External Quality Review Organizations (EQRO) - Part II

Technical Assistance Webinar for Counties

February 1, 2018

Overview of Presentation

- State Updates

- EQRO Overview – Part II

- Questions and Discussion

- Adjourn

State Updates

Drug Medi-Cal Organized Delivery System (DMC-ODS)
External Quality Review (EQR) Processes

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Department of Health Care Services (DHCS)

Substance Use Disorder Compliance Division

February 1, 2018

EQRO Requirements

- CMS requires that EQRs be conducted by an independent, external contractor pursuant to 42 CFR Part 438.
- Federal EQR requirements for mental health plans are similar to the EQR requirements for the DMC-ODS.
- **Access**, **timeliness**, **quality** and **outcomes** are the core values and requirements related to the review.
- DHCS has contracted with Behavioral Health Concepts (BHC) to conduct EQR activities for the DMC-ODS Waiver.
- EQR requirements must be phased in within 12 months of the county's commencement of Waiver services.

EQRO Key Activities

- Train and provide technical assistance to DMC-ODS counties.

- Connect and collaborate with UCLA evaluation and Mental Health EQR efforts.

- Complete annual reports and presentations based on EQRs.

- Conduct annual on-site reviews of DMC-ODS counties.

EQRO Onsite Review

The review is founded on 42 CFR Part 438, subpart E protocols:

- Performance Measures (PMs) evaluate clinical effectiveness and service activity.

- Performance Improvement Projects (PIPs) focus on clinical and administrative processes.

- Information System Capacity Assessments (ISCAs) focus on billing integrity, care management and delivery systems.

- Client satisfaction (experience of care) survey use and validation.

DMC-ODS PMs

- PMs are a core component of the EQR, linked to access, timeliness and outcomes.
- Six mandated PMs and six flexible PMs are required during the first year's EQR of the Waiver.
- Sixteen PMs will be required for subsequent EQRs.
- A clinical committee, which included representatives from DHCS, UCLA, BHC, and CA counties worked together to identify useful PMs used by a wide range of organizations.

DMC-ODS PMs (cont.)

- DHCS has set the Year One PMs.
- BHC has posted the Year One 12 Performance Measures online at www.caleqro.com
- Core elements of the PMs include requirements set forth in the DMC-ODS STCs, as well as, metrics linked to timely access to care, positive outcomes, initiation, engagement, retention, and recovery supports.
- EQRO will track these PMs and bring the data sets to the county to discuss on reviews.
- BHC will complete annual aggregate statewide PM reports.

Preparing for EQRO Reviews

Testing the Tools, Forms, Processes

- This past November, an EQRO team with DHCS representatives participated in two 'Mock Reviews' in Santa Clara and Riverside to test out new forms, tools, and process for DMC-ODS review.

- BHC has incorporated the feedback from these mock reviews and has made changes to its tools and processes as needed.

Preparing for EQRO Reviews (cont.)

Baseline Data and Performance Measures

- Baseline data have been developed over the last three fiscal years

- Previous fiscal years include 2014-15, 2015-16, and 2016-17

Review Schedule FY 17-18

- Reviews will take place between April through June for San Mateo, Riverside, Marin & Santa Clara.

- Reviews for FY 18-19 will begin August and continue through June 2019

DMC-ODS
EQRO PROCESSES:
KEY EVENTS AND PREP:

Rama Khalsa, PhD
Director, DMC-ODS EQRO

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Key Events: Preparing for Review

- Identify **County Lead** for the Review, who should obtain access to the BHC cloud-based file inventory to upload and download documents;

- BHC Issues **Notification Packet** to DMC-ODS Plans at least 60 days (90 days in Year 1 of review) ahead of the scheduled review start date which includes key documents for the review and information on accessing the BHC cloud.

- Complete **Quality Improvement Plan & Goals** related to DMC-ODS, including how each goal will be evaluated;

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Key Events: Preparing for Review (cont.)

- Complete **Cultural Competence Plan and Goals** which is a component of Quality Improvement, and specify the implementation actions taken for each goal;

- Complete annual **Treatment Perception Survey** at least annually and review UCLA analysis for potential areas of improvement;

- Implement **approved County DMC-ODS Plan** and activities linked to Waiver Terms & Conditions;

- Set up programs and data systems to track **access, timeliness, quality, and outcomes;**

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Key Events: Preparing for Review (cont.)

- Develop **2 conceptual PIPs** and share with BHC review staff for TA well before the review;

- **Implement PIPs** so they are in **active status** with at least **one intervention started** and data being collected and reviewed.

- Review the **DMC-ODS Key Components** document to help you prepare and organize materials as this document lists the key issues to be addressed in the EQR report

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Key Events: Preparing for Review (cont.)

- **Required documents to upload specific to DMC-ODS include**
  - Timeliness Self Assessment,
  - Access Call Center Critical Indicators,
  - Continuum of Care, Information Systems Capacity Assessment (ISCA),
  - Key Initiatives & Activities & Changes,
  - PIPS, and
  - Response to recommendations from the past year (if appropriate).
- Adequate documents may be requested to review Network Adequacy;

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Key Events: Preparing for Review (cont.)

- **Other recommended documents to upload are**
  - Quality Improvement (QI) & Cultural Competence Plan,
  - Organizational Chart,
  - ASAM data on assessments,
  - QI minutes,
  - Data from outcome or level of care tools in use,
  - Any client satisfaction data and related initiatives,
  - Expanded access activities,
  - Any analysis of network adequacy (after July 2018), and
  - Other documents the County feels are reflective of their quality efforts in DMC-ODS.

