

# Provider Profiling

Mental Health Outpatient  
Services

10/1/09 to 9/30/10





## **Mental Health Outpatient Services**

CBHNP utilizes a provider profiling process that is an important provider-level quality improvement activity, as well as an opportunity to internally track and trend data over a set period of time to identify possible areas of improvement. It is also a tool to make meaningful comparisons based on a varied data set including claims data, authorization data, quality reports and demographic information. Provider profiling results have been compiled using data from October 1, 2009 to September 30, 2010.

Mental Health Outpatient Services (MH OP) are psychiatric services provided at an approved or licensed outpatient psychiatric clinic that is not providing room and board and professional services on a continuous twenty-four hour per day basis.

Overall, twenty MH OP providers were profiled based on high volume criteria. The high volume criterion was those facilities that saw greater than 700 Members for the period. It is important to note that the data is representative of the entire Network, combining both Capital and North Central data for each identified provider.

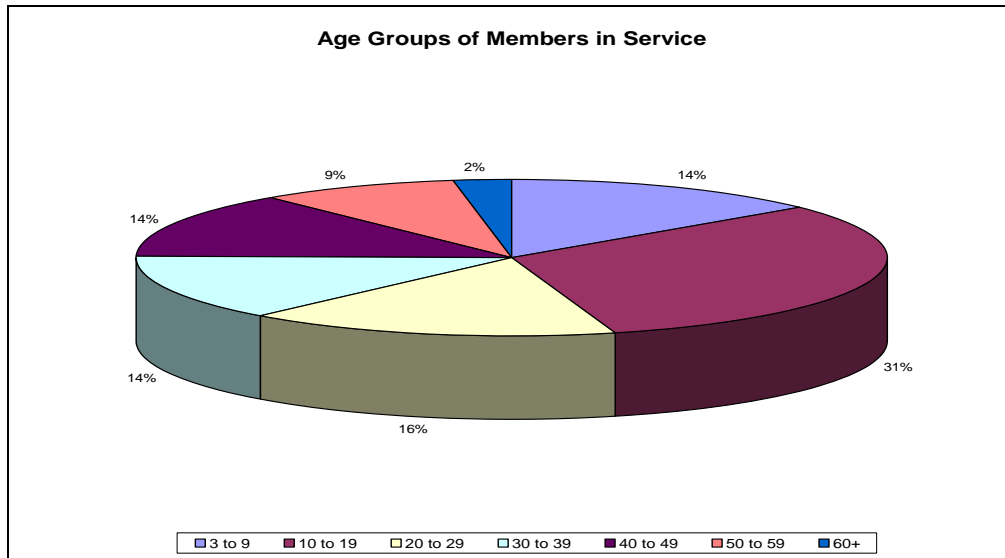
### **Profiled Providers**

1. Altoona Regional Health System
2. Bedford-Somerset MH/MR
3. Behavioral Health Specialists
4. Community Services Group, Inc.
5. Diakon Family Life Services
6. Edgewater Psychiatric Center – NHS, Inc.
7. Franklin Family Services
8. Holy Spirit Hospital – Behavioral Health Services
9. Home Nursing Agency
10. Northwestern Human Services of PA
11. Nulton Diagnostic and Treatment Center
12. Pennsylvania Counseling Services, Inc.
13. Pennsylvania Psychiatric Institute
14. Philhaven
15. Pressley Ridge Schools
16. Primary Health Network
17. Stevens Center – NHS, Inc.
18. T.W. Ponessa & Associates, Inc.
19. TEAMCare Behavioral Health, LLC.
20. Universal Community Behavioral Health

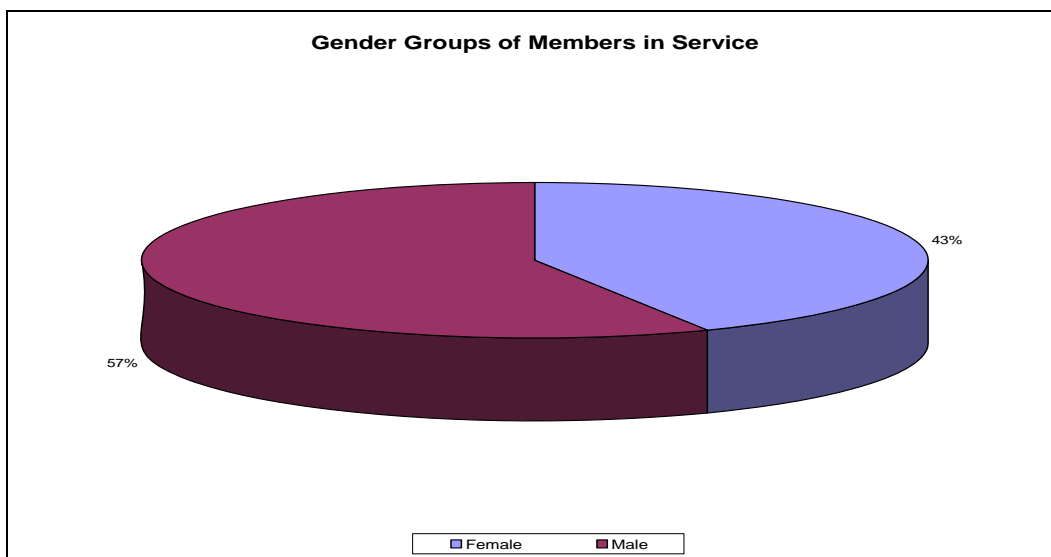
Profiled indicators include demographics, utilization, quality, compliance and satisfaction.

