



1.2.A.a: Increase the percentage of mental health consumers receiving a service within 7 days after discharge from inpatient settings from 53.3% to 65% by June 2017

Reported on August 15, 2016



1.2.A.A: INCREASE THE PERCENTAGE OF MENTAL HEALTH CONSUMERS RECEIVING A SERVICE WITHIN 7 DAYS AFTER DISCHARGE FROM INPATIENT SETTINGS FROM 53.3% TO 65% BY JUNE 2017

**Behavioral Health
Administration**

Carla Reyes, Assistant Secretary

August 15, 2016



Transforming lives

Behavioral Health Administration (BHA)

DSHS Behavioral Health Administration (BHA)

Vision

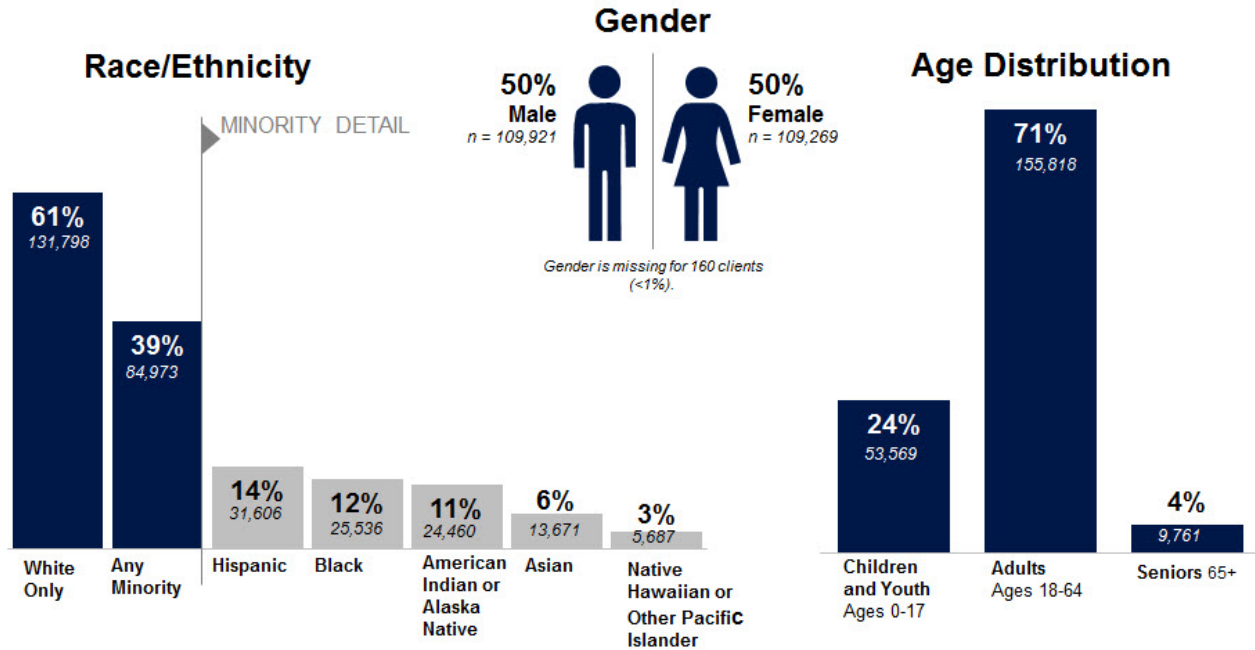
People are healthy, safe, and supported, and taxpayer resources are guarded

Mission

*To **Transform Lives** by supporting sustainable recovery, independence and wellness*

We Value

The pursuit of excellence, honesty, integrity, accountability, diversity and inclusion, open communication, respect, collaboration and a commitment to service

