

**California Advancing and Innovating Medi-Cal Behavioral Health Quality
Improvement Program**

March 2024 Reporting Template

Deliverables Due Date: March 1, 2024

Section 1: Submission Instructions

Please read all submission guidelines carefully. Submissions that do not follow the Section 1 requirements will be returned with a request for corrections.

Attention: Submissions are due by Friday, March 1, 2024 at 11:59pm.

Attention: The March 2024 deliverables are not eligible for extensions, late submissions, or reduced payments.

1. Complete Sections 2-4 of this Reporting Template. Participating entities shall submit their completed Reporting Template and accompanying documentation through the DHCS **E-Transfer MOVEit** website. Each designated point(s) of contact authorized to submit their report through the E-Transfer MOVEit website will receive an invitation email to create a [MyApps \(Azure\)](#) account.
 - a. Once the account has been set up, participating entities will have the ability to submit files. If a participating entity needs to add or delete their authorized users, please contact the BHQIP inbox at BHQIP@dhcs.ca.gov prior to the report's March 1, 2024 due date.
2. Include and list all relevant supporting documentation, including policies and procedures and/or provider guidance documents. **All supporting documentation must meet the following submission requirements:**
 - a. **File Naming Convention:** All files emailed to the BHQIP inbox must use the following naming convention:
 - i. [Milestone num]_[CountyName]_[Document num]of[Total num of Documents] for the Milestone
 - Example: Milestone3b_CaliforniaCounty_1 of 3
 - b. **File Type:** All supporting documentation must be submitted in either an Excel or PDF format (dependent on the type of deliverable).
 - c. **Zip File:** All supporting documentation can be emailed to DHCS as a Zip file.
 - i. To save a document as a Zip file, save it with the extension .ZIP or .zip.
 - ii. For guidance on how to save a file as a Zip file, please visit this [Microsoft Support Page](#).
3. The deliverables for Milestones 3b and 3d were extended from September 29, 2023 to March 1, 2024. If the participating entity did not submit these deliverables in the September 2023 report, the participating entity must submit the deliverables in this March 2024 report to be eligible for the deliverables' incentive payments.
4. **REMINDER: The March 2024 deliverables are not eligible for extensions, late submissions, or reduced payments.** Any March 2024 deliverables submitted after March 1, 2024 will **not** be eligible to receive any funding.
5. Please e-mail the BHQIP inbox at BHQIP@dhcs.ca.gov if you have any questions.

Section 2: Participating Entity Information

Entity Name	
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Primary Contact

Name	
Title	
Telephone Number	
Email Address	
Mailing Address	

Backup Contact

Name	
Title	
Telephone Number	
Email Address	
Mailing Address	

Section 3: Program Participation & Funds

1. I hereby certify that all information provided in this CalAIM BHQIP March 2024 Reporting Template is true and accurate to the best of my knowledge, and that this report and its deliverables have been completed based on a thorough understanding of program participation requirements as specified by the Department.
2. I have included a fully filled and signed [DHCS Form 8760](#) in the reporting package.
3. I understand that the acceptance of the BHQIP funds shall constitute acceptance of the terms and conditions imposed by the Department. The terms of the BHQIP award include the completion of the participating entities' milestone deliverables as approved by the Department.

Certification Signature (Required):

Behavioral Health Plan Director's Name Or Designee Name:	
Title:	
Signature:	
Date Signed:	

Section 4: March 2024 Reporting Template Deliverables**Goal 3: Data Exchange**

Milestone 3b: Demonstrate an active Fast Healthcare Interoperability Resources (FHIR) Application Programming Interface (API) that will allow the Mental Health Plans (MHP), Drug Medi-Cal (DMC), and Drug Medi-Cal Organized Delivery Systems (DMC-ODS) to be compliant with Center for Medicare and Medicaid Services (CMS) mandated interoperability regulations.

DHCS Required Deliverable: Submit the completed API Utilization Metrics Survey (DHCS to provide survey).

