



MINUTES OF THE BEHAVIORAL HEALTH QUALITY IMPROVEMENT COMMITTEE (BQuIC)

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

March 28, 2017 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

Matt Haynes, Julia Lewis, Nicole Nyberg, Danielle Culp, Kris Hartmann, Jeremy White, Kendall Sauer, Catherine Morrisey, Michael Lott-Manier, James Bloom, Erica Arnold-Miller, Clara Cabanis, Lindsay Cowee, Kiara Kuenzler, Lenya Robinson, Barbara McConnell, Scott Jones, Lauren Young, Sam Madden, Michael Gratton, Russell Kennedy, Heidi Walling, Melissa Eddleman, Crystal Brown, Rachel Henrichs, Mandi Strickland, Ethel Smith, Jerry Ware.

B. Members Excused

Lynne Bakalyan, Sharon Pawlak, Bob Dyer, Robert Bremer, Myron Unruh, Eric Matt, Judy Zerzan, Kate Parker, Rebecca Helfand, Dave Rastatter, Jaime Bowen, Nancy VandeMark, Kristin Brown, Adrienne Jones, Jonna Henkel, Arnold Salazar, Jefferey Riestler, Michelle Tomsche, Abigail Worthen, Gina Robinson, Marianne Lynn, Patrick Steadman, Camille Harding, Kim Griffith, Alana Berrett, Christian Koltonski, Valerie Cassano, Kari Pikus, Timea Jonas, Katherine Bartilotta, Jenny Nate, Ligi Fu, Troy Peck, Patricia Connally, Jill McFadden, Marilyn Hejny, Christi Melendez, Meredith Silverstein, Kelly Mahncke, Lisa Brody, Chase Lambert, Kari Snelson.



3. Introductions, and additions to the agenda

The group welcomed Mandi to the committee. Crystal will work on adding Mandi to the secured FTP site. Jerry provided additional insight for Quality Directors concerning their Network Adequacy re-submissions and reminded committee members to share staff contact updates for their health plans with Crystal who updates the health plan contact list.

4. Approval of Minutes

The February 2017 minutes were reviewed and approved.

5. General Updates

Kris provided the update for Performance Improvement Projects (PIPs) submissions, Rachel noted that all managed care compliance site reviews were completed and draft reports are being worked on, Julia noted that the Experience of Care and Health Outcomes ECHO survey is still in the field and that some preliminary response rate figures were in, Barbara noted that the Performance Measure Validation was completed and that draft reports were sent to all health plans and the Department, and Lauren provided an update on the 411 audit and Behavioral Health Record Review (BHRR).

6. Behavioral Health Organizations (BHO) Hospital Engagement

Matt updated the committee about the purpose of the Hospital Provider Fee and the measures his committee focuses on. Matt and Heidi then asked each BHO to share their work efforts with hospitals in their region and their desire to work with hospital staff on related efforts. Each BHO Quality Director shared insight about their BHO, and noted their desire and anticipation to work with hospital staff. Matt promised to attend a future BQuIC meeting to speak with BHO staff about this effort. Heidi agreed to send a copy of the PowerPoint displayed for this presentation so Jerry can send to committee members. Jerry will follow up on Melissa's request to list a link in the minutes where external staff can reference BHO contact information (see this link <https://www.colorado.gov/pacific/hcpf/behavioral-health-organizations>)

7. Experience of Care and Health Outcomes (ECHO) Survey Discussion

Russell asked each BHO quality staff to share input about what they do with the ECHO raw data the Department shares with them and to share insight if the ECHO is helpful. Sam noted that his BHO shares results with their Community Mental Health Centers (CMHCs), but that the low response rate may not be representative of their client population. Russell asked about possible bias, however Sam let the members know that the survey is completely anonymous. Kiara noted that the results from the



ECHO are less useful than their internal survey and that her plan was able to implement some changes based on their internal survey. Clara shared insight about the length of her BHOs internal survey (3 pages). Erica noted that her BHO looks at the ECHO and internal survey results, but that no interventions are made from the ECHO results. Lindsay said her BHO use the ECHO results in collaboration with other data and that her BHO does not have another internal survey in use. Russell concluded the discussion by stating his plan is to find a unified survey that can be used for all CMHCs. Clara suggested that after the RAE structure is implemented research on doing this may be beneficial. Russell agreed.

8. BHO Monthly and quarterly reports sent by the Department

James informed the committee that there is some struggle to get all the data pieces for their quarterly reports with the new system implementation. The plan is for the Department to send the February quarterly report, but after that the next quarterly report sent may be for July 2017. James will plan on discussing this issue at the April 2017 BQuIC meeting and ask BHO staff to share their data needs and to note other possible improvements for the quarterly reports.

9. Behavioral Health Organization (BHO) Incentives Measures Discussion

Danielle reviewed outstanding issues with the incentive scope document with BHO staff. The group later determined that additional clarity is needed to explain when BHO staff are to submit their FY 16/17 incentive rates to the Department, which rates to submit, and how that input may be validated. Additional input to clarify when BHO staff are to send in their FY 17/18 rates after July 1, 2018 is also needed. Nicole and Danielle will follow up on clarifying submission dates and update the group. Melissa noted that BHO staff can submit an official inquiry to the Department requesting consideration in combining similar standard and incentive measures. BHO staff said they would submit that request.

10. BHO Performance Measure Workgroup (11:50 am to 12:55 pm)

BHO staff discussed using primary dx codes on certain standard measures versus a primary and secondary dx codes. BHO staff will continue this discussion after BQuIC and confirm which process to use in the 2017 standard scope document and share an update at the next meeting. The group confirmed that H0031 should be removed from just the Engagement measure to align with the incentive scope document. Jerry asked Sam to also consider updating the definition page in the scope document to note the correct contract exhibit, and the group briefly noted updates made to the stretch measure section of the scope document. The group noted that they are still waiting for James to send the updated penetration eligibility categories. Jerry also noted that this committee would have to meet in January 2018 to work on the 2018 standard scope document.



11. Department and Plan Updates/Reminders

Thanks to the BHO QI Directors for sending in FY 16/17 performance measure analysis. Other updates were noted on the agenda. Barbara will complete her Program Integrity presentation at the April 2017 meeting.

12. Public Comments

No external visitors attended this open to the public meeting.

13. Adjourn

Meeting ended around as scheduled.

Future Meeting: April 25, 2017 10:00 am to 12:00 pm

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

