

MENTAL HEALTH  
PERFORMANCE MEASUREMENT:  
STATE OF THE ART

**California Behavioral Health  
Information Management  
Conference**

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THUMP!

BUT IF WE DIDN'T MEASURE THINGS WE  
WOULDN'T KNOW HOW GOOD WE WERE  
AT MEASURING THE THINGS THAT WE'RE  
MEASURING!



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# Behavioral Health Performance Measures

## The Major Impetus: The Past



- *“I Give You Money”*
- *“You Give Me Data”*

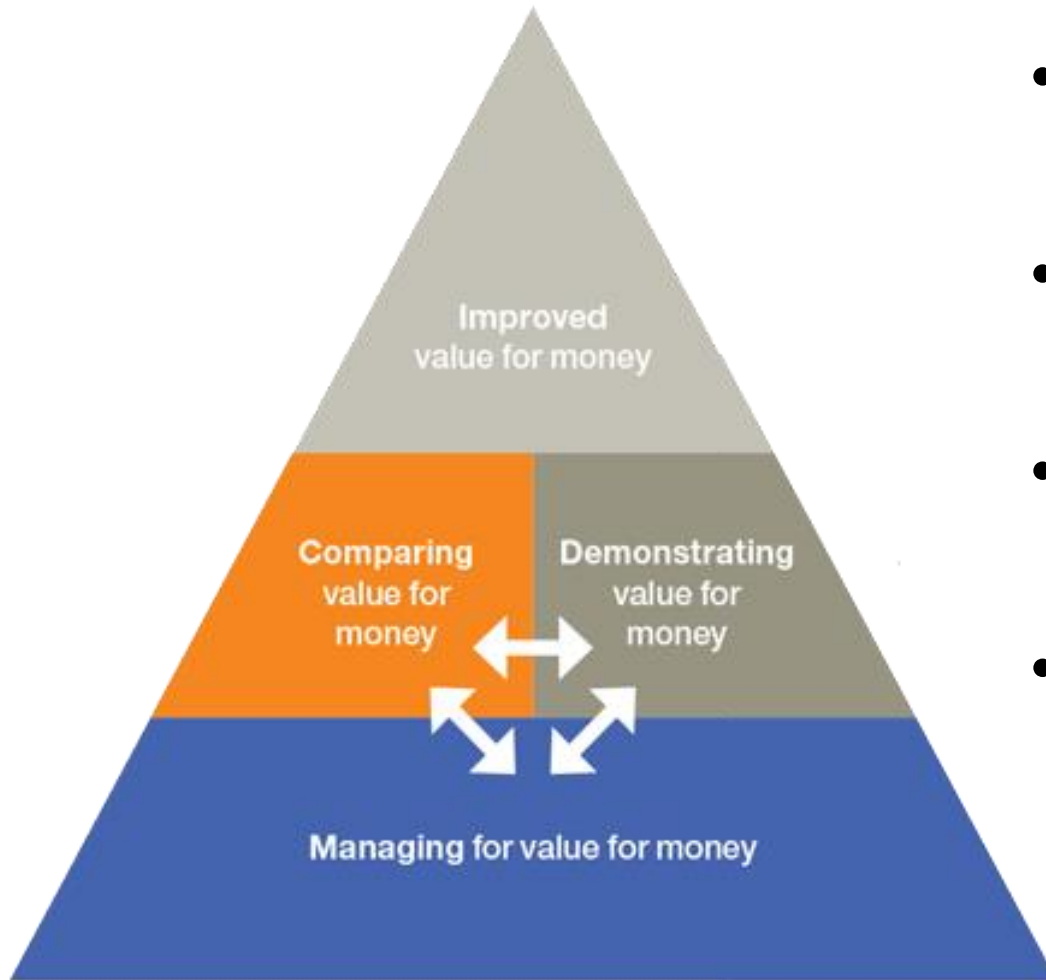
# Behavioral Health Performance Measures

## Stereotypical Responses by BH Professionals

- **“Performance and outcomes measures are a burden. They take up valuable time.”**
- **“I want to help people, not fill out forms.”**
- **“There is no value-add to collecting and reporting data.”**
- **“I know when someone is improving or getting worse.”**

# Behavioral Health Performance Measures

## The New Impetus : **VALUE**



- **Demonstrating Value for Money**
- **Improving Value for Money**
- **Comparing Value for Money**
- **Managing Value for Money**

jantoo  
CARTOONS



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Baloo

"If I learn the value of a dollar, Dad, will it make me all grumpy like you?"