Participating entities shall submit this deliverable instead of the deliverable requirement originally communicated in the [CalAIM BHQIP Program Implementation Plan and Instructions](#), or [BHIN 23-035](#).

Participating entities shall complete this survey for the APIs that they attested to implementing in the Milestone 3b deliverable due September 29, 2029. This deliverable is copied for reference:

Previous Deliverable: Signed attestation form from the county that certifies the implementation of FHIR API and description of the status of the API implementation using the prompts included in the reporting template provided by DHCS.

Deliverable Completed: Yes No

If an entity stated “No,” designating that the deliverable is incomplete, describe below:

- The deliverable’s current status and the progress made
- Pending action steps
- **NOTE:** If the participating entity has not completed requirements for the Milestone 3b deliverable by March 1, 2024, the entity may-self report the deliverable’s current status and pending action steps using the field below. Incomplete deliverables are not eligible for incentive payments.

Milestone 3d: Leverage improved data exchange capabilities to improve quality and coordination of care. Use FUA, FUM and POD.

Questions about reporting requirements for BHQIP Milestone 3d should be submitted directly to DHCS at BHQIP@dhcs.ca.gov.

Milestone 3d Quality Improvement Plan Instructions:

- “DHCS approval” as referenced in this template refers to responses submitted during the September 2023 Reporting Period that DHCS has deemed Complete.
- Participating Entities must have implemented their identified interventions since their last submission to be eligible for this deliverable’s incentive payment.
- DHCS will not accept modifications to Aim Statements and Key Performance Indicator(s) (KPIs) in reporting templates in March 2024. All Aim Statements and KPIs should be drawn from the September 2023 submission.
- Participating Entities must report on data for the time period required for this deliverable (10/1/23 – 2/29/24). However they are not required to report on data representing this entire time period if they are not available.
- DHCS requires Participating Entities to submit the following information to be eligible for incentive payment in the March 2024 submission:
 - Within each template, Participating Entities must submit actual performance data toward the Aim Statement.
 - Within each template, Participating Entities must submit actual performance data for at least 1 KPI for each intervention.
 - If systematic data collection is not possible for the Aim Statement and/or KPI(s) required, *ad hoc* data collection methods that allow analysis of a full or partial denominator are required. For instance, manual data collection methods may be used, or Participating Entities may report on a representative sample of the total denominator. Participating Entities are responsible and accountable for having access to and obtaining the data elements required to assess performance towards these areas that are previously submitted to DHCS.

A3 Project Summary Instructions:

