

CalEQRO Highlights, Updates, and Opportunities

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CalQIC 2018

Session At-A-Glance

CalEQRO Updates

- **Gale Berkowitz, DrPH**, *Behavioral Health Concepts, Inc.*

Leading Practices in PIPs

- **Amy McCurry Schwartz, Esq., MHSA**, *Behavioral Health Concepts, Inc.*

DMC-ODS EQRO Updates and Toolkit

- **Rama Khalsa, PhD**, and **Tom Trabin, PhD**, *Behavioral Health Concepts, Inc.*

CalEQRO Updates

Highlights from FY16-17 Annual Report

Status of FY17-18 Reviews

What's New for FY18-19

CalEQRO Resources

CalEQRO FY17-18 Review Schedule

Highlights from FY16-17 Annual Report



Medi-Cal Specialty Mental Health External Quality Review

FY16-17 Statewide Report

Prepared for the California Department of Social Services (DHCS)

By Behavioral Health Concepts, Inc.

December 15, 2017



Thank you!

Acknowledgments

- Department of Health Care Services, Mental Health Services Division
- 56 MHPs and staff, volunteers, contract providers, and many others.
- All of the consumers and family members

Rise in the number of Medi-Cal eligibles in comparison to the growth in California's population:

A widening and significant gap

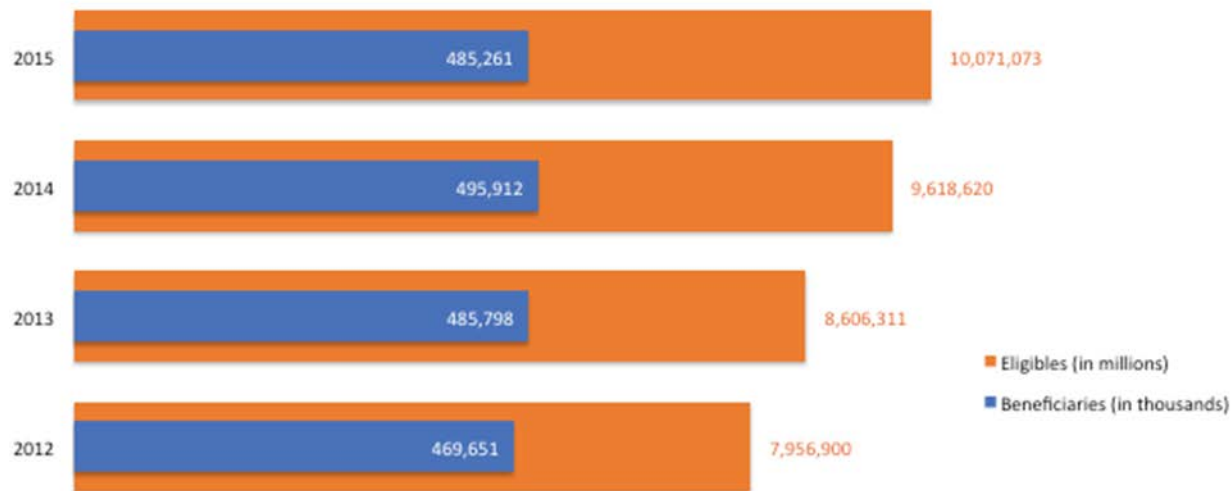
Table 2-1: Growth in California's Medi-Cal and Total Population, CY12-15⁴

	CY12	CY13	CY14	CY15
California Population	37,881,357	38,239,207	38,567,459	38,907,642
California Population Change		0.9%	0.9%	0.9%
Medi-Cal Eligibles	7,956,900	8,606,311	9,618,620	10,071,073
Medi-Cal Eligibles Change		8.2%	11.8%	4.7%
Medi-Cal Eligibles w/ACA				13,116,379
Medi-Cal Eligibles Change w/ACA				36%
Medi-Cal SMHS Beneficiaries	469,651	485,798	495,912	485,261
Medi-Cal SMHS Beneficiaries Change		3.4%	2.1%	-2.1%
Medi-Cal SMHS Beneficiaries w/ACA				616,611
Medi-Cal SMHS Beneficiaries Change w//ACA				24.3%

