Community Quality Forum

March 16, 2021
3-5pm
Welcome to today’s Community Quality Forum

We will begin shortly. All lines have been automatically muted.

While you are waiting TEST YOUR AUDIO.
LISTEN FOR MUSIC.

Please use the chat feature for questions or raise your hand.

Thank you.
Zoom Webinar Controls

Navigating your bar on the bottom...

- Windows: You can also use the Alt+Y keyboard shortcut to raise or lower your hand.
- Mac: You can also use the Option+Y keyboard shortcut to raise or lower your hand.
Audio Settings

- Join audio by computer when joining a meeting
- Mute microphone when joining a meeting
- Press and hold SPACE key to temporarily unmute yourself
Community Quality Forum
Agenda

• Purpose and Objectives: CJ Loiselle
• Health Equity: Markay Adams
• COVID-19 Update
  o Telehealth Data: Will Buckley
  o Crisis Data: Alex Herrera
  o SMI Update: Alex Herrera
• QM New Policy Data Update: CJ Loiselle
• Meeting Recap and Next Steps: CJ Loiselle
Community Quality Forum

Goal/Purpose
The AHCCCS Community Quality Forum evaluates physical and behavioral health system performance in alignment with our integrated care model in collaboration and consultation with community stakeholders to drive system improvement efforts.

Objectives
1. Finalize the development of Statewide physical and behavioral health dashboards;
2. Evaluate dashboard data metrics and provide feedback for performance improvement efforts including performance improvement projects (PIPs); and
3. Evaluate observed community-based trend concerns by leveraging data analytics to drive policy change.
Health Equity

Markay Adams
Assistant Director
Division of Fee For Service Management
AHCCCS
Health Equity Committee

• Created in July 2020
• Internal committee- each division has a representative
• Charter established
• Held 5 public forums last fall
• Understanding current initiatives
• Identifying baseline data
Health Equity Committee

- Understand AHCCCS’ current initiatives that have implications for health equity
- Identify health inequities
- Recommendations for future initiatives
- Website: https://www.azahcccs.gov/AHCCCS/Initiatives/HEC/
- Email: healthequity@azahcccs.gov
COVID-19 Updates
Telehealth Data Update

Will Buckley
Business Intelligence Manager
AHCCCS Office of Data Analytics
AHCCCS
Telehealth Utilization
July 2019 - February 2021
Percentage of enrolled members with one or more telehealth service
(rolling 12 month data per month)

Note: Includes real-time audio/visual services, our permanent telephonic services and the expansion of telephonic services in response to the public health emergency.
Telehealth Utilization - Mental Health Services
January - December 2020
Number of Services Rendered Per 10,000 Enrolled Members by Month and LOB
Telehealth Utilization - Substance Use Services
January - December 2020
Number of Services Rendered Per 10,000 Enrolled Members by Month and LOB
Crisis Utilization Trending

Alexandra Herrera
Crisis Administrator
Division of Health Care Management
AHCCCS
Crisis Call Volume
December 2019 - December 2020

* Crisis Call Volume represents all incoming calls into the local & toll-free Crisis Line numbers.
Crisis Call Center - Top Reasons for Calls
December 2020
(By RBHA/GSA, Rate Per 100 Calls)

Central GSA: Mercy
(8,663 Calls)

South GSA: AzCH
(4,664 Calls)

North GSA: HCA
(1,325 Calls)
SMI Eligibility Determination Data

Alexandra Herrera
Project Manager
Division of Health Care Management
AHCCCS
2019

- 725 eligibility packets / month to CRN
- 99.98% of all determinations were timely
- 46% of applicants were determined SMI
- 29% of all packets received were for non-AHCCCS eligible individuals
- 20% of applications were initiated through the Court Ordered Evaluation process

2020

- 671 eligibility packets / month to CRN
- 99.99% of all determinations were timely
- 45% of applicants were determined SMI
- 34% of all packets received were for non-AHCCCS eligible individuals
- 29% of applications were initiated through the Court Ordered Evaluation process
SMI Approval %

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<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>April</th>
<th>May</th>
<th>Jun</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
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<tbody>
<tr>
<td>2020</td>
<td>44%</td>
<td>44%</td>
<td>45%</td>
<td>41%</td>
<td>40%</td>
<td>45%</td>
<td>42%</td>
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<td>45%</td>
<td>51%</td>
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<td>43%</td>
<td>52%</td>
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<td>48%</td>
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<td>43%</td>
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SMI Assessments by Eligibility Status 2020 (T19/NT19)
Packet Quality Data by Plan

- Submitted monthly
- Provider listing of errors by plan assignment
- MPS: 80% or TA / plan follow-up

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<th>Oct-20</th>
<th>Nov</th>
<th>Dec</th>
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<tr>
<td></td>
<td>Submissions</td>
<td>% Error rate</td>
<td>Submissions</td>
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<tr>
<td>United</td>
<td>89</td>
<td>9%</td>
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<td>Mercy Care</td>
<td>284</td>
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<td>4%</td>
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<td>Health Choice</td>
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<td>10%</td>
<td>31</td>
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<tr>
<td>B-UFC</td>
<td>43</td>
<td>28%</td>
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<tr>
<td>AzCH</td>
<td>78</td>
<td>12%</td>
<td>88</td>
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New Policy Overview & Future QM Tracking and Trending Reports

CJ Loiselle
Quality Management Manager
Division of Health Care Management
AHCCCS
NEW Policy - AMPM 961

AMPM 961 - INCIDENT, ACCIDENT, AND DEATH REPORTING

• Outlines the minimum requirement for reportable incidents and contractors policy development
• Clarification on timelines for reporting incidents
• Requirements for contractor review and triage of all reportable incidents

The draft policy has been posted for Tribal Consultation and Public Comment at: https://ahcccscomments.azurewebsites.net/chapter-900-2/ampm-policy-961-incident-accident-and-death-reporting/

Tribal Consultation and Public Comment period ends 3/21/21.
Future QM Tracking and Trending Reports

The AHCCCS Quality Management team is working with our Business Intelligence team to create trending reports using information entered into the QM portal.

- Create tracking and trending reports on Seclusion and Restraint (SAR), Incident Accident and Death (IAD & IRF) reports and Quality of Care (QOC) investigations.
- Create dashboards that will enhance our tracking and trending efforts giving AHCCCS a data driven system-level review of all quality related reporting.
Meeting Recap and Next Steps

CJ Loiselle
Thank You.

2021 Meetings:
July 15th
November 18th