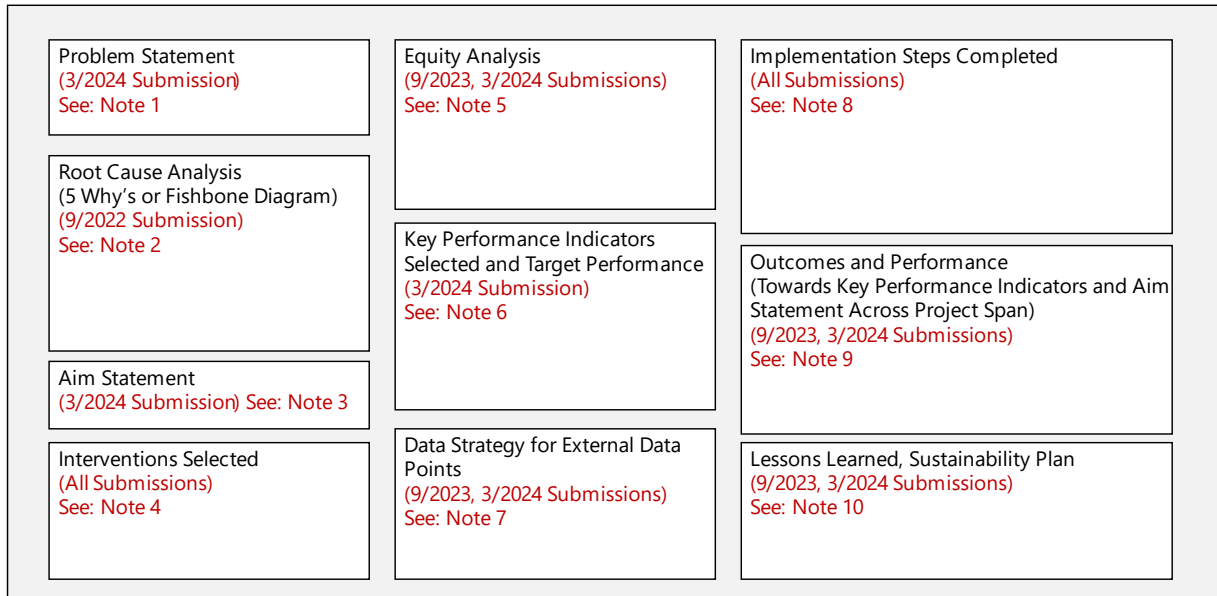
- The [A3 format of problem solving](#) allows for a succinct format to understand and communicate about a quality improvement project.
- The content provided by Participating Entities in the A3 Project Summary should be primarily drawn from prior BHQIP Milestone 3d submissions, minimizing duplicative work.
- However, content will need to be shortened and curated given the summary format of the A3 format. **Attention: Counties must use the provided template and submit as a PDF format. All information of each A3 Project Summary should fit onto a single PDF sized 11.7” x 16.5” using font no smaller than 12-point Arial.**
- The template image and Notes below reference specific sections of previous BHQIP Milestone 3d submissions that Participating Entities should draw from.
- The A3 Project Summary should be completed to reflect the full period in which the Participating Entity engaged in a stable set of quality improvement interventions to address an identified problem. For example:
 - If a Participating Entity continued the same interventions from the 9/2022 submission to the 3/2024 submission, the A3 Project Summary should span all 3 time periods.

- If a Participating Entity changed interventions between 9/2022 and 3/2023 submissions, the A3 Project Summary should span the period in which the Participating Entity began and continued in a stable set of quality improvement interventions.
- By reviewing the A3 Project Summary alone, the Participating Entity, DHCS, and any other third parties should be able to understand the key design processes, implementation, measurement, and evaluation of the quality improvement project.
- DHCS encourages the Participating Entity to focus on the A3 Project Summaries, which bring each quality improvement project together as a whole. Within each template, the Participating Entity's reporting on performance towards the Aim Statement and Key Performance Indicator(s) should allow readers to understand whether the Participating Entity's project was successfully implemented and made progress towards addressing the Problem Statement.

Specific Notes: These Notes correspond to the image below.

- **Note 1: Problem Statement.** Copy the Problem Statement, verbatim, from the 3/2024 submission for BHQIP Milestone 3d.
- **Note 2: Root Cause Analysis.** Copy the root cause analysis from the 9/2022 submission for BHQIP 3d, including the Fishbone Diagram or 5 Why's Exercise. Provide any additional text summarizing the conclusions of the Root Cause Analysis that led the identification of the Problem Statement.
- **Note 3: Aim Statement.** Copy the Aim Statement, verbatim, from the 3/2024 submission for BHQIP Milestone 3d.
- **Note 4: Interventions Selected.** Identify all interventions in a summarized format implemented during BHQIP once the Participating Entity finalized its identified interventions. Do not detail implementation steps for interventions, which are addressed later in this template.
- **Note 5: Equity Analysis.** Summarize data sources used to identify potential disparities, as well as any observed or identified disparities. Summarize how the Participating Entity addressed or monitored for disparities as part of this quality improvement project.
- **Note 6: Key Performance Indicators Selected and Target Performance.** Identify at least two (2) KPIs identified for each intervention identified. Summarize the KPIs in summarized format, clearly identifying the KPI and unit of measurement, including any numerators and denominators for each measure and target performance for each KPI.
- **Note 7: Data Strategy for External Data Points.** Identify the entity's data exchange strategy to obtain any data necessary from external entities for the implementation and monitoring of the quality improvement project.
- **Note 8: Implementation Steps Completed.** Summarize key implementation steps for each intervention. Given the summarized nature of the A3 format, Participating Entities should choose a subset of implementation steps that were particularly impactful and representative of the quality improvement project completed.
- **Note 9: Outcomes and Performance Towards KPIs and Aim Statement.** Report out on actual, measured performance towards the Aim Statement identified and all KPIs identified. Entities may break down performance by time periods, as meaningful, during the time period addressed in the A3 Project Summary.
- **Note 10: Lessons Learned, Sustainability Plan.** Identify lessons learned from implementation and monitoring efforts. What additional steps does the Participating Entity anticipate taking in the next 12 months to improve data exchange processes with external stakeholders in this area of quality improvement?