Eligibles vs. Beneficiaries Trend, Statewide, CY12-15:

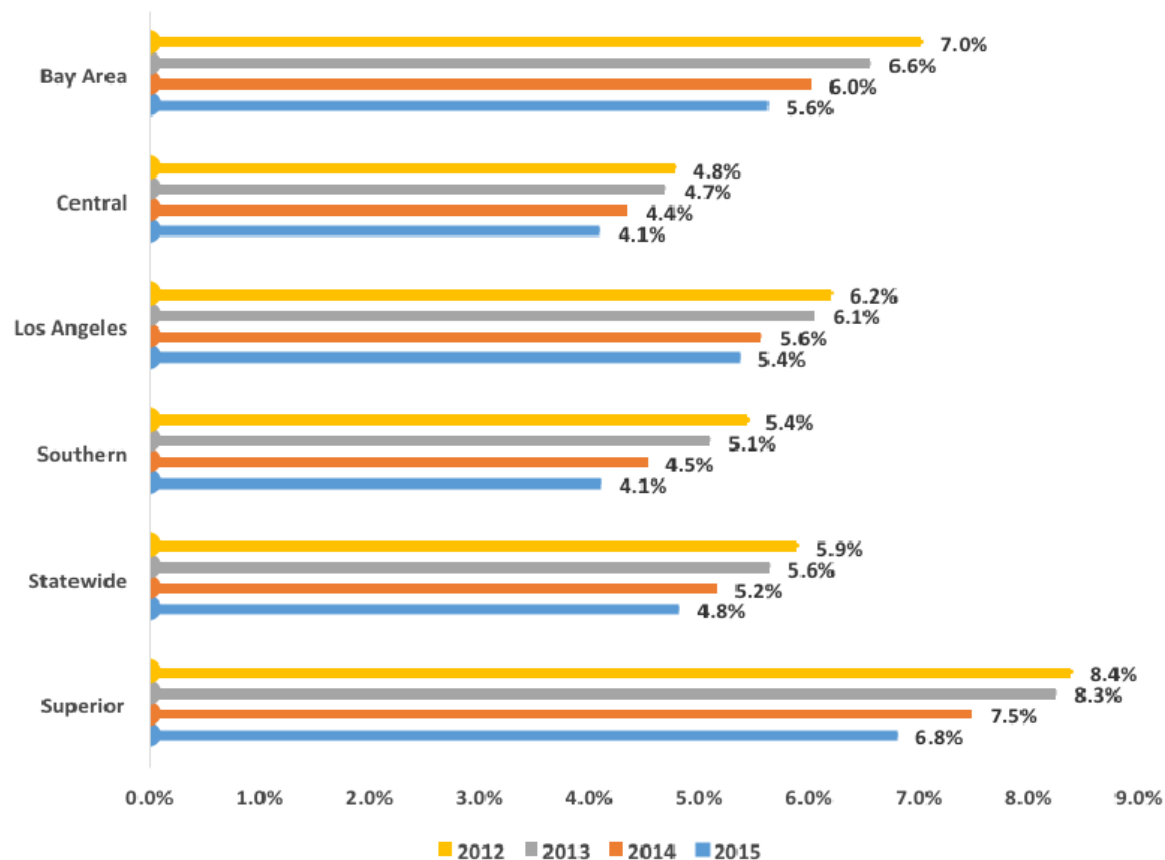
While Eligibles continue to increase, Beneficiaries lag.

