EQRO RESULTS REVIEW

9-9-21

PRESENTATION OVERVIEW

EQRO Review Process

Interesting Data

EQRO Results

EQRO REVIEW PROCESS

Shifted to Virtual

EQRO OVERVIEW: VIRTUAL REVIEW

Participants

- Managers/Specialists and Leadership
- QAPI Team
- IT Staff
- Billing and Claiming Manager
- Peer Providers
- Clients/Families

Areas of Review

- Access to Care
- Timeliness of Services
- Quality of Care
- Beneficiary Outcomes
- Foster Care
- Information Systems
- Structure and Operations

AREAS OF REVIEW: DETAILS

Access to Care

- Service Access and Availability
- Capacity Management
- Integration and Collaboration

Timeliness of Services

- First Offered Appointments
- First Offered Psychiatry
- Timely Appointments for Urgent Care
- Timely Access to Follow-up Appointments after Hospitalization
- Psychiatric Inpatient Rehospitalizations
- Tracking and Trending No-Shows

Quality of Care

- Cultural Competence
- Level of Care Matching
- Quality Improvement Plan
- Quality Management Structure
- QM Reports as Change Agent
- Medication Management

AREAS OF REVIEW: DETAILS

Beneficiary Outcomes

- Beneficiary Progress
- Beneficiary Perceptions
- Supporting Beneficiaries through Wellness and Recovery
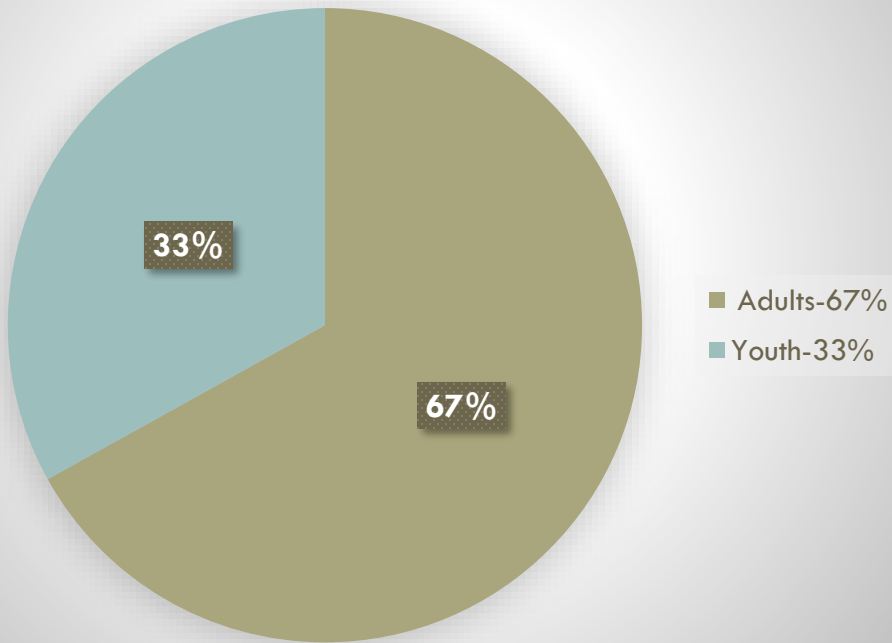
Structure and Operations

- Capability and Capacity of MHP
- Network Enhancements
- Subcontracts/Contract Providers
- Stakeholder Engagement
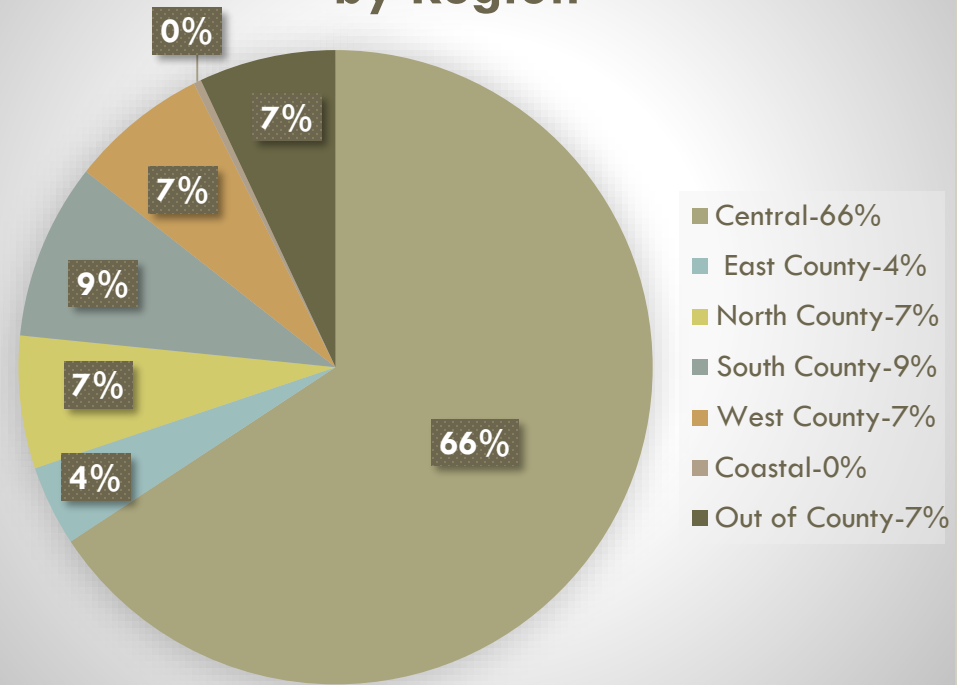- Peer Employment