Demographic information available for Members receiving MH OP includes age, gender, race and diagnostic data.

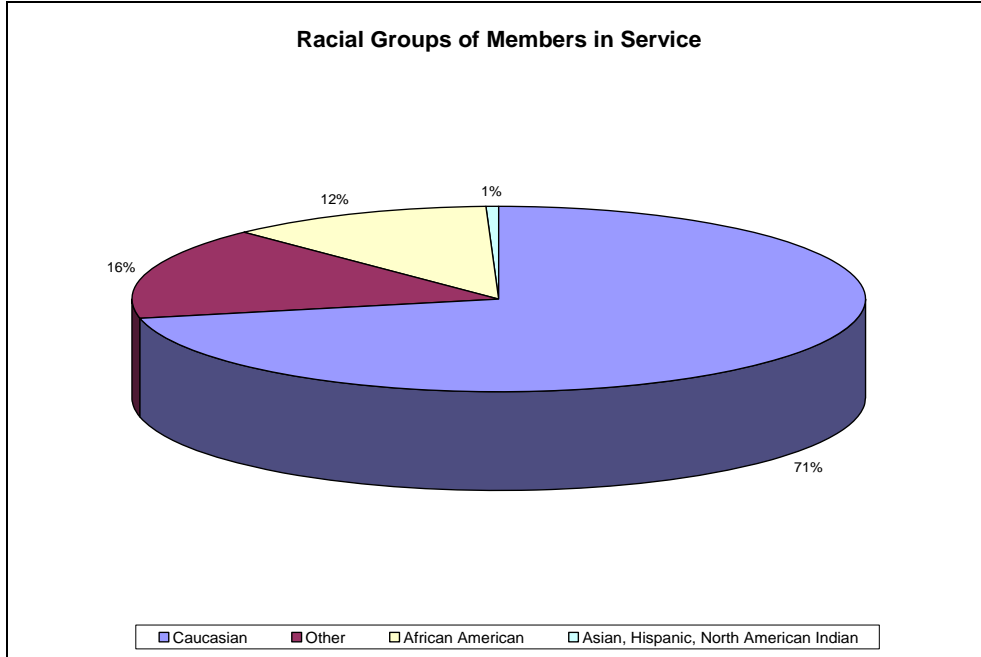
Overall, fourteen percent of the Members were between the ages of three and nine, thirty-one percent were between ten and nineteen, sixteen percent were between twenty and twenty-nine, fourteen percent were between thirty and thirty-nine, fourteen percent were between forty and forty-nine, nine percent were between fifty and fifty-nine, and two percent were sixty years of age and older.



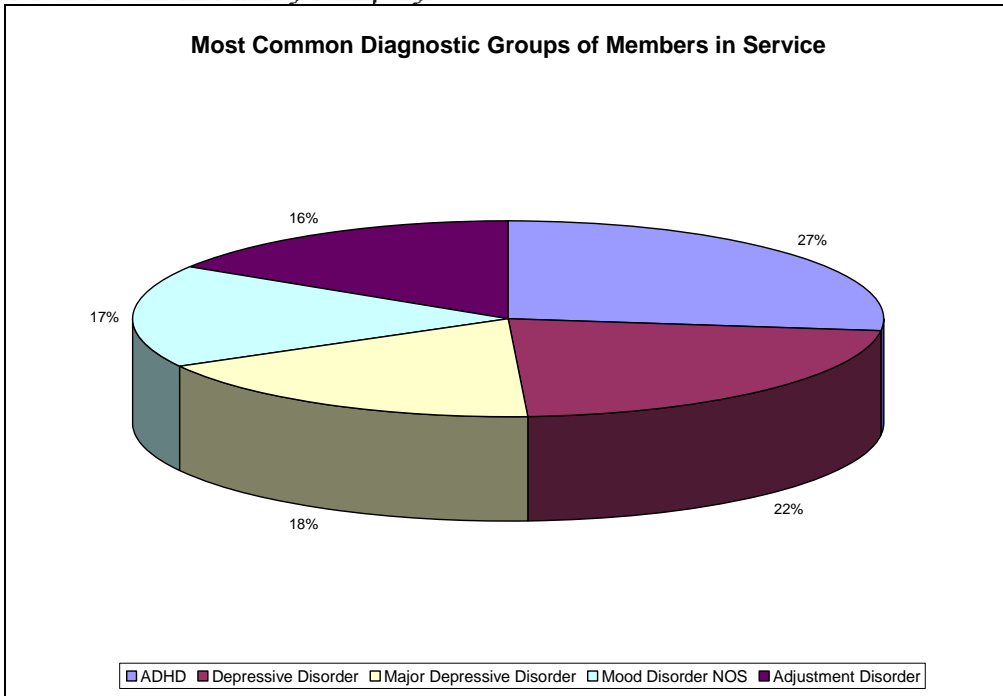
Fifty-seven percent of the Members were female, and forty-three percent were male.



Seventy-one percent of these Members were Caucasian, sixteen percent were categorized as Other, twelve percent were African American and less than one percent were Asian, Hispanic and North American Indian.