Image of Template:



Template A

Clinical Area of Focus: Follow-Up After Emergency Department Visit for Alcohol Use Disorder or Other Substance Use Disorder (FUA)

Section 1: Progress Report for Quality Improvement Project

DHCS expects Participating Entities to continue quality improvement projects to address the same Problem Statement, Aim Statement, and Key Performance Indicators identified in previous submissions. Responses in this template should focus on interim progress since the last submission for BHQIP and, only where indicated, reflections on the full course of BHQIP.

Question #1

Problem Statement: What was the Problem Statement for this quality improvement project? (One sentence)

Guidance: *The Problem Statement must be drawn from the previous BHQIP Milestone 3d submission and must reflect a root cause analysis.*

Question #2

Aim Statement: What was the aim/goal for this quality improvement project? (One sentence for each element in the SMART framework, maximum)

Guidance: *This Aim Statement must contain all elements of a “SMART” goal format so that it is: Specific, Measurable, Achievable, Relevant, and Time-bound. It must also be logically related to the Problem Statement (Question 1) and be drawn from the previous BHQIP Milestone 3d submission.*

Aim Statement – How is the Aim Statement:
Specific:
Measurable:
Achievable:
Relevant:
Time-Bound:

Question #3

Selected Interventions: State the current selected intervention(s) for this quality improvement project. (125 words or less)

Guidance: *Summarize each intervention for this quality improvement project. If the Participating Entity modified its interventions during the BHQIP Program, describe the selected intervention(s) in a summarized, final format. Do not detail implementation steps for interventions, which are addressed later in this template.*

If the Participating Entity did not receive DHCS approval of intervention(s) in the September 2023 submission for BHQIP Milestone 3d, it must clearly identify one or more interventions that directly address its Problem Statement.

Question #4

Equity Analysis: Describe how the Participating Entity addressed or monitored for disparities as part of this quality improvement project since the last submission. (250 words or less)

Guidance: Report out on the Participating Entity's efforts to directly address and/or monitor for disparities. Participating Entities must reference potential or identified disparities identified in prior BHQIP submissions.

If the Participating Entity did not receive DHCS approval for an Equity Analysis for the September 2023 submission for BHQIP Milestone 3d, it must conduct an adequate analysis and report out on its efforts to directly address and/or monitor for disparities to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #5

Implementation Steps Completed: Describe steps completed since the Participating Entity's last BHQIP Milestone 3d submission to implement and monitor the interventions identified, including time periods or dates of action. (250 words or less)

Guidance: Participating Entities must report out on one or more steps taken to implement or monitor each intervention identified to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #6

Key Performance Indicators (KPI): Report the Participating Entity's actual performance on previously identified Key Performance Indicators. Compare the Participating Entity's actual performance on all KPIs to previously identified performance targets. (125 words)

Guidance: Participating Entities must report out on actual, measured performance on at least two (2) KPIs identified for each intervention (Question 3). Identify the KPIs in summarized format, clearly identifying the KPI and unit of measurement, including any numerators and denominators for each measure, if applicable. These KPIs must be drawn from the previous BHQIP Milestone 3d submission. Participating Entities must measure and report actual performance on all KPIs to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

If the Participating Entity did not receive DHCS approval for KPIs for the September 2023 submission for BHQIP Milestone 3d, the Participating Entity is responsible for confirming that it has selected acceptable KPIs prior to submitting this reporting template. Further details on required criteria for KPIs can be found in the September 2023 reporting template for BHQIP Milestone 3d.

