

CCC Collaborative Measures: Recommended Measures (version 140604)

<u>Measure</u>	<u>Definition</u>	<u>Numerator</u>	<u>Denominator</u>	<u>Data Gathering Plan</u>	<u>Goal</u>
0. Total Population 0a. All people served 0b. People needing referral to outside agency 0c. People with target population conditions 0d. People screened for all 3 areas	0a. Number of people served by organization 0b. Number of people who need (or currently have) a referral to and outside agency 0c. Number of people who have diabetes and/or cardiovascular disease, mental, or addictive issues 0d. Number of people who have been screened for diabetes and/or cardiovascular disease, mental, or addictive issues in the last year Screening for: DM = fasting glucose or A1c CVD = BP and LDL	N/A	N/A	0a. On the last day of the month, count the number of people served by your agency. 0b. On the last day of the month, count the number of people who need (or currently have) a referral to an outside agency. 0c. On the last day of the month, count the number of people who have diabetes and/or cardiovascular disease, mental, or addictive issues. Divide this number by the count of number of people served by your agency (multiply by 100 to get a percentage). 0d. On the last day of the month, count the number of people who have been screened for diabetes and/or cardiovascular disease, mental, or addictive issues in the last year. Divide this number by the count of number of people served by your agency (multiply by 100 to get a percentage).	

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1. Target Population 1a. Clients in Target Population 1b. New Clients in the Target Population 1c. Clients Who Leave the Target Population	The target population is the collection of individuals with serious mental health and/or substance use disorders with a diagnosis of diabetes and/or cardiovascular disease	1a. Number of clients in the target population 1b. Number of clients added to the target population this month 1c. Number of clients who left the target population this month	N/A	1a. On the last day of the month, count the number of clients in the target population. 1b. On the last day of the month, count the number of clients added to the target population that month. 1c. On the last day of the month, count the number of clients who left the target population that month.	N/A
2. Release of Information Among Partners	Percentage of clients in the target population with a current Release of Information for sharing PHI (Protected Health Information) with all partners	Number of clients in the target population with a current Release of Information for sharing PHI with all partners	The target population	On the last day of the month, count the number of clients in the target population with a current Release of Information for sharing PHI with all partners in the Care Coordination Team. Divide this number by the target population (multiply by 100 to get a percentage).	>90%
3. Care Coordinator Assignment	Percentage of clients in the target population with an assigned care coordinator	Number of clients in the target population with assigned care coordinator	The target population	On the last day of the month, count the number of clients in the target with assigned care coordinator. Divide this number by the target population (multiply by 100 to get a percentage).	>90%

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4. Shared Care Goals	Percentage of clients in the target population whose care goals have been shared between 2 (or more) agencies in the past 6 months	Number of clients in the target population whose care goals have been shared between 2 (or more) agencies in the past 6 months	The target population	On the last day of the month, count the number of clients in the target whose care goals have been shared between 2 (or more) agencies in the past 6 months. Divide this number by the target population (multiply by 100 to get a percentage).	>75%
5. Emergency Room Utilization	Percentage of clients with one or more visits to ER during the month	Number of clients with one or more visits to ER during the month	The target population (or the number sampled)	On the last day of the month, count the number of clients in the target with one or more visits to ER during the month. Divide this number by the target population (multiply by 100 to get a percentage) Generate data by asking health plans and/or self-report from clients. Can be a sampled measure if data cannot be gathered on all clients every month.	<2%
6. Hospital Utilization	Percentage of clients admitted to a hospital during the month	Number of clients admitted to a hospital during the month	The target population (or the number sampled)	On the last day of the month, count the number of clients in the target admitted to a hospital during the month during the month. Divide this number by the target population (multiply by 100 to get a percentage). Generate data by asking health plans and/or self-report from clients. Can be a sampled measure if data cannot be gathered on all clients every month.	a. <1%

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7. Client Self Report a. Client Experience with Care b. Client Confidence c. Satisfaction with Coordination of Care	Percentage of clients who report positively on the statements: a. Client Experience with Care b. Client Confidence c. Satisfaction with Coordination of Care	Number of clients who report positively on the statements (see client one-page three question survey): a. Client Experience with Care b. Client Confidence c. Satisfaction with Coordination of Care	The number of clients sampled with these statements (recommend 25 or more)	Sample at least 25 randomly selected clients (from the target population) each month. Ask clients to rate their response, on a 1 to 5 scale, to statements 1 and 3 (a and c) : 1=strongly disagree, 2=disagree, 3=neither, 4=agree, 5=strongly agree Count the clients who answer a 4 or a 5. Divide by the number of clients surveyed and multiply by 100 to get the percentage. For statement 2 (b) , ask clients to rate their confidence on a 0 to 3 scale: 0 = "I do not have any health problems" 1 = "Not Very Confident" 2 = "Somewhat Confident" 3 = "Very Confident" Count the clients who answer a 3. Divide by the number of clients surveyed and multiply by 100 to get the percentage.	>80%

