

# 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

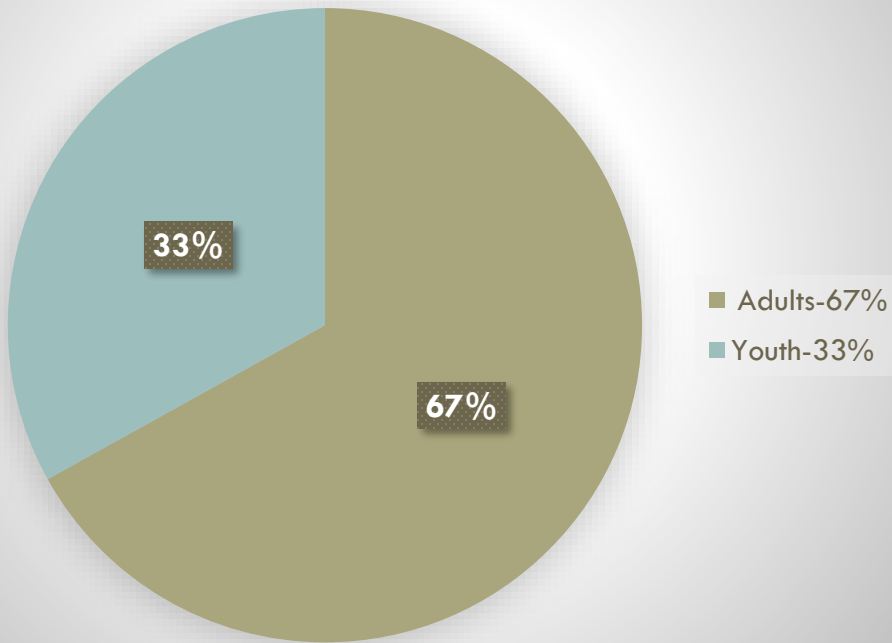
- Capability and Capacity of MHP
- Network Enhancements
- Subcontracts/Contract Providers
- Stakeholder Engagement
- Peer Employment

