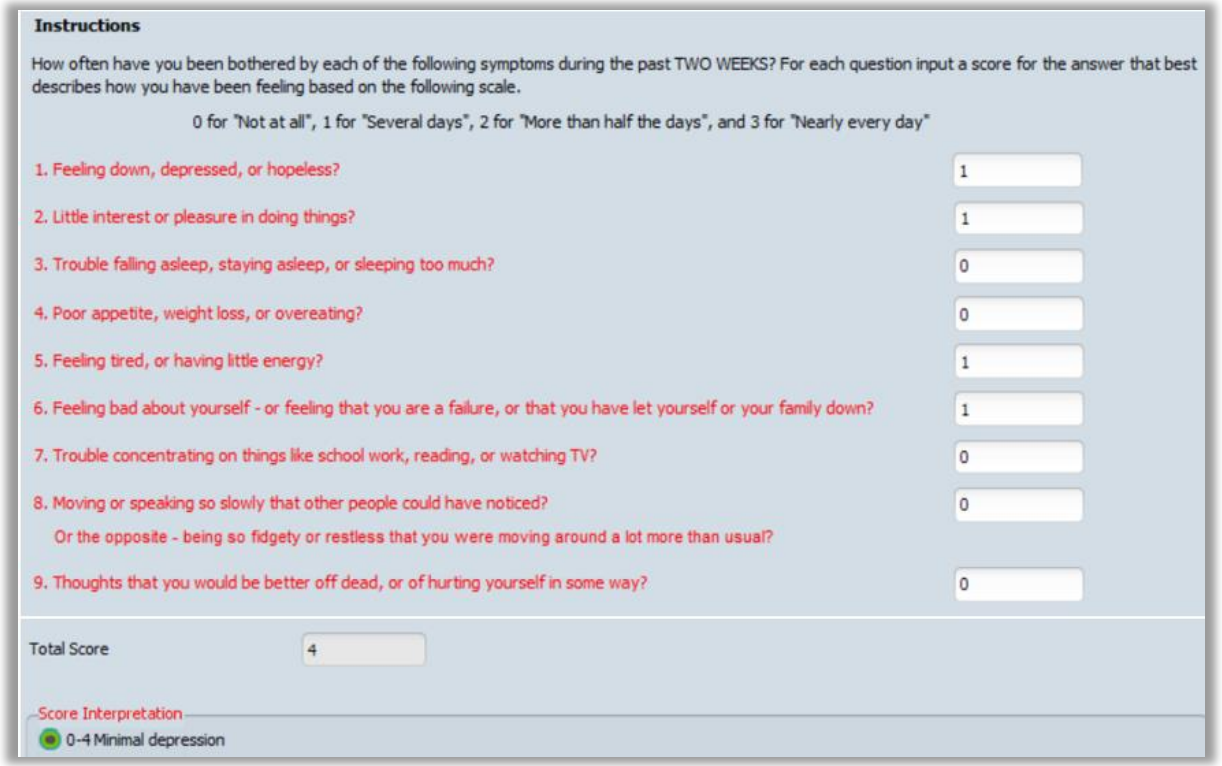
Depression Remission at Six Months

- Percentage of clients 12 years and older with a diagnosis of Depression who reach readmission six months (+/- 60 days) after an index even date.
- **Index Event Date** – the date on which both the first instance of elevated ***PHQ greater than nine*** (same encounter date or 7 days prior) AND ***diagnosis of Depression*** or Dysthymia during the MY.
- **Remission** - Score of less than five.

Who? Clients already diagnosed with depression



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2. Little interest or pleasure in doing things?	1
3. Trouble falling asleep, staying asleep, or sleeping too much?	0
4. Poor appetite, weight loss, or overeating?	0
5. Feeling tired, or having little energy?	1
6. Feeling bad about yourself - or feeling that you are a failure, or that you have let yourself or your family down?	1
7. Trouble concentrating on things like school work, reading, or watching TV?	0
8. Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you were moving around a lot more than usual?	0
9. Thoughts that you would be better off dead, or of hurting yourself in some way?	0
Total Score	4

Score Interpretation

0-4 Minimal depression

Why? To know treatment outcomes

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Depression Remission at Six Months

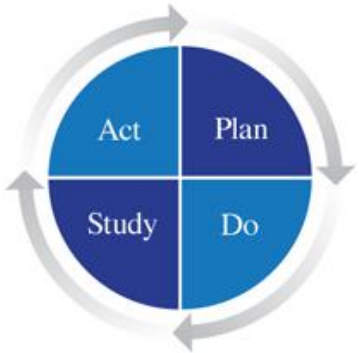
	Index screening may be 7 days before first possible IED																			
Months:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	MY																			
	Denominator MP: 12 mo MY																			
					Numerator MP: 6 mo +/- 60 days after IED															
If IED=x, R may be measured:	x				R	R	R	R	R											
If IED=x, R may be measured:		x				R	R	R	R	R										
If IED=x, R may be measured:			x				R	R	R	R	R									
If IED=x, R may be measured:				x				R	R	R	R	R								
If IED=x, R may be measured:					x				R	R	R	R	R							
If IED=x, R may be measured:						x				R	R	R	R	R						
If IED=x, R may be measured:							x				R	R	R	R	R					
If IED=x, R may be measured:								x				R	R	R	R	R				
If IED=x, R may be measured:									x				R	R	R	R	R			
If IED=x, R may be measured:										x				R	R	R	R	R		
If IED=x, R may be measured:											x				R	R	R	R	R	
If IED=x, R may be measured:												x				R	R	R	R	R

IED: Index Event Date; MY: Measurement Year; MP: Measurement Period; R: Six Month Remission may be measured, depending on date, 4-8 months after IED (6 months (+/- 60 days)).

Family & Children's SERVICES

Workflow Development

- Develop walk through of your system. Multiple access points, system wide similarities, and program individual differences.
- Client perspective/staff perspective.
- Minor and major changes that will occur. Elicit feedback.
- How will staff know which clients are due for QM, when are they due, how frequent, who sends the reports (Data Specialist on teams), when to review the reports?
- Which staff will obtain the QM, where, when, and how within the clinic workflow.
- Train staff on documentation.



Family & Children's SERVICES

Workflow Development

- Make it easy for staff such as required fields, auto populate service codes, customizable templates, alerts, prompts, to-do tasks, appointment reminders/placeholders, etc.
- Dashboards to monitor progress. Compare performance across staff, teams, and programs.
- Data reports and alerts to notify team members of due dates.
- Build in continuous quality improvement efforts.
- Identify areas of low quality for targeted improvement efforts.
- Data reported to States encouraged care monitoring systems to support clinic-specific quality improvement efforts.
- State Technical Assistance- webinars and direct support:
    - Explain the measures
    - Examples of how to extract information and calculate measures from EHR (ex: what queries to run; what numerators and denominators to use; etc.)
    - Explain how to complete the reporting template spreadsheet
    - Ensures all agencies have mutual understanding of definitions/terms

Family & Children's SERVICES

How did you integrate your intake process to help fulfill both the CCBHC state requirements and your other accreditation requirements?