Question #7

Aim Statement Performance: How did the Participating Entity's performance on this quality improvement project compare to its Aim Statement from Question 2? If performance was different than expected, in what ways did it differ? (100 words)

Guidance: Participating entities are required to report on their progress made towards the Aim Statement, but entities are not required to have actually met the Aim Statement to be eligible for this deliverable's incentive payment. Participating Entities must report out on actual, measured performance towards the Aim Statement identified in Question 2 to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #8

Lessons Learned: Provide a brief reflective summary of the improvement plan implementation process.

Identify at least 2 lessons learned from implementation and monitoring efforts described in Questions 6 and 7. (200 words or less)

Guidance: *Participating Entities must reference target performance identified in previous submissions for BHQIP Milestone 3d.*

Section 2: Stakeholder Engagement and Data Exchange

Question #9

Collaborations with Managed Care Plans: What collaborations has the Participating Entity engaged in with Managed Care Plan partners since the last reporting period? Specifically describe any data sharing efforts completed. (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *DHCS requires Participating Entities to engage in good faith efforts to work with Managed Care Plan stakeholders as part of BHQIP given extensive feedback that we have received from numerous stakeholders regarding opportunities for improvement in collaborations across these specific stakeholders. If the County believes that collaboration with Managed Care Plans has been unsuccessful or is not necessary based on their specific intervention plans, DHCS expects that Participating Entities (1) Describe this situation in their response and (2) Contact DHCS, as helpful, to request assistance in coordinating with Managed Care Plan partners on efforts.*

Question #10

Data Exchange, Next Steps: What progress, if any, has the Participating Entity made towards exchanging data with external stakeholders in the implementation of this quality improvement project? What additional steps does the Participating Entity anticipate taking in the next 12 months to improve data exchange processes with external stakeholders in this area of quality improvement? (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *In this response, focus on the specific clinical area of interest of this quality improvement template. Participating Entities must address any data exchange efforts with external stakeholders, including efforts to provide data and/or to receive data from managed care plans and health care delivery partners.*

Question #11: A3 Project Summary

DHCS will be conducting an overall assessment and analysis of the BHQIP program upon completion of the program. DHCS is collecting information from Participating Entities to help it capture a summary of each quality improvement project completed. Thus, Participating Entities must complete an "A3-style summary" for each of their quality improvement projects for BHQIP in March 2024. **DHCS anticipates the content from this summary should be drawn from BHQIP response templates and should not create significant amounts of additional work. Instructions to complete the A3 Project Summary are on p. 6 of this document. Attention: All information of each A3 Project Summary should fit onto a single PDF sized 11.7" x 16.5" using font no smaller than 12-point Arial. Counties must use the provided template and submit as a PDF format.**

Template B**Clinical Area of Focus:** Follow-Up After Emergency Department Visit for Mental Illness (FUM)**Section 1: Progress Report for Quality Improvement Project**

DHCS expects Participating Entities to continue quality improvement projects to address the same Problem Statement, Aim Statement, and Key Performance Indicators identified in previous submissions. Responses in this template should focus on interim progress since the last submission for BHQIP and, only where indicated, reflections on the full course of BHQIP.