# SYSTEM DATA

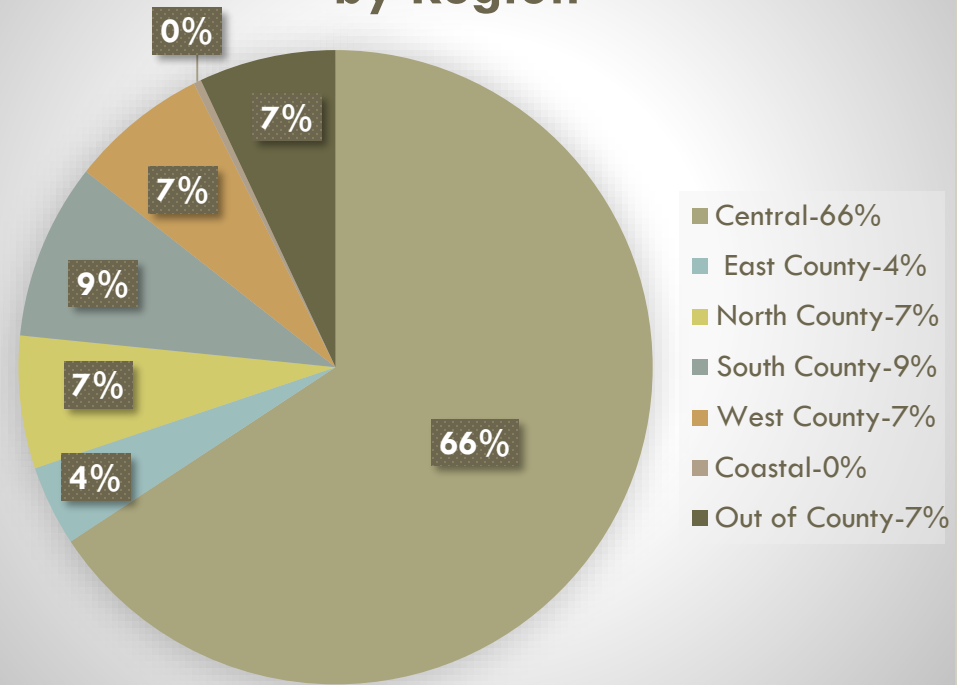
Trends and Points of Interest

# FY 19-20 UNDUPLICATED CLIENT COUNT