- Two-part Intake process. In-person, telehealth, and walk in capacity
  - PRSS: Kiosk –screeners and assessments
  - Therapist: Review assessments and care plan
- IEVAL and start the Comprehensive Evaluation on the first day of intake.
- Assign to primary program then same day walk-in to med clinic psychiatry, PCP coordination, Medicaid enrollment, resource room, case management, etc.

Welcome to Family & Children's Services!

260703

Adults	Children
Adult Intake with Screener	CATS Demographics CCPU
Adult Intake without Screener	Child Intake Under 6
Adult TPR	Child Intake Ages 6-8
CFSC Adult Intake	Child Intake Ages 9-11
CFSC Adult TPR	Child Intake Ages 12-13
	Child Intake Ages 14-17

Family & Children's SERVICES

How do you triage clients, complete comprehensive evaluations, collect physical health measures, and assess social determinants of health of your clients? Did you split these items up into different visits?

- **Triage**: Behavioral Health Assessment (BHA), Client Assessment Record (CAR), the Level of Care Utilization System (LOCUS), Youth OHIO Scales, Health Risk Appraisal, Psychiatric Hospital Discharge, ASAM/(T-)ASI, and residences/primary location.

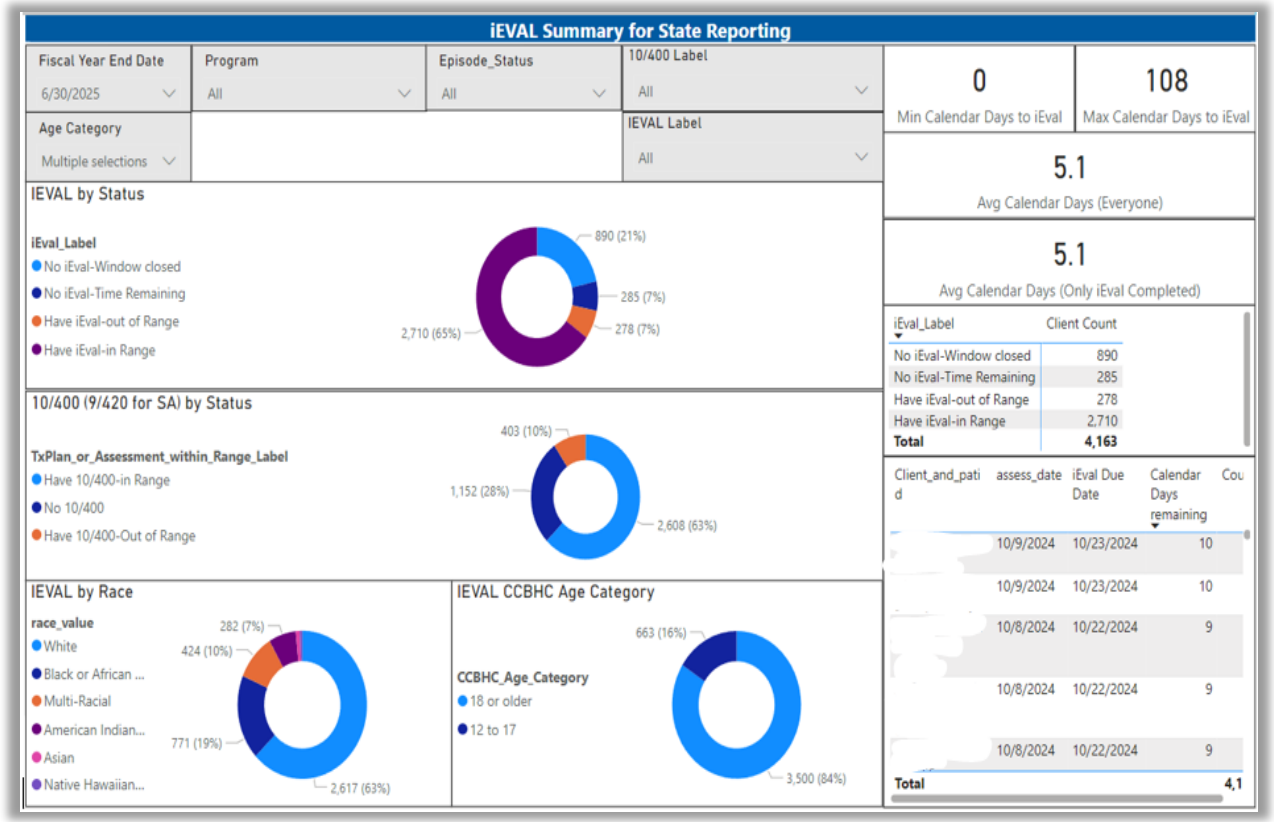
- **Assigned to a primary program.**

- **Quality Measures at separate visits:**
  - Unhealthy Alcohol Use (ASC), Body Mass Index, Nutrition and Physical Activity, Nicotine Cessation Screener (TSC)
  - LPN/RN for further review of medical conditions and a Health Physical Assessment.
  - We have data reports that track clients and compliance rates.

Family & Children's SERVICES

Reports

- BI reports-
  - Pilot reports (Sandbox vs Live)
    - Building the quarries and reports
    - Client data entered in forms
    - Data Warehouse
  - Several Reports:
    - Staff version (simple view)
    - Clients Needing IEVAL
    - Dashboards
    - State Measure for Reporting includes eligible population, exclusions, etc.



Reports

No iEVAL Completed and No Assessment/TP

patid	Program	IEVAL Label	10/400 Label	Episode_Status	Fiscal Year End Date
All	All	All	All	All	6/30/2025

iEval_Label	Client Count
No iEval-Window closed	1,008
No iEval-Time Remaining	387
Total	**1,395**

