2016 Quality Improvement Evaluation Summary

Introduction:

Greater Oregon Behavioral Health, Inc. (GOBHI) contracts with the State of Oregon to manage mental health services for Oregon Health Plan members in 15 counties.

Our Mission: "GOBHI is dedicated to the health care needs of rural Oregonians with the triple aim of better care, better health and lower costs. GOBHI promotes wellness and believes in the power or preventative and local care. Not only does it provide better outcomes, but it's also cost effective, returning the savings to communities through their local clinics."

The GOBHI quality improvement program is based on a philosophy that emphasizes a systematic, organization-wide perspective that involves everyone. The Quality Improvement Program is focused on achieving satisfaction for both internal and external customers and improving Member outcomes within an organizational environment that seeks continuous improvement of systems and processes. Outcome data will be made available to members, practitioners, and providers as part of the quality improvement program evaluation that is completed annually. This evaluation assists GOBHI and our network practitioners and providers in recognizing areas that require improvement and where services are being delivered successfully so that these best practices can be mirrored across our health network.

From its onset, GOBHI recognized company-wide quality goals that have been integrated into all department activities. At its most fundamental level, quality improvement aims to sustain and improve the health status of Members by measuring and improving performance of care and services within the health care delivery system processes and structure. GOBHI is committed to improving the health status of the population it serves and, by extension, the community. High quality professionally competent health care and responsive member services are provided to all Members.

GOBHI views quality as an integrated company responsibility (promoted by specific indicators facilitated by the Organizational Excellence Department). GOBHI's Board of Directors, management, departments, committees, oversight entities, Providers and community representatives all participate in quality improvement activities. GOBHI believes that input from appropriate committees, Members, Providers and other stakeholders must be solicited on an ongoing basis in order for its quality efforts to be successful.

2016 Improvement Work:

During 2016 GOBHI had improvement programs related to the following objectives:

- Performance Improvement Framework: GOBHI's goal is to assure its members, partner organizations, and the communities that it serves receive evidence-based practices designed to deliver excellent care. GOBHI will be applying for national accreditation to affirm that the tools, data, and resources are in place to provide high-quality care.
  - Results: GOBHI will undergo the initial accreditation survey in 2017.
- Access: Improvement activities were undertaken to assure that members were able to access care in a timely manner.

- o Results: Crisis response met the goal for all reporting CMHP's. Routine appointment availability within 10 days varied between organizations and types of services needed.
  - o Next Steps: Expand number of CMHP's regularly reporting on this metric.
- Member Experience: GOBHI conducted its first member experience survey. A variety of questions were asked related to ease of access, satisfaction with care, and awareness of the authorization process.
  - o Results: Overall Adults who responded to the survey regarding the care they received were more satisfied, with 79% of the questions receiving a rating that was above the target. Parents of children receiving mental health services were less satisfied, with only 64% of the questions receiving a score that met or exceeded the target. One common concern for both groups was the desire to assure their physical and mental/behavioral health care are coordinated.
  - o Next Steps: GOBHI continues to work with network providers and facilities (both physical and mental/behavioral health) to implement technology to increase communication and standardization of care. A complex care management team was also recently put in place to help those needing extra support as they navigate their care.
- Clinical Practice Guideline Utilization: Utilization of evidenced based, nationally recognized guidelines for PTSD, Schizoaffective Disorder and ADHD will be monitored.
  - o Results: During 2016, work was undertaken to assure all organizations have access to these guidelines.
  - o Next Steps: Chart documentation reviews will be conducted to ascertain how well clinical practice guidelines are being followed.
- Timely discharges from State Hospital: Assuring that members being discharged from the State Hospital are able to discharge with needed services within 30-days of being ready to transition.
  - o Results: GOBHI's care management team continues to work with CMHP's to meet this goal. Technology was also implemented to help facilitate timely information sharing and coordination of care.
  - o Next Steps: Continue to monitor and look for opportunities to improve.
- Health Equity and Cultural Competency: GOBHI conducted trainings related to health equity and cultural competency.
  - o Results: GOBHI sponsored both in-person and technology based trainings during 2016.
  - o Next Steps: Cultural competency training will continue to be available.
- Network Adequacy: Assuring that the delivery system network is adequate based on established standards, goals and best practices. Access timeframes, complaints, satisfaction surveys, and technology were utilized to create a comprehensive look at services availability for our members.
  - o Results: GOBHI continues to work with communities, providers, and practitioners to assure that needed services can be provided for our members in a timely and culturally sensitive manner. Tele-health technology has been made available to all the GOBHI counties to provide additional mechanism to receive care. GOBHI is addressing network challenges by expanding the provider panel (private practitioners) and investing in human resource strategies for our providers to assist with both recruitment and retention. GOBHI has identified other service area gaps that include practitioners who specialize with eating disorders, gender dysphoria, applied behavior analysis, medication assisted

treatment, in-patient services for both youth and adults, and bariatric surgery assessments. These service area gaps are consistent with statewide service area gaps.
- o Next steps: GOBHI is continuously seeking new contracts with available providers, investing in telehealth, pursuing grants, and training existing practitioners within the provider network to meet these needs.
- Screening Tools: To develop and implement screening programs to improve coordination of care between physical and behavioral health providers for members with mental/behavioral health needs.
  - o Results: Two screening tools have been identified.
  - o Next steps: Self-help screening tools have been placed on the web site and focus groups of members were utilized to give feedback on their design and feedback incorporated into the final product.
- Follow-up care:
  - o All members being discharged post an inpatient hospitalization have a follow-up within 7-days.
  - o Children entering foster care for the time receive a physical, mental and dental assessment within 60-days.
    - ▪ Results: GOBHI members receive these types of follow-up care at rates higher than the state benchmarks.
    - ▪ Next steps: Continue to improve the rates at which these types of follow-up care are received in an effort to assure all member receive best practice care.
- Provider Experience: GOBHI conducted its first Provider Experience Survey late 2016.
  - o Results: Providers wished for clarification regarding service authorizations and the utilization management process.
    - ▪ Research based, standardized utilization management guidelines were implemented at GOBHI in early 2017 to assure that all services are being consistently authorized based on best practices.
  - o Next steps: Information and educational materials will be sent to all partner organizations regarding the documentation needed to assure member's receive the most appropriate level of care.

Summary:

GOBHI utilized information it receives from data gathering, surveys, complaints, and other forms of communication to help prioritize improvement work. Your feedback is important to help assure that the work GOBHI does, both now and in the future, continues to be of the highest quality. Thank you for sharing our journey to excellence.