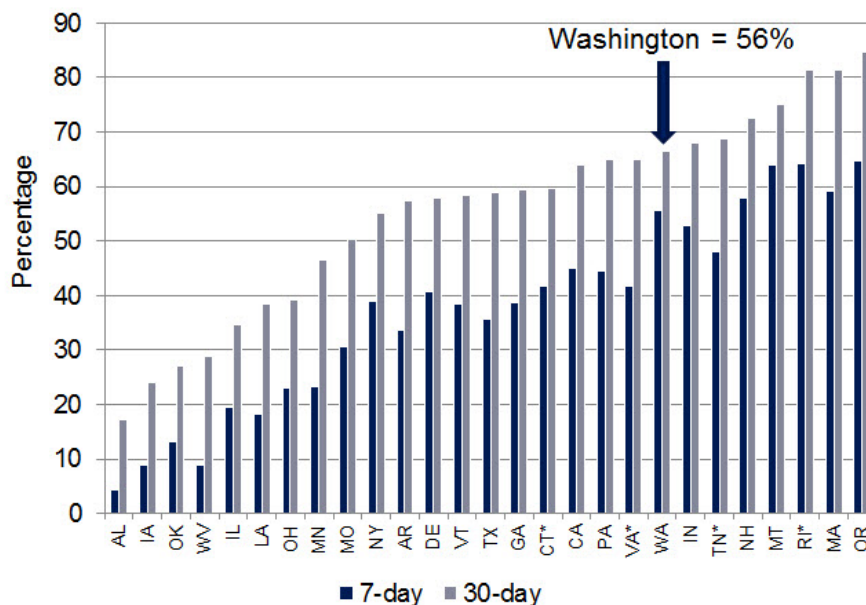


SOURCE: DSHS client counts, use rates, and direct service expenditures are compiled from multiple DSHS data systems by Washington State Department of Social and Health Services, Research and Data Analysis, Client Data Unit, Fiscal year summary, August 2, 2016.
 NOTES: Includes clients with any Mental Health or Substance Use Disorder service in SFY 2015. Age is calculated as of January 1, 2015. Overall, individuals are reported in two mutually exclusive categories: White Non-Minority, and Any Minority. Clients may be counted in more than one minority category.

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Background: Linking people discharged from *community* psychiatric hospitals to outpatient mental health services prevents re-hospitalization and crisis service utilization

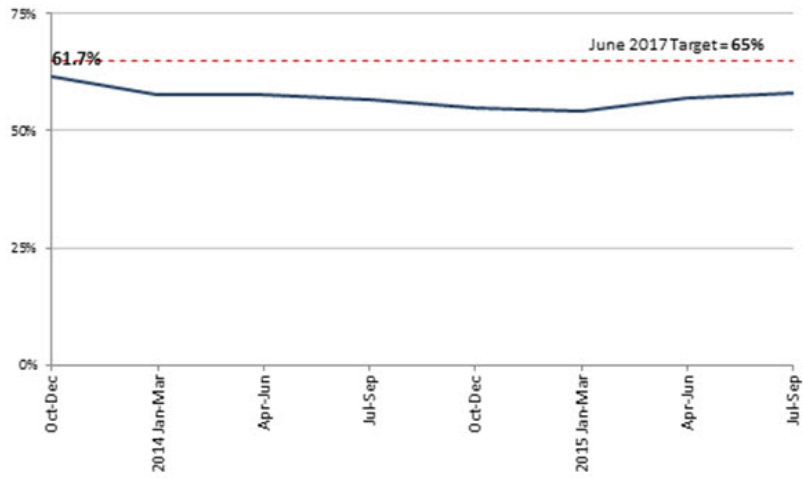
Percentage Receiving Follow-up Outpatient Visit



- Measure recognizes the risks associated with care transitions
- Centers for Medicare and Medicaid Services FFY 2013 shows Washington as sixth out of 27 states sampled

DATA SOURCE: NCQA/HEDIS Measure of 7-Day Follow-Up – FFY 2013 Percentage of Medicaid enrollees with an outpatient follow-up visit after hospitalization for mental illness, ages 21-64 as reported to the Center for Medicaid Services

Current State: Performance has moderated over the past year, most recent results put it at 58.1%

