

Washington County Mental Health Services



VERMONT LEGISLATURE
CENTERS OF EXCELLENCE OVERVIEW
APRIL 13TH, 2017

Susan Loynd



WASHINGTON COUNTY
MENTAL HEALTH

The logo for Washington County Mental Health features a stylized black silhouette of a mountain range with a bird in flight above it. Below the graphic, the words "WASHINGTON COUNTY" are written in a bold, black, sans-serif font, and "MENTAL HEALTH" is written in a smaller, black, sans-serif font below it.

Centers of Excellence & RBA



- COE as a quality and accessibility initiative
- The role of RBA
- Integrating RBA & COE to demonstrate value
 - PCP as an example
- Bringing it all together;
 - Integration & Payment Reform



- Vermont Care Partners (VCP) – Vermont Council and VT Care Network
 - “System of Excellence”
 - Vision that guides 16 Network Agencies in becoming a

Behavioral Health “CENTER OF EXCELLENCE”

Centers of Excellence



“**great place to get care and a great place to work. A BHCOE offers easy access to affordable, comprehensive care** for persons experiencing behavioral health issues (or developmental disabilities). Clients experience **respectful, self-directed, team-based, and holistic care** that addresses their problems and **achieves outcomes important to them.** Excellence is created by **each staff member who has a heartfelt connection** to their community and the people they serve, based on a **deep understanding of trauma, best clinical practices,** and an **unshakable commitment to resiliency and recovery.**”

~National Council for Behavioral Health

Five Pillars of Excellence



Why now?



- A system-wide approach to improve the quality of services
- A framework to demonstrate value
- Excel at addressing integrated health of populations served.
- Agencies will be viewed as preferred place of care
- Health care will refer to organizations with positive outcomes
- Unanimous agreement & commitment at VCP Retreat that COE gives us a method to demonstrate individual and system-wide value in Health Care Reform
- Positions us to move to a value based payment mechanism
- Allows us to demonstrate outcomes in a standardized way across the system.

COE Project

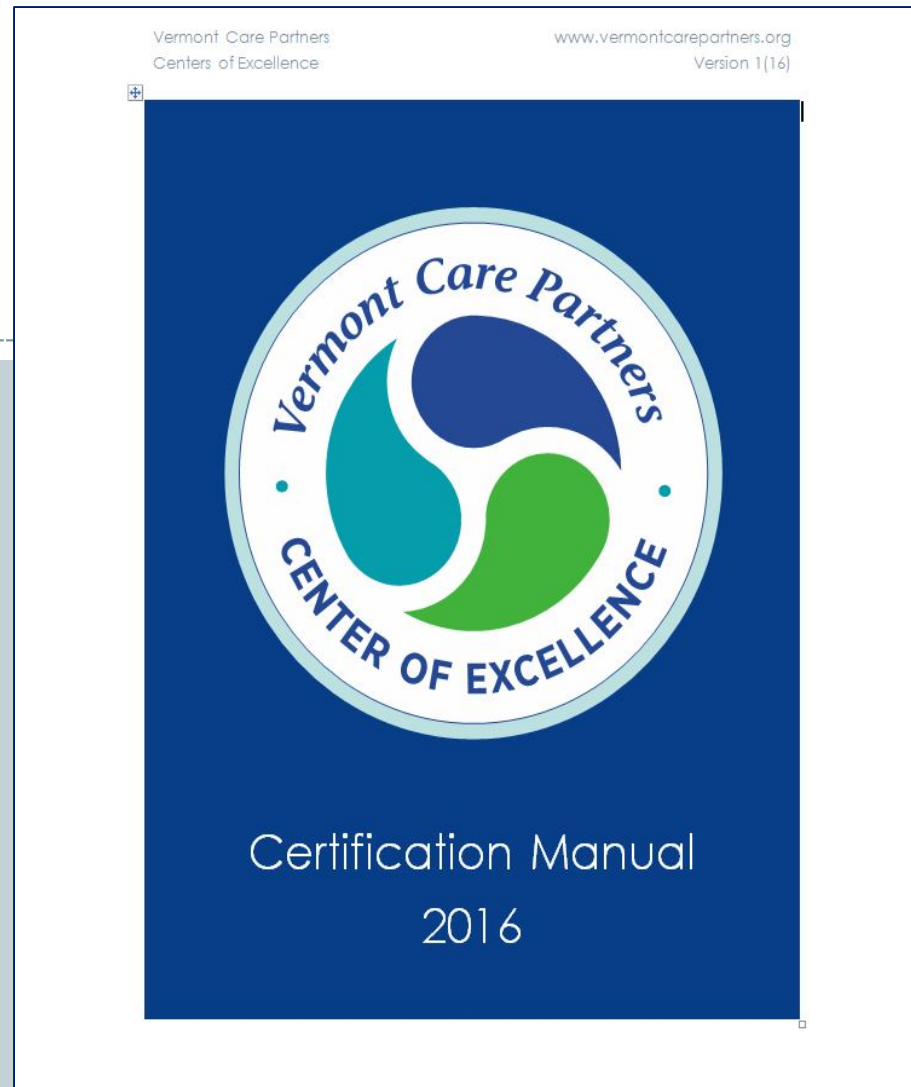
Fall of 2014: Executive Directors identified COE as guiding framework for creating a cert. process.