## FY 19-20 Unduplicated Clients by Age

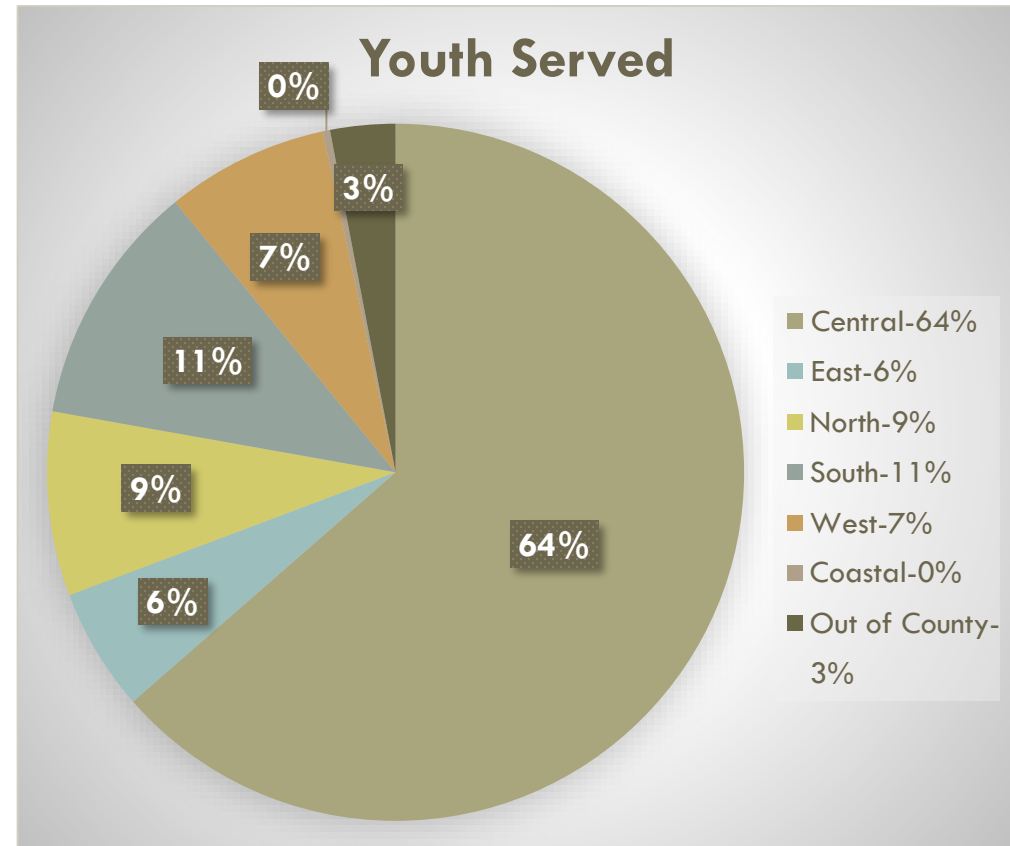
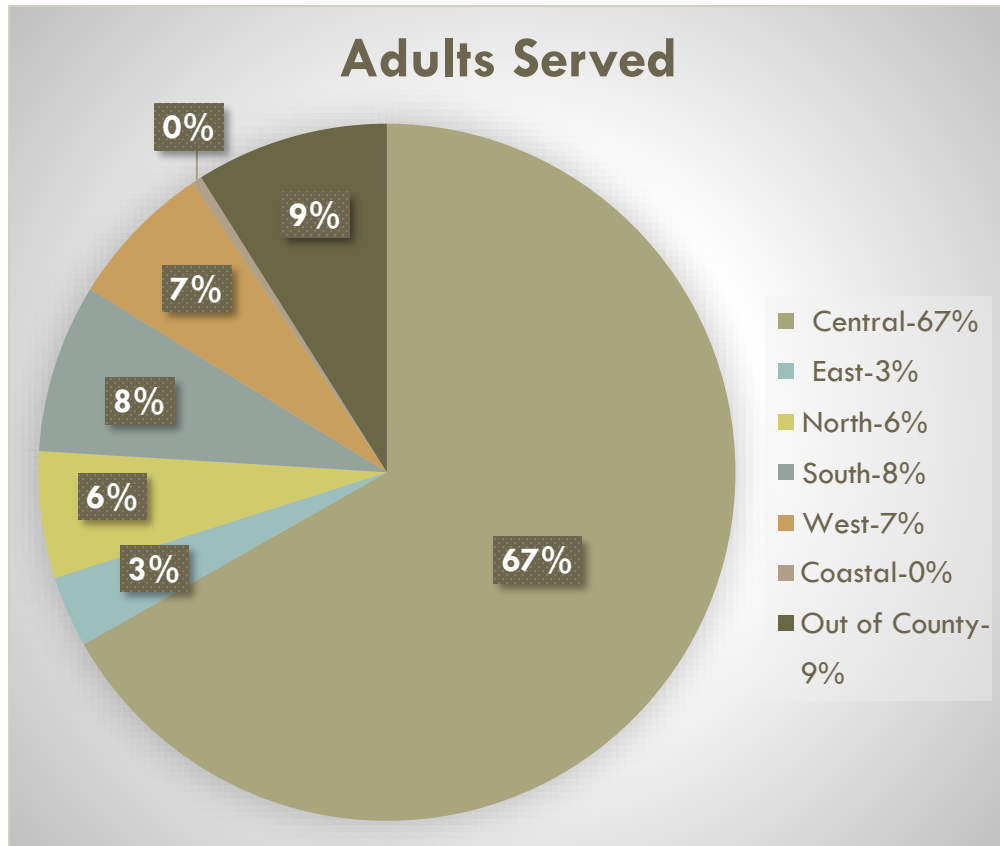