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8. Referrals a. Pending Referrals Made to Partners b. Pending Referrals from Partners c. Referrals Completed	a. Percentage of referrals to partners that are pending after 14 days. b. Number of referrals received from partners at least 14 days ago that are still pending. c. Percentage of referrals to partners that were completed (including a report back from “referred to” clinician/organization) in the last month.	a. Number of referrals to partners that are pending after 14 days. b. Number of referrals received from partners at least 14 days ago that are still pending. c. Number of referrals to partners that were completed (including a report back from “referred to” clinician/organization) in the last month. The count of days begins the day the referral is made and the count ends the day that the referral actually occurs.	a. The number of referrals made in the last 90 days b. N/A c. The number of referrals made in the last 90 days	On the last day of the month, count the: a. Number of referrals to partners that are pending after 14 days. b. Number of referrals received from partners at least 14 days ago that are still pending. c. Number of referrals to partners that were completed. Divide these numbers (a. and c. only) by the count of referrals made in the last 90 days (multiply by 100 to get a percentage).	a.<5% b.=0 c.>30%

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<p>9. Reconciled Medications</p> <p>a. Documentation of Current Medications</p> <p>b. Sharing Client Medication List</p>	<p>a. Percentage of specified visits for patients aged 18 years and older for which the eligible professional attests to documenting a list of current medications to the best of his/her knowledge and ability. This list must include ALL prescriptions, over-the-counters, herbals, and vitamin/mineral/dietary (nutritional) supplements AND must contain the medications' name, dosage, frequency and route of administration*</p> <p>b. Percentage of clients in the target population with medication lists from two or more organizations (updated within the last 6 months).</p>	<p>a. Number of specified visits for patients aged 18 years and older for which the eligible professional attests to documenting a list of current medications to the best of his/her knowledge and ability. This list must include ALL prescriptions, over-the-counters, herbals, and vitamin/mineral/dietary (nutritional) supplements AND must contain the medications' name, dosage, frequency and route of administration*</p> <p>b. Number of clients in the target population with medication lists from two or more organizations (updated within the last 6 months).</p>	<p>a. Number of specified visits for patients aged 18 years and older</p> <p>b. Number of clients in the target population</p>	<p>a. On the last day of the month count the number of visits for patients aged 18 years and older for which the eligible professional attests to documenting a list of current medications. Divide this number by the number of specified visits for patients aged 18 years and older (multiply by 100 to get percent).</p> <p>b. On the last day of the month count the number of clients in the target population with a reconciled medication list that has been shared with at least one other agency in the last 6 months. Divide this number by the number of clients in the target population who have a reconciled medication list (multiply by 100 to get percent).</p>	<p>a.>80%</p> <p>b.>80%</p>
<p>10. Vitals Taken</p> <p>a. Documented Body Mass Index (BMI)</p> <p>b. Documented Blood Pressure (BP)</p> <p>c. Smoking Status</p>	<p>a. Percentage of clients in the target population with BMI documented at last visit</p> <p>b. Percentage of clients in the target population with blood pressure documented at last visit</p> <p>c. Percentage of clients whose smoking status was documented at their last visit</p>	<p>a. Number of clients in the target population with BMI documented at last visit</p> <p>b. Number of clients in the target population with blood pressure documented at last visit</p> <p>c. Number of clients whose smoking status was documented at their last visit</p>	<p>Number of clients in the target population</p>	<p>On the last day of the month, count the number of clients in the target population with a. BMI, b. BP, and c. Smoking Status. Divide each number by the target population (multiply by 100 to get a percentage).</p>	<p>>90%</p>