SYSTEM DATA

Trends and Points of Interest
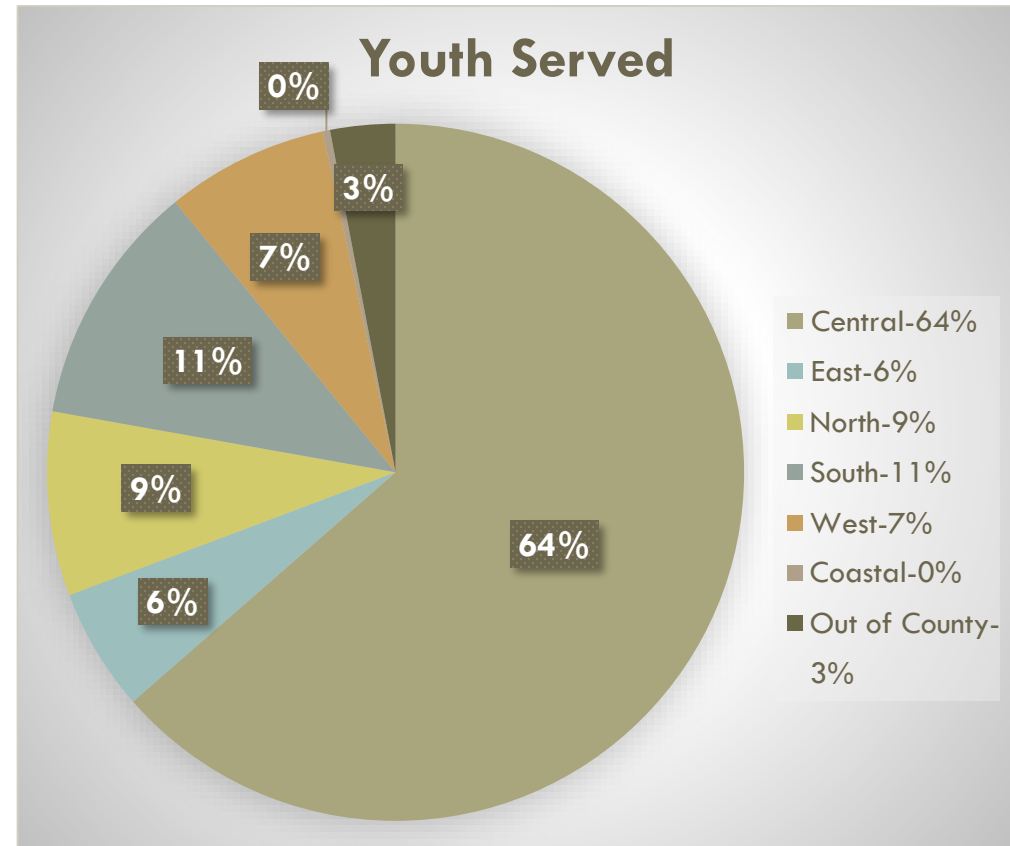
FY 19-20 UNDUPLICATED CLIENT COUNT