Figure 2-1a: Statewide Eligibles and Beneficiaries Served, CY12-15



Penetration Rates Continue to Decline

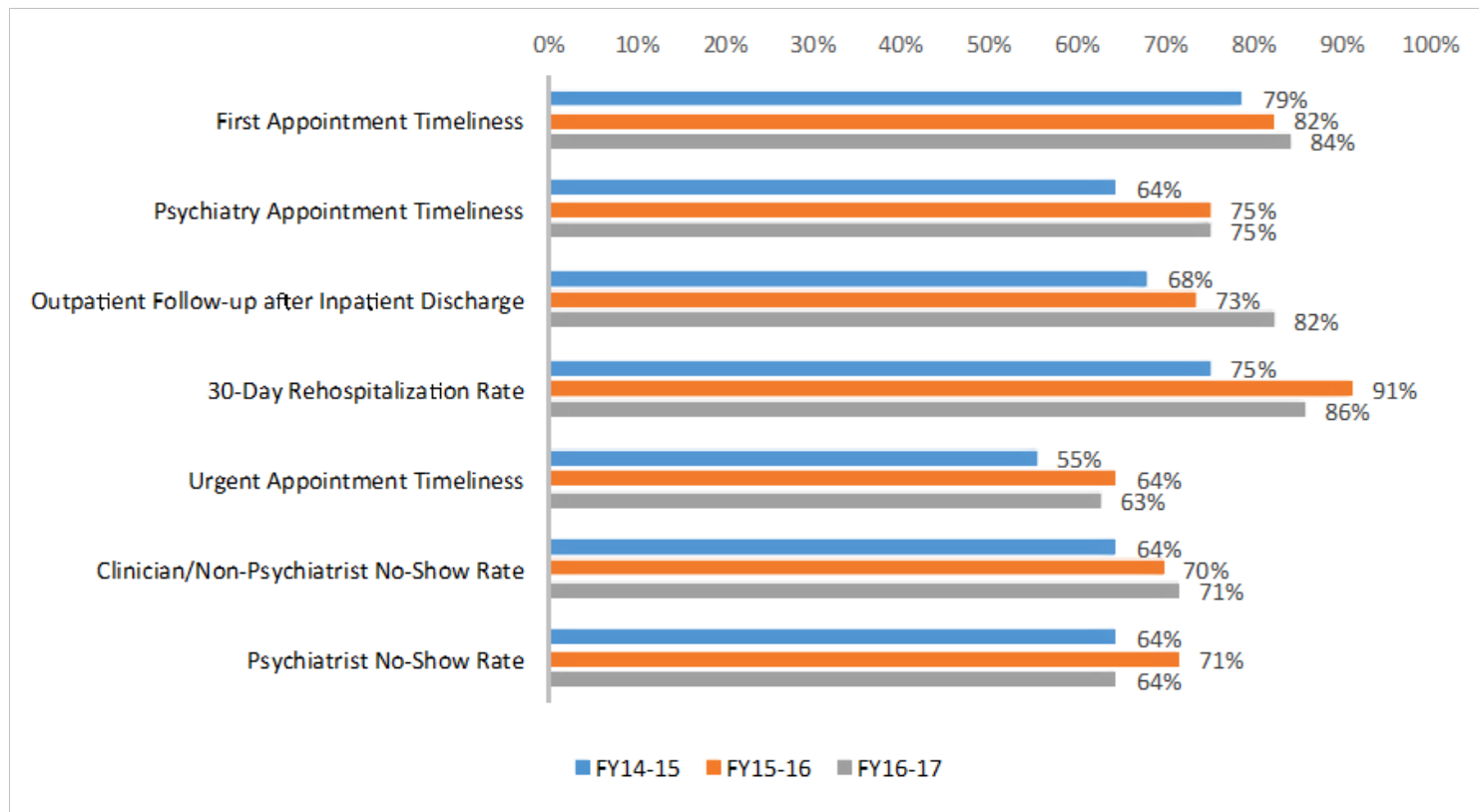
Figure 3-1a: Overall Penetration Rates by Region, CY12-15



Timeliness Reporting:

MHPs are tracking the two HEDIS measures—first appointment timeliness and outpatient follow-up after inpatient discharge—in steadily greater numbers.