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<p>11. Vitals Outcomes</p> <p>a. Clients with BMI Greater Than 30</p> <p>b. Clients with BP Greater Than 140/90</p> <p>c. Clients Who Smoke Who Have Been Advised to Quit</p>	<p>a. Percentage of clients (with known BMI) whose BMI is greater than 30</p> <p>b. Percentage of clients (with known BP) whose is BP is greater than 140/90</p> <p>c. Percentage of clients who smoke who have been advised to quit at last visit</p>	<p>a. Number of clients (with known BMI) whose BMI is greater than 30</p> <p>b. Number of clients (with known BP) whose is BP is greater than 140/90</p> <p>c. Number of clients who smoke who have been advised to quit at last visit</p>	<p>a. Number of clients with known BMI</p> <p>b. Number of clients with known BP</p> <p>c. Number of clients who smoke</p>	<p>a. On the last day of the month count the number of clients (with known BMI) whose BMI is greater than 30. Divide this number by the number of clients with a known BMI (multiply by 100 to get percent).</p> <p>b. On the last day of the month count the number of clients (with known BP) whose is BP is greater than 140/90. Divide this number by the number of clients with a known BP (multiply by 100 to get percent).</p> <p>c. On the last day of the month count the number of clients who smoke who have been advised to quit at last visit. Divide this number by the number of clients who smoke (multiply by 100 to get percent).</p>	<p>a.<35%</p> <p>b.<25%</p> <p>c.>90%</p>
PRIMARY CARE PARTNER MEASURES (can be combined with MH and/or SUD partner measures if agencies are integrating programs)					
<p>12. PC - Screening for Mental Health and Substance Use Issues</p>	<p>Percentage of clients who were screened for mental health and substance use issues within the last 4 months</p>	<p>Number of clients who were screened for mental health and substance use issues within the last 4 months</p>	<p>Number of clients in the target population</p>	<p>On the last day of the month count the number of clients who screened for mental health and substance use issues within the last 4 months. Divide this number by the target population (multiply by 100 to get percent).</p>	<p>>90%</p>

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13. Diabetes a. PC - DM Appropriate Lab Testing b. PC - DM A1c < 9	a. Percentage of clients in the target population with diabetes who have had an A1c test done within the last 4 months and the result documented in records b. Percentage of clients in the target population with diabetes whose last A1c (within last 4 months) result was less than 9	a. Number of clients in the target population with diabetes who have had an A1c test done within the last 4 months and the result documented in records b. Number of clients in the target population with diabetes whose last A1c (within last 4 months) result was less than 9	a. Number of clients in the target population with diabetes b. Number of clients in the target population with diabetes whose last A1c is within last 4 months	a. On the last day of the month count the number of clients in the target population with diabetes for whom an A1c test result has been documented within the last 4 months. Divide this number by the number of clients in the target population with diabetes (multiply by 100 to get percent). b. On the last day of the month count the number of clients in the target population with diabetes, whose last A1c (within last 4 months) result was less than 9. Divide this number by the number of clients in the target population with diabetes, whose last A1c is within last 4 months (multiply by 100 to get percent).	a.>90 % b.>80 %

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14. Cardiovascular Disease a. PC – CVD with LDL Lab Results b. PC – CVD with LDL Less Than 100	a. Percentage of clients in the target population with CVD who have had an LDL test done within the last 4 months and the result documented in records b. Percentage of clients in the target population with CVD whose last LDL (within last 4 months) result was less than 100	a. Number of clients in the target population with CVD who have had an LDL test done within the last 4 months and the result documented in records b. Number of clients in the target population with CVD whose last LDL (within last 4 months) result was less than 100	a. Number of clients in the target population with CVD b. Number of clients in the target population with CVD, whose last LDL is within last 4 months.	a. On the last day of the month count the number of clients in the target population with CVD who have had an LDL test done within the last 4 months. Divide this number by the number of clients in the target population with CVD (multiply by 100 to get percent) b. On the last day of the month count the number of clients in the target population who have CVD and whose last LDL (within last 4 months) result was less than 100. Divide this number by the number of clients in the target population who have CVD and whose last LDL is within last 4 months (multiply by 100 to get percent)	a.>90 % b.>70 %
MENTAL HEALTH PARTNER MEASURES (can be combined with PC and/or SUD partner measures if agencies are merging programs)					
15. MH - Substance Use Screening	Percentage of clients who were screened for substance use issues at their last visit (or within last month, if not at last visit)	Number of clients in the target population who were screened for substance use issues at their last visit (or within last month, if not at last visit)	Number of clients in the target population	On the last day of the month, count the number of clients in the target population who were screened for substance use issues at their last visit (or within last month, if not at last visit). Divide this number by the target population (multiply by 100 to get a percentage).	>90%

