

QI Spotlight

November 2004

For the HealthChoices Behavioral Health Program, the DPW Office of Mental Health and Substance Abuse Services is placing increasing emphasis on quality improvement projects and activities aimed at improving identified QI measures. Many of these measures are outlined in the DPW document entitled “HealthChoices Behavioral Health Baseline Performance Report”, which is available on the Internet at <http://www.dpw.state.pa.us/General/FormsPub/MentalHealthPublications/>

CBHNP welcomes this approach as consistent with our own identified Strategic QI Initiatives (see QI Spotlight August 2003). Quality Improvement Activities (or QIAs) have been in development over the past year and generally can be divided in Clinical QIAs (those that directly impact Member care) and Service QIAs (those that indirectly impact Member care by CBHNP providing better service to the Provider or Member community). Some examples of each currently underway at CBHNP include:

Clinical QIAs

- Improving Follow-Up after Hospitalization for Mental Illness
- Reducing 30-day Readmission Rates
- Improving Access for Youth Receiving Substance Abuse Services
- Increasing the Service Delivery Percentage for Behavioral Health Rehabilitation Services for Children

Service QIAs

- Improving Telephone Service Statistics
- Improving the Timeliness of Administrative Appeals
- Reducing Claims Denials for No Authorization