Figure 2-1: Timeliness Reporting Rates—Statewide 3-Year Trend



Range of Timeliness Standards:

Most MHPs met their standard. Most noticeable improvements were for timeliness for first appointment, but least likely for psychiatry appointments.

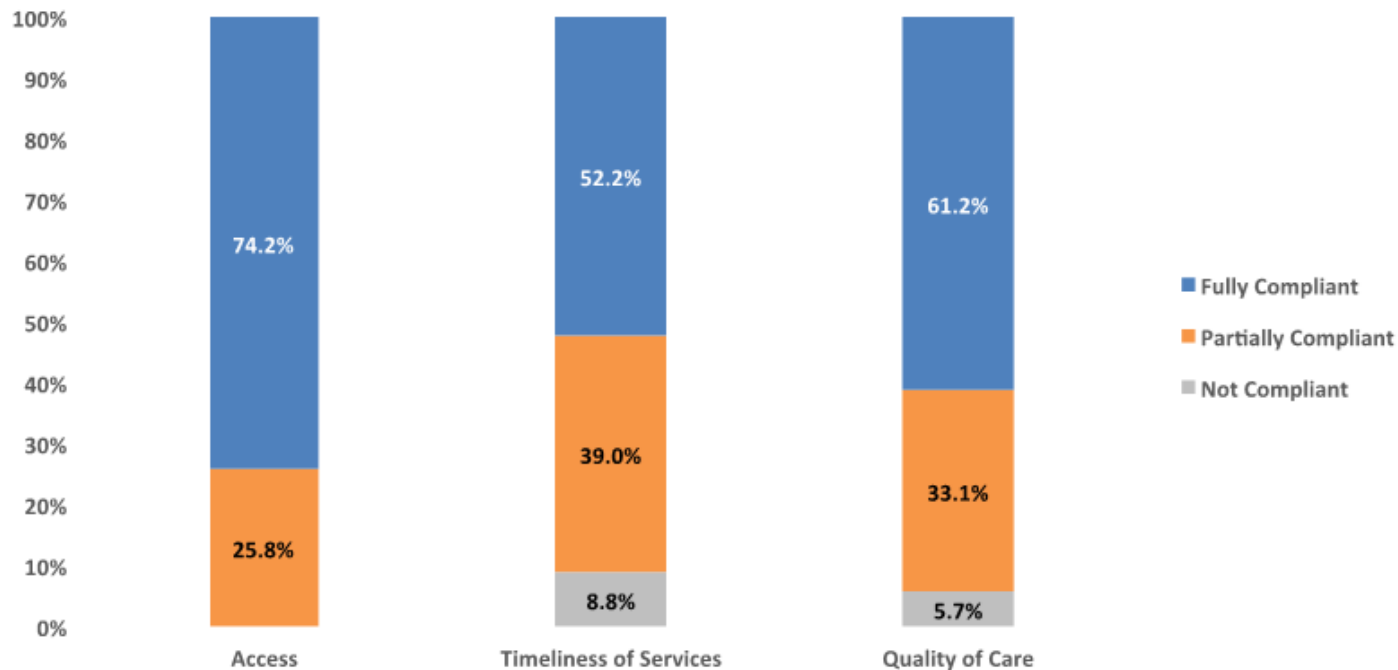
Table 2-2: Range of Timeliness Standards by Appointment Types

MHP Size	First Appointment Standard in Days (Mean = 15) (Median = 14)		First Psychiatry Appointment Standard in Days (Mean = 27) (Median = 30)		Inpatient Follow-up Standard in Days (Mean = 7) (Median = 7)		Urgent Appointment Standard in Days (Mean = 1) (Median = 1)	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
Statewide	3	60	10	60	2	30	0	5
Large	8	30	15	30	3	30	0	5
Medium	3	15	10	30	7	30	0	3
Small	7	60	14	45	2	7	0	3
Small-rural	7	30	15	60	2	10	0	2

Key Components:

Similar to last year, among the three key component categories, the access to care ratings were highest.