## FY 19-20 Unduplicated Clients by Region





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



# LATINX BENEFICIARIES

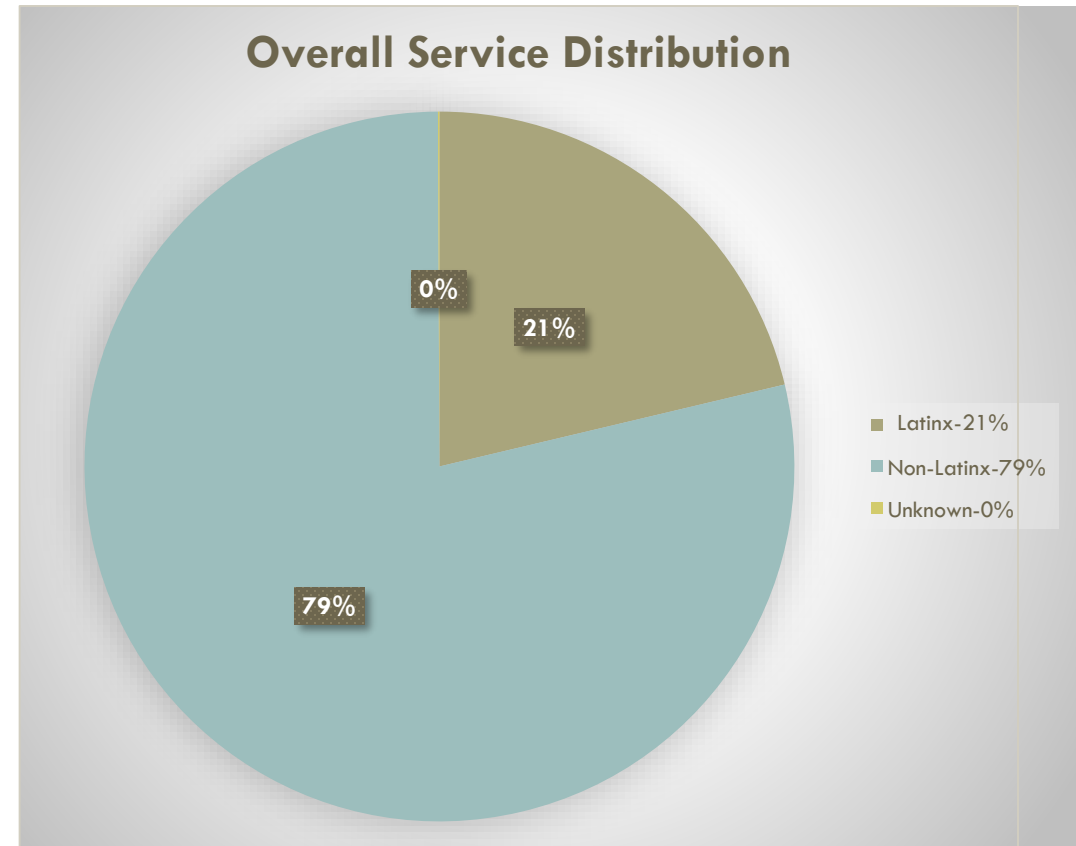
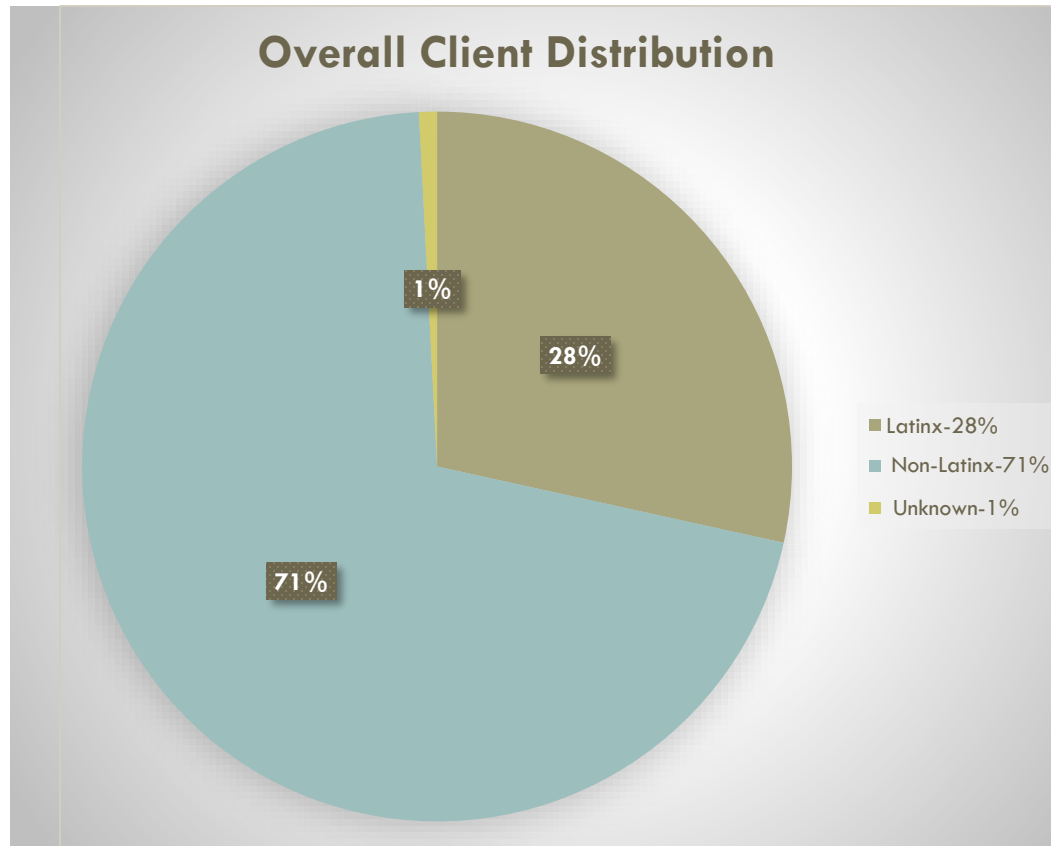
27% of Sonoma County Population

