



**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

April 26, 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**

Kendall Sauer, Alana Berrett, Catherine Morrissey, Barbara McConnell, Lindsay Cowee, James Bloom, Kris Hartmann, Russell Kennedy, Jeremy White, Diana Maier, Scott Jones, Nicole Suzao, Sam Madden, Erica Arnold-Miller, Valerie Cassano, Timea Jonas, Katherine Bartilotta, Rachel Henrichs, Danielle Culp, Jerry Ware.

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

Roxzana Santacruz, Christi Melendez, Sharon Pawlak, Bob Dyer, Robert Bremer, Myron Unruh, Shelly Spalding, Judy Zerzan, Kate Parker, John Kiehaefer, Heidi Walling, Sara Lomeli, Troy Peck, Rebecca Helfand, Marilyn Hejny, Camille Harding, Dave Rastatter, Christian Koltonski, Jaime Bowen, Nancy VandeMark, Michelle Tomsche, Lisa Brody, Kristin Brown, Kiara Kuenzler, Melissa Kulasekere, Lenya Robinson, Katie Mortenson, Adrienne Jones, Jonna Henkel, Gina Robinson, Clara Cabanis, Ligi Fu, Arnold Salazar, Judy Yip, Melissa Eddleman.



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

### 4. Approval of Minutes

The March 2016 minutes were reviewed and approved.

### 5. General Updates

Kris confirmed Performance Improvement Project (PIP) activities were completed, that final reports have been sent out, and that she is available to address PIP questions. Kathy confirmed compliance site reviews for Behavioral Health Organizations (BHOs) are completed for this fiscal year. Russell confirmed that the Experience of Care and Health Outcome (ECHO) BHO survey has been closed, that response rates are not as expected, and analysis and improvement of the response rate will begin. Timea said final Performance Measure Validation (PMV) reports have been updated with draft comments and will be sent to BHOs and the Department on 4/29/2016. Alana confirmed that the BHO record review abstraction was completed and that the final report with case level input will be shared with the Department in June 2016. Alana also noted that 4 of 5 BHOs have submitted their 411 Annual Encounter Data and Service Coding Accuracy reports to date and that the 411 Health Services Advisory Group (HSAG) final reports will be delivered in June 2016 as well.

### 6. Additional Topics Discussed

\*Draft legislature report with BHO performance measures- Diana said that she would like to see Inpatient and readmission measures listed. Jerry will share this request with Christian who is working on the report.

\*Suicide Prevention- BHO quality staff were previously sent a suicide prevention survey to share with their providers. Danielle shared insight on this effort and said she may follow up with survey results at the next meeting.

\*Monthly reports sent to BHO contacts- James shared input about BHO contacts that are receiving the monthly reports from the Department (example, Alternative Care Facility (ACF) report) and he shared issues with certain email formats. Erica and Diana will collaborate to ensure the right staff receive these reports for their BHOs. Jerry reminded BHO staff about the ACF survey expected to be sent out.

### 7. Access To Care Guidelines/Follow Up Last Meeting

Lindsay shared insight about the Walk In and Mobile crisis data that an Office of Behavioral (OBH) staff member previously informed her should be shared with OBH and possibly the BHOs. Erica and Jeremy shared insight about their BHO efforts to understand timelines and data their crisis providers follow. The group also discussed getting criteria from OBH and getting all of the needed data from crisis providers to ensure quarterly reports submitted to the Department are accurate and



that the current BHO access to care guidelines reflect the correct process for reporting this data. It was also noted that even with the correct data this group may need to research if Routine and Urgent reporting was correct. Kendall informed the group that they should follow up with Rebecca Helfand ([rebecca.helfand@state.co.us](mailto:rebecca.helfand@state.co.us)) to receive crisis provider reporting requirements. Sam said he will follow up with Rebecca and update the group at, or by the next BQuIC meeting. Danielle noted that she may have some input on this issue, but will forward that input to Jerry.

## 8. Medicaid Expansion

James said he is still researching the option to share an algorithm with the BHOs to help identify this population in the data feeds they receive from the Department. James noted that if it is determined that an algorithm could be shared there is chance that it may not be useful because of the data needed to make it work. James will provide an update in the coming weeks, or at the next meeting.

## 9. BHO Performance Measure Workgroup Topics

Jerry informed BHO staff that Camille had to attend a meeting out of state and couldn't attend today's meeting to discuss this topic. The discussion continued and the Department and BHO staff noted the following questions/concerns:

- \* Incentive measures (no specifics shared by BHO staff),
- \* Which source for the measures should be used? The original BHO scope document, or the NQF/CMS source noted in the Heading column of the draft Exhibit G?
- \* Who will calculate specific measures noted on the draft Exhibit G?
- \* Does it make sense to list only the measures the BHOs will calculate for FY 15/16 in the BHO scope document or list all of the measures listed on the draft Exhibit G?
- \* Some of the sources (example NQF 1768 readmissions all cause) are noted on the Exhibit G, but may not be data the BHOs have. Who is expected to calculate these measures?
- \* What should be done about Hybrid vs Admin measures,
- \* Other
- \* BHO staff request to meet with Camille as soon as possible to work out their concerns.

Lindsay spoke with internal staff at her BHO about a performance measure comparison process BHOs could use and they suggested using a Median instead of a weighted average and to include a 1<sup>st</sup> and 3<sup>rd</sup> quartile. Jerry will follow up with HSAG to see if this information could assist with developing a new calculation in the



performance measure spreadsheet. The group also discussed the possibility that BHO regions may not be comparable.

Jerry noted that there was a need for someone to take lead on the Follow-Up After Emergency Department for Mental Health for Alcohol or Other Dependence measure. Erica said her BHO could take on the lead if this measure is determined to be a Core measure in the next calculation.

Sam suggested that for the Mental Health Engagement measure that a 90 day negative diagnosis be included. BHO staff from each BHO agreed to this scope document change. Sam also suggested that criteria for the scope document measures #4 (adherence) and #8 (Diabetes screening) be updated to reflect how HSAG will calculate them. Jerry will follow up with HSAG about this criteria.

The group approved the final fiscal year 14/15 BHO Performance Measure Spreadsheet. Jerry will send out the final to the group.

**10. Department and Plan Updates/Reminders**

Updates were noted on the agenda.

**11. Public comments on issues discussed**

No visitors for today's meeting.

**12. Adjourn**

Meeting ended around 11:55 am.

Future Meeting: May 24, 2016 10:00 am to 12:00 pm

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