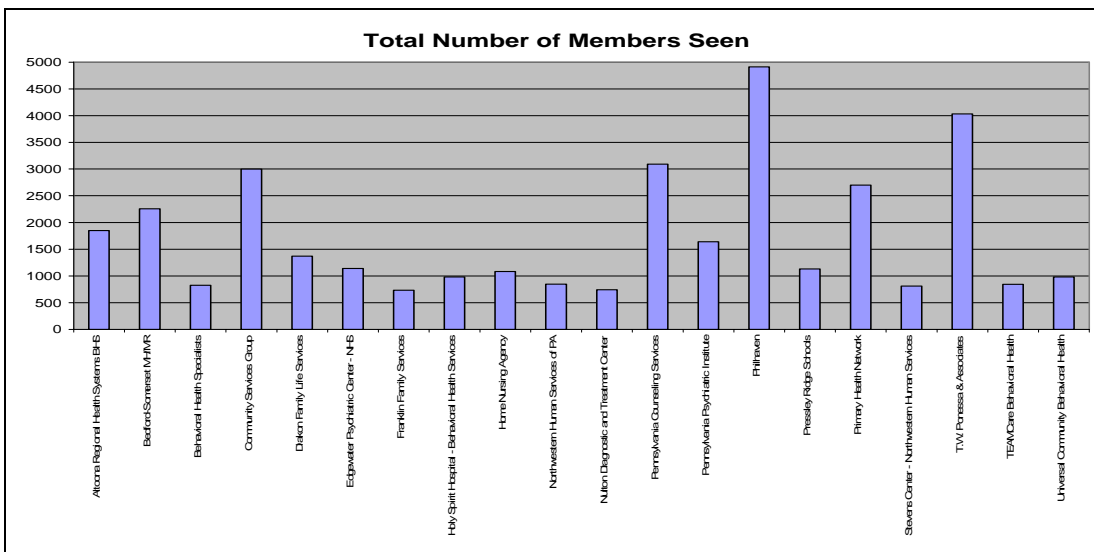
The most common diagnoses of Members receiving Mental Health Outpatient Services were Attention Deficit Hyperactivity Disorder – 314.01 at nine percent, Depressive Disorder – 311 at eight percent Major Depressive Disorder – 296.32 at six percent, Mood Disorder NOS– 296.90 at six percent and Adjustment Disorder – 309.28 at six percent.



## Utilization

Utilization information available for Members receiving MH OP services includes the total number of Members seen and the compliance rate for offering services within seven days of a request.

The total number of Members seen across the Network was 48,944, up from the total of 39,526 in 2008-2009, with the range for profiled providers of 732 to 4,914 Members.



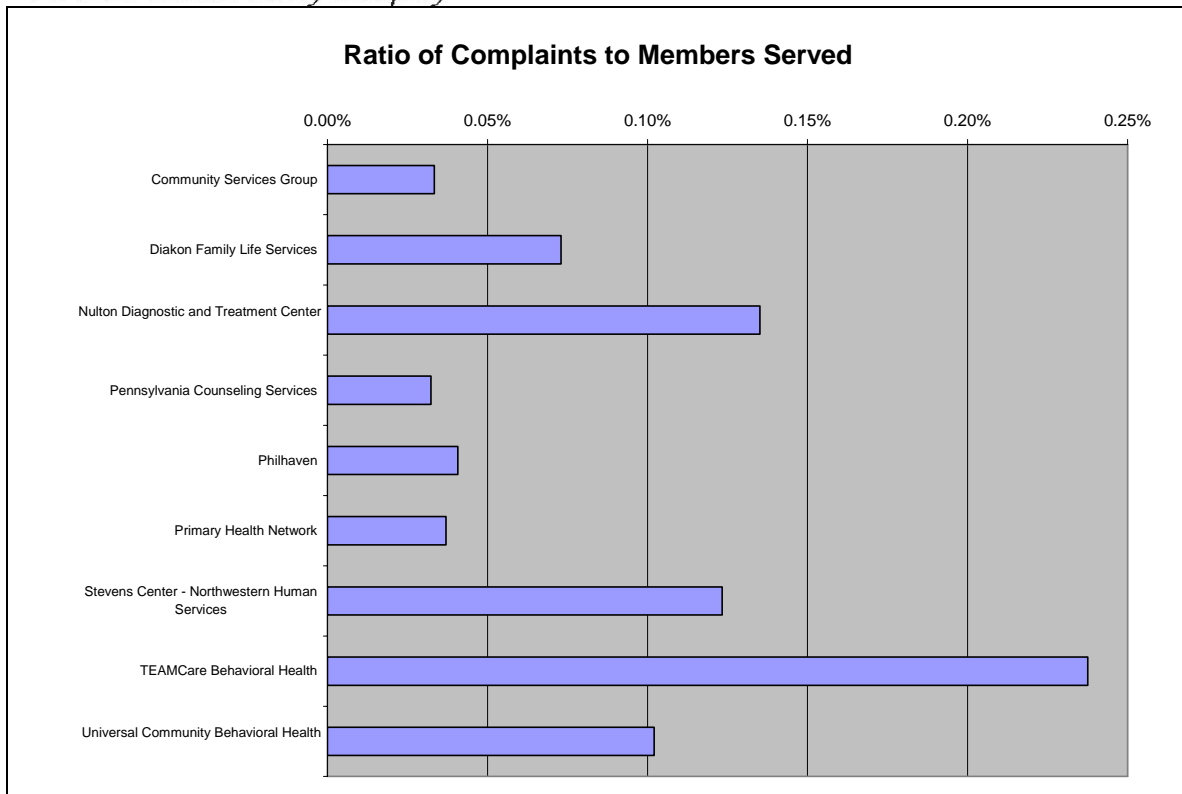
Utilization was also measured using the compliance rate for offering services within seven days of the request. The Network average was 56.11%, up marginally from the average of 53.64% in 2008-2009. This average is indicated by the solid black line in the chart below. Eleven of the twenty providers were above the Network average for compliance and met the first target criterion for performance.