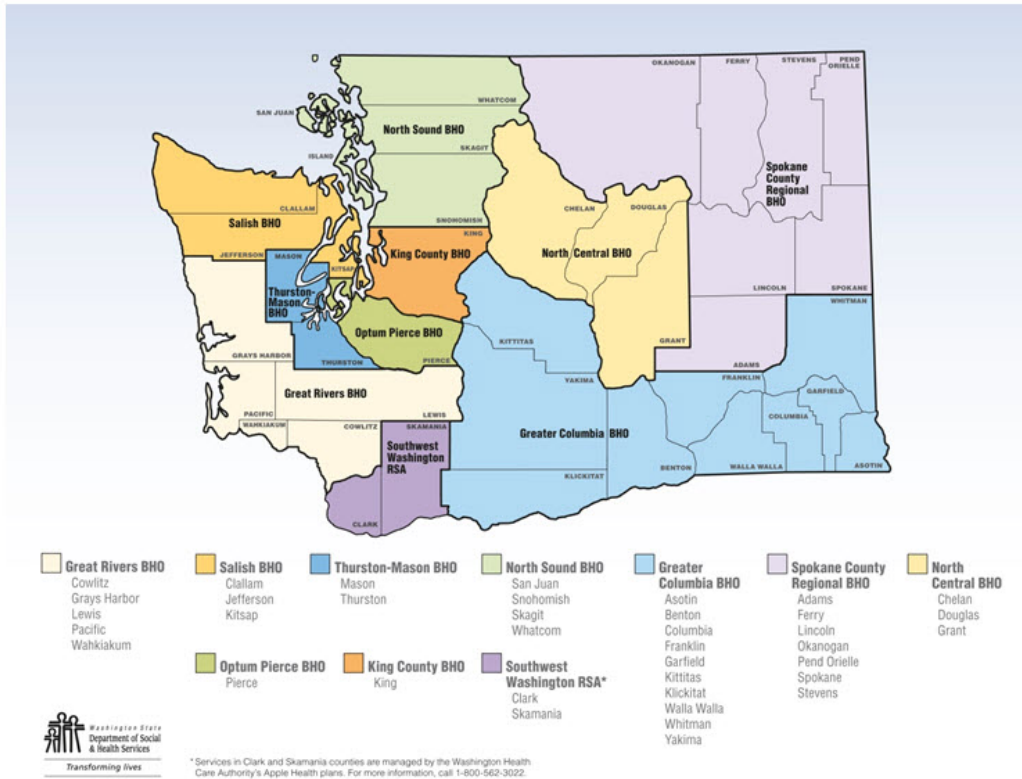


Goal: increase performance from January 2015 average of 53.3% to 65% by June 2017.

DATA SOURCE: Mental Health Consumer Information System (CIS), via the System for Communicating Outcomes, Performance & Evaluation (SCOPE-WA), provided by Looking Glass Analytics; data supplied by Ted Lamb

MEASURE DEFINITION: The percentage of Medicaid mental health consumers receiving the first non-crisis routine outpatient service within 7 days of discharge from an inpatient facility

Current State: 2019 transformation of the public behavioral health system



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Current State: Improve access to treatment through value based purchasing