Client_and_patid	Calendar Days remaining	Prelim Screener Date	iEval Due Date	Scheduled_intake_date	1st Service provided on Intake Date	Program of service on intake date	Provider of service intake date
	2	10/1/2024	10/15/2024	10/2/2024	No Show (904)	Pre Admit MHC Intake	WILDE,SUMMER
	2	10/1/2024	10/15/2024				
	2	10/1/2024	10/15/2024	10/1/2024			
	2	10/1/2024	10/15/2024	10/2/2024	Intake No Show (9018)	Pre Admit Appointment Holding	FOWLER,TRESA
	2	10/1/2024	10/15/2024	10/10/2024	Cancelled without 24hr Notice (903)	Pre Admit Appointment Holding	ROGERS,REGINA
	2	10/1/2024	10/15/2024	10/23/2024			
	2	10/1/2024	10/15/2024	10/14/2024			
	2	10/1/2024	10/15/2024	10/18/2024			
	2	10/1/2024	10/15/2024	10/4/2024	Cancelled without 24hr Notice (903)	Pre Admit Appointment Holding	MURRAY,LAURA
	2	10/1/2024	10/15/2024				
	2	10/1/2024	10/15/2024	10/9/2024	BMI - normal no f/up plan required (8903)	School Based Services	FRIZZELL,JUBILEE
	2	10/1/2024	10/15/2024	10/7/2024	Referral SA (106)	Pre Admit Substance Abuse Adults	SOLIS,ISABEL
	2	10/1/2024	10/15/2024	10/2/2024			
	2	10/1/2024	10/15/2024	10/11/2024	Intake No Show (9018)	Pre Admit Appointment Holding	ROGERS,REGINA
	2	10/1/2024	10/15/2024				
	2	10/1/2024	10/15/2024	10/2/2024	No Show (904)	Pre Admit East - Intake	HARRIS,TOMMY
	2	10/1/2024	10/15/2024	10/1/2024	No Show (904)	Pre Admit MHC Intake	DUKE,ASHLEY

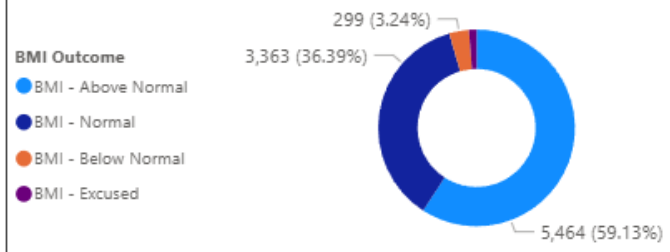
Family & Children's SERVICES

Quality Measures

CCBHC Measures Summary

FYear: 2024 | Program Group: All | Program Value: All | Admitting_Clinician: All | Months Enrolled: 6 – 12 | BMI Age Category: All | Assigned Team: All | Notes

BMI Outcomes



Race	BMI Adherence	BMI Clients	QM Denominator
American Indian or Alaskan Native	74%	652	876
Asian	79%	94	119
Black or African American	76%	1,604	2,124
White	76%	5,884	7,733
Native Hawaiian or Other Pacific Island	74%	55	74
Multi-Racial	74%	942	1,267
Total	**76%**	**9,231**	**12,193**

Adult BMI Adherence

71%

6,478 BMI Clients

9,112 QM Denominator

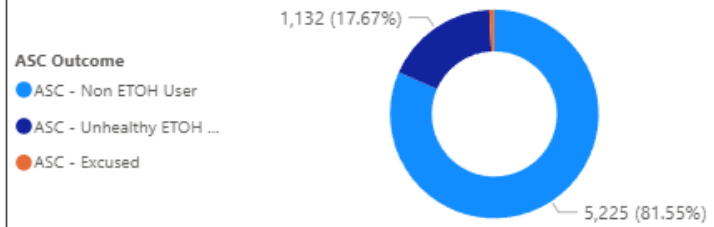
Child BMI Adherence

89%

2,753 BMI Clients

3,081 QM Denominator

ASC Outcomes



Race	ASC Adherence	ASC Clients	QM Denominator
American Indian or Alaskan Native	70%	470	670
Asian	75%	65	87
Black or African American	70%	1,178	1,677
White	71%	4,063	5,742
Native Hawaiian or Other Pacific Island	67%	38	57
Multi-Racial	67%	593	879
Total	**70%**	**6,407**	**9,112**

ASC Adherence

70%

6,407 ASC Clients

9,112 QM Denominator

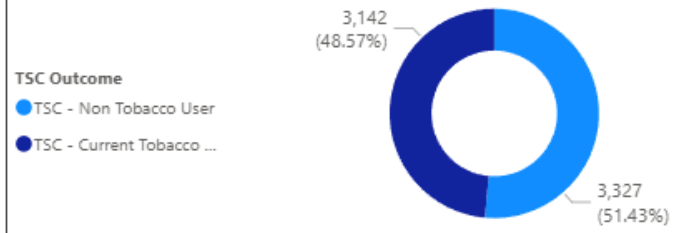
Benchmarks for Quality Measures:

Adult BMI: 55%
Child BMI: 85%

Adult ASC: 55%

Adult TSC: 55%

TSC Outcomes



Race	TSC Adherence	TSC Clients	QM Denominator
American Indian or Alaskan Native	71%	477	670
Asian	72%	63	87
Black or African American	71%	1,195	1,677
White	71%	4,099	5,742
Native Hawaiian or Other Pacific Island	68%	39	57
Multi-Racial	68%	596	879
Total	**71%**	**6,469**	**9,112**

TSC Adherence

71%

6,469 TSC Clients

9,112 QM Denominator

Family & Children's SERVICES

Reports

Adult Client Quality Measures Summary for State Reporting

FYear	QM Needs	Admitting Clinician	Episode Status	Program	Program Group
2025	QM Due	GOULD,AMANDA (005372)	Episode is Open	All	All

ASC Screener & Follow Up Count	Latest ASC Outcome	Latest ASC Screener Date	Program Value	Admitting Clinician	Appointment Date	Clinician	Appointment Program
0	ASC - Unhealthy ETOH Use	2/9/2024	Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)			
0	ASC - Non ETOH User	3/1/2024	Adult Bridge	GOULD,AMANDA (005372)			
0	ASC - Non ETOH User	3/1/2024	MHC Intake	GOULD,AMANDA (005372)			
0	ASC - Non ETOH User	11/10/2021	Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	ROBERTS,RACHEL (004558)	Adult Psych non-physician (3103)
0			Adult Bridge	GOULD,AMANDA (005372)			
0			MHC Intake	GOULD,AMANDA (005372)			
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			MHC Intake	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0	ASC - Non ETOH User	4/27/2023	Adult Bridge	GOULD,AMANDA (005372)			
0	ASC - Non ETOH User	4/27/2023	MHC Intake	GOULD,AMANDA (005372)			
0			Adult Bridge	GOULD,AMANDA (005372)	1/3/2025	BOZWORTH,LESLIE (005436)	Adult Bridge (3612)
0	ASC - Non ETOH User	2/27/2024	Adult Bridge	GOULD,AMANDA (005372)	1/6/2025	RATLIFF,DEBORAH (005809)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			MHC Intake	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)			
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			MHC Intake	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0			Adult Bridge	GOULD,AMANDA (005372)	1/6/2025	WAGNER,RICHARD (004269)	MHC Adult Psychiatry (3003)
0			MHC Intake	GOULD,AMANDA (005372)	1/6/2025	WAGNER,RICHARD (004269)	MHC Adult Psychiatry (3003)
0			Adult Bridge	GOULD,AMANDA (005372)	1/3/2025	HOGAN,MELISSA (003760)	MHC Adult Psychiatry (3003)
0			MHC Intake	GOULD,AMANDA (005372)	1/3/2025	HOGAN,MELISSA (003760)	MHC Adult Psychiatry (3003)
0			Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0	ASC - Non ETOH User	2/13/2023	Adult Bridge	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)
0	ASC - Non ETOH User	2/13/2023	MHC Intake	GOULD,AMANDA (005372)	1/2/2025	WHIDBY,NICHELLE (005421)	Adult Bridge (3612)

Family & Children's SERVICES

Screening for Depression Follow Up: (CDF-CH &AD)

Start date: 7/1/2024 End date: 11/20/2024

Program(s): Adult Bridge,Adult Mental Health - Clinician(s): Ludivina Vasquez,Aubrey Brashier,L

Episode status: Both

Family&Children's SERVICES
Life Changing.