FY 19-20 Unduplicated Clients by Age
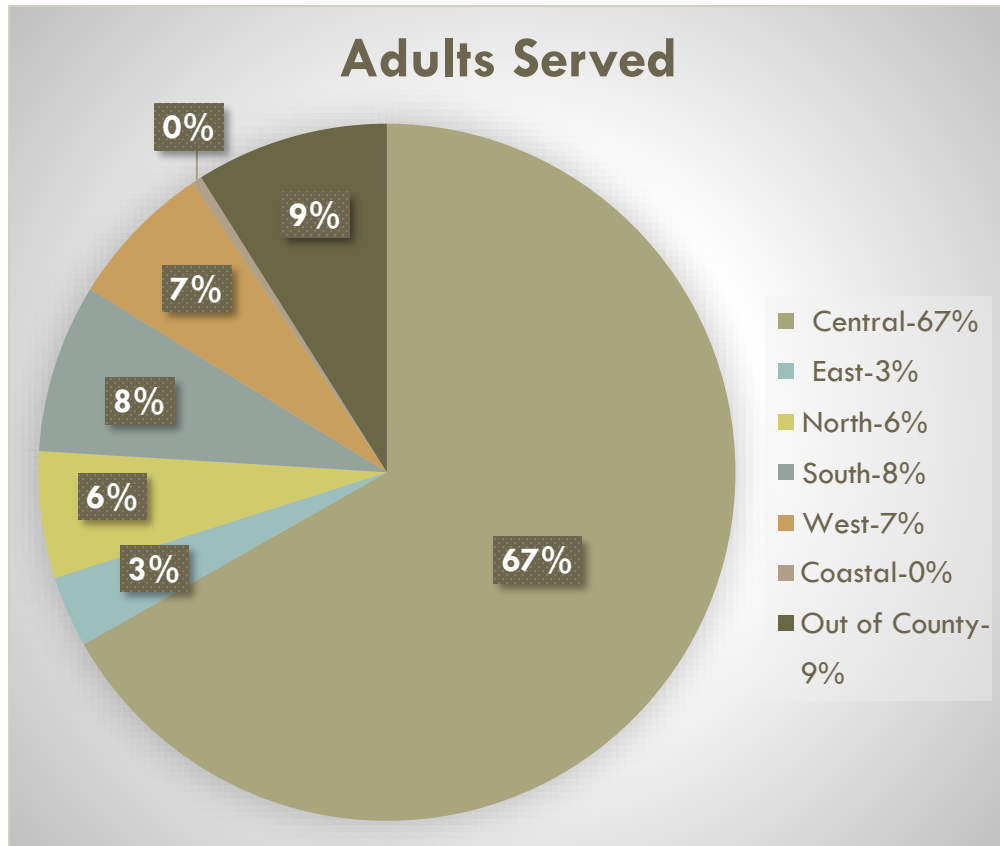

- Adults-67%
- Youth-33%

33%

67%

FY 19-20 Unduplicated Clients by Region

- Central-66%
- East County-4%
- North County-7%
- South County-9%
- West County-7%
- Coastal-0%
- Out of County-7%

0%

7%

7%

9%

7%

4%

66%

FY 19-20 ADULT AND YOUTH CLIENTS BY REGION OF RESIDENCE

Adults Served

- Central-67%
- East-3%
- North-6%
- South-8%
- West-7%
- Coastal-0%
- Out of County-9%

Youth Served

- Central-64%
- East-6%
- North-9%
- South-11%
- West-7%
- Coastal-0%
- Out of County-3%
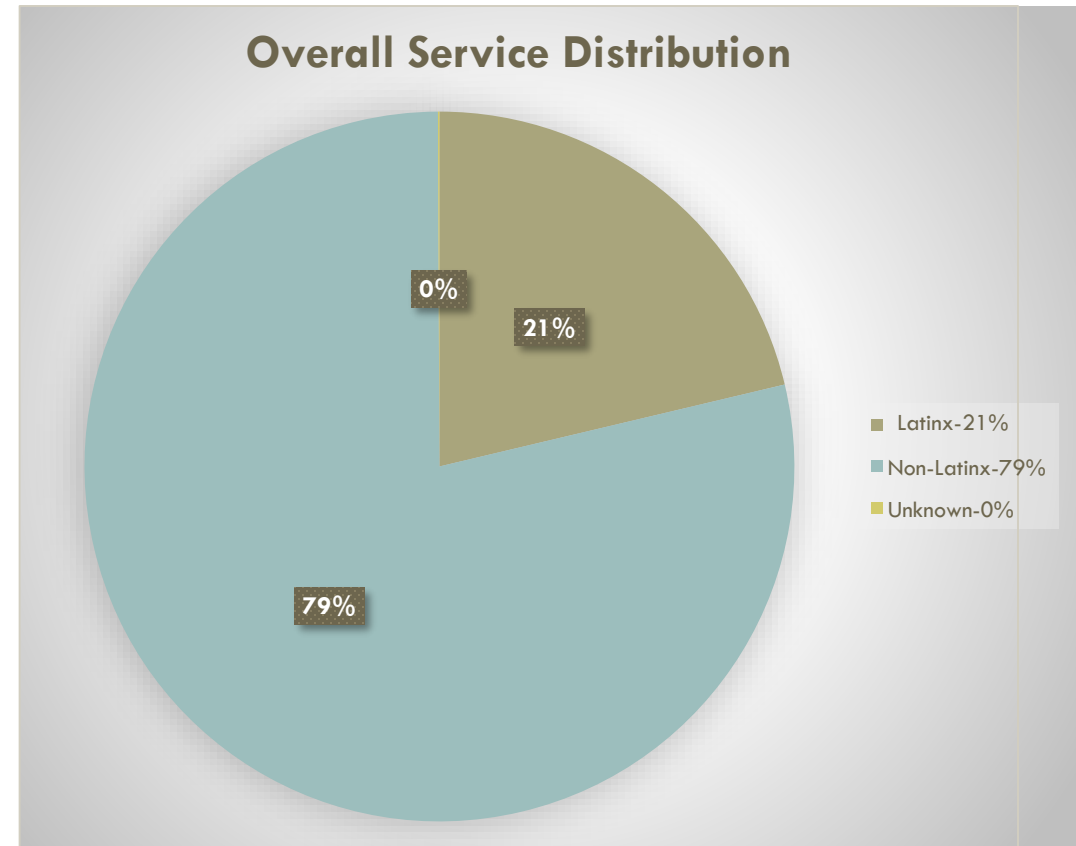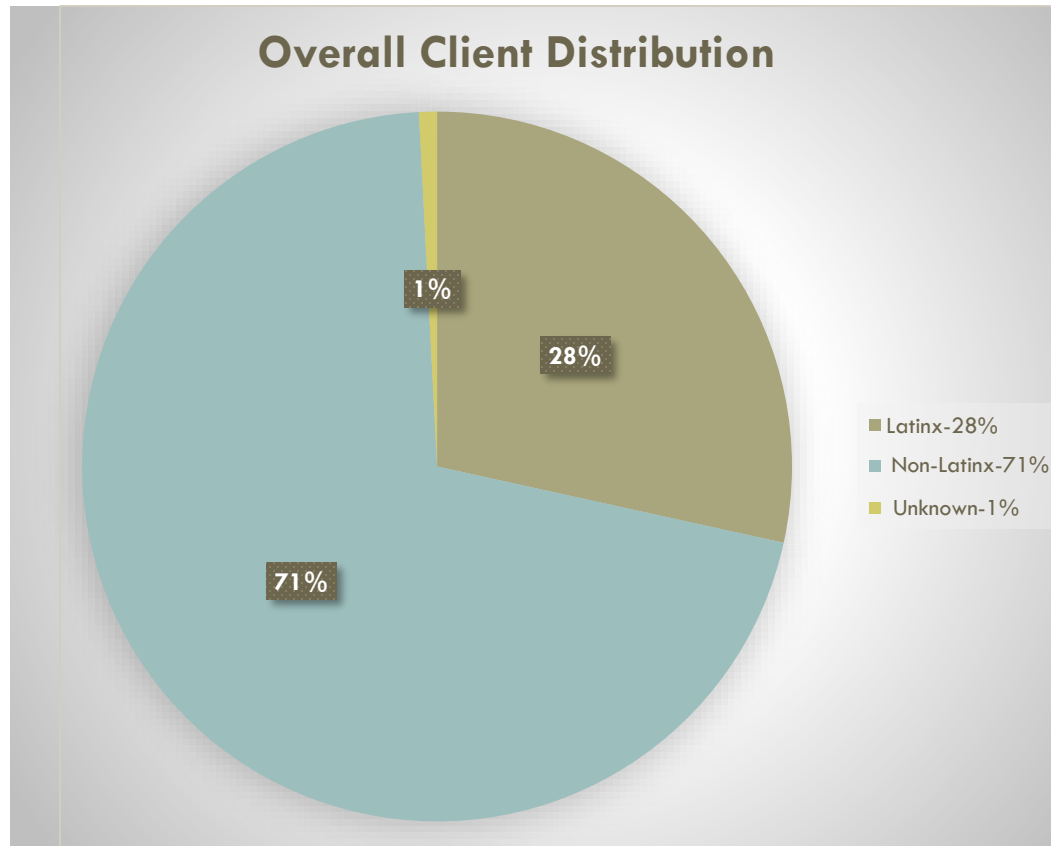
LATINX BENEFICIARIES

