Evaluation Executive Summary

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

2017 Accomplishments

1. Since the inception of the Increasing Community Tenure Quality Improvement Project, readmissions for the identified Commercial and Retail high re-admitters decreased significantly at 78.2% and 76.6%, respectively.
2. Reporting for complaints and adverse incidents was streamlined across all lines of business.
3. Expanded member and provider satisfaction surveys to include facility services received and facility providers.
4. Updated adverse incident process to include incidents occurring in the last 30 days versus the last 90 days to better identify cases where there is an ability to have more of an impact.
5. The Behavioral Health (BH) Quality Performance Improvement Project (PIP) and Quality Improvement Project (QIP) were validated by regulatory State and Federal entities as having successfully “met” all critical elements for Illinois Medicare (MMAI).
6. Implemented a facility incentive program for five high volume facilities with the ability to earn an incentive based on an increase in Health Effectiveness Data and Information Set (HEDIS) seven-day follow up after hospitalization appointments for IL Medicaid.
7. Supported National Committee for Quality Assurance (NCQA) accreditation activities which led to a full accredited status for the Illinois Medicaid Plan.
8. The BH inter-rater reliability measure for Government Programs Utilization Management achieved a score of 90.9% concordance.
9. One Hundred percent (100%) compliance for timely resolution of Behavioral Health Adverse Incidents, Critical Incidents and Complaints/Grievances.

Program Focus for 2018

Based on the review of the 2017 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 2018 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. Increase the rate of 7-day and 30-day ambulatory follow-up after psychiatric hospitalization for mental health.
5. Improve the integrated delivery of behavioral health and medical care to members with co-morbid conditions.
6. Measure, monitor, and continuously improve performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers;
7. Achieve a 2 percentage point improvement from baseline over a one-year period for key performance metrics.
9. Continue initiative of incentivizing providers to screen for depression and report outcomes.