PHQ Modified Outcomes Report

	Total PHQs	Improved	Unchanged	Declined	% Improved	% Improved or Unchanged
Overall Summary Statistics	11376	5364	3705	2307	47%	80%

Program	Current Assessment Date	Current Score	First Assessment Date	First Score	Score Improvement	Most Recent TX Plan Expiration	Future Appointment
MHC Intake	7/30/2024	0	12/14/2021	0	—	1/29/2025	HERNANDEZ,ANGELINA Med Injection 2025-01-03 09:00 AM
Womens Justice Team	7/12/2024	0	10/17/2017	21	▲	1/11/2025	
Adult Bridge	7/10/2024	15	6/28/2017	8	▼	1/9/2025	
MHC Intake	8/26/2024	6	6/18/2021	14	▲	2/25/2025	
Live Well	7/19/2024	5	2/21/2019	17	▲	1/18/2025	JONES,MELANIE Individual Counseling 2024-11-15 10:00 AM
MHC Adult Psychiatry	10/16/2024	18	8/12/2019	24	▲	11/14/2024	HERNANDEZ,ANGELINA Med Injection 2024-11-13 09:40 AM
MHC Intake	8/7/2024	7	11/6/2017	18	▲	2/6/2025	YOUNG,LANA Individual Rehab Treatment 2024-11-14 12:00 PM
MHC Adult Psychiatry	8/26/2024	7	11/6/2017	18	▲	2/6/2025	YOUNG,LANA Individual Rehab Treatment 2024-11-14 12:00 PM
MHC PACT 1	9/8/2024	2	10/9/2018	9	▲	3/31/2025	
MHC Intake	7/16/2024	3	9/6/2019	3	—	1/15/2025	GONZALEZ,DANIEL Care Coordination 2024-11-13 01:30 PM
	10/8/2024	12	11/14/2017	4	▼	4/16/2025	PARSONS,KAETE-MARIE Individual Rehab Treatment 2024-11-27 01:00 PM
	9/30/2024	6	5/20/2020	24	▲	3/29/2025	
MHC Adult Psychiatry	9/30/2024	8	5/20/2020	24	▲	3/29/2025	
MHC Intake	10/31/2024	0	5/22/2018	0	—	5/24/2025	STROH,ANDREA Individual Rehab Treatment 2024-12-02 08:00 AM
Pre Admit Substance Abuse Adults	11/11/2024	8	10/27/2017	10	▲	11/29/2024	
MHC Intake	8/21/2024	0	11/19/2018	24	▲	3/10/2025	MATHEWS,KIA Wellness Resource General 2024-11-18 01:00 PM
	8/19/2024	9	8/19/2024	9	—	2/18/2025	WATKINS,DEBRA Individual Counseling 2024-11-18 09:30 AM
MHC Adult Psychiatry	7/31/2024	12	5/1/2017	10	▼	4/29/2025	BRADLEY,MARISSA Follow Up Psychiatry 2024-11-13 10:00 AM
MHC Intake	10/30/2024	13	5/1/2017	10	▼	4/29/2025	BRADLEY,MARISSA Follow Up Psychiatry 2024-11-13 10:00 AM
MHC Adult Psychiatry	7/3/2024	7	5/18/2017	11	▲	5/6/2025	
MHC Intake	11/7/2024	11	5/18/2017	11	—	5/6/2025	
Live Well	8/26/2024	19	1/22/2018	15	▼	2/25/2025	YOUNG,LANA Targeted CM - SMI/SED/MIN 2024-11-15 09:00 AM
	7/22/2024	21	9/14/2018	20	▼	1/21/2025	CLARK,JODY Therapeutic Behavioral Service - PRSS 2024-11-14 01:00 PM
Adult Psych non-physician	7/1/2024	6	7/17/2017	19	▲	5/7/2025	COOLEY,FERNANDA Doxy - F/U 2024-12-03 02:30 PM
MHC Adult Psychiatry	8/23/2024	18	7/17/2017	19	▲	5/7/2025	COOLEY,FERNANDA Doxy - F/U 2024-12-03 02:30 PM