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Key Events: Preparing for Review (cont.)

- **30 days before the review,** County DMC-ODS should **complete the upload of all documents** to allow the EQRO team to study;

- BHC will upload **Performance Measure data 30 days** before the review for County to review and study;

- County lead should work with the lead DMC Quality Reviewer to **design the review agenda**, assign staff to prepare materials and participate in the meetings, and organize the client and family member focus group session locations and invitees;

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Key Events: Preparing for Review (cont.)

- EQRO will **compensate each client or family participant** with a $25 gift certificate at the end of the focus group;

- The EQRO Team for all reviews will include at least one **Quality Reviewer**, one **Information Systems Reviewer,** and one **Client/Family Member Reviewer** with SUD lived experience.

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The Onsite Review: Agenda of Activities

- Reviews begin with overview of **key initiatives, response to recommendations** from the prior year (if applicable), and **key changes** in the environment (changes in senior management, major changes to key programs);

- **Other sessions** include reviews of performance measure findings, information systems (including billing and clinical tools/functionality), quality improvement and cultural competence plans and activities, and Performance Improvement Projects;

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The Onsite Review: Agenda of Activities (cont.)

- **Focus groups** may include clients, family members, clinical line staff, supervisors, program managers, employees with lived experience, contract providers, other partner agencies, and relevant stakeholders;

- There may be **site visits** to the county's access call center or a key program. If the county is larger and has many program locations, there may be some sessions at regional locations additional to ones at central office locations;

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The Onsite Review: Agenda of Activities (cont.)

- If there are **special concerns** related to access, timeliness, or claims data, there may be additional sessions, and all of these will be discussed with the QI lead person as the agenda is developed;

- A **final session** is held with the DMC-ODS key staff to get additional information and/or clarification, as needed, on remaining questions, initial observations and preliminary findings.

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Post Review Activities

- EQRO will **compile all the information** provided, including any additional documents requested from the County, reviewer notes for all their sessions, reviewer rankings of the Key Components, and review summaries of Strengths, Opportunities and Recommendations;

- The Lead Reviewer, with the IS Reviewer and others in EQRO, will develop the DMC-ODS Key Component rankings, the PIP scorings, and the **draft report** within 30 days of the onsite review;

- EQRO will submit the **draft report** to the Substance Use Services Division of DHCS for review and comments back to EQRO within 30 days;

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Post Review Activities (cont.)

- EQRO will review and make adjustments as needed based on DHCS comments and feedback;

- EQRO will then submit the **draft report** to the county DMC-ODS Plan for it to review and provide any corrections or other changes within 10 business days using a specific, structured feedback form.

- Upon receiving the DMC-ODS feedback, EQRO will make any necessary changes* and issue the **final report** to the State and to the County DMC-ODS Plan, and post it on the EQRO website.

*Note: EQRO will make the final determination of its ratings and findings, and provide explanation if any change request is not accepted.

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Training & Technical Assistance Opportunities

- **February 2, 10:30 AM -1 PM at CIBHS**: EQRO staff will review a toolkit for County DMC-ODS programs, including a review of all forms and how they are used, processes to anticipate, and how to prepare.

- **The annual CalQIC Meeting, March 14-16, 2018 in Monterey:** includes presentations from EQRO staff on PIPs and the Toolkit. Contact CIBHS for information and registration.

- EQRO staff is planning **additional PIP and process-oriented webinars** that will be announced to help staff prepare.

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Training & Technical Assistance Opportunities (cont.)

- BHC recommends and offers **technical assistance on PIPs**, especially at early stages of formulation and later regarding technical issues or challenges.

- BHC has a **web site** with useful information to help you prepare, including use of forms, YouTube videos, and a PIP library of other county PIPs that are solid examples of work: **www.Caleqro.com**

- Other options of training are also available based on **individual county needs**; please email rama.khalsa@bhceqro.com or tom.trabin@bhceqro.com

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Summary: Getting Ready for Your First EQR

1. Share the **previous slides** with other County staff for an overview of the process and how to prepare.

2. Develop a **DMC-ODS Quality Improvement and Cultural Competence Plan** using your county data and issues. Set goals and evaluation methods.

3. Write up **two Performance Improvement Project** (one clinical and one non-clinical) descriptions and findings using the EQRO provided PIP Roadmap.

4. Review the **DMC-ODS Key Components** document.

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Summary: Getting Ready for Your First EQR (cont.)

5. Create a **culture of quality improvement** by creating solid feedback loops between leadership, line staff and clients/family members related to quality of care challenges and issues. **Share data** to identify problems and track interventions to create improvements.

6. Hire and train **key staff** in ASAM and Quality Methods. **Participate** in CIBHS, CHCF, and BHC training events.

7. Let BHC know what you need from us to be successful, **we are here to help**!!!

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Questions and Discussion

*For optimal sound quality, please ensure that you are dialed-in using your phone and that you have inputted your **audio PIN.***

Questions?

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DMC-ODS Resources

- For additional information, please see the DMC-ODS Resources section of the DHCS Website: http://www.dhcs.ca.gov/provgovpart/Pages/DMC_ODS_Resources.aspx

- For questions, please contact dmcodswaiver@dhcs.ca.gov

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