

Introduction/History

What is needed

“Quality is remembered long after the price is forgotten.” -*Aldo Gucci*

- Commitment to Quality
- Continuity and coordination of care
 - Data Exchange
 - Transition of care
 - Financial Sustainability

What we know

- Importance of HEDIS performance measures
- Need for QI initiatives
- Internal and External Initiatives
 - Value in both
 - External initiatives
 - Promote collaboration
 - Critical to long term systemic success in Healthcare

Challenges

“Those who have learned to collaborate and improvise most effectively have prevailed.” -*Charles Darwin*

- Legal and Systemic Challenges
- “This is not possible or permissible” vs. “Here is what we can do”

Lessons Learned

- Success through Collaboration
 - Optimizing clinical pathways
 - Partnerships between facilities and Health Centers
 - MCO Collaboration
 - Continuity and Coordination of care resulting in Medical and Behavioral Health integration

Lessons Learned

- Objective
 - Promote sustainable transition of care and data exchange among all healthcare providers within an individual's continuum of care
- Steps
 - Identified criteria for integrated care
 - Identified gaps
 - Established scalability & scope

Feasibility Study Data Points

	Data Source (BCBS)	Swedish Covenant Hospital (member #)										Holy Cross Hospital (member #)									
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
		Hospital responsibilities																			
Did the hospital schedule follow-up appointments with an appointment date and time?	Discharge Summary																				
Was there family session held while in IP MH?	Concurrent Reviews																				
Did the hospital call in discharge clinical to the BCBS UM coordinator within 48 hours of discharge?	Discharge Summary																				
Member activity post IP MH discharge																					
Did the member attend appointments with a BH provider within 7 days?	Claims or MMP																				
Was the member readmitted to IP MH within 7 days of a IP MH discharge?	Claims or MMP																				
Did the member attend appointments within BH provider within 30 days?	Claims or MMP																				
Was the member readmitted to IP MH within 30 days of a IP MH discharge?	Claims or MMP																				
Did the member see a primary care physician within 30 days of discharge?	Claims or MMP																				
Was the member readmitted to IP MH within 6 months of a IP MH discharge?	Claims or MMP																				
Is the member actively engaged in treatment plan with care coordination post discharge?	MMP																				
Lookback items																					
How many IP MH hospitalizations were there in the previous six months?	Claims or MMP																				
Was the member admitted within six months for a mental health diagnosis?	Claims or MMP																				

Actively Engaged = The member is identifying the treatment goals and is showing progress on the goals during monthly reviews. In order to objectively measure this, if a goal is for the member to get a certain medication and during the next review and it is determined that the medication has been filled and the member is taking it, this would be considered a member being "actively engaged" in treatment plan.

“When you have exhausted all possibilities, remember this – you haven’t.” *-Thomas Edison*