



2019 Behavioral Health Quality Improvement Program Evaluation Executive Summary

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health (BH) Quality Improvement (QI) Program for Health Care Service Corporation (HCSC), Inc.

2019 Accomplishments

1. Content was added to the BH landing page on the Connect Community site to provide members with access to BH content and information regarding multiple topics, including loneliness, depression and anxiety, substance abuse and attention-deficit/hyperactivity disorder (ADHD).
2. Federal Employee Program developed a Follow-Up After Emergency Department Visit for Mental Illness (FUM)/Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA) Incentive Program for select high volume emergency departments, which began Q1 2019.
3. Provider education regarding Healthcare Effectiveness Data and Information Set (HEDIS) measures was completed with community providers across Illinois, Oklahoma and New Mexico.
4. Continued an awareness campaign regarding the use of telehealth services with ten facilities and community providers across Illinois, Montana, Oklahoma and Texas.
5. Launched the Follow-Up After Hospitalization (FUH) 30-day Facility Incentive Program across the enterprise, which includes ten facilities.
6. The Behavioral Health (BH) Performance Improvement Project (PIP) and Quality Improvement Project (QIP) modules 1, 2 and 3 were validated by the Health Service Advisory Group (HSAG) as having successfully “met” all critical elements required by the Center for Medicare and Medicaid Services (CMS) and the IL Department of Health and Family Services (HFS).
7. Care Coordination began an initiative to outreach members in the Antidepressant Medication Management (AMM) measure to remind them to refill their medications and provide assistance, as needed. The addition of a call from a pharmacist was also initiated for members who reported additional needs regarding their medication to Care Coordination.
8. Improved process for internal staff to report BH Quality of Care (QOC) and BH Quality of Service (QOS) concerns through an online reporting system.

Program Focus for 2020

Based on the review of the 2019 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for focus of the HCSC BH Quality Improvement Work Plan for 2020 include:

1. Measure, monitor and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers and customers.
2. Maintain a high level of satisfaction among providers and members.
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. Achieve a two-percentage point improvement from baseline over a one-year period for key performance metrics.
5. Improve the member experience with the BH program.
6. Comply with all regulatory and state requirements.
7. Continue to monitor and implement strategies to improve HEDIS measures.
8. Continue to explore social determinants of health and focus on implementing new initiatives to address identified areas of concern, increase member resources and improve access.
9. Facilitate rounds, annual trainings and other activities as necessary to optimally manage behavioral health complaints and adverse incidents.
10. Increase the 7-day and 30-day rates for FUH, FUM and FUA. Follow-Up After Hospitalization (FUH), Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence (FUA) and Follow-Up After Emergency Department Visit for Mental Illness (FUM).