Figure 3-1: Statewide Compliance by Key Components of Access, Timeliness, and Quality for FY16-17



Range of PIP Topics

PIP Topic	PIP Focus
Access To Care	Improved Access to Specific Service or Clinic
Access To Care	24/7 Access Line
Timeliness of Care	Timeliness to Appointment
Timeliness of Care	No-show Rates
Quality of Care	Youth and Children
Outcomes of Care	Wellness and Recovery

Status of PIP Submissions

Figure 4-6: FY16-17 Clinical PIP Submissions

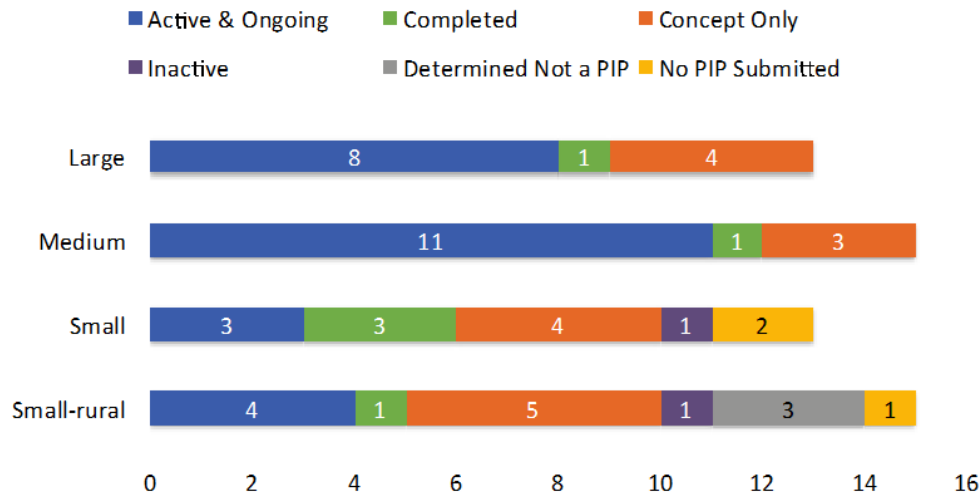
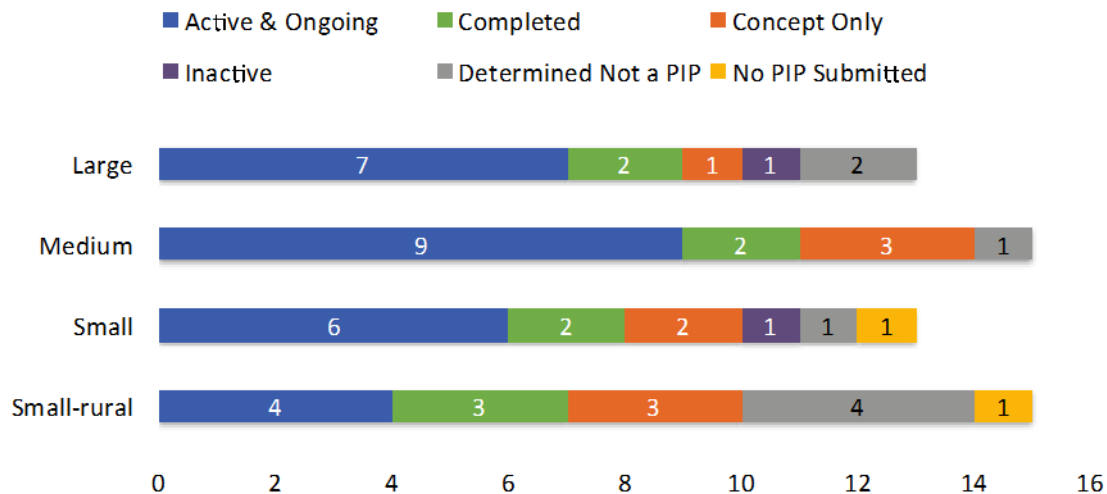