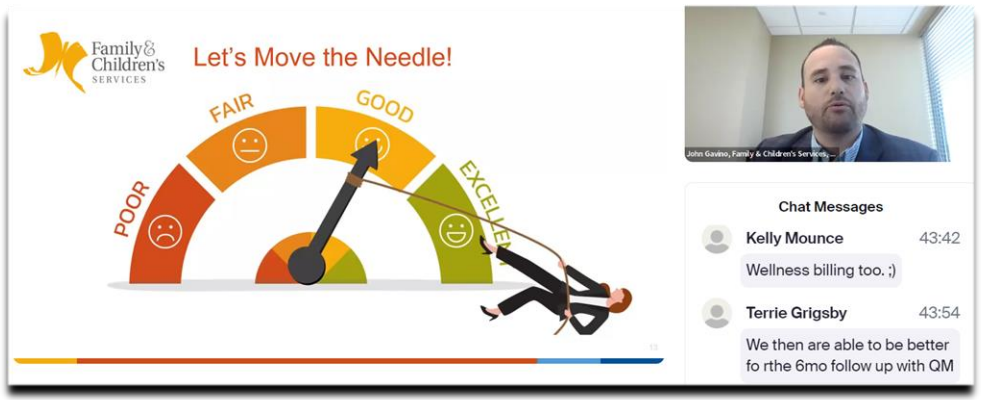
Family & Children's SERVICES

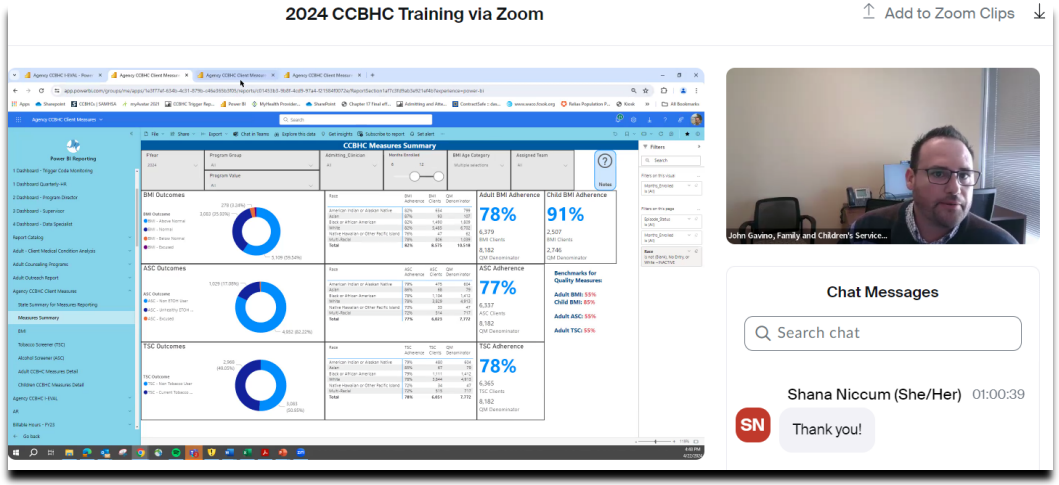
Quality Measures Workgroups

- **FCS CCBHC Network of Champions**
  - High level
  - Q&A
  - CQI
  - Pilot
  - Demo reports
  - Action steps
  - Develop time limited workgroups
  - Updates and changes (FY to Calendar Yr)
  - Review outcomes

Quality Measures Workgroups

- **CCBHC Training with Supervisors and Data Specialists**
  - Program level details and specifics
  - Live program examples and workflows
  - Demo BI reports
  - Technical Assistance, Q&A
  - Encourage follow up questions
  - Updates and changes





Quality Measures: Staff Trainings

- FCS CCBHC Network of Champions / CCBHC Training with Supervisors and Data Specialists

Summary of Improvement! FY23 to Present

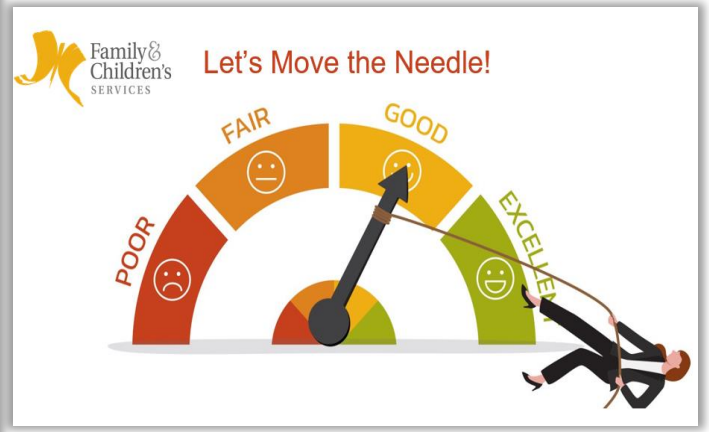
Adult:

BMI, Tobacco, Alcohol Screen
- 50% to 78%
- ↑ 28% Improvement

Child:

BMI
- 86% to 91%
- ↑ 5% Improvement

Family & Children's SERVICES



Family & Children's SERVICES

Last Quarter of Measurement Year

FYyy		Oct	Nov	Dec	Jan	Total
FY24	Open CCBHC Enrolled Client	11,775	12,026	12,047	12,202	**48,050**
	Active Enrolled CCBHC Client	10,502	10,757	10,667	10,757	**42,683**
	% of Active Enrolled CCBHC Client	89%	89%	89%	88%	**89%**
	Active Enrolled Clients with Trigger Service	8,887	8,991	8,643	9,264	**35,785**
	% of Active Enrolled CCBHC Client w Trigger (of Total Active)	85%	84%	81%	86%	**84%**
	% of Active Enrolled CCBHC Client w Trigger (of Total Open)	75%	75%	72%	76%	**74%**

Family & Children's SERVICES

Top Performers and Feedback

- Service code report to show who our top 30 staff.
- Obtain feedback on the measures and workflows.

Position	Svc Count	Clients
Family Support Provider	566	560
Therapist	652	521
Therapist	944	476
PRSS	986	463
Care Coordinator	857	437
Nurse	849	400
Therapist	396	392
Care Coordinator	821	387
Therapist	670	331
Therapist	593	298
Care Coordinator	584	293
Therapist	561	280
PRSS	606	262
Care Coordinator	494	237
Nurse	537	236
Care Coordinator	465	234
PRSS	462	231
Case Manager	465	224
Care Coordinator	462	223
Nurse	424	214
Case Manager	515	205
Care Coordinator	412	204
Care Coordinator	462	200
Nurse	418	197
PRSS	466	185
Therapist	394	159
Therapist	402	157
Therapist	487	151
Therapist	442	134
Care Coordinator	429	121

Position (Top 30 Staff)	Count
Care Coordinator/Case Manager	11
Therapist	10
Nurse	4
PRSS	4
Family Support Provider	1
Grand Total	**30**

Family & Children's SERVICES

What Is Working?

- Client improved outcomes
- Reports give us the information we need.
- Workflows on who manages the data and roles of staff for follow up activities
- Wellness services, connect to PCP & Nursing.
- Integrated and holistic care.
- Collaborate w/ physical health providers and other treatment facilities (ASAM, Detox, and Residential Treatment).
- Show stakeholders we are improving client's health outcomes.
- Show the incremental gains teams are making to reach their goals.
- QM forms are a vehicle to start the conversation for treatment and get to the outcomes. Outcomes tell the story.
- SDoH form found it much more useful and insightful than the other QM forms.
- Complete Quality Measures at Intakes and Care Plan Updates.
- Supervisor leads discussion in huddles and reports help with data tracking.
- Supervisors champion this initiative, how it benefits clients, staff, and program.
- Team effort on collecting Quality Measures.

Family & Children's SERVICES

What Could Be Better?