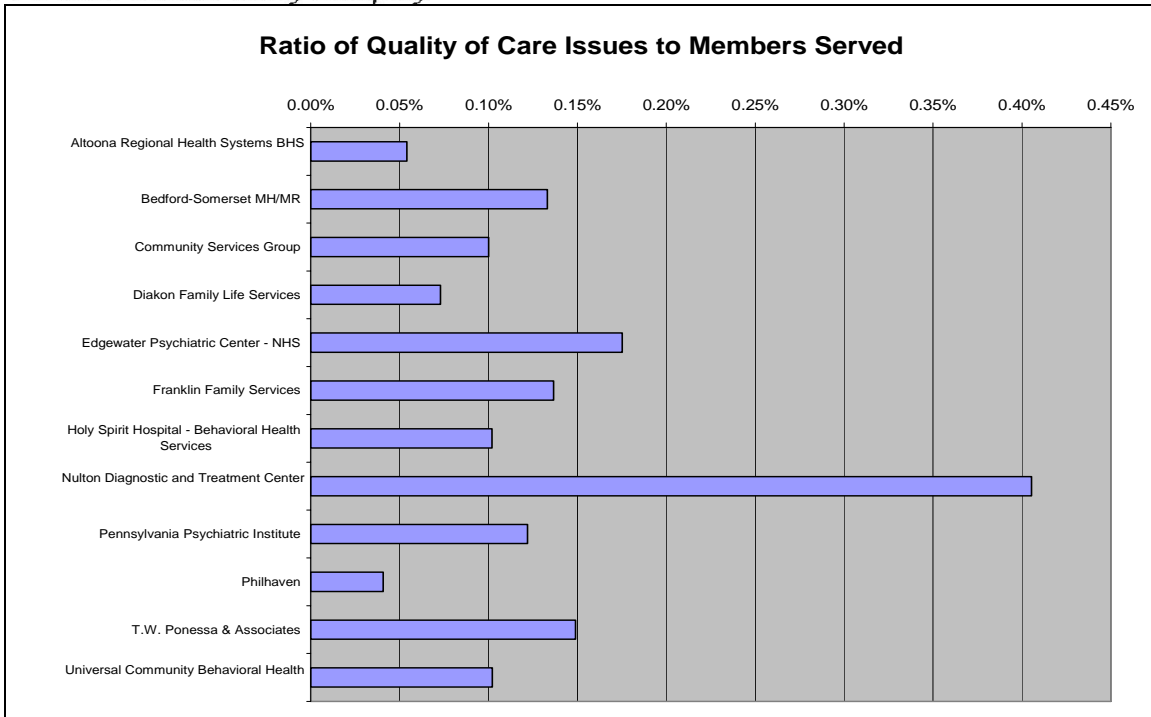
## Quality

The quality indicators for MH OP were measured by the total number of complaints filed against each provider, the total number of quality of care issues, the total number of critical incident reports submitted by the provider and the provider's Co-Occurring Competency Score.

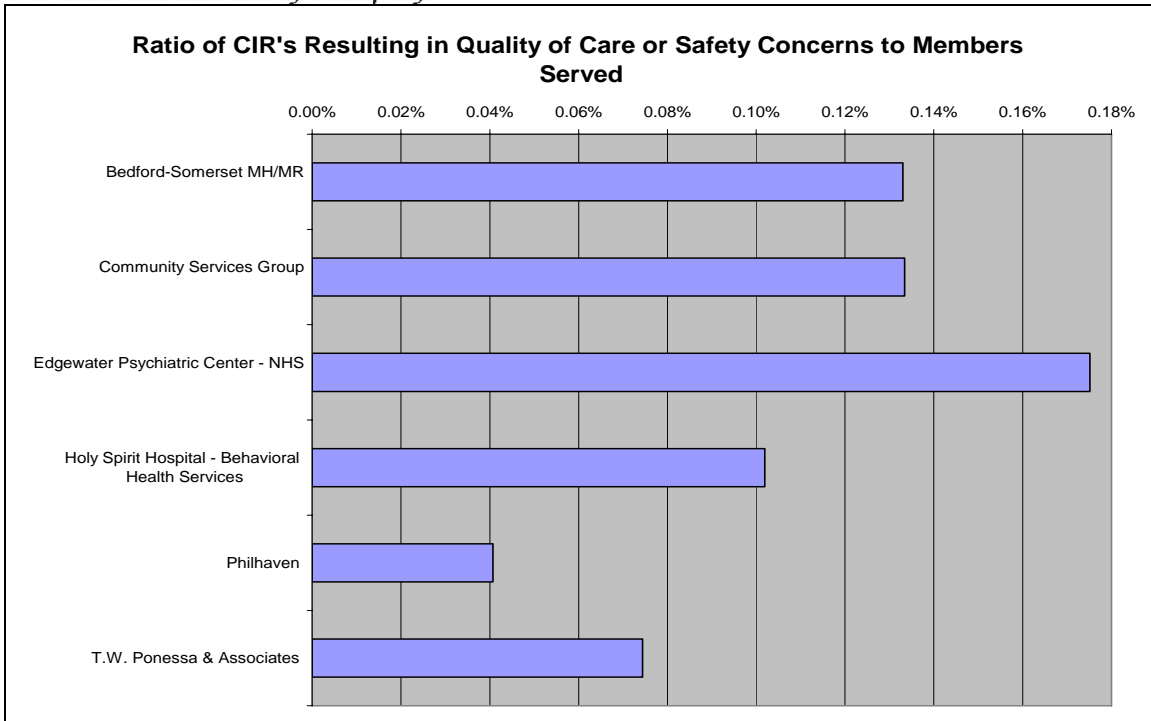
Across the Network, there were a total of fourteen complaints filed, resulting in a negligible 0.03% ratio of complaints to Members served. Of the twenty profiled providers, nine had complaints filed against them, none of which had a ratio of complaints to Members served exceeding one percent.



