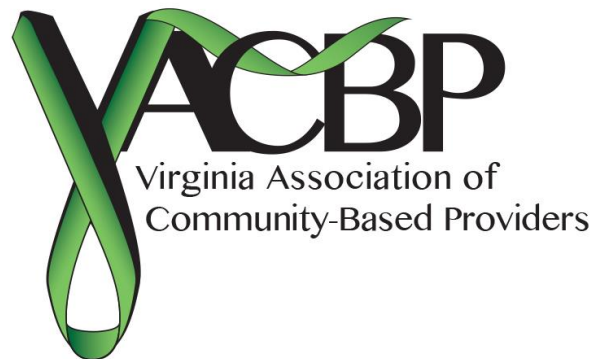


Competitive Credibility Data Program (CCDP)

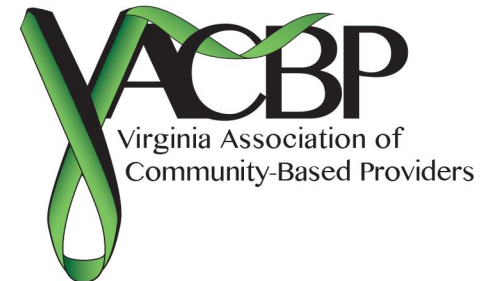
VACBP Outcomes Tracking Project Update

April 26, 2018



Where have we come from?

- ▶ Started with October 2016 VACBP meeting
- ▶ The behavioral health delivery system is dramatically changing:
 - From fee for service to Managed Care
 - Credentialing of providers to join MCO network
- ▶ In order to survive and thrive in this new environment providers must show a commitment to quality and value!



Where have we come from?

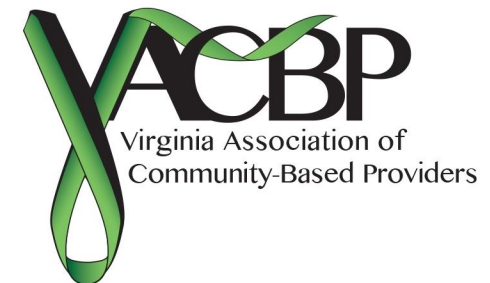
- ▶ We started with this question: Is transformation of the system a threat or an opportunity?
 - If viewed as a threat we wait until change is imposed on us
 - If viewed as an opportunity we look for ways to be involved in process and help to create system improvements
 - In order to prove the value of the private provider we need data to demonstrate quality and efficiency



Where have we come from?

▶ Creating outcomes to track

- Our committee worked with Magellan to help fine tune their outcomes to reduce subjectivity and create measurable objectives
- The VACBP decided to start with the Magellan outcomes for our project
- We know the MCOs will define their expectations as time goes on
- Our goal is to have a positive impact on how future outcomes are measured
- Standardized measures across MCOs would allow for comparative data



Where have we come from?

- ▶ We created the CCDP with this concept in mind:
 - Providers already have their systems in place for documentation and reporting
 - So let's create a common reporting interface that allows participating agencies to use their systems to collect data in a standardized format:
 - Export the data in report format
 - Import the data into the VACBP reporting interface
- ▶ After our processes are working well we will create integration through Secure FTP to automate the data transfer process



VACBP Reporting Interface

- ▶ We are ready to collect outcomes data for the following services:
 - ▶ Intensive in-Home Services (IIH)
 - ▶ Mental Health Skill-building Services (MHSS)
 - ▶ Psychosocial Rehabilitation (PSR)
 - ▶ Therapeutic Day Treatment (TDT)
- ▶ Next to be added:
 - ▶ ABA/EPST
- ▶ Future services: SUD, Residential, Foster Care, etc.

VACBP Reporting Interface

- ▶ Let's take a look at the VACBP site in ETO:
<https://secure.etosoftware.com/NewLogin.aspx?ETO=client649>

ETO™ software

Username:
dabrams@infinitycounselinggroup.com

Password:
.....

