



**COLORADO**

Department of Health Care  
Policy & Financing

## **MINUTES OF THE BEHAVIORAL HEALTH QUALITY IMPROVEMENT COMMITTEE (BQuIC)**

303 17<sup>th</sup> Ave Denver CO 80203 11<sup>th</sup> Fl. Eleven C Conference Room

November 22, 2016 10:00 am to 12:00 pm

### **1. Call to Order**

BHO contract requirement "The Contractor shall have its Quality Improvement Director or their designee participate in the Department's Behavioral Health Quality Improvement Committee (BQuIC), to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and time frames, and other collaborative projects."

### **2. Roll Call**

Quorum equals representation from a minimum of three Behavioral Health Organizations (BHOs) out of five plus one person from the Department.

**Quorum Met? Yes.**

#### **A. Members Present**

Jane Flournoy, Camille Harding, Kim Griffith, Alana Berrett, Lindsay Cowee, Timea Jonas, Danielle Culp, Ligi Fu, Russell Kennedy, Kris Hartmann, Jeremy White, Kendall Sauer, Catherine Morrissey, Diana Maier, Erica Arnold-Miller, Katherine Bartilotta, Clara Cabanis, Katie Mortenson, Barbara McConnell, Heidi Walling, Michael Lott-Manier, Christian Koltonski, Troy Peck, Melissa Eddleman, Lauren Young, Valerie Cassano, Patricia Connally, Jerry Ware.

#### **B. Members Excused**

Lynne Bakalyan, Christi Melendez, Sharon Pawlak, Bob Dyer, Robert Bremer, Myron Unruh, Eric Matt, Judy Zerzan, Kate Parker, Rebecca Helfand, Marilyn Hejny, Dave Rastatter, Jaime Bowen, Nancy VandeMark, Lisa Brody, Kristin Brown, Kiara Kuenzler, Adrienne Jones, Jonna Henkel, Arnold Salazar, Scott Jones, Jefferey Riestler, Michelle Tomsche, Abigail Worthen, Gina Robinson, Lenya Robinson, Marianne Lynn, Jenny Nate, Patrick Steadman, Rachel Henrichs, James Bloom, Sam Madden, Carmen Costa.



### 3. Introductions, and additions to the agenda

### 4. Approval of Minutes

The October 2016 minutes were reviewed and approved.

### 5. General Updates

Katie informed the group about her new position with another company and that Danielle will be taking over as the Department lead for Performance Improvement Projects (PIPs). Kris and Katie confirmed that PIP tools will be sent by December 7, 2016 to the Behavioral Health Organizations (BHOs). Kathy noted the Corrective Action Plan (CAP) work being done with the BHOs and she said compliance site reviews will begin December 13, 2016. Russell noted the satisfaction survey sample frame work being done with Health Services Advisory Group (HSAG) and he said that survey should be sent out early spring. Timea provided timeline input for BHOs and the Department to submit the performance measures, ISCATs, and source codes. Lauren provided an update about next steps for the BHO 411 and BHRR audits.

### 6. Navigation Tool

Christian reviewed the past efforts to create this tool and provided the current status on finalizing it. Christian also noted that there are plans for a Road Show and that the Department request BHO participation at the January 2017 meeting in Colorado Springs. Notifications for this meeting will be sent to BHO staff. Christian concluded the discussion by noting stakeholders also had a chance to review the tool.

### 7. 411 Corrective Action

Troy updated the committee about the CAP BHOs are working on which involves the 411 audit with results 90% and below for certain categories. Troy briefly discussed the BHO incentives that would be aligned with the 411 CAP work and he reminded BHO staff about the due date for submitting their input to him (12/22/2016). Melissa shared additional insight on this process and she address Jeremy, Clara and Lindsay's questions about the process. Barbara and Lauren also provided input about Agreement for this audit between HSAG and the BHO results.

### 8. New Managed Care Regulations

Barbara provided a PowerPoint handout for this presentation. BHO staff can send questions about this presentation to Barbara prior to the next meeting. The



remainder of this presentation will take place at the December meeting starting on slide 19.

## 9. Sharing Of Access To Care Data Between Crisis Centers and Behavioral Health Organizations (BHOs)

Diana shared an update with the Department and other BHOs that her plan crisis data was missing important information that makes their quarterly report deliverable questionable (example, crisis stabilization unit (CSU) data not being shared). Other BHO staff confirmed there may be concerns with the CSU data they are receiving as well. Kendall discussed the Office of Behavioral Health's (OBH) efforts to correct these issues (example, new contracts). Kendall agreed to follow up with this committee at the December meeting to provide status on correcting this current CSU data issue for the BHOs. Kendall also agreed to send Jerry the link to the online crisis dash boards so he can share with BHO staff.

## 10. Person/Family Center Advisory Council Stretch Performance Measure #18

Jane shared a handout with the group and started this discussion by explaining her role at OBH and the intent of her attendance for this meeting. BHO staff then shared their plans for implementing this measure. Camille shared input about how the BHOs were to implement this measure and the additional follow up she will do with Melissa to confirm work that should be done. Michael shared insight as well about this measure and how it should be implemented going forward. Jane shared her business card and agreed to follow up with Jerry with additional resource information that he can share with BHO staff.

## 11. BHO Performance Measure Workgroup Topics

**Indicator 1-** Department may validate this measure when calculated around July 2017. Kiara Kuenzler (FBHP) will share the BHO proposal for this measure prior to the December 2016 BQuIC meeting.

**Indicator 2-** Department may validate this measure when calculated around July 2017. Kiara Kuenzler (FBHP) will share the BHO proposal for this measure prior to the December 2016 BQuIC meeting.

**Indicator 3-** BHOs can submit rates by 12/2/2016.

**Indicator 4-** BHOs can submit rates by 12/2/2016.

**Indicator 5-** This measure is set to be calculated by the Department.

**Indicator 6-** The Department and HSAG complete this survey for the BHOs.

**Indicator 7-** The Department is set to calculate these rates around December.

**Indicator 8-** The Department will calculate these rate. No changes needed.

**Indicator 9-** BHOs can submit rates by 12/2/2016.

**Indicator 10-** BHOs can submit rates by 12/2/2016.

**Indicator 11-** This measure is expected to be calculated by the Department.



**Indicator 12-** BHO staff will plan to submit rates on 12/2/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline.

**Indicator 13-** BHO staff will plan to submit rates on 12/2/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline.

**Indicator 14-** BHO staff will plan to submit rates on 12/2/2016 for FY 14/15 and FY 15/16. The FY 14/15 rate will be considered baseline. (14 b is not an incentive measure).

**Indicator 15-** CHP will be working on this measure. The Department expects CHP to submit a quarterly status update on this measure by January 15, 2017.

**Indicator 16-** ABCNE will be working on this measure. The Department expects ABCNE to submit a quarterly status update on this measure by January 15, 2017.

**Indicator 17-** Not selected.

**Indicator 18-** FBHP, BHI and ABCD will be working on this measure. The Department expects FBHP, BHI, and ABCD to submit a quarterly status update on this measure by January 15, 2017.

## 12. Department and Plan Updates/Reminders

Updates were noted on the agenda.

## 13. Public comments on issues discussed

No visitors for today's meeting.

## 14. Adjourn

Meeting ended around 12:00 pm.

Future Meeting: **December** 20, 2016 10:00 am to 12:00 pm

Click [here](#) for the online BQuIC site.