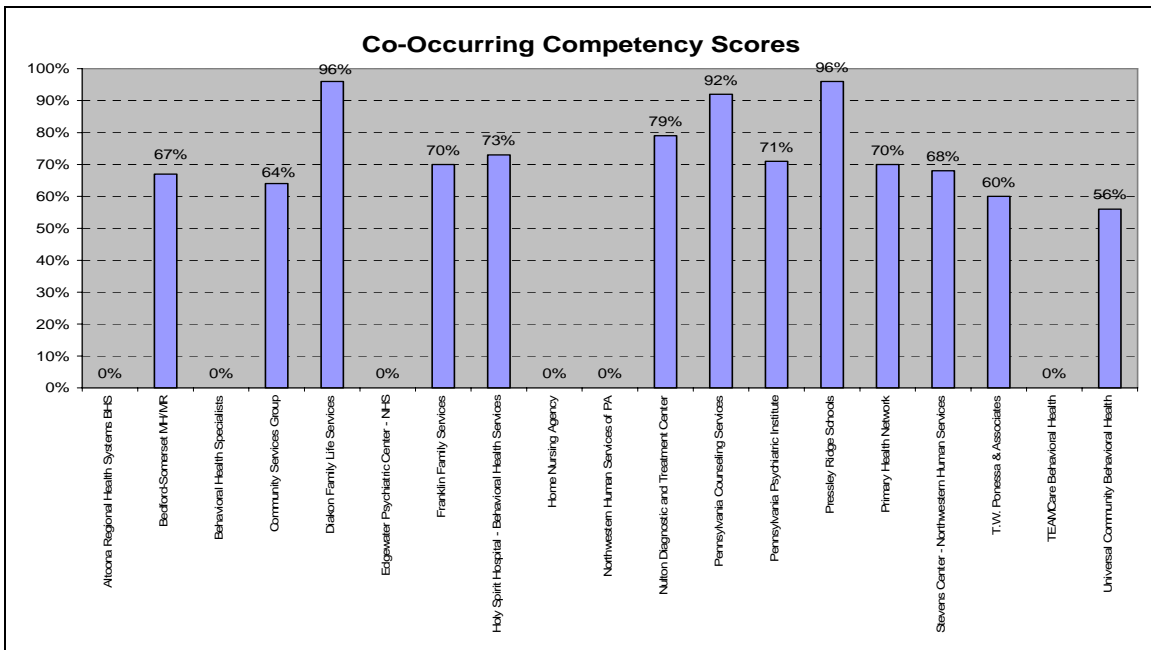
The total number of quality of care issues across the Network was thirty-nine, with a ratio of issues to Members served of 0.08%. There was quality of care issues with twelve of the profiled providers, none of which exceeded one percent ratio of issues to Members served.



The number of critical incident reports submitted across the Network was 166. The range of reports filed for the profiled providers was zero to forty-eight. Seventeen of the submitted reports from six of the profiled providers resulted in a quality of care or safety issue. The ratio of critical incident reports resulting in a quality of care or safety issue to Members served was 0.03%.