27% of Sonoma County Population

- 43.3% of Sonoma County Child/
  Youth Population

42% of Medi-Cal Eligible Population

- 28% of Sonoma MHP Client Population

FY 19-20 LATINX CLIENT COUNT AND SERVICE UTILIZATION

Overall Client Distribution

- 1%
- 28%
- 71%

Latinx-28%
Non-Latinx-71%
Unknown-1%

Overall Service Distribution

- 0%
- 21%
- 79%

Latinx-21%
Non-Latinx-79%
Unknown-0%

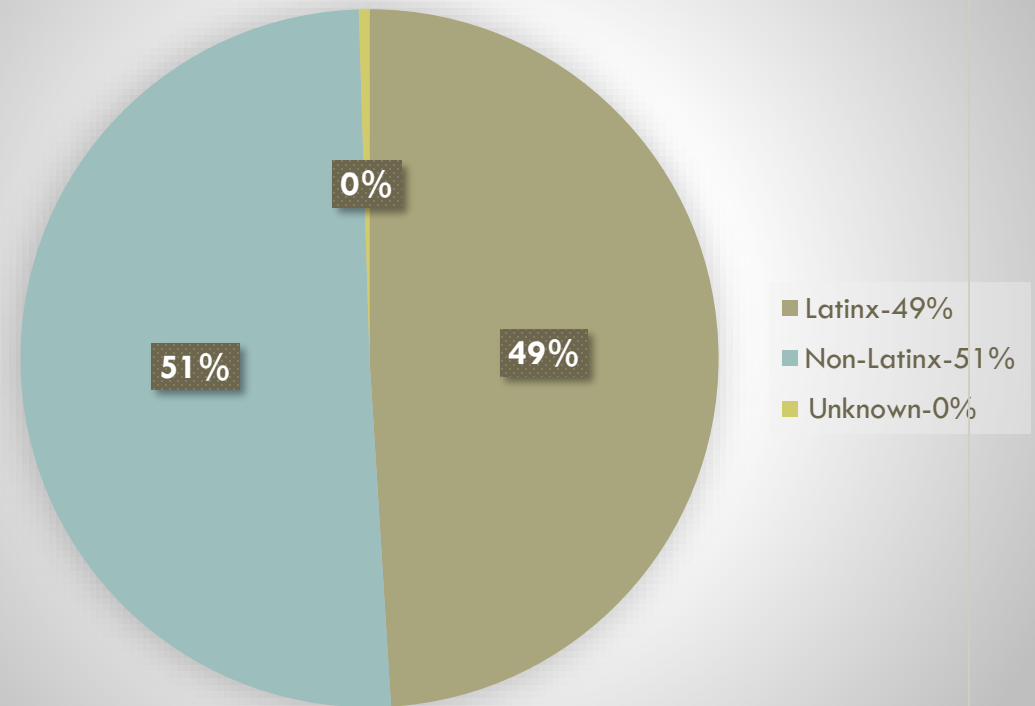# FY 19-20 LATINX CLIENT COUNT BY AGE
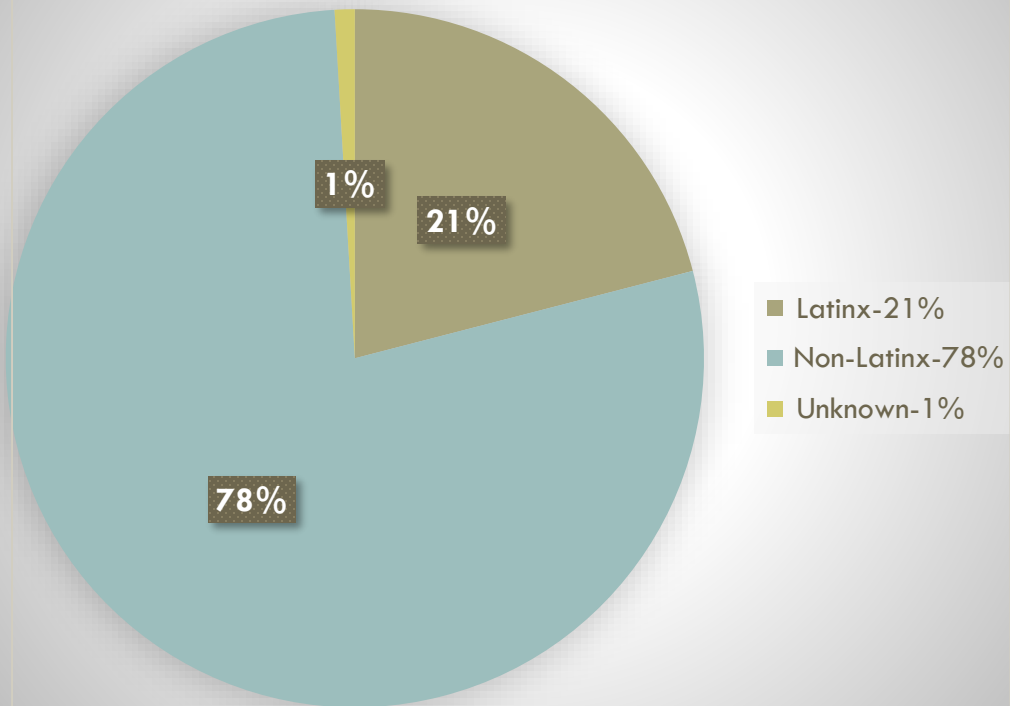
FY 19-20 CLIENT ETHNICITY BY REGION OF RESIDENCE

