

Quality Matters

Cenpatico 2010 Quality Improvement Program Evaluation Summary

Provider Web Portal

Cenpatico is pleased to provide its practitioners with the summary of its 2010 Quality Improvement (QI) program evaluation. This edition of Quality Matters summarizes the Cenpatico QI activities from October 1, 2009 through September 30, 2010 and highlights areas targeted for ongoing improvement. Cenpatico is dedicated to improving the lives of the members it serves through high quality, clinically sound methods. Cenpatico cannot reach this goal without you – the providers of behavioral health care in our service networks. As such, Cenpatico provides progress toward performance measure goals as well as results of both member and provider satisfaction surveys to inform performance improvement activities. A highlight of Cenpatico’s 2010 QI Plan year is that Cenpatico received accreditation from the National Committee for Quality Assurance (NCQA) as a Managed Behavioral Health Organization (MBHO). Cenpatico accomplished this by successfully implementing a QI work plan focusing on:

- Coordination of care between behavioral health practitioners and primary care providers;
- Ongoing assessment of easy access to the Cenpatico service system;
- Using member and provider satisfaction surveys and complaints analysis to drive improvement activities; and
- Acting upon identified areas for improvement to improve the quality of care provided to Cenpatico members.

Practitioners: The 2010 Cenpatico Provider Satisfaction Survey indicated that 87.8% of Cenpatico network practitioners are satisfied working with Cenpatico. For the second year, this positive response rate surpassed the Cenpatico goal of 85% reporting positively to this question. Practitioners reported the most satisfaction with the Cenpatico claims remittance advice (90.6%), the credentialing process (91.2%) and the courtesy extended to them by Cenpatico Customer Service staff (94.3%) and Provider Relations staff (94.8%). The survey question that asked about practitioner satisfaction with the “length of time to resolve claims concerns” showed a statistically significant improvement from the 2008 survey administration (57.0%) to 2010 (84.4%).

Cenpatico practitioners demonstrated they are providing care consistent with nationally recognized clinical practice guidelines (CPGs). In the areas of Depression, Anxiety and Attention Deficit Hyperactivity Disorder (ADHD), Cenpatico psychiatrists are providing follow up care after medication prescription consistent with the CPGs (goal: within 90 days):

- For Members having a diagnosis of Depression, 80.6% of adults and 89.4% of children saw their psychiatrist for follow-up care within 90 days;
- For children having a diagnosis of Anxiety, 87.8% saw their psychiatrist for follow-up care within 90 days; and
- For children having a diagnosis of ADHD, 91.4% saw their psychiatrist for follow-up care within 90 days.

Cenpatico conducted a treatment record review, sampling high volume practitioners in each market (serving at least 50,000 members). Results indicate performance above the 85% compliance rate goal for basic treatment record structure but identified an area for improvement pertaining to ongoing communication and coordination attempts with a member's primary care provider (PCP). Cenpatico created an easy to use template for behavioral health practitioners, located on the Cenpatico provider website and referenced in the Cenpatico Provider Manual, to assist behavioral health practitioners in consistent care coordination.

Access and Availability of Practitioners and Providers: Network practitioners and providers need to be both available geographically and accessible for an appointment. Using state based standards for availability; Cenpatico met most appointment availability standards. The primary reason for not meeting Geo-access or appointment standards is the lack of hospitals and residential programs within a given geographic area. Access to appointments involves auditing a statistically significant number of practitioners per market to assess the accessibility of a routine and an urgent care appointment. Practitioners in all markets met the 90% performance standard for offering a routine appointment. In six of twelve markets, practitioners did not offer an urgent appointment within twenty-four hours of the request 90% of the time. The range for those not meeting urgent appointment standards was 83.1% to 89.1%. While results have shown improvement when compared with the 2009 measurement year, there continues to be room for improvement. Cenpatico is reviewing its survey methodology to ensure unduplicated review of its independent practitioners and facilities in order to provide timely technical assistance to practitioners for targeted improvement.

1,880 practitioners and providers were credentialed and 2,581 were re-credentialed in 2010. All re-credentialing was completed within the thirty-six months required by NCQA. Of the practitioners surveyed, 91.2% were satisfied with the credentialing process.