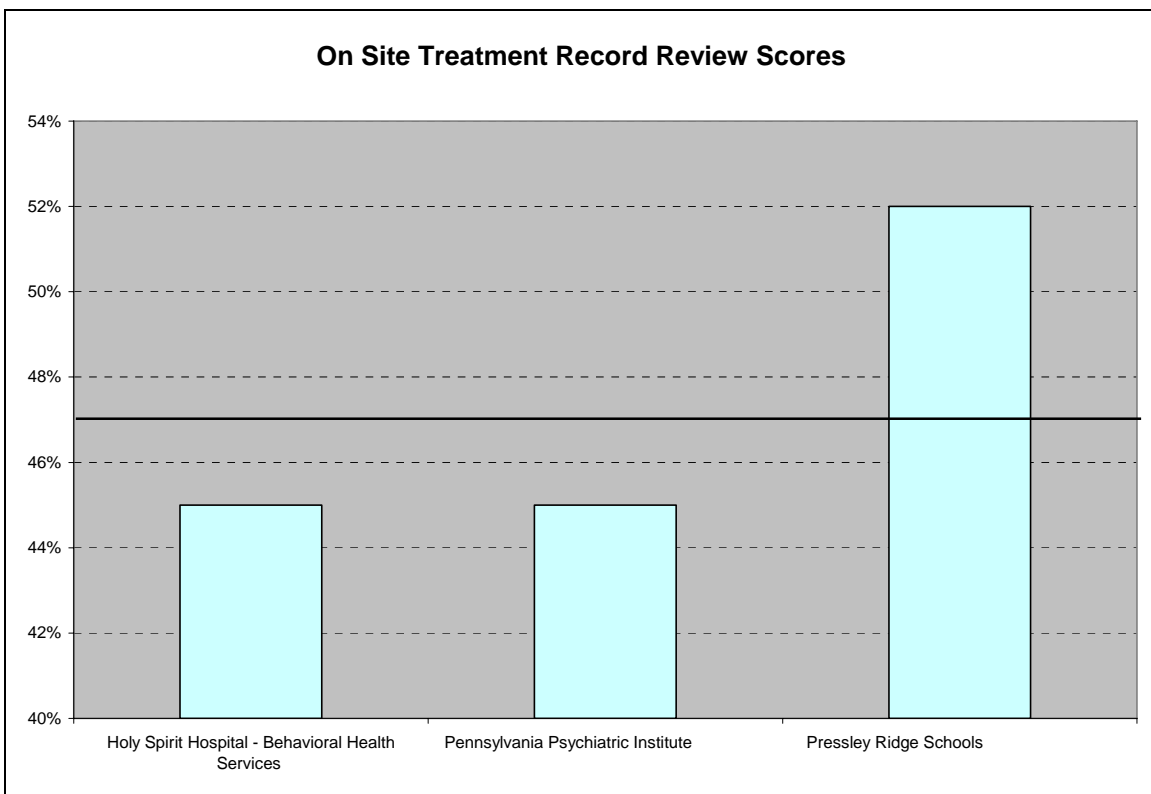


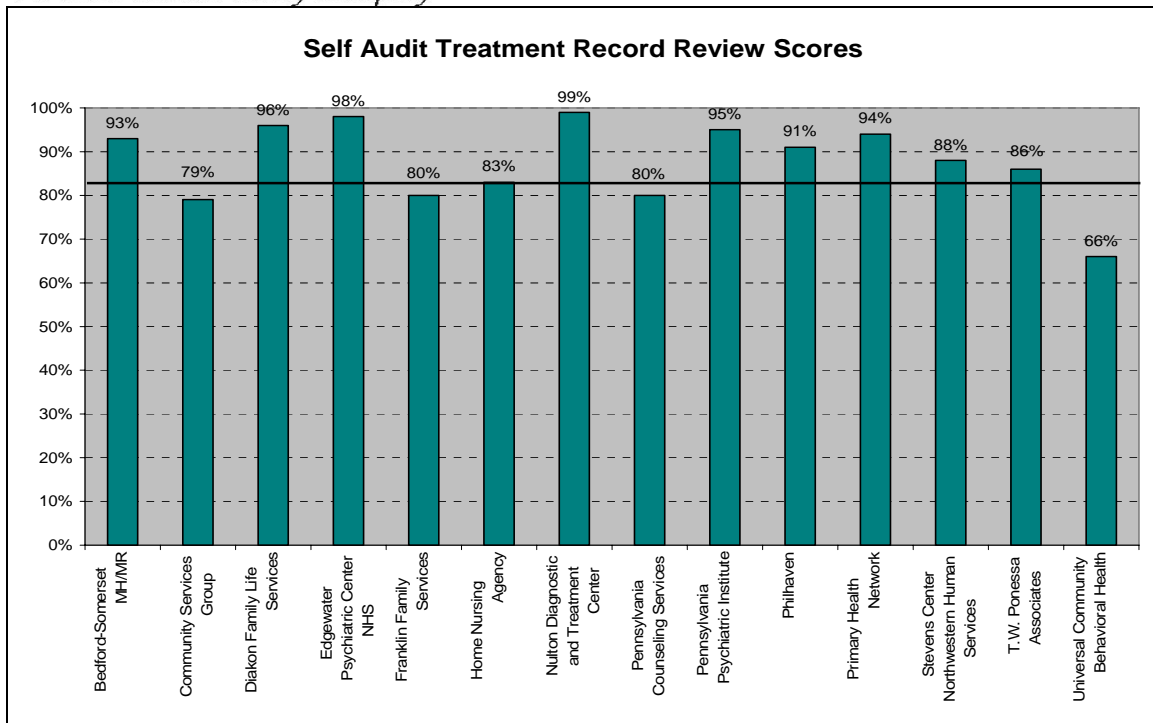
Of the twenty profiled providers, one provider, Philhaven, did not have data available regarding Co-Occurring Competency, and therefore did not receive a Co-Occurring Competency score. All other providers received a score ranging from zero to ninety-six percent.