Latinx Served

- Central-68%
- East-6%
- North-9%
- South-8%
- West-4%
- Coastal-0%
- Out of County-5%

68%
6%
9%
8%
4%
0%
5%

Non-Latinx Served

- Central-65%
- East-3%
- North-6%
- South-9%
- West-8%
- Coastal-1%
- Out of County-8%

65%
3%
6%
9%
8%
1%
8%
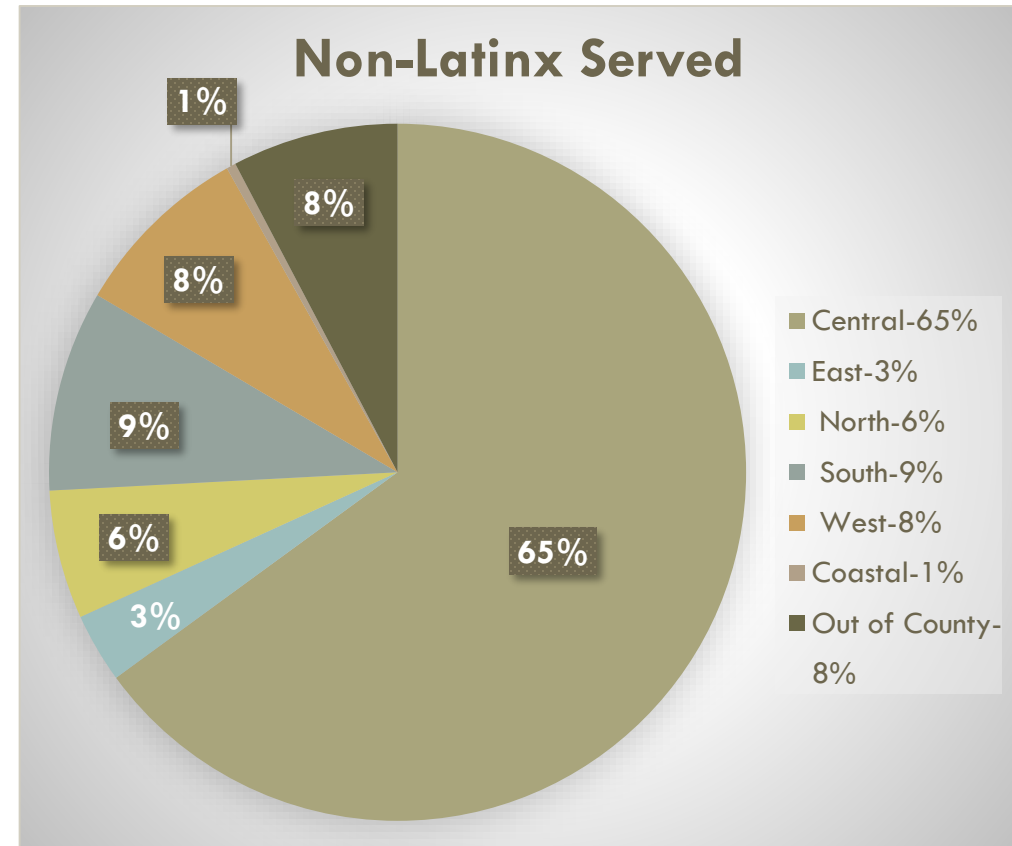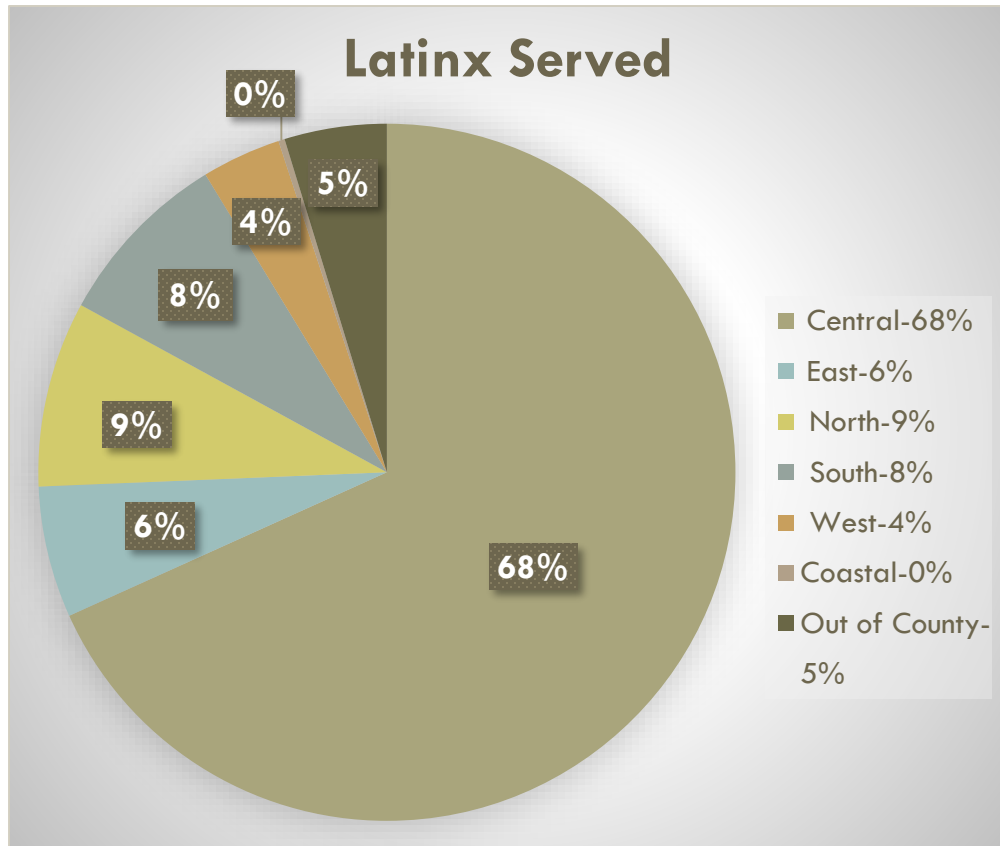
DATA TRENDS NOTED BY REVIEWERS