Log In

[Forgot your password?](#)

Guest/Entity Login

Keep Accounts and Data Secure
With ETO's Multi-Factor Authentication, you'll gain

Verification **Security** **Compliance**

Learn more >

Social Solutions

Social Solutions

VACBP Reporting Interface

▶ Replicating sites

- ▶ Each participating agency will have their own site within the VACBP master site in ETO
- ▶ Each site will have a Site Manager that has access to only that site and the data within their site
- ▶ The VACBP will have access to only de-identified aggregated data.

Site(s):

Agape Counseling - CBS

Family Insight - CBS

Intercept Youth Services - CBS

National Counseling Group - CBS

VACBP Reporting Interface

- ▶ Database created by defining demographics and adding forms for services tracked


The screenshot displays the VACBP Reporting Interface. At the top left, it shows 'ETO™ software' and the 'VACBP' logo. The top right corner features the text 'Agape Counseling - CBS: Agape Counseling - CBS' and a user greeting 'Welcome David Abrams | Help | Log Off'. Below the header is a navigation bar with tabs for 'New', 'Quick Search', 'My Favorites', 'My Dashboard', and 'Reporting Dashboard'. A search bar is present with the text 'Enter Search Term(s) within Participant in Agape Counseling - CBS Search'. The main content area is titled 'View Participant' and contains several buttons: 'Audit Report', 'Program History', and 'View Dave Fake's Dashboard'. The participant's status is 'Currently Enrolled'. The form includes fields for 'Prefix' (set to '--Select--'), 'First Name' (Dave), 'Middle Name', 'Last Name' (Fake), 'Suffix' (Sr.), 'Address 1' (6708 Kennette Dr), 'Address 2', 'Zip Code' (27040 - 9474 Pfafftown, NC Forsyth), 'Case Number' (10256), and 'DOB'. On the right side, there is a vertical navigation menu with the following items: 'Participants', 'Find Participant', 'Add New Participant', 'View/Edit Participant', 'Enroll Participants', 'Dismiss Participants', 'Dismiss Participants by Date', 'Participant History', 'My Work', 'Entities', 'TouchPoints', 'Reports', 'Program Administration', 'Site Administration', and 'Enterprise'.


Participating Agency Data

- ▶ Sample demographic report from Lauris Online (example)
- ▶ Intent is to export data from provider's EHR site to create clients (called Participants in ETO)

RadGridExport

Criteria

Date: >= 4/1/2018 

Date: <= 4/25/2018 

Drag a column header here to group by that column

First Name	Middle Name	Last Name	Address	Zip Code	Referred By	Unique ID	DOB	Race	Gender	Disability / Diagn	Case Assigned to
Jill		Fake	6330 N Center Drive	23502	Pam Shivers	Test Client fake	5/17/2006	Black or African American	Female	F91.3 Oppositional defiant disorder	Dave Abrams

	A	B	C	D	E	F	G	H	I	J
1	First Name	Last Name	Zip Code	Referral Entity	DOB	Gender_3752	Diagnosis_3756	Case Manager / Counselor / Clinician_3757	Other Referral Source_3761	Program
2	Jill	Fake	23502	Dr. Jorge Alvarez	5/17/2006	Female	F91.3 Oppositional defiant disorder	Dave Abrams	Pam Shivers	Intensive In Ho