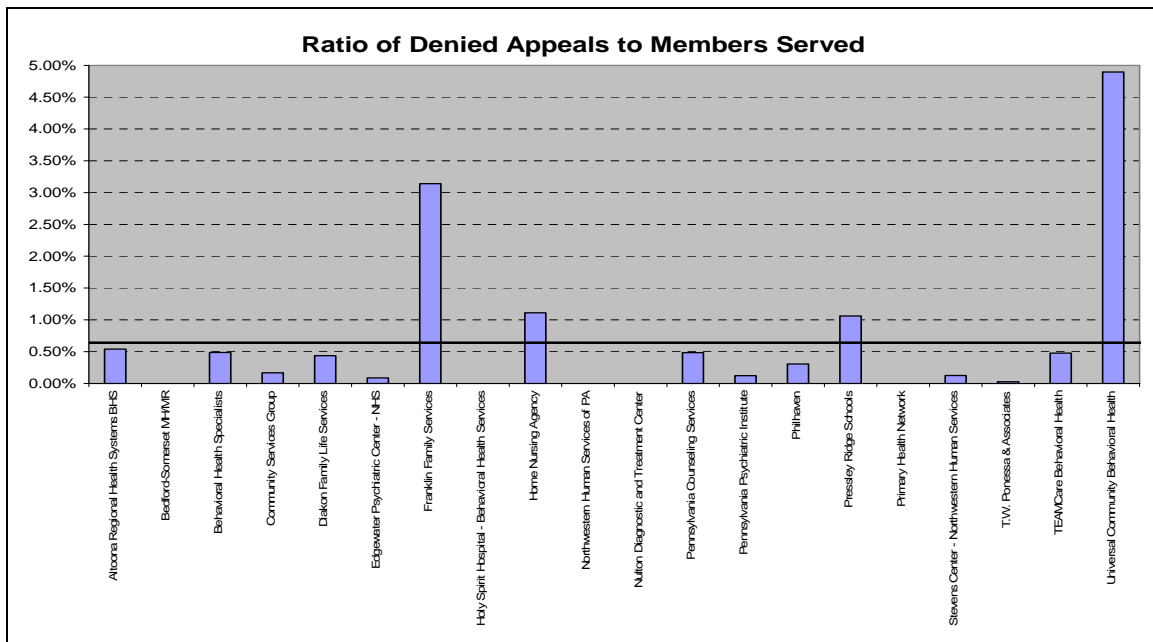
Compliance indicators were measured using treatment record review scores, the number of denied administrative appeals, the number of provider performance issues reported for each provider and the percentage of attendance at provider trainings.

Of the twenty profiled providers, Holy Spirit Hospital – Behavioral Health Services, Pennsylvania Psychiatric Institute and Pressley Ridge Schools received an onsite audit. All other profiled providers completed a self audit. The average Network score for onsite audits was forty-seven percent and eighty-three percent for self audits, with a passing score of seventy-two percent.