CARTOONS

# PRESENTATION OUTLINE

- **California Performance Measures**
- **Evolution of Mental Health Performance Measures**
- **MH Performance Measurement Sets**
- **Takeaways for MH Performance Measures Implementation**

# HOW IS CALIFORNIA DOING?

## Access

<b>California 2015 Mental Health National Outcome Measures (NOMS): SAMHSA Uniform Reporting System Utilization Rates/Number of Consumers Served</b>	<b>State</b>	<b>U.S. Rate</b>
Penetration Rate per 1,000 population	17.9	23.1
Community Utilization per 1,000 population	17.6	22.6
State Hospital Utilization per 1,000 population	0.24	0.44
Other Psychiatric Inpatient Utilization per 1,000 population	0.70	1.29



# HOW IS CALIFORNIA DOING?

## Quality - Adults

<b>Adult EBP Services</b>	<b>State</b>	<b>U.S. Rate</b>
Supported Housing	0.3%	2.6%
Supported Employment	0.1%	2.0%
Assertive Community Treatment	1.7%	1.9%
Family Psychoeducation	0.2%	1.8%
Dual Diagnosis Treatment	34.4%	10.5%
Illness Self Management	1.5%	17.3%
Medications Management	9.6%	21.5%

# HOW IS CALIFORNIA DOING?

## Quality – Children & Adolescents

<b>Child/Adolescent EBP Services</b>	<b>State</b>	<b>U.S. Rate</b>
Therapeutic Foster Care	0.2%	1.3%
Multisystemic Therapy	0.6%	4.6%
Functional Family Therapy	0.5%	4.8%

# HOW IS CALIFORNIA DOING?

## Quality – Social Connectedness

<b>Change in Social Connectedness</b>	<b>State</b>	<b>U.S. Rate</b>
Adult Improved Social Connectedness	67.4%	71.3 %
Child/Family Improved Social Connectedness	86.2%	85.9 %

# HOW IS CALIFORNIA DOING?

## Outcomes

<b>Adult Consumer Survey Measures</b>	<b>State</b>	<b>U.S. Rate</b>
Positive About Outcome	69.8%	72.3 %

<b>Child/Family Consumer Survey Measures</b>	<b>State</b>	<b>U.S. Rate</b>
Positive About Outcome	67.7%	69.7 %

# HOW IS CALIFORNIA DOING?

## Quality – Outcomes II

<b>Outcome</b>	<b>State Rate</b>	<b>U.S. Rate</b>
Adult Criminal Justice Contacts	10.5%	4.8 %
Juvenile Justice Contacts	7.2%	3.6 %
School Attendance (Improved )	37.8%	35.3%