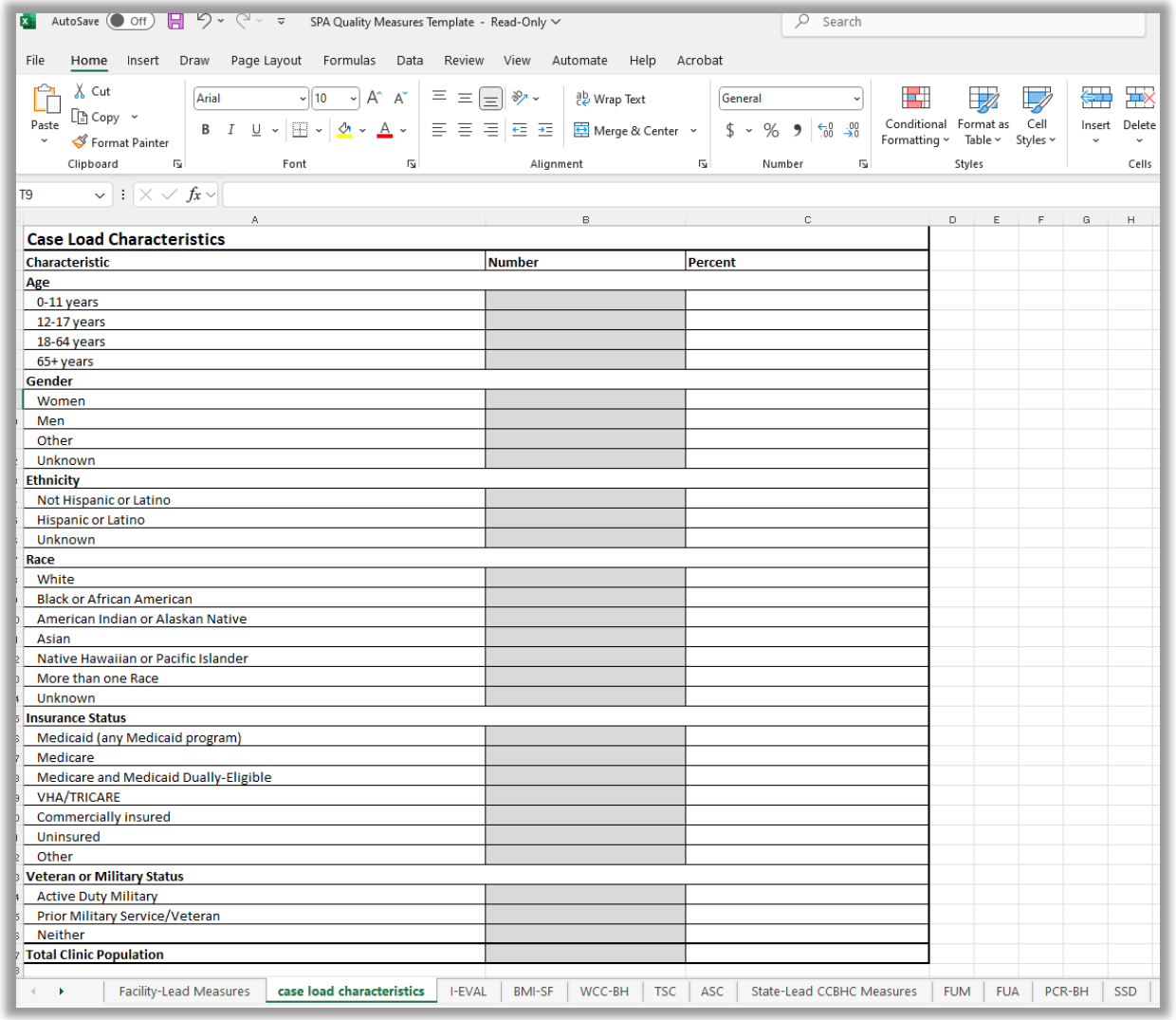
- The process is time consuming.
- Competing priorities for developing the BI reports from the development team.
- Increasing staff and client investment and motivation to engage in quality measures.
- Incentives: wellness budget, resource room, thrift store tokens (active wear), nutrition groups, MyPlate portion food plates, MyStrength, water bottles, tape measures, pedometers, jump ropes
- How to motivate staff even when it feels like a compliance measure?
- Some Clients with SUD have difficulty remembering how many times they have drank **X** amount of drinks in the last year.
- QM at times seems repetitive along with other state requirements.

Family & Children's SERVICES

As you went through this transition, are there any key lessons learned or things you wish you knew before you started that might be helpful for us?

- Fortunate for Medicaid Expansion and support from ODMHSAS.
- Executive Leadership support and involvement
- Dedicated staff solely focused on the CCBHC compliance and fidelity.
- Several change champions and workgroups.
- Add key positions in clinical, compliance, quality, and data.
- Breaking down silos or departments to streamline CCBHC workflows and build upon process improvements and to ensure programs don't fall behind.
- Participate in the trainings and resources such as National Council TA, SAMHSA, and your state department.
- Collaborate with other CCBHCs
- Things take longer than expected and do constant CQI/training.

Data Sharing With The State



AutoSave Off | SPA Quality Measures Template - Read-Only | Search

File Home Insert Draw Page Layout Formulas Data Review View Automate Help Acrobat

Paste | Cut | Copy | Format Painter | Clipboard | Arial | 10 | Font | Wrap Text | Merge & Center | Alignment | General | Number | Conditional Formatting | Format as Table | Cell Styles | Styles | Insert | Delete | Cells

T9

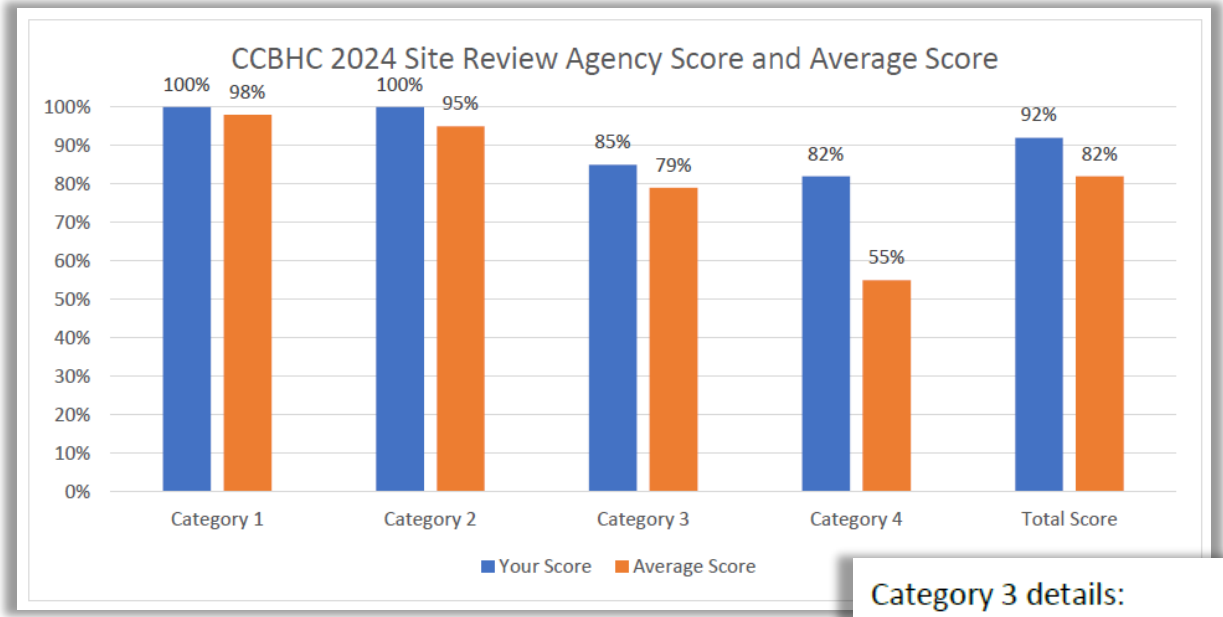
Case Load Characteristics

Characteristic	Number	Percent
Age		
0-11 years		
12-17 years		
18-64 years		
65+ years		
Gender		
Women		
Men		
Other		
Unknown		
Ethnicity		
Not Hispanic or Latino		
Hispanic or Latino		
Unknown		
Race		
White		
Black or African American		
American Indian or Alaskan Native		
Asian		
Native Hawaiian or Pacific Islander		
More than one Race		
Unknown		
Insurance Status		
Medicaid (any Medicaid program)		
Medicare		
Medicare and Medicaid Dually-Eligible		
VHA/TRICARE		
Commercially insured		
Uninsured		
Other		
Veteran or Military Status		
Active Duty Military		
Prior Military Service/Veteran		
Neither		
Total Clinic Population		

