

AHCCCS Targeted Investments Program

Quality Improvement Workgroup #2

Peds BH 7 & 30 Day FUH

TIP Year 6: Quality Improvement Workgroup Series
February 14, 2022

Disclosures (for CEUs)

There are no disclosures

Learning Objectives (for CEUs)

1. Understand the importance of Quality Improvement frameworks to improving performance on HEDIS measures
 - Lean Six Sigma, and DMAIC
 - Model for Improvement
2. Introduce intervention to improve internal processes

Agenda

| TIME | TOPIC |
|----------------------|--|
| 12:00 to 12:02 PM | Overview |
| 12:02 PM to 12:10 PM | Case Study Organization <ul style="list-style-type: none">• Introductions• Overview• Performance Review |
| 12:10 PM to 12:40 PM | Root Cause Analysis: <ul style="list-style-type: none">• Develop Aim Statement• Identify and Prioritize Obstacles• Identify Interventions• Create Metrics |
| 12:40 PM to 12:50 PM | Discussion and Q&A |
| 12:50 PM to 1:00 PM | Homework and Next Steps |

Quality Improvement Workgroup #2

Case Study Organization

Southwest Behavioral Health Services (SBHS)

Contact Information:

- Kathy Villa, MS, LAC, SCCS West Program Director,
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- Kristen Evans-Hardy, MSW, LMSW, Program Director,
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- Jennifer Tyler, Quality Management,
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Southwest Behavioral Health Services Overview

- SB&H offers an array of programs to meet the unique needs of the communities we serve. These include outpatient mental health treatment and psychiatric services including medication monitoring; assistance for persons with addictions; intensive inpatient care for persons in crisis; residential housing, in-home and supported housing services; prevention services, community outreach and school-based counseling; services throughout the lifespan for members with Autism Spectrum Disorder (ASD); and four opioid replacement clinics throughout the state.
- Our agency employs just under 1,000 persons including psychiatrists, psychologists, therapists and other support staff who provide treatment to children and adults throughout the state. Staff and volunteers reflect the cultural diversity of the community. SB&H is governed by a Board of Directors comprised of approximately 15 community volunteers. Our service area includes the Phoenix metropolitan area, rural Maricopa County, Gila, Mohave, Coconino, and Yavapai Counties.

SBHS Performance

Select Filters:

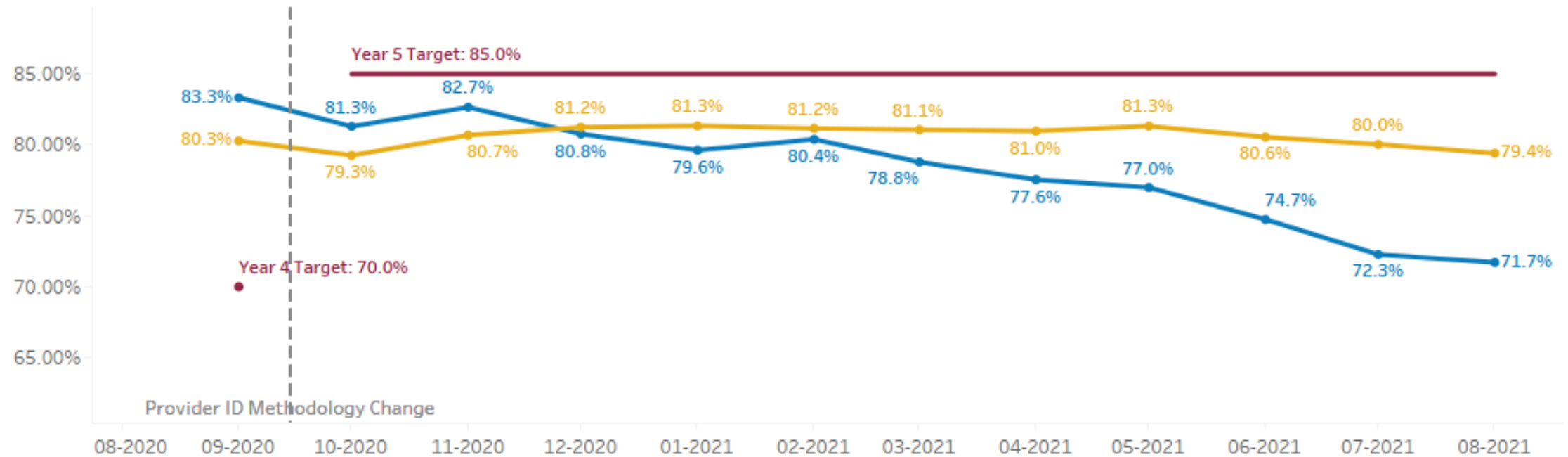
1. Provider:

