



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE BEHAVIORAL HEALTH QUALITY IMPROVEMENT COMMITTEE (BQuIC)

303 17th Ave Denver CO 80203 11th Fl. Eleven C Conference Room

March 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

Victoria Gersuk, Clara Cabanis, Kendall Sauer, Alana Berrett, Catherine Morrissey, Barbara McConnell, Lindsay Cowee, James Bloom, Kris Hartmann, Russell Kennedy, Jeremy White, Ligi Fu, Diana Maier, Scott Jones, Nicole Suzao, Sam Madden, Erica Arnold-Miller, Arnold Salazar, Valerie Cassano, Judy Yip, Melissa Eddleman, 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, Marilea Rose, 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, Lacey Hinton, Danielle Culp, Katherine Bartilotta, Rachel Henrichs, Jonna Henkel, Gina Robinson, Anne Martin, Timea Jonas



3. Introductions, and additions to the agenda

Medicaid Expansion topic via request from Diana.

4. Approval of Minutes

The February 2016 minutes were reviewed and approved.

5. General Updates

Kris shared an update on the draft Performance Improvement Projects (PIPs) reports (at the Department for approval). Barbara confirmed compliance site reviews were completed and a number of reports are being sent out. Barbara and the group then discussed an Experience of Care and Health Outcomes (ECHO) satisfaction survey topic noted at the Behavioral Healthcare Inc. (BHI) compliance site review and that this input may be beneficial to the group. Clara may propose this topic at a future BQuIC meeting. Russell noted that the first deposition report for the ECHO surveys was received, that a second mail phase was starting, and he requested that Behavioral Health Organization (BHO) staff encourage client participation. Clara asked for confirmation on the size of the survey sample and Russell and Barbara noted about 1,300. Jerry noted that the Performance Measure Validation (PMV) draft reports would be sent out in the coming weeks. Alana noted all BHOs submitted their 411 and record review documents on time. Erica asked Alana to clarify what specific results would be shared with the BHOs and Alana said for the record review BHOs will receive a response file.

6. Performance Measure Spreadsheet Calculations

Jerry shared a brief history about the creation of the spreadsheet and calculation. Judy then reviewed a handout that explained how the weighted average and standard error/deviations worked and reviewed portions of the calculation results that made sense versus calculation results that should be viewed with caution. The outcome of this discussion is that Lindsay will follow up with her BHO statistics staff to see if they have a suggestion for comparing BHO rates going forward. The spreadsheet is expected to be used for now to assist with BHO rate collection and comparison.

7. Access To Care Guidelines/Follow Up Last Meeting

Sam and other BHO staff provided a history on why the current guidelines do not match collection processes used by BHO providers and that the new crisis center data rolls up in a different way not outlined in the guidelines. The group then discussed accuracy issues with urgent care data and emergent/emergency care data being reported to the Department. BHO staff said they will follow up with their providers to understand their crisis data collection processes and provide an



update to the Department so the guidelines can be updated. Melissa requested that BHO staff consider how their contract language should be worded to match the data collection process they may propose. An update from BHO staff may be provided at the April 2016 meeting. BHOs will continue to report their access to care quarterly report data as before.

8. BHO Performance Measure Workgroup Topics

Jerry will schedule Heidi for the April meeting to discuss HEDIS measures with the group. Jerry shared the Department's input about modifying measure #4 per their request. Jerry noted that the Department did agree to add code H0031 to the specifications, but did not agree on adding a specific population to narrow the focus and add a negative diagnosis. Lindsay shared input that the Department decision may not eliminate an issue with numerator hits that inflate the measure rate. Clara and Sam noted that they could update the next scope document to be 508 compliant so it could be posted online at the Department. The group discussed if this change made sense since the scope document could be shared by other means. The outcome was that the next scope document will not be updated to be 508 compliant. In regards to next steps the group decided to move forward with updating the measures they are assigned to and provide a status update at the April meeting with the expectation that the scope document will be completed by June 2016. Updates are to be sent to Sam while copying Clara on the submission. Erica proposed that the group move forward with matching the follow up measure to be calculated per HEDIS criteria, but also felt a sub-measure with the current specifications be calculated to preserve the overall effort made by this measure. The group agreed to also do a sub-measure.

9. Medicaid Expansion

Diana asked other BHO staff if they had any Medicaid expansion data that could be shared and asked if other BHOs would be interested in collaborating on a related project. BHO staff and the Department then noted challenges with monitoring this population and Melissa noted that in the future the Department may have a specific eligibility category that may help identify this population. For the April meeting James will present on a possible algorithm that BHOs may be able to use to help with identification of this population. The group also discussed the monthly data reports the Department sends the BHOs to confirm this data was still being used. BHO quality directors will check internally to ensure these reports are still being reviewed. Diana will follow up with Jerry about a contact at her BHO that should receive these reports.

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: **April 26, 2016** 10:00 am to 12:00 pm

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