Facility-Lead Measures | case load characteristics | I-EVAL | BMI-SF | WCC-BH | TSC | ASC | State-Lead CCBHC Measures | FUM | FUA | PCR-BH | SSD

Family & Children's SERVICES

Fidelity Review Data Outcomes



Category 3 details:

Item #	Reviewed	Agency Score Per Item
17	Initial Evaluation	99%
18	Primary Care Screening/Monitoring	95%

Item #	Reviewed	Avg Score Per Item
17	Initial Evaluation	90%
18	Primary Care Screening/Monitoring	82%

Family & Children's SERVICES

Benchmarking: IEVAL Adult

CCBHC_Age_Category	iEval in Range	Total Client	%
18 years or older	**5,337**	**8,169**	**65%**
American Indian or Alaskan Native	373	584	64%
Asian	48	67	72%
Black or African American	848	1,485	57%
White	3,378	5,096	66%
Native Hawaiian or Other Pacific Island	30	43	70%
Multi-Racial	660	894	74%

5.9

Avg Calendar Days (Everyone)

3.5

Avg Calendar Days (Have iEval in Range)

	Initial Evaluation for New Clients Adult (age 18+)		
	Denominator	% within 10 days	Average # days
MN	10,923	40%	20.3
MO	31,177	70%	10.1
NJ	10,715	81%	7.5
NV	1,596	89%	4.3
NY	16,922	82%	5.9
OK	10,684	71%	4.9
OR	11,793	66%	8.0
PA	5,242	72%	4.9
Aggregate	**99,052**	**69%**	**9.0**

Family & Children's SERVICES

Benchmarking: Unhealthy Alcohol Screening Adult

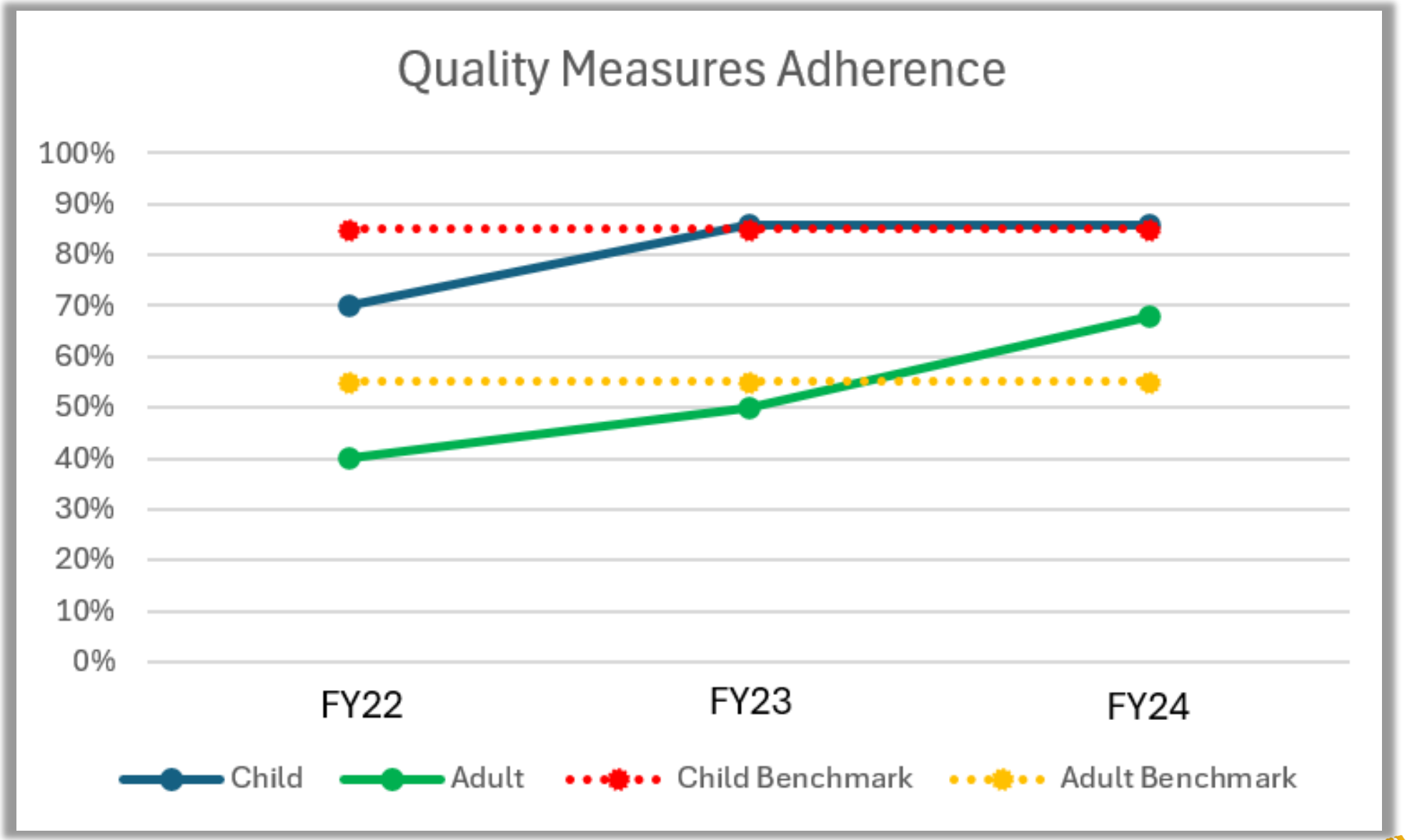
ASC Adherence (18+)

Race	ASC Clients	QM Denominator	ASC Adherence
American Indian or Alaskan Native	469	672	70%
Asian	64	86	74%
Black or African American	1,180	1,677	70%
White	4,063	5,740	71%
Native Hawaiian or Other Pacific Island	38	56	68%
Multi-Racial	594	880	68%
Total	**6,408**	**9,111**	**70%**

	Unhealthy Alcohol Use Screening and Brief Counseling	
	Denominator	%
Aggregate	**144,360**	**62%**
MN	9,605	51%
MO	37,596	54%
NJ	10,080	76%
NV	353	84%
NY	29,671	69%
OK	15,333	65%
OR	28,100	58%
PA	13,622	42%

Family & Children's SERVICES

Benchmarking and CQI



Family & Children's SERVICES

How have you been able to improve client experiences and outcomes using the CCBHC model?

