

# Phase I: Implementing Foundations for Improvement

## DOMAIN 4: USE DATA AND MEASUREMENT TO GUIDE PRACTICE CHANGE AND SYSTEM TRANSFORMATION

### Activities

#### Change Areas

Use measurement and data to systematically address population health priorities for patient populations with complex needs including behavioral health, medical and social determinants

#### July - Oct 2016

- Introduce the BHICCI suite of measures as a population and health management data framework for improving health outcomes for populations with complex needs
- Develop and test workflows for obtaining first clinical metric (PHQ-9) and incorporating into routine clinical processes (such as PC and care management visits).
- Introduce and test use of Systematic Caseload Reviews to identify areas for clinical improvement at a population or sub-population level

#### Oct 2016 - Feb 2017

- Using IEHP, BHICCI baseline evaluation data and health care organization data, identify and track population level outcomes of target populations in need of integrated complex care
- Use risk modeling and other objective data to identify a second focus for measurement; propose and test use of a second tool (e.g. SUD tool).
- Test and implement regular use of Systematic Caseload Reviews to identify areas for clinical improvement at a population or sub-population level

#### Feb - July 2017

- Identify, design and test specific improvements in care for target patient populations with behavioral health and medical conditions as identified through SCR measures and other data
  - Test research and practice-based practices such as disease management, self-management support
- Continue SCR for populations identified by condition, lack of improvement on measure

#### Jul 2017 - Feb 2018\*

- Measure population level improvements in care for target patient populations based on IEHP, health care organization and evaluation measures and data.
- Propose care and wellness improvement BENCHMARKS for target population with reports broken down by organization, clinic, provider, and patient. Test using these reports to drive outcomes improvement at all levels.
- Implement care and wellness improvement strategies for target patient populations based on population level outcomes for BH/medical conditions

\*Through BHICCI end-point.

BHICCI Phases of Coaching



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### Activities

July - Oct 2016

Oct 2016 - Feb 2017

Feb - July 2017

Jul 2017 - Feb 2018\*

Change Areas

Use measurement and data to systematically address population health priorities (continued)

- Offer training and technical assistance in use of a Population Health tool (Excel Registry) for individual patient care and across Target Population
- Provide support to sites that elect to develop registry functionality in EHRs
- Begin collecting and entering client data into registry/EHRs
- Initiate design for transition to web-based registry solution

- Provide technical assistance and training on web-based registry solution
- Continue to support sites that use EHRs as registry

Train teams to use data and measurement to guide clinical practice and organizational improvement

- Introduce team to use of client and system level measures for improvement
- Develop workflows to use Registry/EHR tool for care management/care coordination

- Test the repeated use of measures over time to monitor and improve clients' clinical outcomes
- Systematic Caseload Reviews (SCR) identify areas for clinical improvement at a population or subpopulation level

- Continue to use clinical outcome data to guide patient and population level improvement through SCR
- Introduce and test use of measurement-based practice beyond the BHICCI TP within clinic and/or other sites.

- Implement measurement-based practice beyond the BHICCI TP within clinic
- Organization spreads use of measurement-based practice.

\*Through BHICCI end-point.

BHICCI Phases of Coaching



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### References

Fixing Behavioral Health Care in America: A National Call for Measurement-Based Care in the Delivery of BH Services, The Kennedy Forum (2015)

[http://thekennedyforum-dot-org.s3.amazonaws.com/documents/KennedyForum-MeasurementBasedCare\\_2.pdf](http://thekennedyforum-dot-org.s3.amazonaws.com/documents/KennedyForum-MeasurementBasedCare_2.pdf)