Winter 2015: Kickoff meeting & training

Spring 2015: Group assembled to formulate specific measures.

Spring 2016 - to current: Group assembled certification manual & review team

Winter 2017: Kickoff pilot program to review certification criteria



PILOTING THE WAY



Currently in the 'pilot' phase, and WCMHS volunteered to test the certification process.

During this phase, our ongoing efforts were examined by a review panel and given score to use as baseline data.



Pilot Process



Appendix A: Application for Certification

Name of Agency: Washington County Mental Health Services

Date of Application: December 16, 2016

Please complete this form electronically.

Agency members to include in site visit:

Name	Program Area
Susan Loynd	Human Resources
Joseph Murray	IT
Heather Colangelo	Quality Assurance
Mary Moulton	CEO

Self Assessment Completed? **Yes** **No**

(Please send the completed assessment and supporting documentation along with this application to Vermont Care Partners, Attn: Cath Burns, 137 Elm St., Montpelier, VT 05602)

1. The COE certification process is designed to promote quality improvement. Please comment on your current quality improvement initiatives at your agency:

As a mental health agency, we are always striving to do the best work we can and make the most positive impact in a myriad of ways for our community. We have enthusiastically embraced the outcomes framework, Results Based Accountability, as a tool used across the entire agency. In 2014, the State of Vermont adopted RBA and began mandating that all State governmental programs use it to assess and report on various performance measure questions. vet WCMHS had, for

Appendix B: Self-assessment Form

Please complete this form and send it with supporting documentation to: Vermont Care Partners, attention: Cath Burns, 137 Elm St., Montpelier, VT 05602.

Agency Name: Washington County Mental Health Services

Person/Team completing form: Heather Colangelo – Quality Assurance Manager.

Please populate the following standards with data and/or evidence that standard is met. Refer to the Standards section in this manual for specifications.

Comprehensive Care	Standard
Clients indicate services were "right" for them	C.1
Clients indicate they received the services they "needed"	C.2
The agency asks clients if they have a primary care provider	C.3a
The agency helps clients who report not having a primary care provider enroll with a primary care provider	C.3b
Follow up after discharge from psychiatric hospitalization	C.4

Notes:

Easy Access	Standard
Schools have co-located services	EA.1
Clients are offered a face-to-face contact within 5 days of initial request	EA.2
Agency provides co-located services in primary care offices	EA.3
Clients are seen for treatment within 14 calendar days of assessment	EA.4

Notes:



