

Maryland Medicaid Advisory Council

Improving Quality
Through the Provider
Partnership Program

September 27, 2018

What is the Provider Partnership Program?

Impact of strategic plan - Are trends changing?

Generate data/quarterly reports

Individual provider reports - evaluate trends, identify outliers

Evaluate changes over time

Improve quality of service and outcomes

Meet with provider to discuss trends

Mutual goal of improving quality - provider implements plan

Develop strategic plan with provider

Collaboration, relationship building discuss underlying factors impacting data

Why the Provider Partnership Program?



Beacon has used this program successfully in other markets in the United States impacting outcomes:

- Increased outpatient attendance after hospitalization
- Doubled the percentage of after-care appointments kept after discharge from detox

Q4 2017

Piloted program with several providers in different areas of Maryland

Q1 2018

Collected feedback & presented information/ collaborated with BHA and Medicaid Q2 2018

Presented program to Maryland Association of Behavioral Health Authorities

Q3 2018

Dedicated staff started ongoing outreach to pilot providers & additional providers Q4 2018

Expand to other levels of care (include inpatient and other outpatient services)

Example of some program metrics

Types of Metrics

Demographic

Number of members, age bands

Engagement

Avg. length of treatment, breaks in care

Transitions after discharge

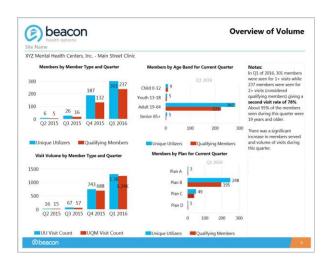
Outpatient, Inpatient, ED usage

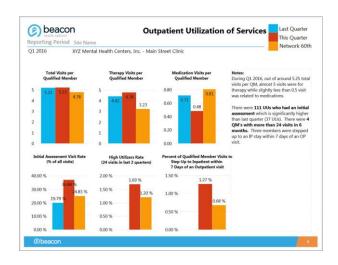
Acuity of members served

Multiple inpatient admits

Administrative Metrics

Claims approval rates

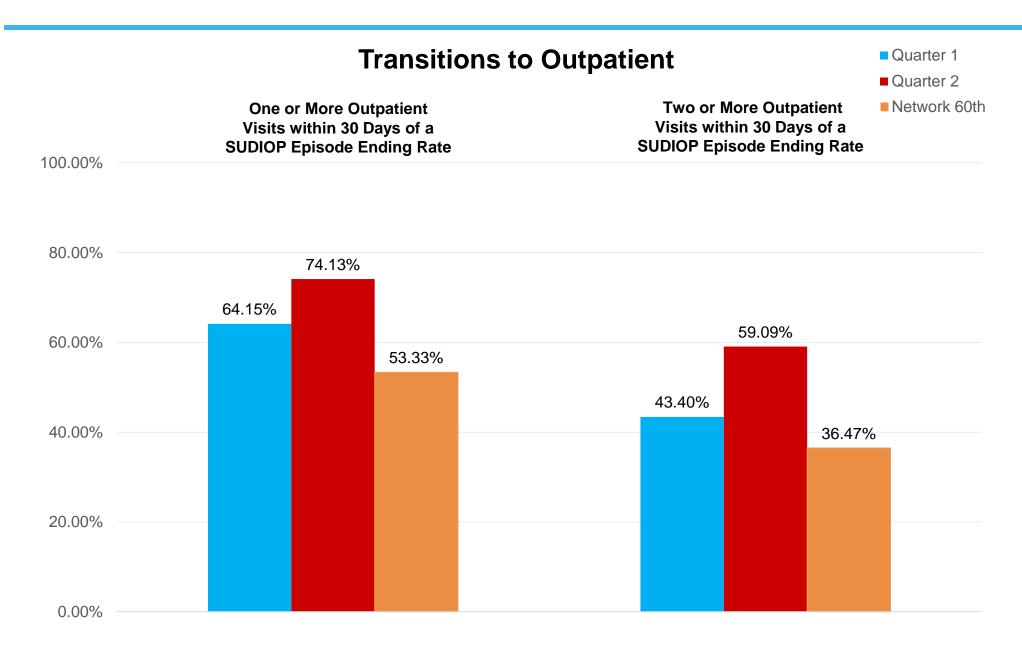




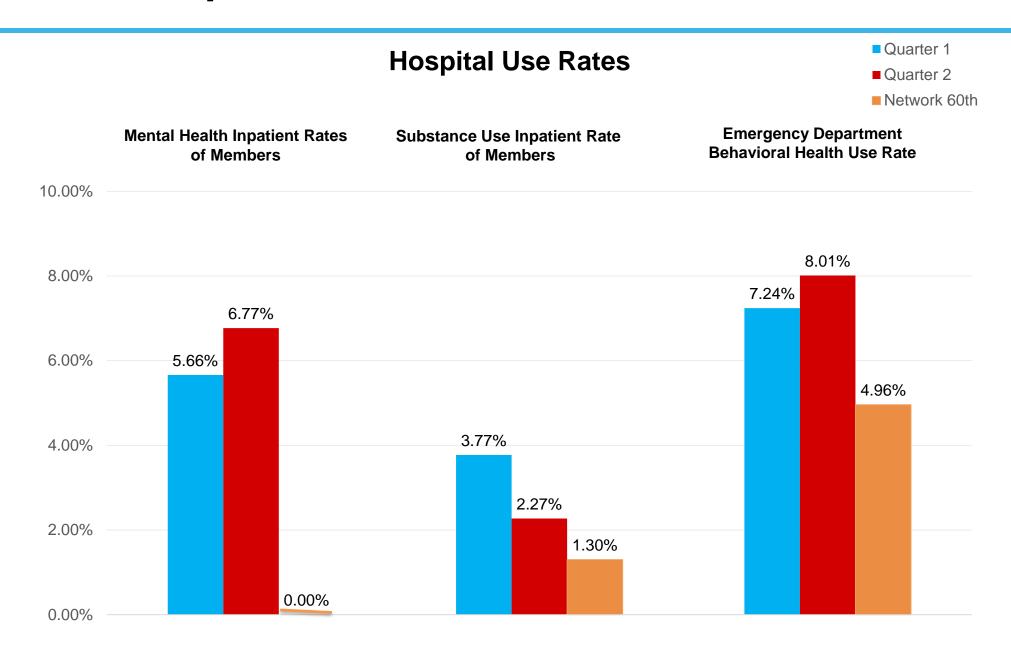
Explanation of Terms

- SUD IOP Substance Use Disorder Intensive Outpatient
 Treatment is 9 or more hours of service per week in an
 outpatient setting with services 3 to 5 days per week (typically 3
 hours at a time) using a combination of individual services and
 group therapy