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16. MH - Mental Health Treatment	Average number of visits of mental health treatment of clients in the target population	Number of visits of mental health treatment during the month for the target population	Number of clients in the target population	On the last day of the month, count the number of visits of mental health treatment during the month for the target population. Divide this number by the target population to get an average number of days.	
17. MH - PCP Designation and Documentation	Percentage of clients in the target population with a designated PCP (Primary Care Provider) documented in their record	Number of clients in the target population with a designated PCP documented in their record	Number of clients in the target population	On the last day of the month, count the number of clients in the target population with a designated PCP documented in their record. Divide this number by the target population (multiply by 100 to get a percentage).	>90%
18. MH - Primary Care Visits	Percentage of clients in the target population who have had a primary care visit within the last 6 months	Number of clients in the target population who have had a primary care visit within the last 6 months	Number of clients in the target population	On the last day of the month, count the number of clients in the target population who have had a primary care visit within the last 6 months. Divide this number by the target population (multiply by 100 to get a percentage).	>90%
19. MH – 2 nd Generation Antipsychotic with A1c	Percentage of clients who are on a second generation antipsychotic and who have had their A1c or fasting glucose screening in the past year	Number of clients who are on a second generation antipsychotic and who have had their A1c or fasting glucose screening in the past year	Number of clients in the target population who are on a second generation antipsychotic	On the last day of the month, count the number of clients who are on a second generation antipsychotic and who have had their A1c or fasting glucose screening in the past year. Divide this number by the number of clients in the target population who are on a second generation antipsychotic (multiply by 100 to get a percentage).	>90%

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SUBSTANCE USE PARTNER MEASURES (can be combined with PC and/or MH partner measures if agencies are merging programs)					
20. SUD - Mental Health Screening	Percentage of clients in the target population who were screened for mental health issues at their last visit (or within last month, if not at last visit)	Number of clients in the target population who were screened for mental health issues at their last visit (or within last month, if not at last visit)	Number of clients in the target population	On the last day of the month, count the number of clients in the target population who were screened for mental health issues at their last visit (or within last month, if not at last visit). Divide this number by the target population (multiply by 100 to get a percentage).	>90%
21. SUD - Substance Use Disorder Treatment	Average number of visits of Substance Use Disorder (SUD) treatment of clients in the target population	Number of visits of SUD treatment during the month for the target population	Number of clients in the target population	On the last day of the month, count the number of visits of SUD treatment during the month for the target population. Divide this number by the target population to get an average number of days.	
22. SUD - PCP Designation and Documentation	Percentage of clients in the target population with a designated PCP (Primary Care Provider) documented in their record	Number of clients in the target population with a designated PCP documented in their record	Number of clients in the target population	On the last day of the month, count the number of clients in the target population with a designated PCP documented in their record. Divide this number by the target population (multiply by 100 to get a percentage).	>90%
23. SUD - Primary Care Visits	Percentage of clients in the target population who have had a primary care visit within the last 6 months	Number of clients in the target population who have had a primary care visit within the last 6 months	Number of clients in the target population	On the last day of the month, count the number of clients in the target population who have had a primary care visit within the last 6 months. Divide this number by the target population (multiply by 100 to get a percentage).	>90%

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HEALTH PLAN PARTNER MEASURES					
24. HP – Two 2 nd Gen Medications	Percentage of clients who currently have prescriptions for more than one 2 nd generation antipsychotic medication	Number of clients who currently have prescriptions for more than one 2 nd generation antipsychotic medication	Number of clients in the target population	On the last day of the month, count the number of clients in the target population who currently have prescriptions for more than one 2 nd generation antipsychotic medication. Divide this number by the target population (multiply by 100 to get a percentage).	<5%
25. HP - Cost per Member per Month	Cost per Member per Month	Total cost for all members of the target population	Number of clients in the target population	On the last day of the month, count the total dollars spent for members of the target population during the month. Divide this number by the target population to get an average dollar amount.	N/A
26. HP - Number of Hospital Admissions	Rate of hospital admissions during the month (per 1,000 clients)	Number of hospital admissions during the month for the target population	Number of clients in the target population	On the last day of the month, count the total number of hospital admissions for the target population during the month. Divide this number by the target population (multiply by 1,000 to get a rate per 1,000).	N/A
27. HP - Emergency Room Utilization Rate	Rate of ER visits per 1,000 clients	Number of ER visits during the month for clients in the target population	Number of clients in the target population	On the last day of the month, count the total number of ER visits for the target population during the month. Divide this number by the target population (multiply by 1,000 to get a rate per 1,000).	N/A

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28. HP - Hospital Days	Average number of days of hospital care per thousand people in the target population during in the month	Total number of inpatient days by clients in the target population for the month	Number of clients in the target population	On the last day of the month count to the total number of inpatient days by clients in the target population for the month. Divide this number by the target population and multiply by 1,000 to get the rate.	N/A