RBA & COE



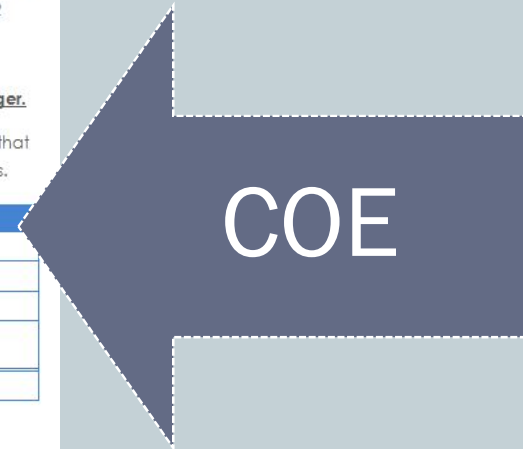
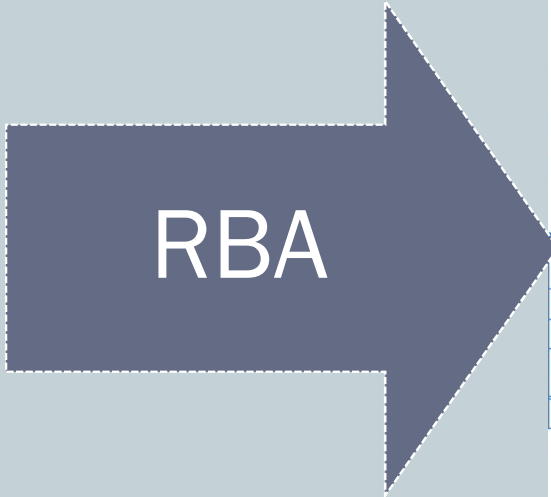
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Notes:

C.3a – The Agency Asks Clients if They Have a Primary Care Physician



Measure Name	C.3a – The agency asks clients if they have a primary care provider
Definition	The agency asks clients if they have a primary care provider (PCP).
Rationale for Measure	Clients who have a primary care provider are less likely to use the Emergency Department for routine care.
Data Source	Agency's screening or intake form question about if the client has a PCP.
Specification for Calculation	Numerator = # of clients asked if they have a primary care provider Denominator = Total # of clients served who have received one encounter in the fiscal year
National or Local Benchmarks	Not applicable.
Corresponding Results Based Accountability Category	How Well
Corresponding Vermont Agency of Human Services Performance or Reporting Measure	None
Other	
Scoring	0 – Agency does not ask 2 – Agency asks clients if they have a PCP

How'd We Do It?



PCPAnnualTaskReminder (1).pdf - Adobe Reader

File Edit View Window Help

1 / 3 114% Fill & Sign Comment

PCP Annual Task and Data Recording

Client Admission Form:

A question has been added to the Client Admission Form.

Do you have a primary care physician? Yes No (If yes, please list below.)

Related Individuals / Primary Care Physician / Legal Guardian		
Name	Relationship	Contact Information

Please collect this data at intake, and complete the PCP information on the admission form. The PCP information will be entered into the **Related Individuals** portlet in Essentia.

We have also added fields to **Client Demographics** in the **Client Details** portlet ("E-Mail / Other" tab).

Client Overview Client Demographics

Clinical Desktop
Clinical Reports*
MU Reports*
Client Search

Client Details
Admissions
DSMS / Medical

Do you have a primary care physician?: No

Date Reviewed:

Story Behind the Curve



Story Behind the Curve⁹



0 – Agency does not ask

2 – Agency asks clients if they have a PCP

Effective Friday, April 1, 2016, WCMHS added a PCP question to our Client Admission Form and the Demographics portlet in our electronic medical records program, Essentia. Beginning on that day, an annual task reminder was triggered to staff for active clients on the anniversary of their most recent admission date. The purpose of the task was to remind staff to have a conversation and verify that the client's PCP information is correct in Essentia.