We are serving fewer clients overall for the past 3 years, but the average claim per beneficiary is increasing

- This is connected to an increase in the number of crisis level services

Sonoma MHP

	CY 2017	CY 2018	CY 2019
MHP	2.86%	2.84%	2.68%
Medium	4.10%	4.16%	4.25%
State	4.52%	4.66%	4.86%

DATA TRENDS NOTED BY REVIEWERS

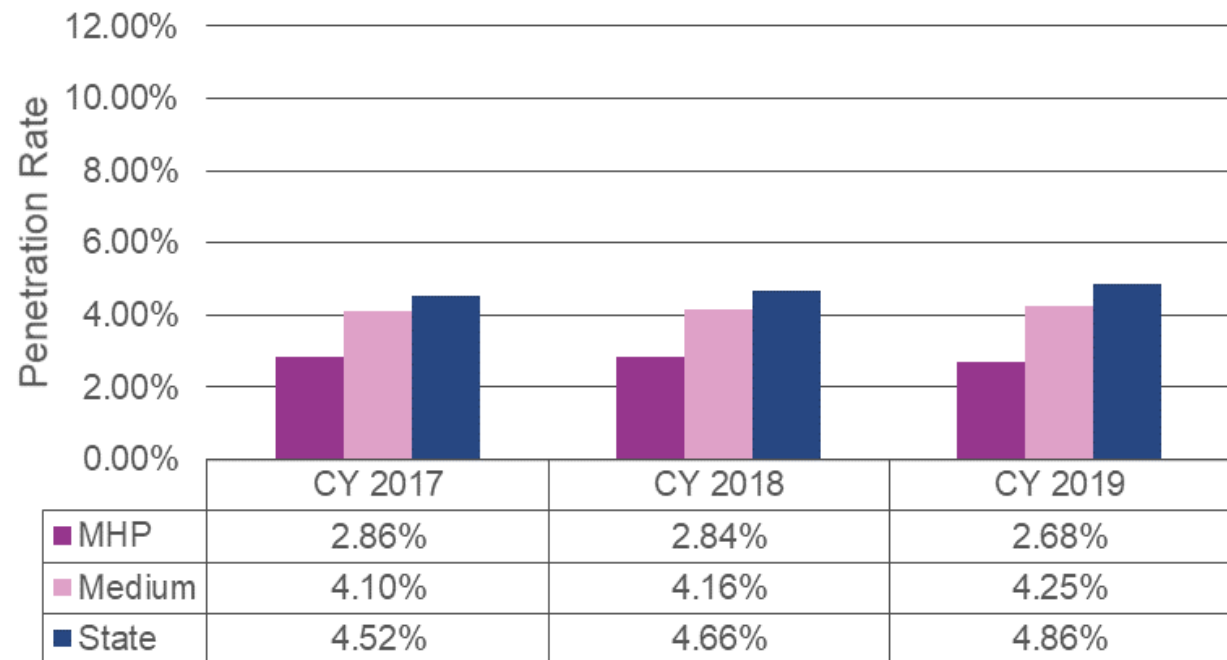We have double the percentage of High-Cost Beneficiaries compared to the Statewide average