Figure 4-7: FY16-17 Non-Clinical PIP Submissions



Information Systems:

Very few MHPs are considering new systems

Table 5-2: Current MHP Information Systems Replacement Status, by MHP Size

System Replacement Status	Large	Medium	Small	Small-rural	Total	Percent
No plans to replace current system (in place more than 5 years)	5	6	11	7	29	52%
Considering a new system	2	2			4	7%
New system selected, not yet in implementation phase	1				1	2%
Implementation in progress	3	3	2	1	9	16%
New system in place (use this for systems installed in past 5 years)	2	4	1	6	13	23%
Total by MHP Size	13	15	14	14	56	100%

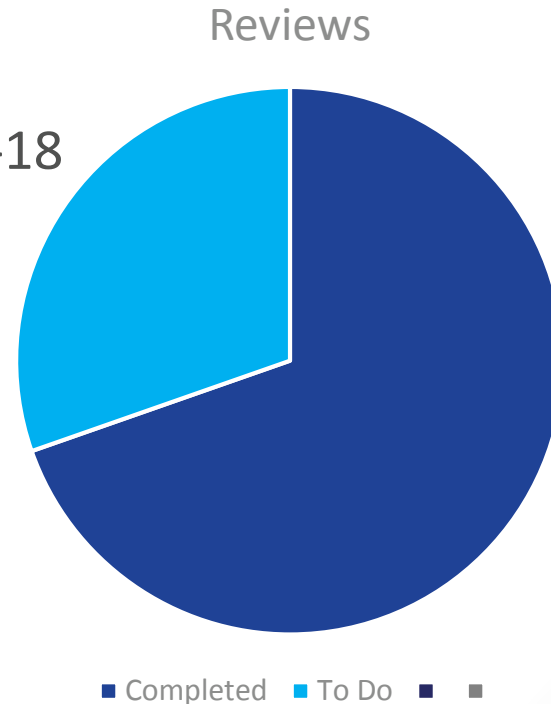
Themes and Findings from the 2016-17 CalEQRO Annual Report

- Pressures from increasing demand
- Recruitment and retention pressures
- Coordination and collaboration as essential to promoting access, timeliness, quality, and outcomes
- Timeliness improvements and lags
- Variability in technology systems
- Trends toward data-driven and evidence-based practices
- Challenges measuring consumer outcomes
- Evolving the continuum of care
- Moving toward a broader view of wellness and recovery
- Power of consumer voice