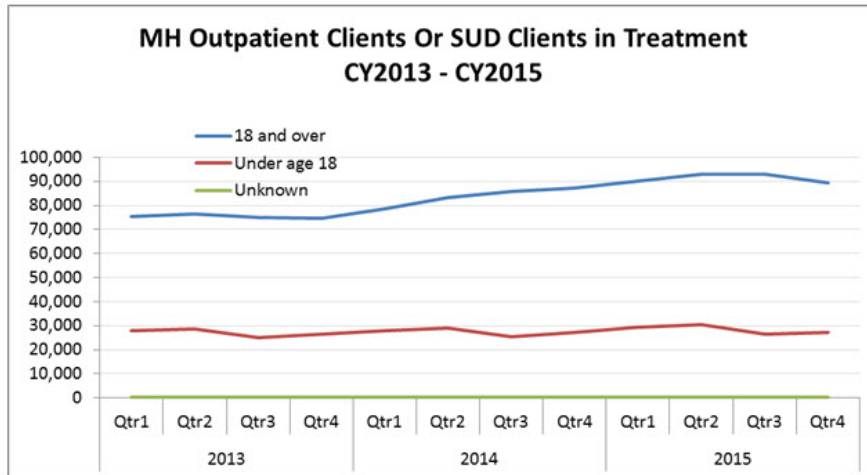
Payment Drives System Transformation

Status Quo (Volume-Based) System	Transformed (Value-Based) System
Fragmented clinical and financial approaches to care delivery	Integrated systems that pay for and deliver whole person care
Uncoordinated care and transitions	Coordinated care and transitions
Unengaged members left out of their own health care decisions	Engaged and activated members who are connected to the care they need and empowered to take a greater role in their health
Variation in delivery system performance (cost and quality) with no ties to clinical or financial accountability and transparency	Standardized performance measurement with clinical and financial accountability and transparency for improved health outcomes

Problem/Opportunity: Monitoring consumers' access to treatment

New measure: show whether the services accessed meet the expected need for mental health and substance use disorder (SUD) treatment

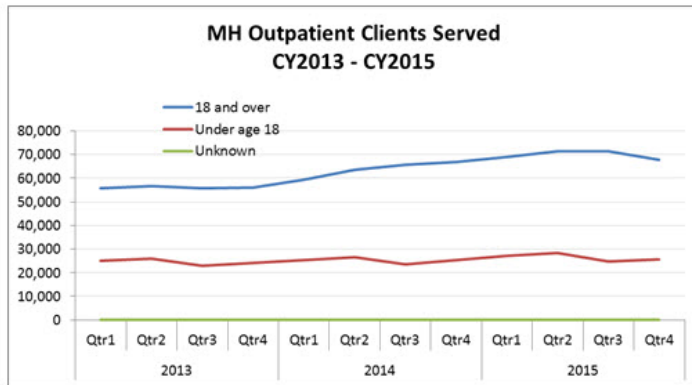
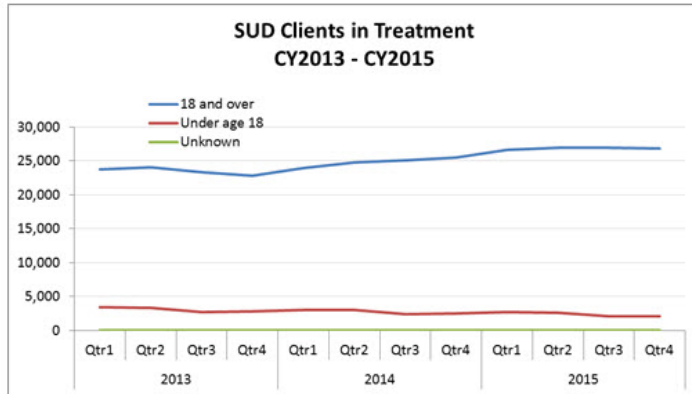
- The “follow up within 7 days” measure reaches a very small population



- Only address Medicaid populations
- **Accessing treatment is the first step** toward achieving the outcome measures identified in HB 1519 and SB 5732 such as stable housing, employment and improved health.

DATA SOURCE: DSHS Client Information System (CIS) and TARGET

against an estimation of those in need of treatment



- This measure will include a broader population:
 - A projected number of people in need of service
 - Those under 18 and adults as 18 and over
 - Either mental health or substance use disorder treatment

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Detailed Action Plan:

Task	Task Lead	Partners	Expected Outcome	Status	Due Date
Complete construction of new Behavioral Health services caseload measure	Kara Panek	Division of Behavioral Health and Recovery- Decision Support and Evaluation Office, DSHS- Research and Data Analysis	Development of a well-constructed measure that captures the BHOs' performance against expected service caseload rate	In process	August 31, 2016
Convene a problem solving partnership group to address new performance metric	Kara Panek	Division of Behavioral Health and Recovery, Behavioral Health Advisory Council	Development of a data-driven action plan	In process	January 1, 2017

Further action items to be drawn from the problem-solving group's action plan

Assistance Needed:

The Goal Council can help by:

- Helping us break down the stigma associated with accessing behavioral health treatment
- Looking into your system and identifying connection points with the public behavioral health system
- Participating in the local Accountable Communities of Health.



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