2. Area of Concentration:

3. Measure:

Performance on Measure (Each month is a 12-month report period)

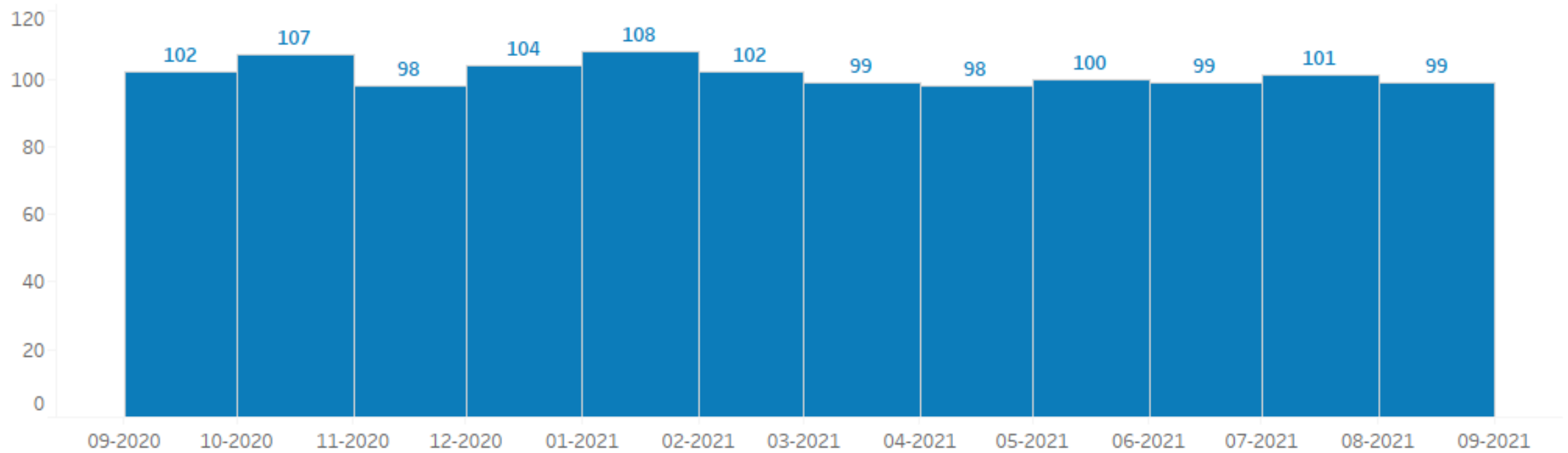
SOUTHWEST BEHAVIORAL HEALTH SERVICES INC vs. Providers in same Area of Concentration



SBHS Denominator

Denominator

SOUTHWEST BEHAVIORAL HEALTH SERVICES INC



Today's Goal

1. Develop Aim Statement
2. Identify and Prioritize Obstacles
3. Identify Interventions
4. Establish Measures

Component 1: The Aim Statement

- Create an aim statement
 - What are we trying to accomplish?
 - Include specific terms to define success and time period

Component 1: **SBHS** Aim Statement

- Aim Statement:

- Increase the **7-day** follow-up after hospitalization (FUH) rate 14 percentage points (71% to 85%) from February 14, 2022 to August 30, 2022
- Increase the **30-day** follow-up after hospitalization (FUH) rate 2 percentage points (94% to 96%) from February 14, 2022 to August 30, 2022

Component 2: Identify and Prioritize Obstacles

- Part A: Identify obstacles
 - What are key barriers to obtaining the aim statement?
- Part B: Prioritize the obstacles identified
 - Which obstacles make the biggest impact upon the aim statement and are achievable?

Component 2: **SBHS** Obstacles

Pat A. Identifying Key Obstacles

Key Obstacles:

1. Staffing shortages
 - Recovery transition specialist (RTS) position
2. Hospital coordination
 - Inconsistent notification of hospital admissions (health plans, hospitals)
 - Late notification from hospital discharge team
 - Ensuring appointment availability for 7-day FUH
3. Guardian engagement
 - Appointment compliance
 - Lack of education in continuum of care

Obstacles Discussion

- To the audience:
 - From your experience, are there other obstacles that you have found impeding your performance on FUH 7 and 30 day?