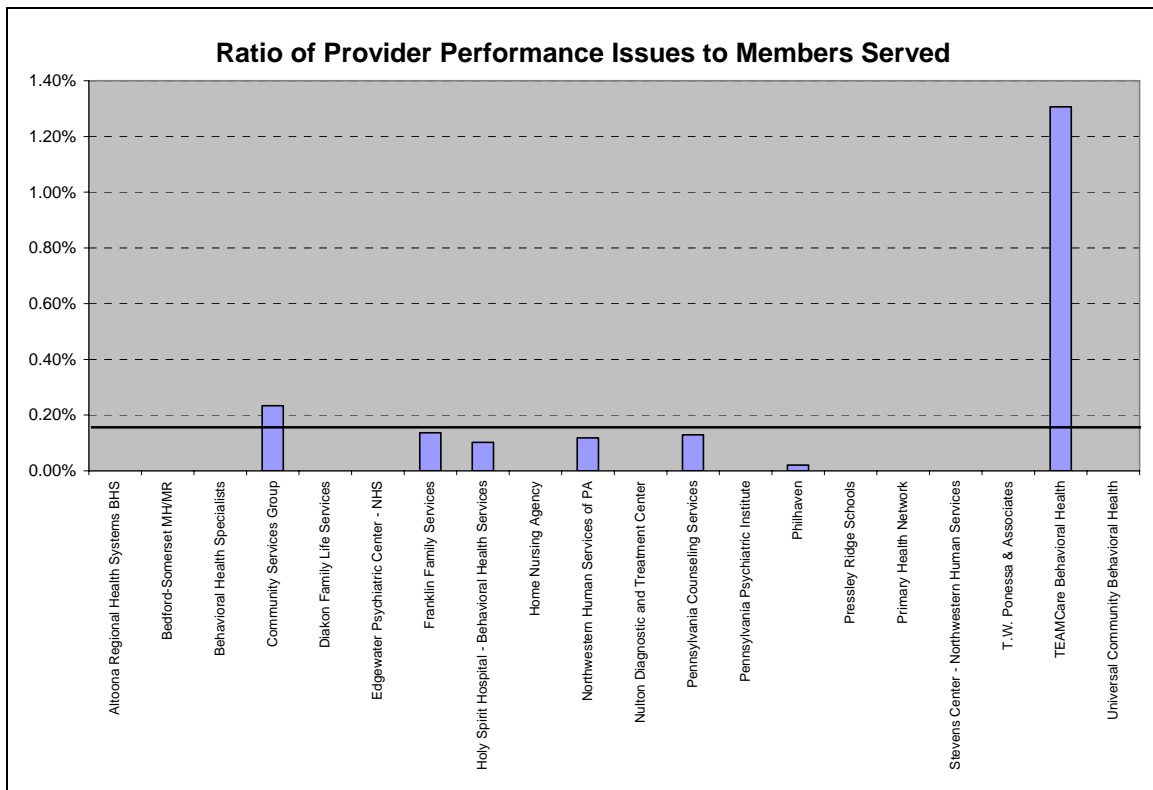




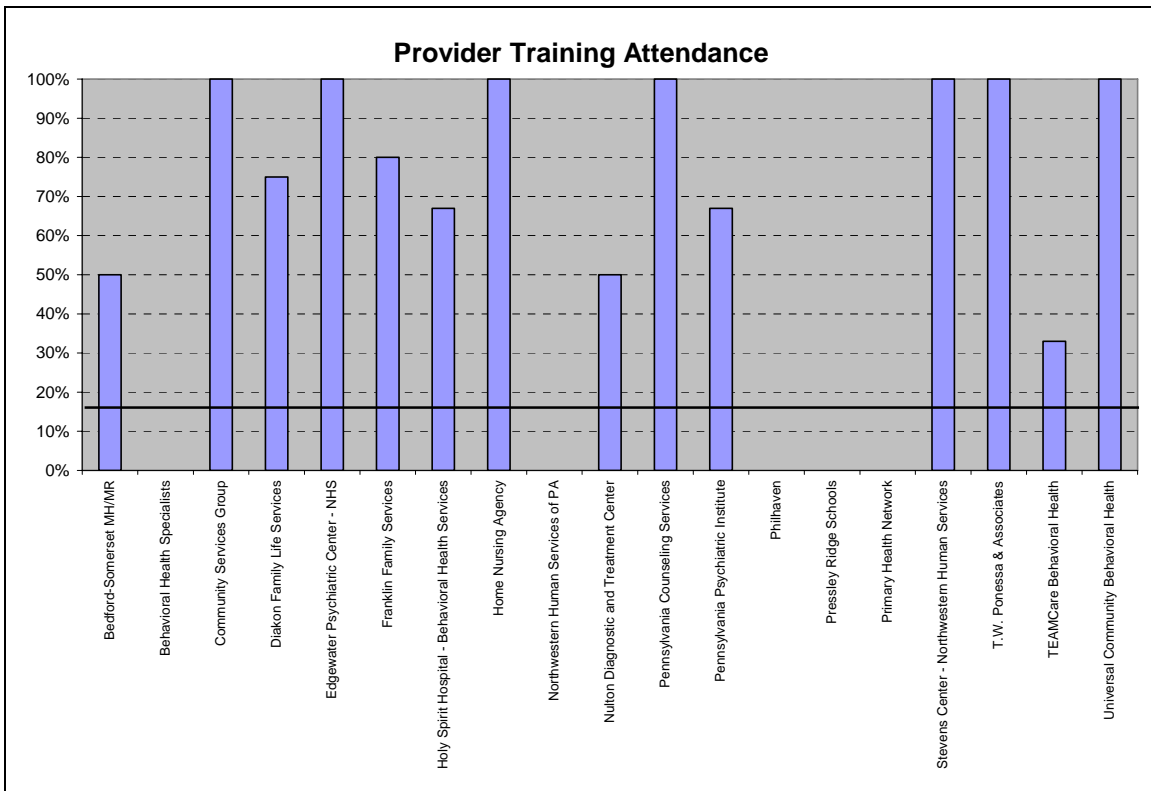
There were 246 denied administrative appeals across the Network for the profiled period, down from 600 in 2008-2009, which is a 0.50% ratio of denied appeals to Members served. This ratio is indicated by the solid black line in the chart below. Five providers had a ratio of appeals to Member served greater than the Network average. The remaining fifteen providers had a ratio less than the Network average and met the second target criteria for performance.



Although provider performance measures are taken using a variety of provider issues, profiling was completed using the issue with the highest volume of documented instances. The identified issue was the provider submitted an evaluation that was below standard. Across the Network there were sixty-two documented issues, resulting in a ratio of provider performance issues to Members served of 0.50%, as indicated by the solid black line in the chart below. The number of issues for the profiled providers ranged from zero to forty-eight. Sixteen of the profiled providers fell below the Network average, and met the third target criteria for performance.



Providers have the opportunity to attend provider trainings done by CBHNP throughout the year. Although these meetings are not mandatory, they include valuable information for providers, and they are encouraged to attend. The Network average of provider training attendance was sixteen percent, indicated by the solid black line in the chart below. Five of the twenty profiled providers had an attendance score less than the Network average.



**Satisfaction**

Member satisfaction was measured by the percentage of Members satisfied with the outcomes of complaints that were filed. Overall satisfaction with MH OP complaints across the Network was 100%. Eleven of the twenty providers had no complaints filed against them. The remaining nine providers, Community Services Group, Diakon Family Life Services, Nulton Diagnostic and Treatment Center, Pennsylvania Counseling Services, Philhaven, Primary Health Network, Steven’s Center – NHS, TEAMCare Behavioral Health and Universal Community Behavioral Health, had a 100% satisfaction rating.

**Target Criteria**

Seven providers, Bedford-Somerset MH/MR, Behavioral Health Specialists, Edgewater Psychiatric Center – NHS, Northwestern Human Services of PA, Nulton Diagnostic and Treatment Center, Pennsylvania Psychiatric Institute and T.W. Ponessa and Associates,



met all the target criteria for overall performance. Although all aspects of performance are important, these specific targets of a compliance rate above the Network average for offering services within seven days, a ratio of denied administrative appeals to Members served less than the Network average and provider performance issues less than the Network average, are goals that all providers should strive to achieve.

### **Network Recommendations**

When summarizing the information contained above, several strategies for impacting outpatient provider performance should be considered.

- Establish an active treatment culture and focus whereby current treatment goals are continually assessed and adjusted
- Encourage OP therapists to discuss discharge planning at each encounter
- Encourage therapists to estimate and document length of treatment
- Encourage therapists to disseminate (to treatment teams and Members) empirically based treatment recommendations
- OP providers should consider developing alternative mental health treatments that are targeted to symptom reduction
- Distribute CBHNP resource guide to all internal staff in order to fully develop natural and community supports
- Develop a consortium of OP providers in order to share information and collectively address difficulties