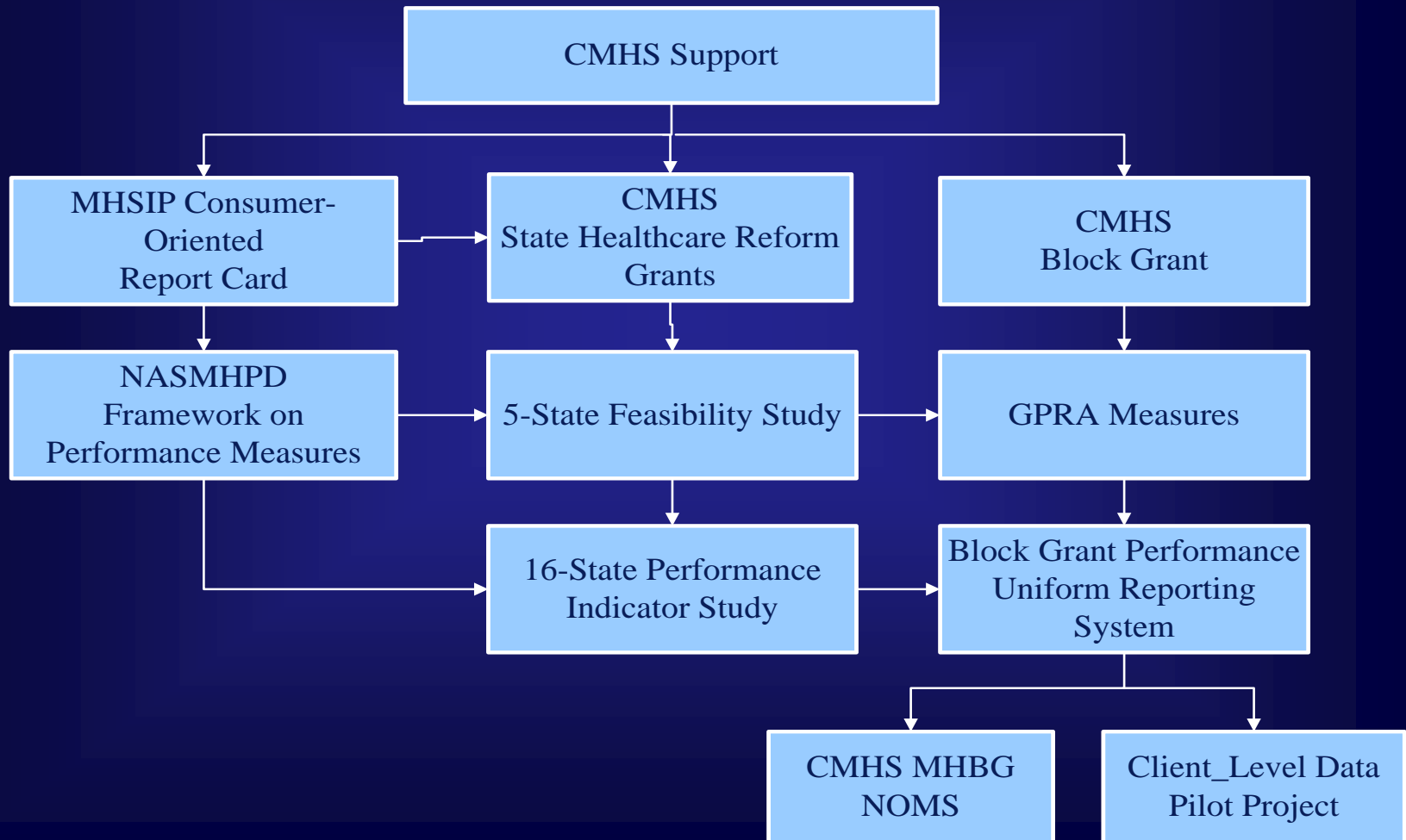
# SAMHSA National Outcome Measures

- **Client Perception of Care**
- **Increased Access to Services (Service Capacity)**
- **Increased/Retained Employment**
- **Reduced utilization of psychiatric inpatient beds – mental health**
- **Increased Stability in Family and Living Conditions**

# SAMHSA National Outcome Measures (contd.)

- **Cost Effectiveness/Use of Evidence-Based Practices**
- **Increased Social Supports/Social Connectedness**
- **Improved Functioning**
- **Decreased Criminal Justice Involvement**
- **Return to/Stay in School**

# Relationship Among Major Mental Health Performance Measurement Activities





# Outcomes of Mental Health Services



Reduced Symptoms

Reduced Symptom Distress

Increased Functioning  
\*NOM

Work/School Performance  
\*NOM

Independent Community Living  
\*NOM

Increased Social Connectedness  
\*NOM

Reduced Substance Abuse

Reduced Re-Hospitalization  
\*NOM

Reduced Criminal Justice Involvement  
\*NOM

Recovery

# Mental Health System Performance Measurement: Key Concerns

- **Are people who need services getting services? Are they getting them easily and in a timely manner? (ACCESS)**
- **Are the services appropriate state-of-the-art services to address the specific needs and preferences of the individual seeking services? Are services person-focused and recovery-oriented?(QUALITY)**
- **Are the outcomes for which the person sought services being achieved? (OUTCOMES)**
- **Are the outcomes being achieved in a cost-effective way? (EFFICIENCY)**