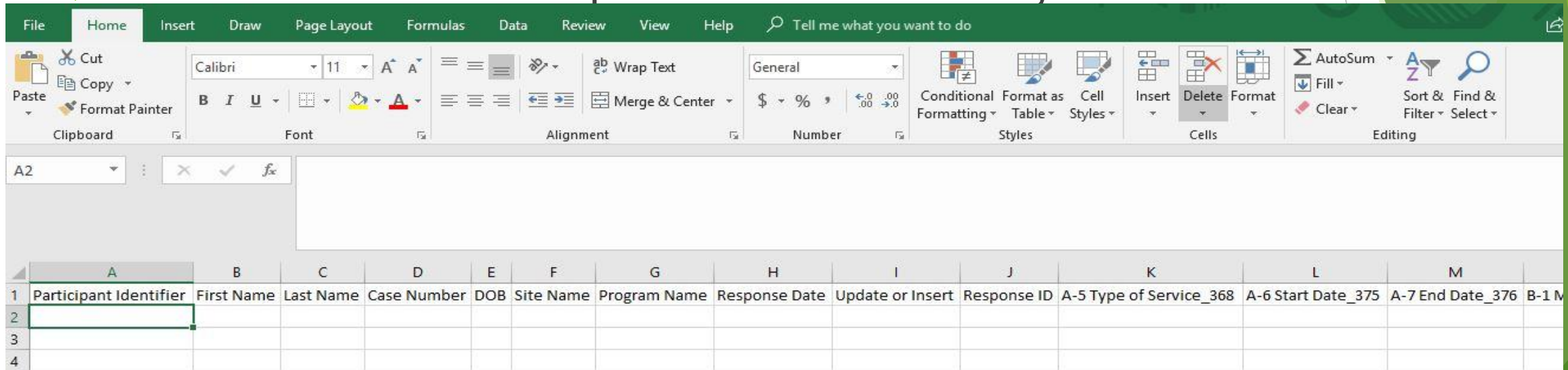
Participating Agency Performance Metrics

- ▶ We are tracking 4 performance metrics:
 - ▶ Metric # 1: Number of days from Referral to Assessment
 - ▶ Metric # 2: Number of days from Assessment to 1st Treatment Session
 - ▶ Metric # 3: Payor name and number of days from authorization request to approval (where applicable)
 - ▶ Metric # 4: Length of Stay

	A	B	C	D	E	F	G	H	I	J
1	First Name	Last Name	Zip Code	Referral Entity	DOB	Gender_3752	Diagnosis_3756	Case Manager / Counselor / Clinician_3757	Other Referral Source_3761	Program
2	Jill	Fake	23502	Dr. Jorge Alvarez	5/17/2006	Female	F91.3 Oppositional defiant disorder	Dave Abrams	Pam Shivers	Intensive In Ho

Ongoing Records

- ▶ Records/Data will be exported from Provider systems



- ▶ Provider data

Lauris Online - Custom Views • Back

IIH Outcomes Tracking

Criteria

Date of Session: >= 4/20/2018

Date of Session: <= 4/26/2018

Show Report | Export Report | Print

Drag a column header here to group by that column

Participant	First Name	Last Name	Case Num	DOB	Site Name	Response	Type of Se	A Measure	B Measure	B Measure	B Measure	C Measure	D Measure	D Measure	D Measure
Test Client fake	Jill	Fake				4/20/2018		0	0	0	0	0	1	0	1
test, test	Lauris	Test	Case #:	2/15/1994		4/23/2018		2	1	0	3	2	1	0	2
test, test	Lauris	Test	Case #:	2/15/1994	Infinity Counseling Group	4/24/2018	Intensive In-Home	3	4	5	6	7	8	9	10

Data and Process Validity

- ▶ A few words about Provider processes
 - ▶ Data Collection processes-EHR updates
 - ▶ Train the Trainer and ongoing training
 - ▶ **Integrating continuous outcomes tracking into treatment processes**
 - ▶ **Standardizing how the measures are discussed and recorded**
 - ▶ **Review in Supervision processes**
 - ▶ **Use outcomes to update treatment plans**
 - ▶ **Share results with counselors and clients**
 - ▶ **Use data to enhance Quality Improvement processes**

Timeline for Implementation

- ▶ We will be launching CCDP within the next 30 days
- ▶ We believe that by the end of 2018 each participating provider and the VACBP as an association will be consistently producing reliable outcomes data

Project Manager Recognition

- ▶ The process for defining the processes we are implementing has been a team effort:
 - ▶ Weekly meetings
 - ▶ Working with clinical team to define internal processes and frequency of data collection
 - ▶ Working to update systems and processes. This is hard work and we want to thank and recognize our project managers and all the agency personnel that are working to implement the CCDP