Sonoma MHP							
	Year	HCB Count	Total Beneficiary Count	HCB % by Count	Average Approved Claims per HCB	HCB Total Claims	HCB % by Total Claims
Statewide	CY 2019	21,904	627,928	3.49%	$51,883	$1,136,453,763	28.65%
MHP	CY 2019	248	3,179	7.80%	$50,693	$12,571,883	38.07%
	CY 2018	274	3,498	7.83%	$62,959	$17,250,756	46.66%
	CY 2017	239	3,702	6.46%	$50,031	$11,957,373	36.05%

DIAGNOSTIC TRENDS NOTED BY REVIEWERS

We have a much higher percentage of clients diagnosed with Psychotic Disorders compared to the Statewide average

Sonoma MHP

	Depression	Psychosis	Disruptive	Bipolar	Anxiety	Adjustment	Other	Deferred
MHP CY 2019	21%	26%	5%	10%	13%	5%	17%	3%
State CY 2019	28%	16%	8%	8%	15%	7%	14%	5%
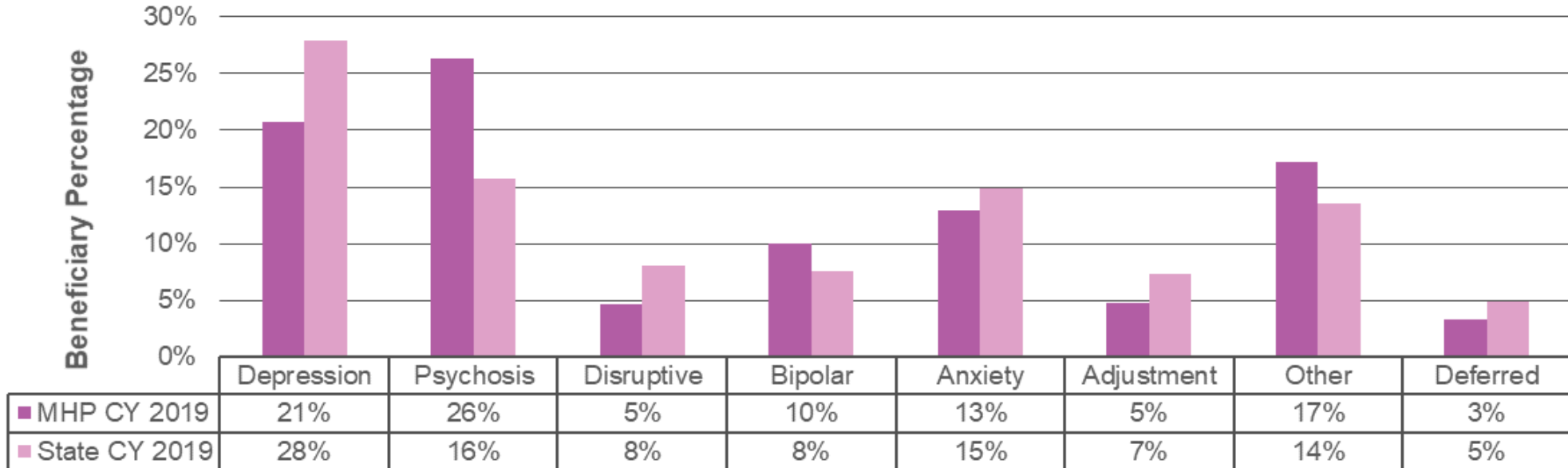
ETHNICITY DATA NOTED BY REVIEWERS

The Latinx population is the largest segment of the Medi-Cal beneficiary population in Sonoma County.

Sonoma MHP				
Race/Ethnicity	Average Monthly Unduplicated Medi-Cal Beneficiaries	Percentage of Medi-Cal Beneficiaries	Unduplicated Annual Count of Beneficiaries Served by the MHP	Percentage of Beneficiaries Served by the MHP
White	37,649	31.8%	1,498	47.1%
Latino/Hispanic	50,226	42.4%	673	21.2%
African-American	2,046	1.7%	114	3.6%
Asian/Pacific Islander	3,934	3.3%	51	1.6%
Native American	1,325	1.1%	31	1.0%
Other	23,359	19.7%	812	25.5%
Total	**118,537**	**100%**	**3,179**	**100%**
The total for Average Monthly Unduplicated Medi-Cal Enrollees is not a direct sum of the averages above it. The averages are calculated independently.				