- Satisfaction Surveys
- CCBHC Needs Assessment
- CQI
- Evaluate client outcomes
- Client interviews/focus groups
- Review grievances and complaints
- Staff/leadership input/walkthroughs
- CCBHC advisory board

- Expand access, service menu, Quality Measures, and capacity
- Additional services such as Health and Wellness Groups, Care Coordination with PCP, IOP and continuum of care services, community providers
- Staffing -better access, lower staff to client ratios, and improve client outcomes
- Data informed and driven
- Technical Assistance and Site Reviews/Audits focus

Family & Children's SERVICES

Q & A

- Questions?

Thank you!

Family & Children's SERVICES

Office Hours for CCBHC Demo Sites

Have Questions? We've Got Answers!

Drop by our monthly office hours for an open, friendly space to ask anything about this month's topic, next month's focus, or general inquiries. Plus, learn from peers facing similar challenges!

Upcoming Office Hours: January 17, 2025, at 1-2 pm E.T

- Cadence: Every second Friday from 1-2 pm E.T (*except for January and July 2025 due to Holidays).

Register here.

Other QM Resources for States & Clinics

- Clinic-Collected Quality Measures Resources
  - Building Infrastructure for Clinical Quality Measures: Session 1 recording and slides
  - Building Infrastructure for Clinical Quality Measures: Session 2 recording and slides
  - Building Infrastructure for Clinical Quality Measures: Session 3 (recording and slides coming soon)
  - I-SERV, SDOH, ASC Webinar recording and slides.
  - CDF-AD and CH, DEP-REM-6 Webinar recording and slides.
  - TSC, SRA-A and C, WCC-CH, CBP-AD Webinar recording and slides.
  - Clinic Quality Measures Office Hours recording and slides.
- State-Collected Quality Measures Resources
  - AMM, SAA, ADD, OUD, HBD, PEC & YFEC Webinar recording and slides.
  - FUH, FUM, FUA, IET, and PCR Webinar recording and slides.
  - State Quality Measures Office Hours, Part 1 recording and slides.
  - State Quality Measures Office Hours, Part 2 recording and slides.

Coming soon...

CCBHC Designated Collaborating Organizations: Frequently Asked Questions

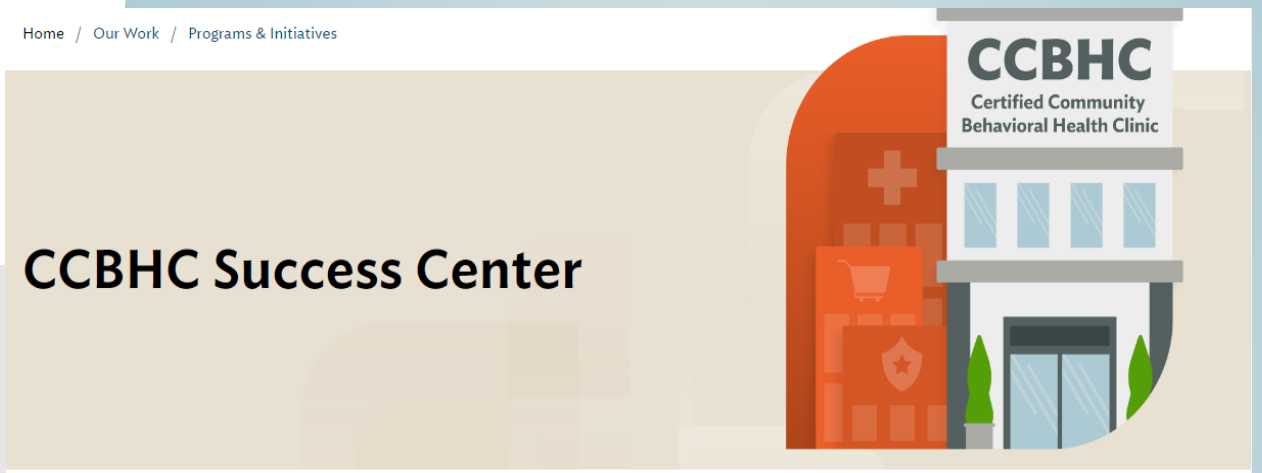
The DCO FAQ document answers questions the National Council for Mental Wellbeing receives frequently about the DCO model. Information in the document is current as of January 2025 and will be updated should additional guidance on DCOs be published by the SAMHSA or the Centers for Medicare and Medicaid Services (CMS).

CCBHC Success Center Support

CCBHC Success Center News and Events Subscription Link: https://www.thenationalcouncil.org/program/ccbhc-success-center/implementation-support/#subscribe-form.

Questions? Contact us at: CCBHC@TheNationalCouncil.org

Visit our Success Center website at: https://www.thenationalcouncil.org/program/ccbhc-success-center/

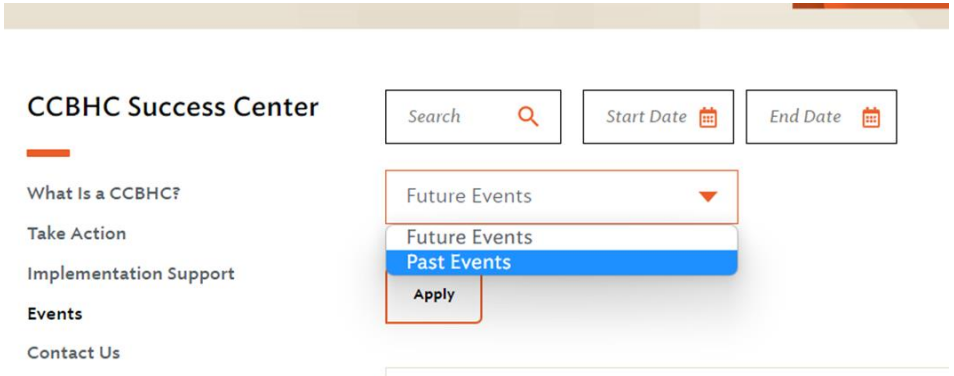


NATIONAL COUNCIL for Mental Wellbeing

Thank You!

Thank you for attending today's webinar.

Slides and the session recording link will be available on the CCBHC Success Center website under "Events" > "Past Events" within 2 business days.



Your feedback is important to us!

Please complete the brief event survey that will open in a new browser window at the end of this meeting.

You may also scan the QR code (below) to fill out the survey!

NATIONAL COUNCIL *for* Mental Wellbeing

HEALTHY MINDS
STRONG COMMUNITIES