Question #1

Problem Statement: What was the Problem Statement for this quality improvement project? (One sentence)

Guidance: *The Problem Statement must be drawn from the previous BHQIP Milestone 3d submission and must reflect a root cause analysis.*

Question #2

Aim Statement: What was the aim/goal for this quality improvement project? (One sentence for each element in the SMART framework, maximum)

Guidance: *This Aim Statement must contain all elements of a “SMART” goal format so that it is: Specific, Measurable, Achievable, Relevant, and Time-bound. It must also be logically related to the Problem Statement (Question 1) and be drawn from the previous BHQIP Milestone 3d submission.*

Aim Statement – How is the Aim Statement:
Specific:
Measurable:
Achievable:
Relevant:
Time-Bound:

Question #3

Selected Interventions: State the current selected intervention(s) for this quality improvement project. (125 words or less)

Guidance: *Summarize each intervention for this quality improvement project. If the Participating Entity modified its interventions during the BHQIP Program, describe the selected intervention(s) in a summarized, final format. Do not detail implementation steps for interventions, which are addressed later in this template.*

If the Participating Entity did not receive DHCS approval of intervention(s) in the September 2023 submission for BHQIP Milestone 3d, it must clearly identify one or more interventions that directly address its Problem Statement.

Question #4

Equity Analysis: Describe how the Participating Entity addressed or monitored for disparities as part of

this quality improvement project since the last submission. (250 words or less)

Guidance: Report out on the Participating Entity's efforts to directly address and/or monitor for disparities. Participating Entities must reference potential or identified disparities identified in prior BHQIP submissions.

If the Participating Entity did not receive DHCS approval for an Equity Analysis for the September 2023 submission for BHQIP Milestone 3d, it must conduct an adequate analysis and report out on its efforts to directly address and/or monitor for disparities to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #5

Implementation Steps Completed: Describe steps completed since the Participating Entity's last BHQIP Milestone 3d submission to implement and monitor the interventions identified, including time periods or dates of action. (250 words or less)

Guidance: Participating Entities must report out on one or more steps taken to implement or monitor each intervention identified to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #6

Key Performance Indicators (KPI): Report the Participating Entity's actual performance on previously identified Key Performance Indicators. Compare the Participating Entity's actual performance on all KPIs to previously identified performance targets. (125 words)

Guidance: Participating Entities must report out on actual, measured performance on at least two (2) KPIs identified for each intervention (Question 3). Identify the KPIs in summarized format, clearly identifying the KPI and unit of measurement, including any numerators and denominators for each measure, if applicable. These KPIs must be drawn from the previous BHQIP Milestone 3d submission. Participating Entities must measure and report actual performance on all KPIs to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

If the Participating Entity did not receive DHCS approval for KPIs for the September 2023 submission for BHQIP Milestone 3d, the Participating Entity is responsible for confirming that it has selected acceptable KPIs prior to submitting this reporting template. Further details on required criteria for KPIs can be found in the September 2023 reporting template for BHQIP Milestone 3d.

Question #7

Aim Statement Performance: How did the Participating Entity's performance on this quality improvement project compare to its Aim Statement from Question 2? If performance was different than expected, in what ways did it differ? (100 words)

Guidance: Participating entities are required to report on their progress made towards the Aim Statement, but entities are not required to have actually met the Aim Statement to be eligible for this deliverable's incentive payment. Participating Entities must report out on actual, measured performance towards the Aim Statement identified in Question 2 to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #8

Lessons Learned: Provide a brief reflective summary of the improvement plan implementation process. Identify at least 2 lessons learned from implementation and monitoring efforts described in Questions 6 and 7. (200 words or less)

Guidance: *Participating Entities must reference target performance identified in previous submissions for BHQIP Milestone 3d.*

Section 2: Stakeholder Engagement and Data Exchange

Question #9

Collaborations with Managed Care Plans: What collaborations has the Participating Entity engaged in with Managed Care Plan partners since the last reporting period? Specifically describe any data sharing efforts completed. (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *DHCS requires Participating Entities to engage in good faith efforts to work with Managed Care Plan stakeholders as part of BHQIP given extensive feedback that we have received from numerous stakeholders regarding opportunities for improvement in collaborations across these specific stakeholders. If the County believes that collaboration with Managed Care Plans has been unsuccessful or is not necessary based on their specific intervention plans, DHCS expects that Participating Entities (1) Describe this situation in their response and (2) Contact DHCS, as helpful, to request assistance in coordinating with Managed Care Plan partners on efforts.*