Status of FY17-18 Reviews

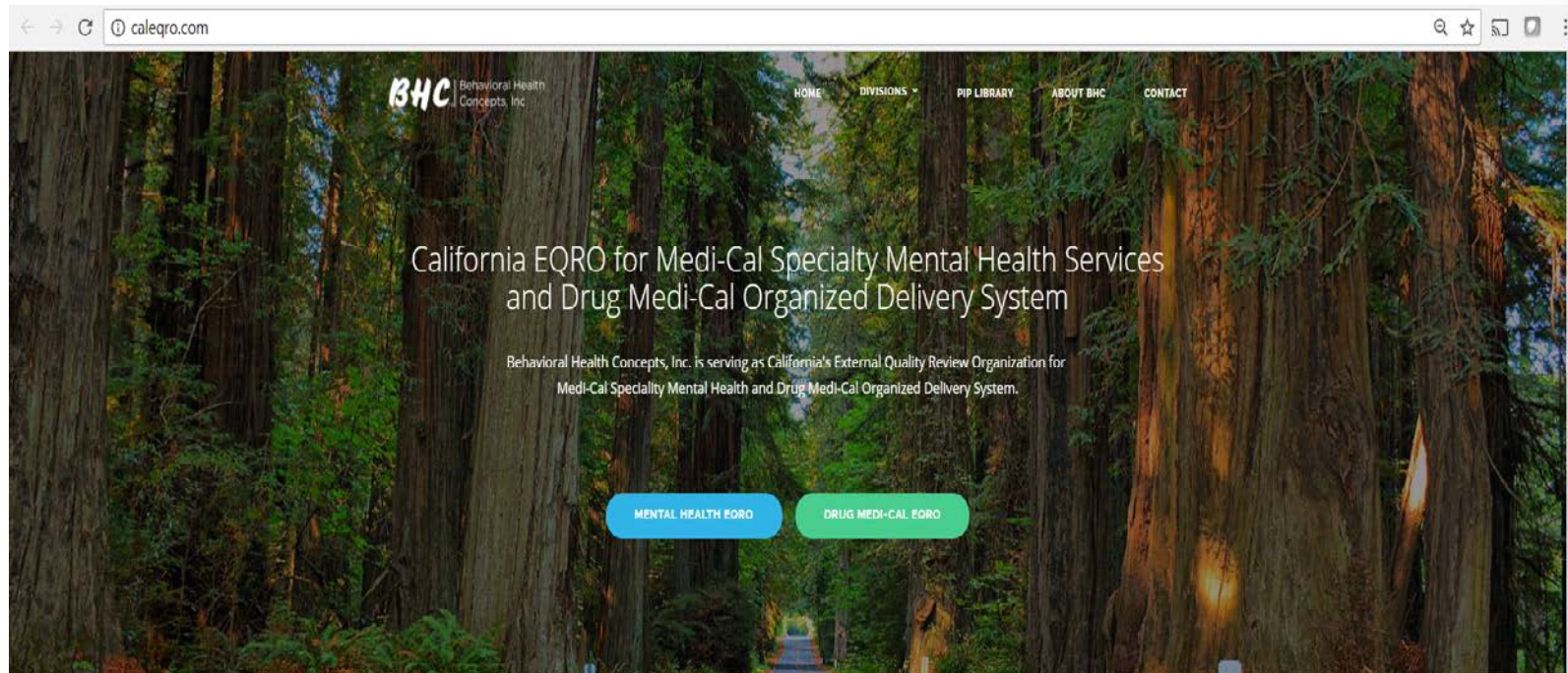
As of March 8, 2018

- 39 Reviews Completed (of 56)
 - Several were rescheduled due to fires
- 26 Final MHP Reports Submitted
- 4 DMC CalEQRO reviews in FY17-18



CalEQRO New Website!