Component 2: **SBHS** Obstacles

Part B: Prioritization

| Priorities | Obstacles |
|------------|-----------------------|
| 1 | Staffing shortages |
| 2 | Hospital coordination |
| 3 | Guardian engagement |

Component 3: **SBHS** Interventions

| Priorities | Interventions |
|-----------------------|--|
| Staffing shortages | <ul style="list-style-type: none">• Secure leadership support for recruitment follow-up• Create incentive package for recruitment and retention• Conduct proactive HR outreach to qualified candidates |
| Hospital coordination | <ul style="list-style-type: none">• Improve notification of hospital admissions (health plans, hospitals)• Improve notification from hospital discharge team• Improve warm hand-offs with hospitals• Ensure appointment availability for 7-day FUH• Institute hospital cooperation with daily coordination of care• Rapid hospital credentialing privileges and badging for RTS to hospital |
| Guardian engagement | <ul style="list-style-type: none">• Educate guardian/family on importance of follow up appointments• Connect with guardian during child's hospitalization• Ensure guardian is part of the discharge planning |

Interventions Discussion

- To the audience:
 - From your experience, are there other interventions that you have found effective?

Component 4: Establishing Measures

- Measures are metrics to learn whether interventions are making a difference
 - Seek usefulness not perfection
 - Use qualitative and quantitative data
- Keep data collection simple
- Integrate measurement into daily routines whenever possible
- Plot and post data to track progress

Component 4: **SBHS** Measures

| Priorities | Intervention | Metrics |
|-----------------------|---|---|
| Staffing shortages | <ul style="list-style-type: none"> Secure leadership support for recruitment follow-up Create incentive package for recruitment and retention Conduct proactive HR outreach to qualified candidates | <ul style="list-style-type: none"> Identify new recruitment methods # of staff retained # of new staff hired # of interviews scheduled |
| Hospital coordination | <ul style="list-style-type: none"> Improve notification of hospital admissions (health plans, hospitals) Improve notification from hospital discharge team Ensure appointment availability for 7-day FUH Institute hospital cooperation with daily coordination of care Rapid hospital credentialing privileges and badging for Recovery Transition Specialist (RTS) to hospital | <ul style="list-style-type: none"> % of h/d appointments with no admissions notification % of h/d appointments without daily coordination of care % of appointments missing 7-day FUH due to lack of appointment availability # of RTS credentialed and badged with hospitals |
| Guardian engagement | <ul style="list-style-type: none"> Educate guardian/family on importance of follow up appointments Connect with guardian during child's hospitalization Ensure guardian is part of the discharge planning | <ul style="list-style-type: none"> % of guardian's engaged in hospital staffing # of guardian sessions during child's hospitalization % of guardians present for discharge planning |

Metrics Discussion

- To the audience:
 - From your experience, are there other metrics that you have found effective?

QIW #1 Session 1: “Homework”

1. Develop Aim Statement
2. Identify and Prioritize Obstacles (what to change)
3. Identify Intervention (how to change)
4. Establish Measures (measuring progress of change)

“Homework”

Component 1: Develop Aim Statement

1. **Develop Aim Statement**
2. Identify and Prioritize Obstacles (what to change)
3. Identify Intervention (how to change)
4. Establish Measures (measuring progress of change)

Aim Statement:

- Increase the **7-day** follow-up after hospitalization (FUH) rate _____ percentage points (____% to ____%) from February 1, 2022 to August 30, 2022
- Increase the **30-day** follow-up after hospitalization (FUH) rate _____ percentage points (____% to ____%) from February 1, 2022 to August 30, 2022

“Homework”

Components 2-4

1. Develop Aim Statement
- 2. Identify and Prioritize Obstacles (what to change)**
- 3. Identify Intervention (how to change)**
- 4. Establish Measures (measuring progress of change)**

| Priorities | Obstacles | Intervention | Metrics |
|------------|-----------|--------------|---------|
| | | | |
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QIW #2 Session 2: Focus

- Develop Plan-Do-Study Act (PDSA) Cycle #1

Next Steps

- Continuing Education Units (CEU): Post Event Survey
 - Once session has ended, CEU survey will appear in browser
 - If issues accessing, please email TIPQIC@asu.edu
 - All CEU's for 2022 will be awarded following all 2022 QIC sessions (ETA November 2022)
- Attendees to complete recommended 'homework' prior to session #2
- Questions or concerns?
 - Please contact ASU QIC team at TIPQIC@asu.edu if questions or concerns

Thank you!

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