- 43.3% of Sonoma County Child/  
Youth Population

42% of Medi-Cal Eligible Population

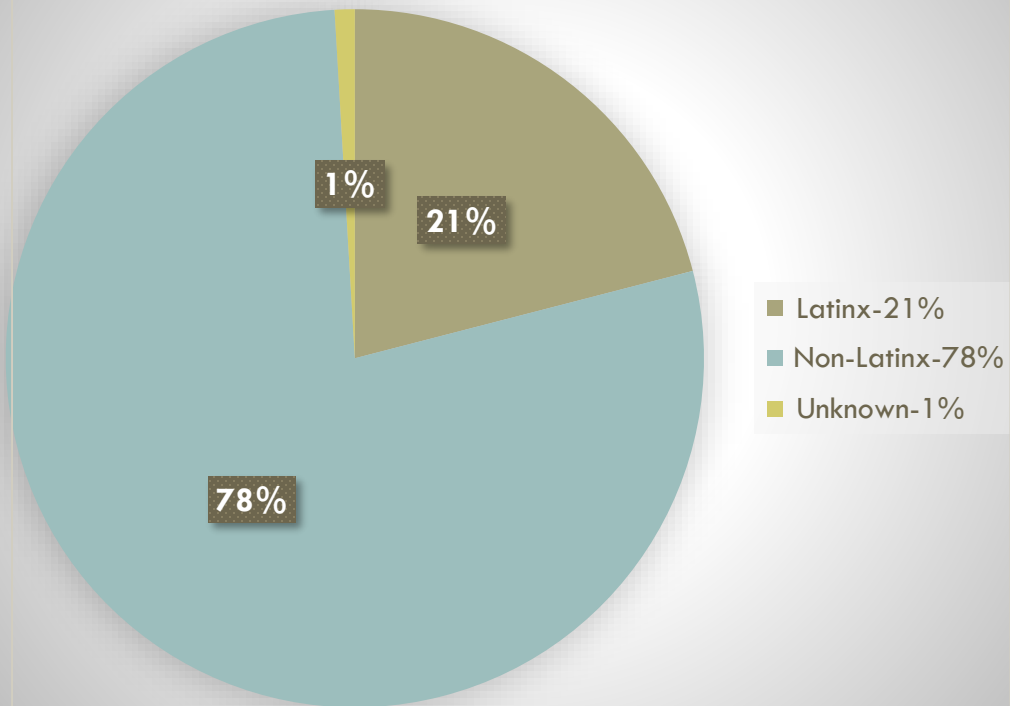
- 28% of Sonoma MHP Client Population

# FY 19-20 LATINX CLIENT COUNT AND