

CCBHC Criteria On-Demand Lessons: Quality and Other Reporting

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CCBHC-E National Training and Technical Assistance Center

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Today's Agenda

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- **5.A,** Data collection, reporting and tracking

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- **5.B,** Continuous quality improvement planning

What is a Certified Community Behavioral Health Clinic (CCBHC)?

CCBHC is a model of care that aims to improve service quality and accessibility. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence or age – including developmentally appropriate care for children and youth. CCBHCs do the following:



Provide integrated, evidence-based, trauma-informed, recovery-oriented and person- and family-centered care.



Offer the full array of CCBHC-required mental health, substance use and primary care screening services.



Coordinate care with other behavioral health, physical health, and social services systems in the community.

The primary goal of the CCBHC program is to increase access to mental health and substance use care for underserved communities.

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CCBHC Criteria Program Requirements

1: Staffing

2: Availability and Accessibility of Services

3: Care Coordination

4: Scope of Services

5: Quality and Other Reporting

6: Organizational Authority, Governance and Accreditation

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Quality and Other Reporting 5.A: Data Collection, Reporting and Tracking

- The CCBHC has the capacity to collect, report and track encounter, outcome and quality data, including, but not limited to, data capturing: (1) characteristics of people receiving services, (2) staffing, (3) access to services, (4) use of services, (5) screening, prevention and treatment, (6) care coordination, (7) other processes of care, (8) costs and (9) outcomes of people receiving services.



Quality and Other Reporting 5.A: Data Collection, Reporting and Tracking

- Both Section 223 Demonstration CCBHCs and CCBHC-Es awarded SAMHSA discretionary CCBHC-Expansion grants beginning in 2022 must collect and report the clinic-collected quality measures.
 - Reporting is annual and for all people receiving CCBHC services.
 - CCBHCs are to report quality measures nine months after the end of the measurement year, as that term is defined in the technical specifications.
 - Section 223 Demonstration CCBHCs report data to their states and CCBHC-Es that are required to report quality measure data report directly to SAMHSA.



Quality and Other Reporting 5.B: CQI Plan

- In order to maintain a continuous focus on quality improvement, the CCBHC develops, implements and maintains an effective, CCBHC-wide continuous quality improvement (CQI) plan for the services provided.
 - Establishes a critical review process to review CQI outcomes and implement changes to staffing, services and availability that will improve the quality and timeliness of services.
 - Medical Director is involved in the aspects of the CQI plan that apply to the quality of the medical components of care, including coordination and integration with primary care.

Quality and Other Reporting 5.B: CQI Plan

- The CQI plan is to be developed by the CCBHC and addresses how the CCBHC will review known significant events including, at a minimum: (1) deaths by suicide or suicide attempts of people receiving services, (2) fatal and non-fatal overdoses, (3) all-cause mortality among people receiving CCBHC services, (4) 30-day hospital readmissions for psychiatric or substance use reasons and (5) such other events the state or applicable accreditation bodies may deem appropriate for examination and remediation as part of a CQI plan.



Quality and Other Reporting 5.B: CQI Plan

- The CQI plan is data-driven, and the CCBHC considers use of quantitative and qualitative data in its CQI activities. At a minimum, the plan addresses the data resulting from the CCBHC and the quality measures.
- The CQI plan includes an explicit focus on populations experiencing health disparities (including racial and ethnic groups and sexual and gender minorities) and addresses how the CCBHC will use disaggregated data from the quality measures and, as available, other data to track and improve outcomes for populations facing health disparities.



Considerations

- Electronic health record capabilities.
- Quality measures.
- Staff skill sets and knowledge.
- CQI process and plan.



CCBHC-Expansion Grantee National Training and Technical Assistance Center

We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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The screenshot shows the homepage of the National Council for Mental Wellbeing. At the top, there is a navigation bar with links for Engage, Login, Store, and Search. Below this are dropdown menus for About Us, Our Work, Get Involved, Membership, and News & Events. The main header features the organization's logo and tagline, "Working to ensure that mental wellbeing is a reality for everyone." A large photo of four diverse women is displayed. Below the header, there is a section for "HILL DAY at Home" on October 18, 2023, with a "Register Now!" button. To the right, a "Blog" section lists three articles: "Shaped by a Moment: My Journey to Mental Health First Aid", "Keeping Youth Mental Wellbeing in Mind (Part 2)", and "Recovery Month: Let's Hear it for Peers". Below the blog is an "Event" section for "Hill Day at Home 2023" on Oct 18, 1:00 pm - 4:00 pm, with a "Read more" link and a "PUBLIC POLICY" tag. At the bottom, there is a "National Recovery Month 2023" section and a "How You Can Get Involved" section.

Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](https://thenationalcouncil.org/program/cbhc-e-national-training-and-technical-assistance-center/request-training-assistance/)



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