Question #10

Data Exchange, Next Steps: What progress, if any, has the Participating Entity made towards exchanging data with external stakeholders in the implementation of this quality improvement project? What additional steps does the Participating Entity anticipate taking in the next 12 months to improve data exchange processes with external stakeholders in this area of quality improvement? (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *In this response, focus on the specific clinical area of interest of this quality improvement template. Participating Entities must address any data exchange efforts with external stakeholders, including efforts to provide data and/or to receive data from managed care plans and health care delivery partners.*

Question #11: A3 Project Summary

DHCS will be conducting an overall assessment and analysis of the BHQIP program upon completion of the program. DHCS is collecting information from Participating Entities to help it capture a summary of each quality improvement project completed. Thus, Participating Entities must complete an "A3-style summary" for each of their quality improvement projects for BHQIP in March 2024. **DHCS anticipates the content from this summary should be drawn from BHQIP response templates and should not create significant amounts of additional work. Instructions to complete the A3 Project Summary are on p. 6 of this document. Attention: All information of each A3 Project Summary should fit onto a single PDF sized 11.7" x 16.5" using font no smaller than 12-point Arial. Counties must use the provided template and submit as a PDF format.**

Template C**Clinical Area of Focus:** Pharmacotherapy for Opioid Use Disorder (POD)**Section 1: Progress Report for Quality Improvement Project**

DHCS expects Participating Entities to continue quality improvement projects to address the same Problem Statement, Aim Statement, and Key Performance Indicators identified in previous submissions. Responses in this template should focus on interim progress since the last submission for BHQIP and, only where indicated, reflections on the full course of BHQIP.

Question #1

Problem Statement: What was the Problem Statement for this quality improvement project? (One sentence)

Guidance: *The Problem Statement must be drawn from the previous BHQIP Milestone 3d submission and must reflect a root cause analysis.*

Question #2

Aim Statement: What was the aim/goal for this quality improvement project? (One sentence for each element in the SMART framework, maximum)

Guidance: *This Aim Statement must contain all elements of a “SMART” goal format so that it is: Specific, Measurable, Achievable, Relevant, and Time-bound. It must also be logically related to the Problem Statement (Question 1) and be drawn from the previous BHQIP Milestone 3d submission.*

Aim Statement – How is the Aim Statement:
Specific:
Measurable:
Achievable:
Relevant:
Time-Bound:

Question #3

Selected Interventions: State the current selected intervention(s) for this quality improvement project. (125 words or less)

Guidance: *Summarize each intervention for this quality improvement project. If the Participating Entity modified its interventions during the BHQIP Program, describe the selected intervention(s) in a summarized, final format. Do not detail implementation steps for interventions, which are addressed later in this template.*

If the Participating Entity did not receive DHCS approval of intervention(s) in the September 2023 submission for BHQIP Milestone 3d, it must clearly identify one or more interventions that directly address its Problem Statement.

Question #4

Equity Analysis: Describe how the Participating Entity addressed or monitored for disparities as part of

this quality improvement project since the last submission. (250 words or less)

Guidance: Report out on the Participating Entity's efforts to directly address and/or monitor for disparities. Participating Entities must reference potential or identified disparities identified in prior BHQIP submissions.