SERVICE UTILIZATION

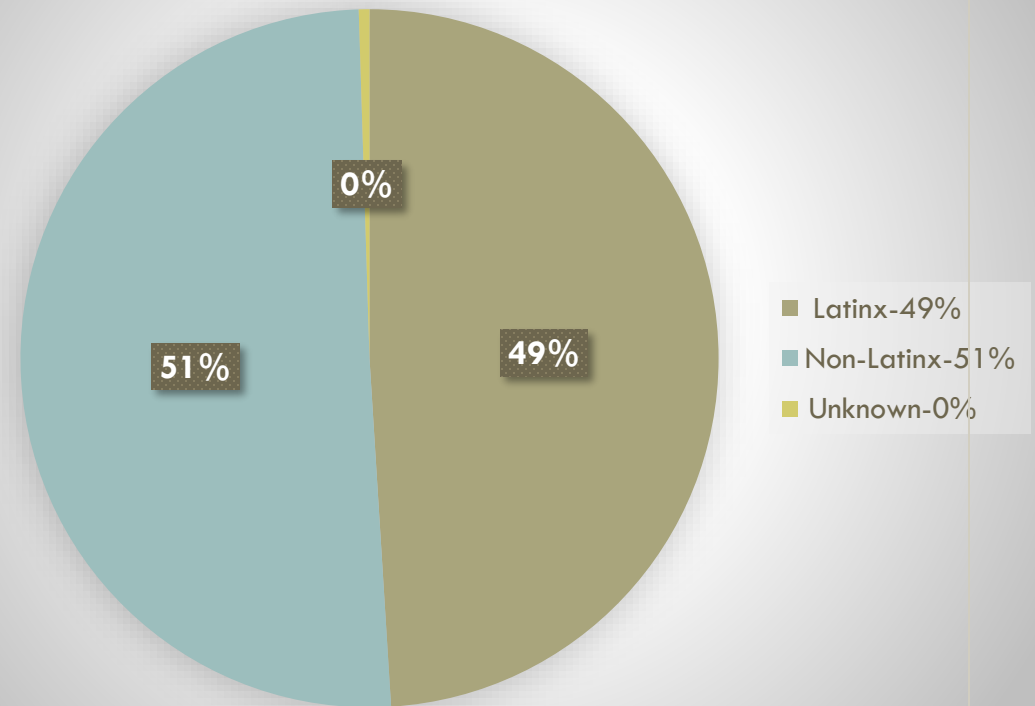


# FY 19-20 LATINX CLIENT COUNT BY AGE

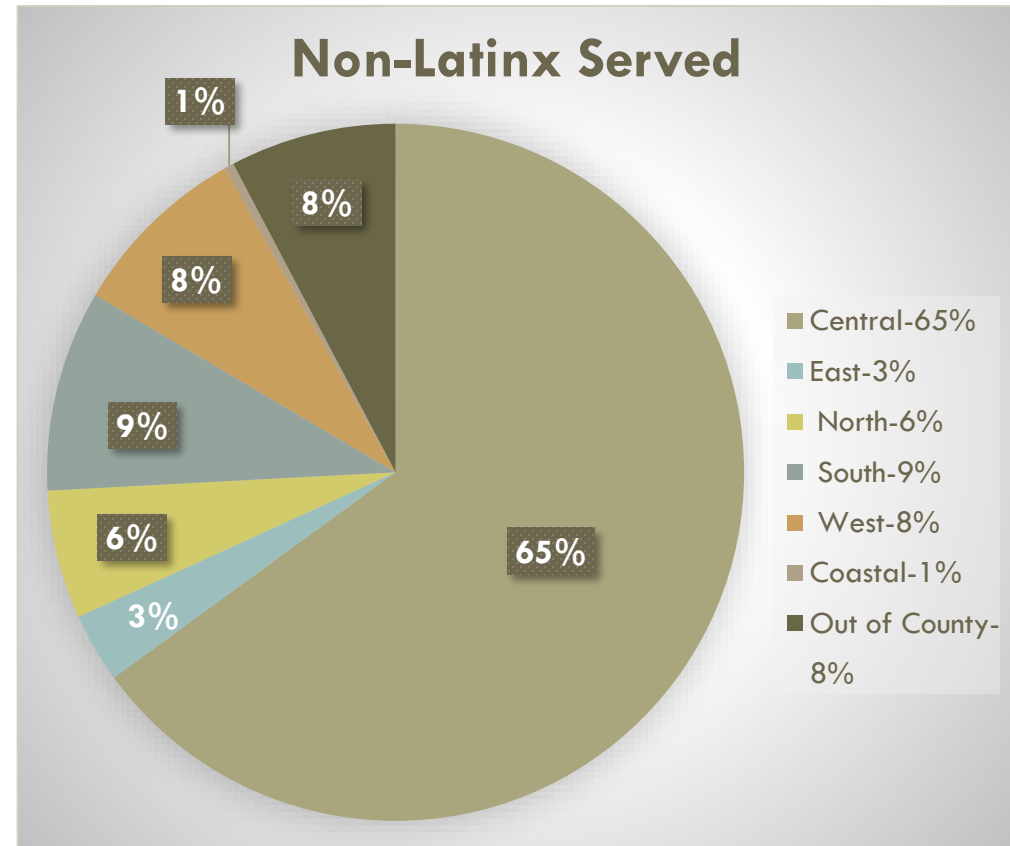
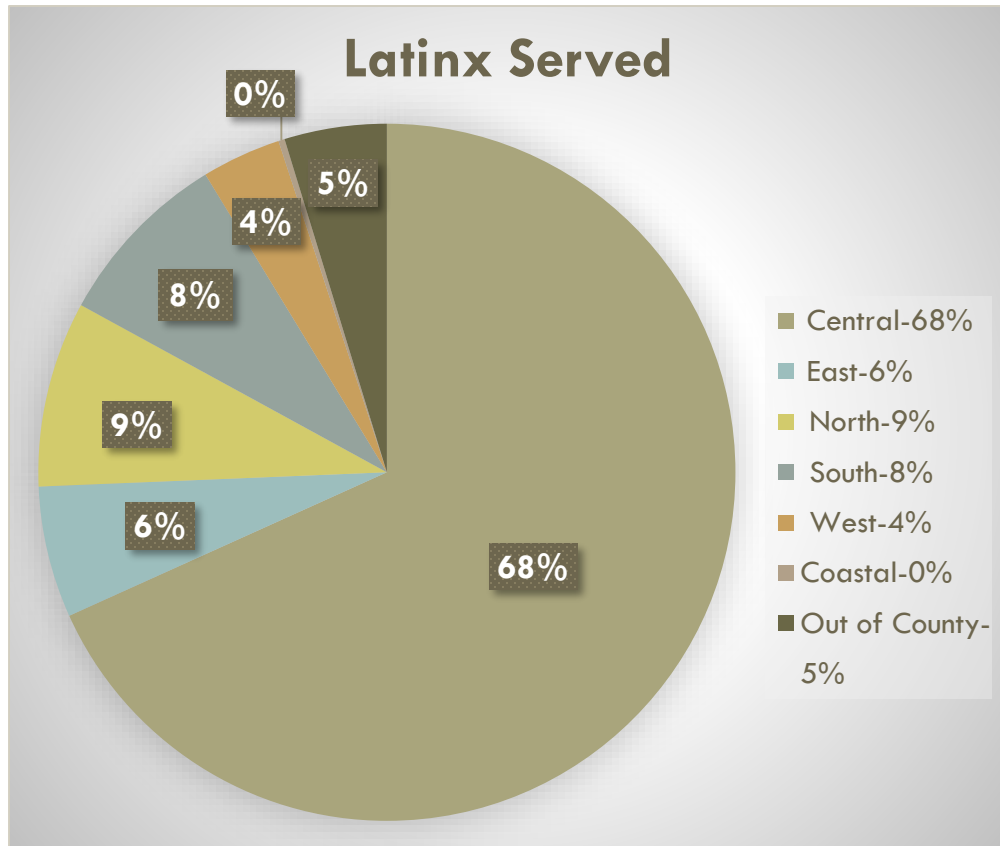
## Adult Clients