# NCQA PERFORMANCE MEASURES

- **Antidepressant Medication Management**
- **Follow-Up after Hospitalization**
- **Initiation/Engagement – Alc./Drug Tx**
- **Adherence to Antipsychotic Meds (Schizophrenia)**
- **Diabetes Screening – Adults Using Antipsychotics**
- **Diabetes Monitoring - People with Diabetes & Schizophrenia**
- **CV Monitoring – People with CV & Schizophrenia**

# NCQA PERFORMANCE MEASURES (contd.)

- **Follow-Up Care – Children Prescribed ADHD Meds**
- **Multiple Antipsychotics – Children/Adolescents**
- **First Line Psychosocial Care for C/A on Antipsychotics**
- **Utilization of PHQ-9 to Monitor Depression**
- **Follow-Up After ED Visit – Mental Illness**
- **Follow-Up After ED Visit – Alcohol/Drug**

# JOINT COMMISSION

## Hospital Based Inpatient Psychiatric Services

- **Initial Screening**
- **Physical restraint use**
- **Seclusion use**
- **Multiple antipsychotics at discharge**
- **Multiple antipsychotics at discharge (Appropriate)**
- **Continuing Care Plan Created**
- **Continuing Care Plan Transmitted**

# JOINT COMMISSION

## Measurement Based Care

- Revised standards: *Assess outcomes using a standardized tool or instrument*
- Organizations are required to *use the data .. to track progress and inform care, treatment or services*
- Organizations are required to *aggregate the data to inform quality improvement efforts*
- *Effective January 1, 2018*

# Measurement Based Care

*All primary care and behavioral health providers treating mental health and substance use disorders should implement a system of measurement-based care whereby validated symptom rating scales are completed by patients and reviewed by clinicians during encounters ....*

- Kennedy Forum

# Behavioral Health Crisis: PERFORMANCE MEASURES - OVERVIEW

## Availability

**Number of calls; Number of persons receiving mobile crisis, crisis residential, 23-hour holds, ER visits, etc.**

## Access

**Wait times, Time for mobile crisis response, hold times**

## Process

**Drop off times, follow-up contact with provider, experience of care**

## Outcomes

**Reduced inpatient/ER utilization, cost savings, reduced readmissions to ERs, decrease in suicides, reduced CJ/JJ involvement, engagement in treatment**



# CaIQRRO

## Seven Mandatory Measures

- **Total Beneficiaries Served**
- **Total Costs per Beneficiary**
- **Penetration Rates**
- **Count of TBS vs. 4%**
- **Psychiatric Inpatient Episodes, Cost, LOS**
- **Psychiatric Inpatient Recidivism (7day, 30 day)**
- **Psychiatric Inpatient Discharge Follow up  
(7 day, 30 day)**

## Takeaway 1

### ***Different performance measures for different populations and settings***

- **National ,state, county, organization**
- **System, community, inpatient**
- **Specific programs, services e.g. crisis response**
- **Individual care**

## Takeaway 2

### ***Performance measures have a variety of functions***

- **Accountability**
- **Improving Care and Services**
- **Managing Resources**
- **Informing Systemic and Structural Change**
- **Demonstrating Value**

## Takeaway 3

### ***USING Performance Measures is the KEY***

- **Emphasis is on selection of measures**
- **Standardization is essential**
- **Timely feedback is critical**
- **Standard reports are needed at different levels**
- **Resources for analytical capacity must be supported**
- **Planning and decisions must be informed by data and performance measures**

## ***Takeaway 4***

***Review of the utility of performance measures needs to occur on an ongoing basis***

- **Are the measures providing information for action and change?**
- **If not, why not?**
- **Performance measure needs to be modified or eliminated**

## ***Takeaway 5***

***It's not the data; it's not the measure ...***

***IT'S THE PERFORMANCE-BASED CULTURE!***

### **THE TEST:**

- **Actions based on data and performance measures**
- **Assigned accountability for individual performance on specific measures**
- **Performance feedback**
- **Linked to planning and budgeting**
- **Measured customer experience drives decisions**