www.caleqro.com



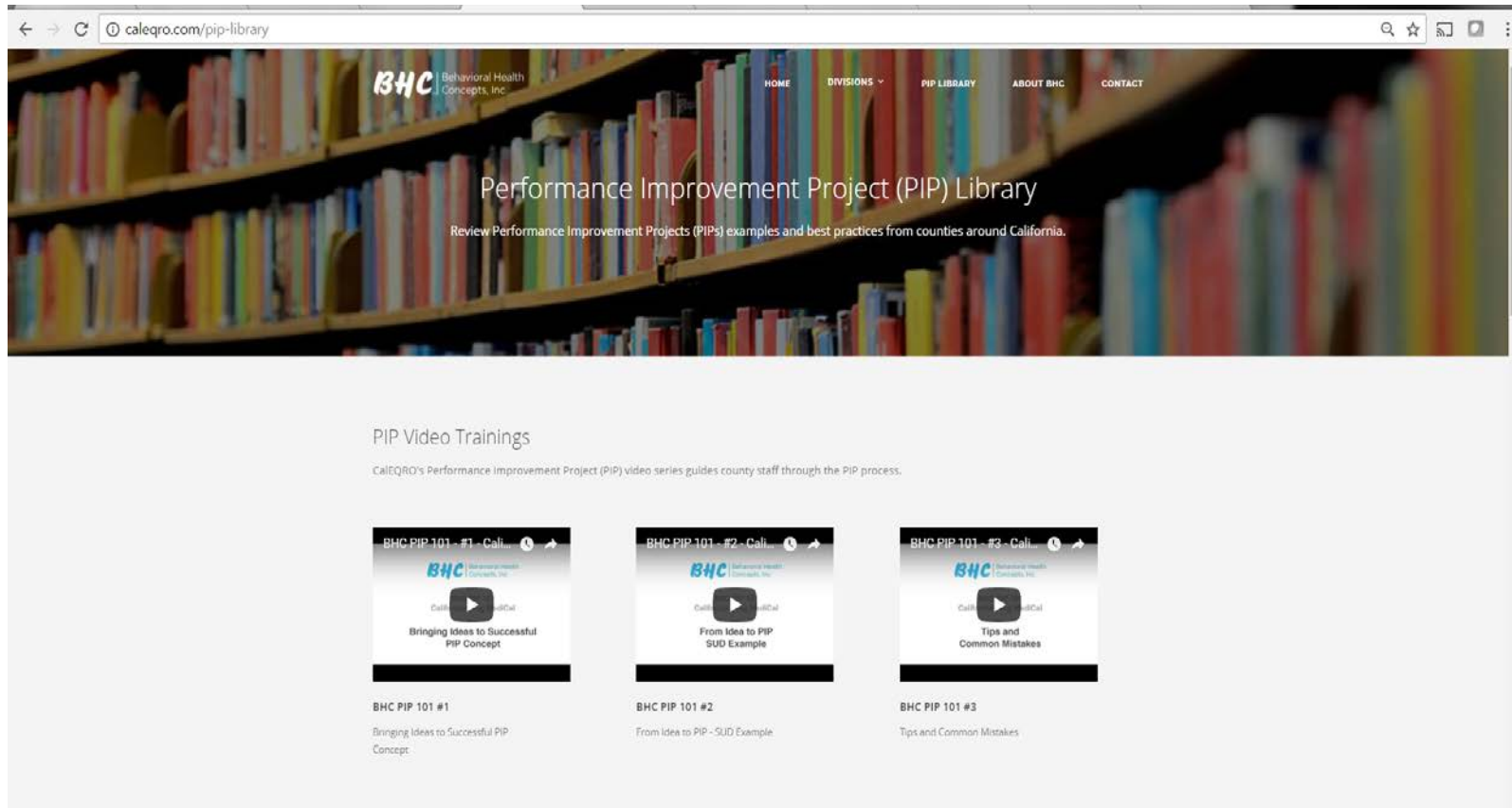
News and Updates

Welcome to the New CalEQRO Website

Today we are launching our new site which has been built and designed from the ground up to support the Mental Health and Drug Medi-Cal Organized Delivery System EQRO's. The new site presents you with dedicated pages and resources for each CalEQRO division as well as an expanded PIP Library.

CalEQRO Resources

Check out the PIP Library



What's New for FY18-19

- Comings and Goings on the CalEQRO team
- Network Adequacy
- SB1291
- Additional trainings during summer 2018

What's New for FY18-19

- Integration with DMC EQRO reviews
 - Estimates 17-20 reviews in 18-19 depending on start dates
 - There are two side-by-side reviews scheduled to continue testing this option.
 - Note that even for side-by-side reviews, two completely separate reports will be required. Counties interested should share this with Rama Khalsa or Tom Trabin.

CalEQRO FY18-18 Review Schedule

- Draft schedule to be shared during CalQIC 2018
- Review internally
- Please connect with designated CalEQRO lead reviewer with questions.

Questions?