## Youth Clients



# FY 19-20 CLIENT ETHNICITY BY REGION OF RESIDENCE

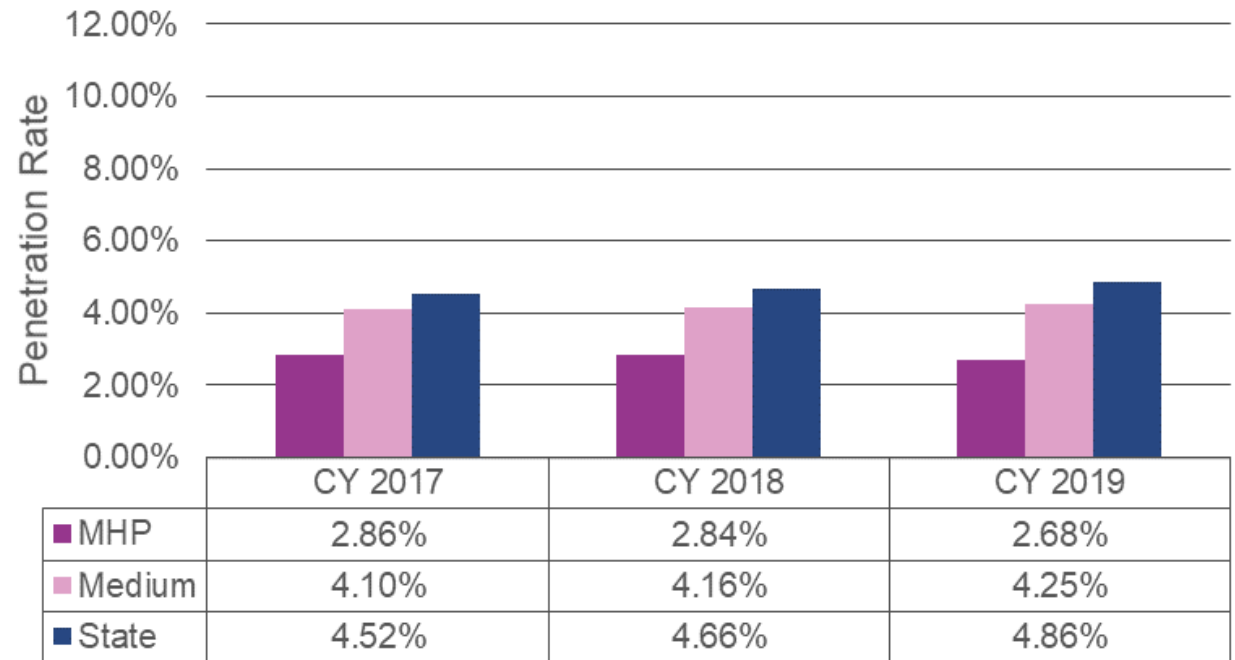


# DATA TRENDS NOTED BY REVIEWERS

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



# DATA TRENDS NOTED BY REVIEWERS

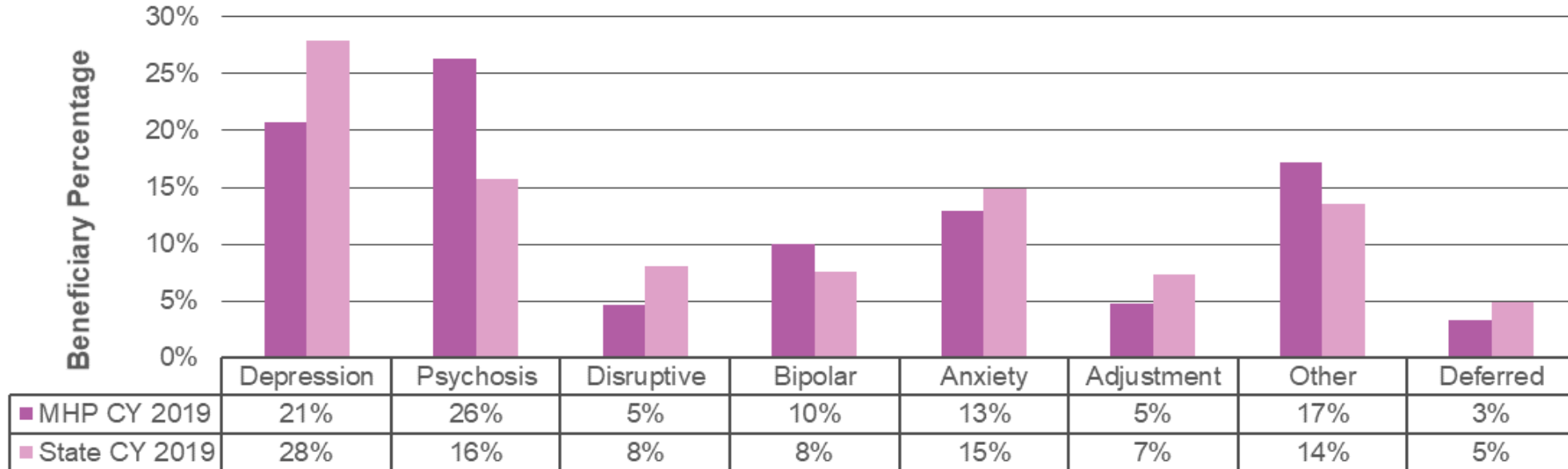
We have double the percentage of High-Cost Beneficiaries compared to the Statewide average

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





# 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%
<b>Total</b>	<b>118,537</b>	<b>100%</b>	<b>3,179</b>	<b>100%</b>