If the Participating Entity did not receive DHCS approval for an Equity Analysis for the September 2023 submission for BHQIP Milestone 3d, it must conduct an adequate analysis and report out on its efforts to directly address and/or monitor for disparities to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #5

Implementation Steps Completed: Describe steps completed since the Participating Entity's last BHQIP Milestone 3d submission to implement and monitor the interventions identified, including time periods or dates of action. (250 words or less)

Guidance: Participating Entities must report out on one or more steps taken to implement or monitor each intervention identified to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #6

Key Performance Indicators (KPI): Report the Participating Entity's actual performance on previously identified Key Performance Indicators. Compare the Participating Entity's actual performance on all KPIs to previously identified performance targets. (125 words)

Guidance: Participating Entities must report out on actual, measured performance on at least two (2) KPIs identified for each intervention (Question 3). Identify the KPIs in summarized format, clearly identifying the KPI and unit of measurement, including any numerators and denominators for each measure, if applicable. These KPIs must be drawn from the previous BHQIP Milestone 3d submission. Participating Entities must measure and report actual performance on all KPIs to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

If the Participating Entity did not receive DHCS approval for KPIs for the September 2023 submission for BHQIP Milestone 3d, the Participating Entity is responsible for confirming that it has selected acceptable KPIs prior to submitting this reporting template. Further details on required criteria for KPIs can be found in the September 2023 reporting template for BHQIP Milestone 3d.

Question #7

Aim Statement Performance: How did the Participating Entity's performance on this quality improvement project compare to its Aim Statement from Question 2? If performance was different than expected, in what ways did it differ? (100 words)

Guidance: Participating entities are required to report on their progress made towards the Aim Statement, but entities are not required to have actually met the Aim Statement to be eligible for this deliverable's incentive payment. Participating Entities must report out on actual, measured performance towards the Aim Statement identified in Question 2 to be eligible for any incentive payment for the associated deliverable in the 3/1/2024 submission for Milestone 3d of BHQIP.

Question #8

Lessons Learned: Provide a brief reflective summary of the improvement plan implementation process. Identify at least 2 lessons learned from implementation and monitoring efforts described in Questions 6 and 7. (200 words or less)

Guidance: *Participating Entities must reference target performance identified in previous submissions for BHQIP Milestone 3d.*

Section 2: Stakeholder Engagement and Data Exchange

Question #9

Collaborations with Managed Care Plans: What collaborations has the Participating Entity engaged in with Managed Care Plan partners since the last reporting period? Specifically describe any data sharing efforts completed. (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *DHCS requires Participating Entities to engage in good faith efforts to work with Managed Care Plan stakeholders as part of BHQIP given extensive feedback that we have received from numerous stakeholders regarding opportunities for improvement in collaborations across these specific stakeholders. If the County believes that collaboration with Managed Care Plans has been unsuccessful or is not necessary based on their specific intervention plans, DHCS expects that Participating Entities (1) Describe this situation in their response and (2) Contact DHCS, as helpful, to request assistance in coordinating with Managed Care Plan partners on efforts.*

Question #10

Data Exchange, Next Steps: What progress, if any, has the Participating Entity made towards exchanging data with external stakeholders in the implementation of this quality improvement project? What additional steps does the Participating Entity anticipate taking in the next 12 months to improve data exchange processes with external stakeholders in this area of quality improvement? (200 words)

Note: Participating entities are required to answer this question, however the provided response will be reviewed for informational purposes only. DHCS will not consider this response in their determination of the entity's eligibility for this deliverable's incentive payment.

Guidance: *In this response, focus on the specific clinical area of interest of this quality improvement template. Participating Entities must address any data exchange efforts with external stakeholders, including efforts to provide data and/or to receive data from managed care plans and health care delivery partners.*

Question #11: A3 Project Summary

DHCS will be conducting an overall assessment and analysis of the BHQIP program upon completion of the program. DHCS is collecting information from Participating Entities to help it capture a summary of each quality improvement project completed. Thus, Participating Entities must complete an "A3-style summary" for each of their quality improvement projects for BHQIP in March 2024. **DHCS anticipates the content from this summary should be drawn from BHQIP response templates and should not create significant amounts of additional work. Instructions to complete the A3 Project Summary are on p. 6 of this document. Attention: All information of each A3 Project Summary should fit onto a single PDF sized 11.7" x 16.5" using font no smaller than 12-point Arial. Counties must use the provided template and submit as a PDF format.**