Members: Member satisfaction was assessed using the Experience of Care and Health Outcomes (ECHO) survey in all but two states where the Echo's reading level was prohibitive. Five separate surveys were conducted for differing populations with mixed results. The area targeted for improvement as a result of the 2010 survey was the composite question, "*How well clinicians communicate*". Members consistently did not report positive response rates to this question, indicating an area for improvement. Analysis of this composite indicates that members want more information about community based resources and support groups. Cenpatico is addressing this issue by working with the Cenpatico Customer Service and Clinical teams to develop an easy, quick reference guide to each market's community based resources to efficiently provide referrals to natural supports.

Members accessed the Cenpatico system of care at a higher rate in 2010 than in previous reporting years. This includes members accessing behavioral health care after a hospitalization for a mental illness. Cenpatico responded to this need by ensuring that sufficient providers and resources are available to members upon discharge to ensure easy access to outpatient services:

- Cenpatico utilizes the Health Care Effectiveness Data Set (HEDIS) measure; Follow up after Hospitalization (FUH), to measure the rate of members receiving timely outpatient care after a hospitalization. Specifically, Cenpatico monitors the FUH indicator at 7 days as a key performance measure. The 2010 rate for the 7 day indicator increased

significantly from 2009 (40% and 30.7%, respectively), a rate increase of 23.25%. Cenpatico did not meet the performance goal of 43.3% on this indicator and continues to work with its facilities and practitioners to ensure compliance with the measure. This HEDIS measure will be carried over into the Cenpatico 2011 Work Plan for continued performance improvement opportunities.

- The Child Safety Program, Cenpatico's preventative behavioral health program, assists children who have been hospitalized to receive timely after care in a safe setting. Cenpatico incentivized member compliance with outpatient follow up using a build a bear, a book titled, My Emotions, written by a Cenpatico clinician and in those states where permitted, a gift card. Through this preventative program, Cenpatico members' families indicate improvement in the storage of medication in the home when surveyed by Cenpatico clinicians (67.2% at fifteen days to 73.6% at thirty days). Parents also report increased adherence to medication plans (67.2% at fifteen days to 80.2% in 30 days).
- A total of 8,847 members entered Cenpatico's Intensive Case Management (ICM) program with a retention rate at ninety days of 34% (3,016/8,847). In general, members who actively participate in the Intensive Case Management program have fewer in-patient days, fewer admissions and an increase in time spent in the community.

Coordination of Care: Cenpatico is dedicated to providing continuous and coordinated care to its members. Cenpatico established systems to facilitate coordination including co-location of Cenpatico staff with physical health plan staff to integrated participation in Cenpatico and health plan QI Committees. At the individual member level, Cenpatico and health plans participate in joint rounds to identify cross-system member needs and develop holistic treatment plans. Cenpatico shares care management systems with its affiliated health plans, allowing both behavioral and physical health Case Managers to communicate in real time to address member's needs. To support ongoing coordination of care, Cenpatico developed:

- Toolkits to promote adherence to CPGs for ADHD and Depression;
- A "Frequently Asked Questions" guide for PCPs to assist to make a referral to behavioral health services;
- A communication and service coordination process with a member's Obstetrician when a member screens positive for risk of depression using the Edinburgh scale; and
- Clinical Fact Sheets, including best practices information, to support PCPs managing care for a behavioral health illness.

Cenpatico Services: A goal of the Cenpatico 2010 QI Plan is to ensure the provision of culturally competent care to members. During 2010, Cenpatico ensured that the language needs of its membership were met: Cenpatico offered face to face translation services in practitioners' offices during eighty-four visits and used a language line for translation of 1,944 telephone calls. The Cenpatico Customer Services survey, conducted at the close of a Customer Service call, asked members if they were treated with respect by Cenpatico Customer Service staff. 99% of surveyed members reported positively to this question, surpassing the goal of 95%.

Conclusion: Cenpatico made improvements toward meeting the 2010 QI Plan goals. Ongoing efforts for the 2011 QI Plan include improving the rates of follow up after hospitalization; ensuring improved positive responses to member and provider satisfaction surveys; ongoing provision of culturally sensitive services; and improved data accuracy and reporting. Cenpatico looks forward to working with you, the behavioral health practitioner, in meeting its goal of improving the lives of the members we serve.