Vermont Care Partners

VCP is improving quality of developmental, mental health and addiction services by:

- Developing the **right measures** to meet identified outcomes.
- The creation of a **System of Excellence** through the **Centers of Excellence**.
- **Data quality work** at all member agencies.
- The creation of a **data repository** and **data analytics**.
- Outcomes development work including **data definitions, Results Based Scorecard**

Details of VCP's Quality Work Include:

- Work with AHS on the Master to **clearly outlines expectations and measures** that fit **RBA**
- Define the data points to achieve **complete, accurate and consistent data**
- Analyze **data quality** and develop and train on **toolkits to maintain data quality.**
- Develop a **data repository** to work with the other data repositories and data sources.
- Meet with **Program Standing Committees** to get input from the **individuals and families who use the DA/SSA services**
- Work with DMH on revamping the **System of Care plans** to align with other outcome, quality and accountability efforts
- Work with DMH and DAIL on the **Designation process** to ensure focus on continuous quality improvement and available data
- Use **VCP** as a central point of contact to ensure **consistent communication, clear expectations and feedback** between DA/SSA members and AHS
- Continue to **align the efforts** on accountability, outcomes, quality, COE, RBA, data quality, data repository, data analytics and data governance **to create a System of Excellence** so that the services provided help achieve the **goals of the Triple Aim**
- **Partner** with the **Accountable Care Organizations, the Blueprint and the Unified Community Collaboratives**

VCP MEMBERS ARE FOCUSING ON:

- Developing the foundation and processes for continuous quality improvement

- Increasing accountability

- Creating an opportunity to participate in value based payment and health reform

- Maximizing the use of limited resources to focus on the most efficacious and cost efficient practices

- Participating fully in health care reform

Details of Data Specific Efforts

Centers of Excellence is a system-wide framework to:
- **Improve** the services provided
- **Demonstrate value,** to **excel** at addressing the **whole health of the populations** we serve and being viewed as the **preferred place of care.**
- Support health care providers who want to **refer to organizations** that have **positive outcomes.**

The five key elements of Centers of Excellence:
- **Easy Access** - Known for ensuring new and existing clients can get the right care, at the right time, in the right setting and with the right provider
- **World Class Customer Service built on a Culture of Engagement and Wellness** - Known by the community, clients and staff for going the extra mile
- **Comprehensive Care** - Known for offering a broad scope of mental health
- **Excellent Outcomes -** Known for achieving results for clients by measuring what is important to clients and achieving excellent outcomes on those measures
- **Excellent Value -**Known for providing high value by achieving improved health outcomes that matter to clients relative to the cost of achieving those outcomes.

Data quality results in:
- **High quality** data for all members
- **Ready data** for exchange
- Tools for VCP Members to **build quality** as new data points are identified
- **High quality analyses** for individual DA/SSA and system-wide

VCP data repository creates:
- A **single location** for VCP DA/SSA member data.
- Ability to **talk about outcomes** not just outputs
- Efficiency by **decreasing the number of interfaces** required to connect with stakeholders
- An opportunity for **analytics for individual agencies and the entire system**
- The ability to **coordinate and cooperate** across the membership
- The ability to do **quality improvement** of system-wide services

Data analytics creates:
- **Operational integrity.**
- **Real time information** for enhanced care delivery
- **High level decision** support for programs, program managers and Executive Directors
- System-wide analysis
- The ability to **identify areas for improvement** and areas of high quality **to share expertise.**