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



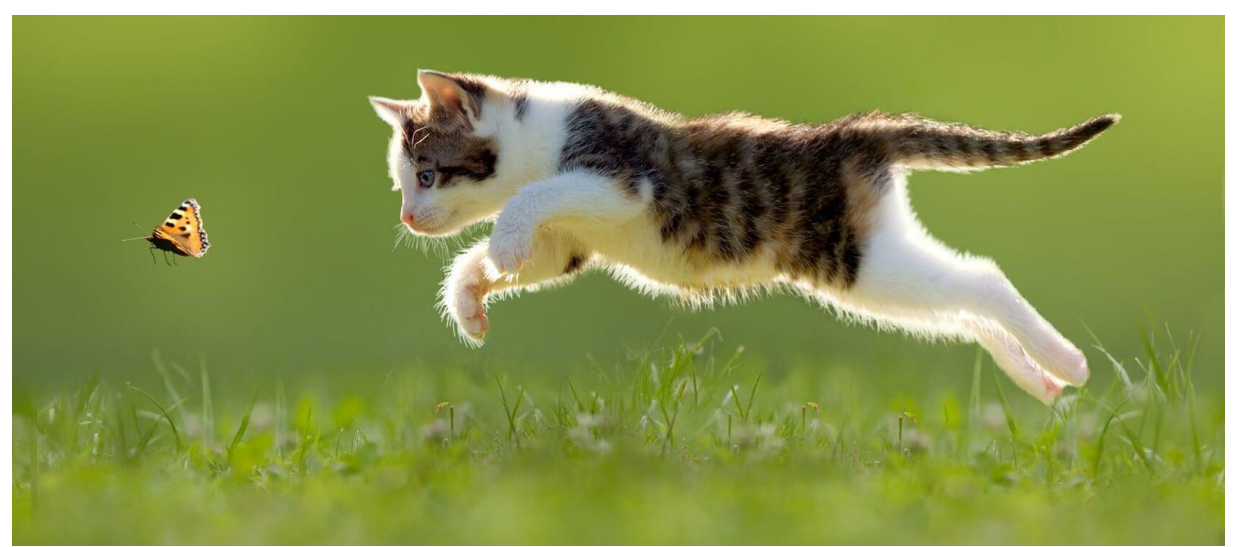
## Strengths

- 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



## 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

## 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

- Service Access and Availability – 13/14
- Capacity Management – 9/10
- Integration and Collaboration – 24/24

## Timeliness of Services

- 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

## Quality of Care

- 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?