Instructions to enter PCP information into Essentia were provided as follows: [Essentia PCP Instructions](#)

Effective Thursday December 1, 2016, WCMHS the PCP annual reminder has been replaced with a new template that will trigger to the client's primary staff on an annual basis. This template will replace the current PCP task reminder and will prompt staff to update multiple pieces of demographic data (including the PCP) via a single template. Details can be found here: [Demographic Update Form](#)

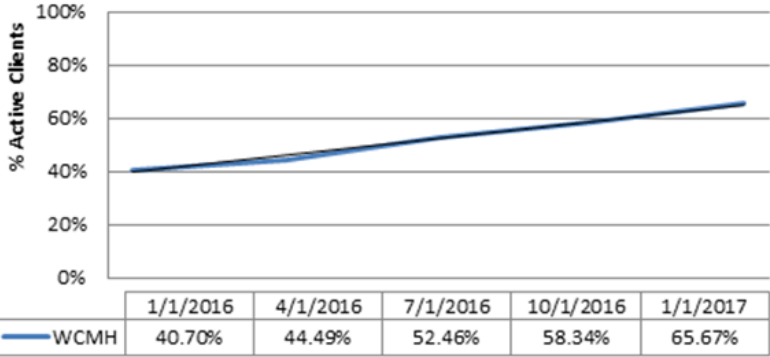
All six divisions at WCMHS utilize a [Client Admission Form](#) which specifically asks (on page 2) if the client currently has a PCP.

This chart represents the % of WCMHS Clients Who Are Listed in the EMR as Having a PCP, by Quarter. Details can be found here: [WCMHS Centers of Excellence C.3a](#).

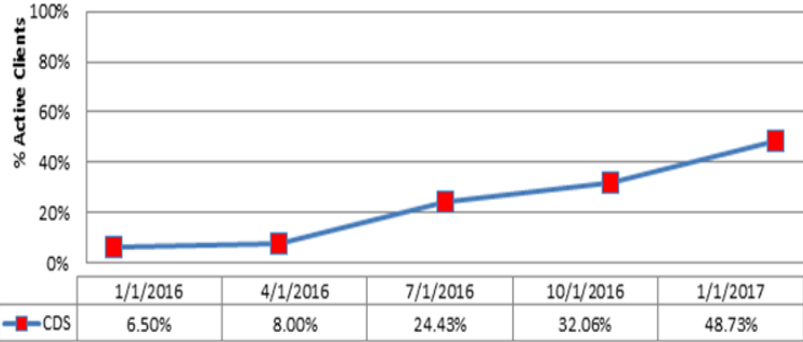
PCP Measure Update



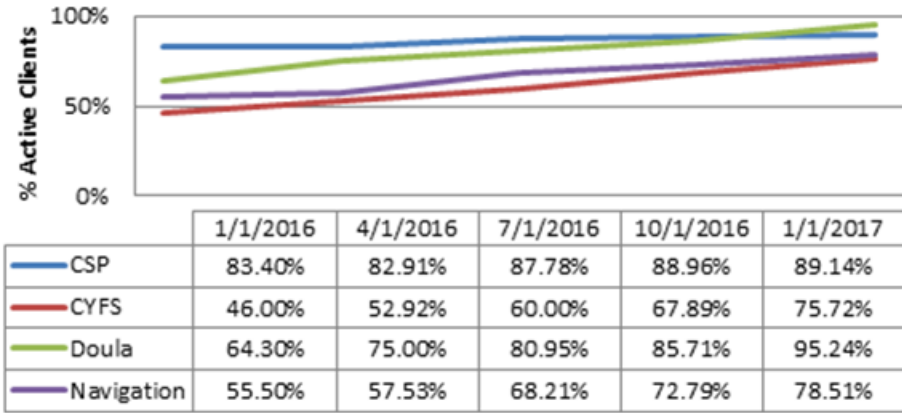
% Clients with Primary Care Physician Listed in EMR



% Clients with Primary Care Physician Listed in EMR



% Clients with Primary Care Physician Listed in EMR



The Finished Product



Bringing it all together



- Statewide COE project demonstrates;
 - Our ability to collaborate as a state DA system
 - The quality and accessibility of our services
 - Measurable outcomes which will support us in receiving ongoing funding as we enter payment and healthcare reform discussions.
 - The value of the DA system, by assigning a ‘quality seal’ to agencies providing exceptional service, setting us apart from other non-COE organizations and positioning us to become preferred providers of mental health and developmental services.
 - Illustrates both the critical need to collaborate across the entire health care system while spotlighting those areas in which we are already fully integrated
 - ✦ Learning collaborative
 - ✦ Health homes
 - ✦ Crisis & ER

Questions?