- Episode of care a period of continuous treatment (defined somewhat differently for each type of care)
- **Network 60**th this is the 60th percentile of like sites during that quarter used as a reference point to compare if a program is above or below 60% of similar sites.

Example of Metrics for SUD IOP Providers



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Feedback from providers

Feedback from Providers

Highlights

- ✓ Engaged and interested in data
- ✓ Appreciated Network 60th as a comparison
- ✓ Enjoyed dialogue between their team & Beacon
- ✓ Confirmed impact of some of their individual quality/performance improvement initiatives.
- ✓ Sparked curiosity (e.g. seasonal trends for their program and the Network 60th)
- ✓ Interested in sharing data with more staff and potentially board of directors

What Beacon Learned

 Providers were open to receiving and discussing their data in meaningful ways

 Confirmed there was a significant difference in the data between providers (i.e. array of services, location, size)

 Programs sometimes struggle with transition and discharge planning (knowledge of resources and availability of services)

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Examples of provider level impact

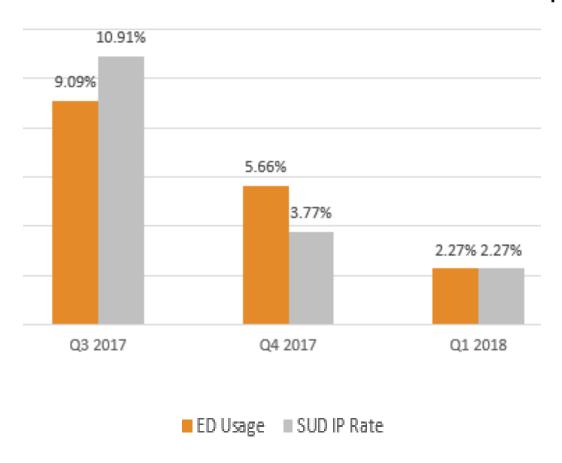
Example of SUD IOP Provider Trend

 Provider partnered with a nearby OP program to facilitate referrals/smoother hand-offs after IOP ends



Example of SUD IOP Provider Trend

 Shift in program approach (i.e. person-centered approach, increased psycho-education about treatment options and collaboration with Medication Assisted Treatment programs)



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Potential impact

Expansion of Program Possibilities

Inpatient Data

- Outpatient follow-up after BH hospitalization
- Average lengths of stay
- Readmission rates

Compare
outcomes of
different
locations &
levels of care
in one agency

Promote best practices/ share ideas/targeted training

Encourage trending improvements in the Net 60th

Questions?

Thank you!!