EQRO RESULTS
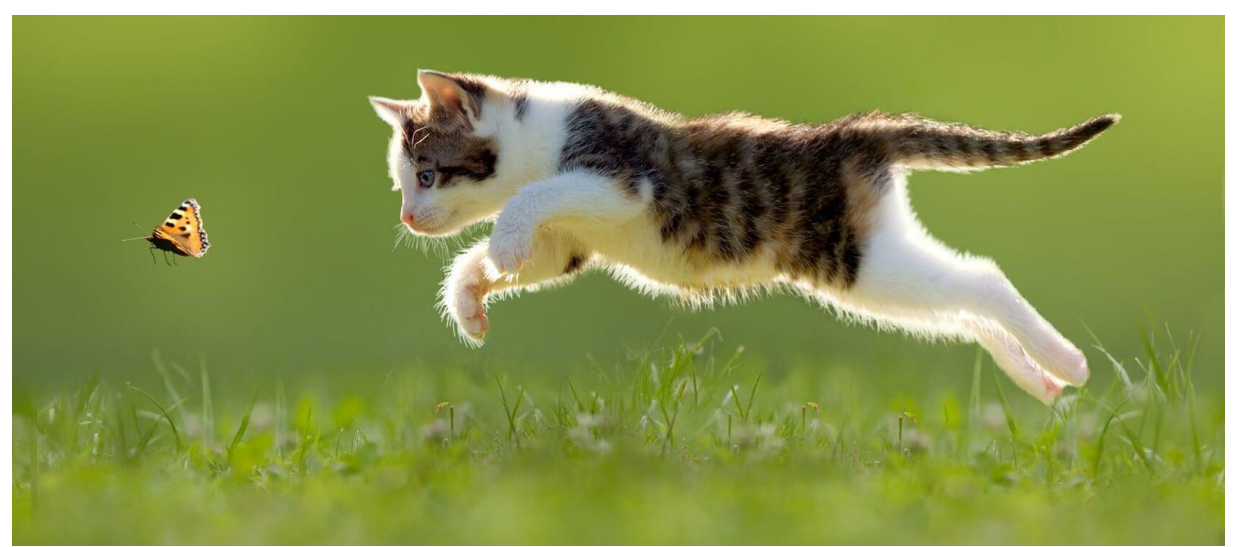
FY 19-20

ACCESS TO CARE

Strengths

- Community-based crisis response services
- MST Expansion
- PIP in development to improve access for Latinx population

Opportunities for Improvement

- None noted

TIMELINESS OF SERVICES

Strengths

- Progress made on accurate data reporting
- Access Timeliness PIP was very successful

Opportunities for Improvement

- Timeliness to Psychiatry overall needs to improve
- Timeliness to Youth Psychiatry improved, but still needs work

QUALITY OF CARE

Strengths

- New PIP in development on strengths-based case management model
- QIC continued to meet despite two fires and the pandemic
- QAPI workplan and CC Plan share common commitment to cultural responsiveness in delivery of care
- QAPI workplan is well-designed

Opportunities for Improvement

- Medication monitoring results need to be aggregated, tracked, and trended for QI opportunities
- Prescriber training on the use of the CANS-50 and ANSA

BENEFICIARY OUTCOMES

AND HOW DOES THAT MAKE YOU FEEL?

Strengths

- Peer Employment at Wellness Centers
- The four Peer Centers are excellent

Opportunities for Improvement

- Employ peers directly

FOSTER CARE

Strengths

- None Noted

Opportunities for Improvement

- None Noted

INFORMATION SYSTEMS

I see what your problem is! The cable isn't chewed enough.

Strengths

- New functions implemented in AVATAR (Assessments, Client Plans)

Opportunities for Improvement

- Need more technology staffing to support the EHR
- Behind in CSI-A data reporting

STRUCTURE AND OPERATIONS

Strengths

- Community Planning process meetings
- CBO participation in QI activities and PIPs

Opportunities for Improvement

- Need consistent meetings with Adult CBOs

REPORT CARD

Access to Care	Timeliness of Services	Quality of Care
• Service Access and Availability – 13/14 • Capacity Management – 9/10 • Integration and Collaboration – 24/24	• First Offered Appointment – 16/16 • First Offered Psychiatry Appointment – 10/12 • Timely Appointments for Urgent Conditions – 17/18 • Timely Post-hospital Appointments – 10/10 • Rehospitalization Rate – 6/6 • Tracking No-Shows – 10/10	• Cultural Competence – 10/12 • Level of Care Matching – 12/12 • Quality Improvement Plan – 9/10 • Quality Management Structure – 14/14 • QM Reports as Change Agent – 10/10 • Medication Management – 9/12

REPORT CARD

Beneficiary Outcomes

- Beneficiary Progress – 12/16
- Beneficiary Perceptions – 10/10
- Supporting Beneficiaries through Wellness and Recovery – 12/12

Structure and Operations

- Capability and Capacity of the MHP – 26/30
- Network Enhancements – 16/18
- Subcontracts/Contract Providers – 13/16
- Stakeholder Engagement – 12/12
- Peer Employment – 2/8

RECOMMENDATIONS

Last year there were 18 Recommendations; this year there are only 6

Improve timeliness to Psychiatry

Train medical staff on how to interpret CANS-50 and ANSA

Aggregate and trend Medication Monitoring results and report regularly

Re-establish peer positions within the MHP

Develop additional AVATAR expertise within the MHP (superusers)

Establish a more frequent schedule of meetings with CBOs

FULL REPORT

https://www.caleqro.com/data/MH/Reports%20and%20Summaries/Fiscal%20Year%202020-2021%20Reports/MHP%20Reports/Sonoma%20MHP%20EQRO%20Final%20FY%202020-21%2008.11.21.pdf

QUESTIONS?