

CCBHC-E National Training and Technical Assistance Center

*CCBHC Foundations Data Learning Series
Session 1*

November 16, 2023

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

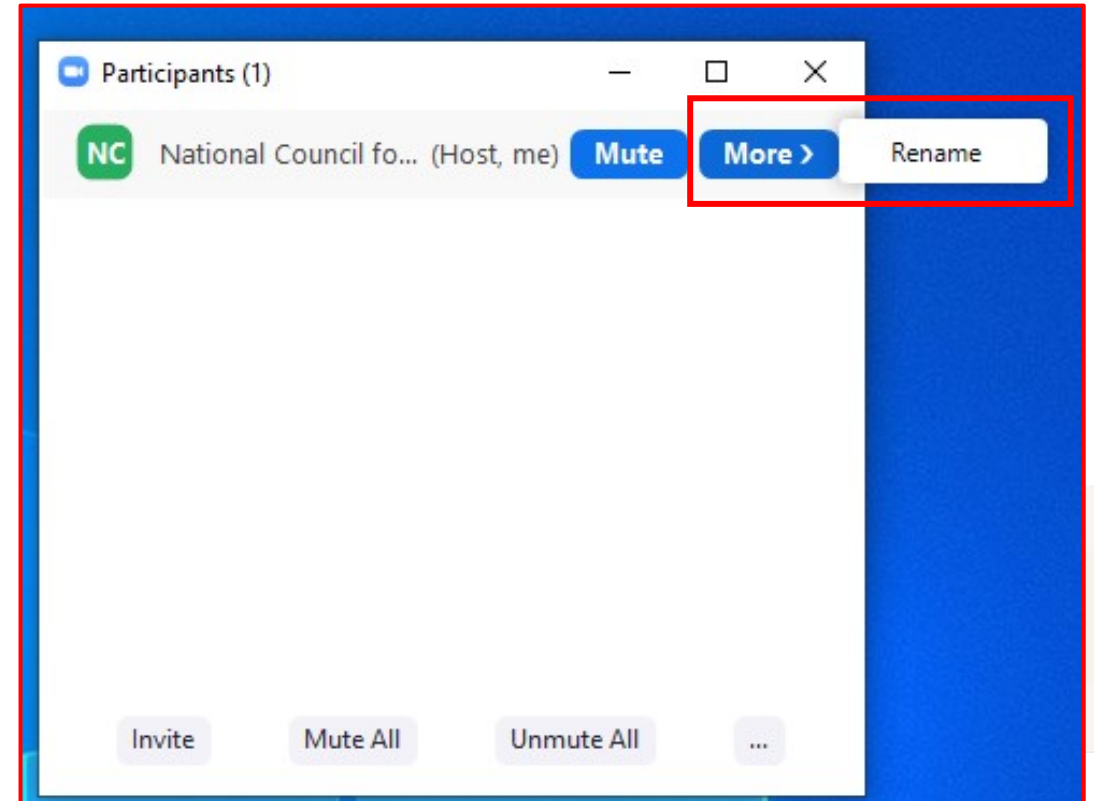
Acknowledgements and Disclaimer

This session was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).



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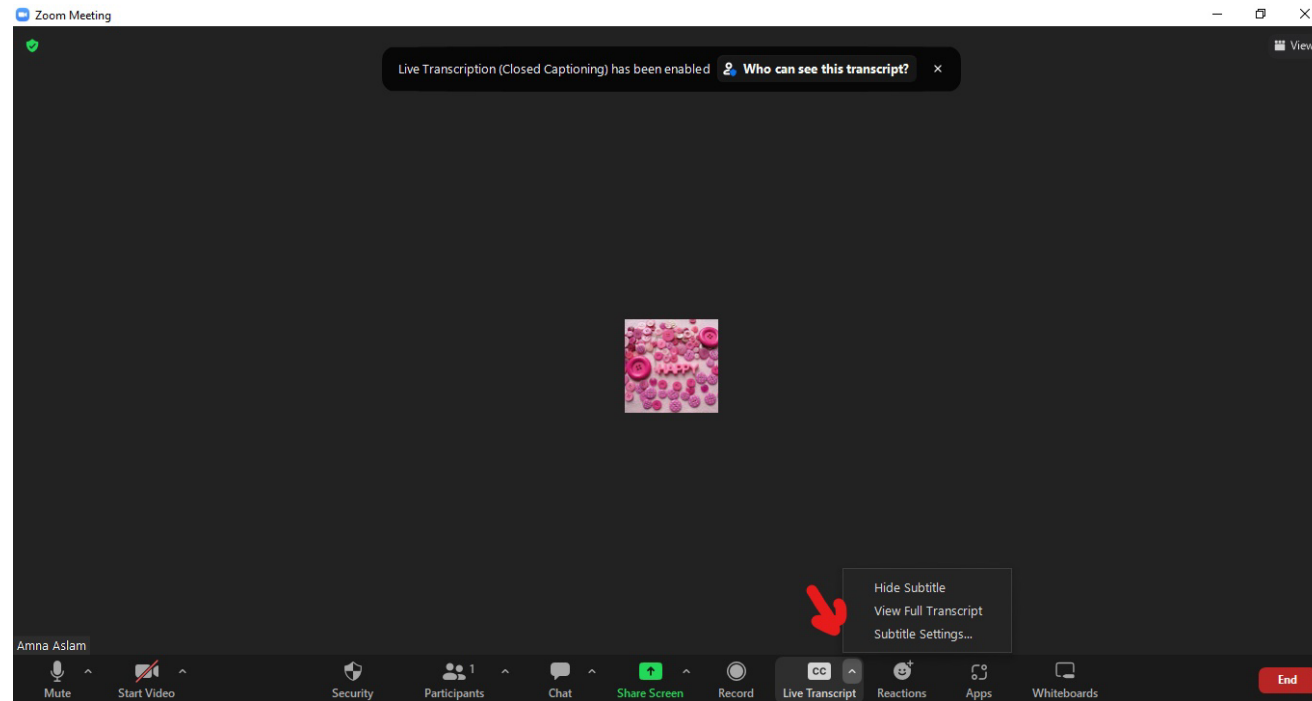
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Today's Session: Slides and Recording

Slides and the session recording link will be available on the [CCBHC-E NTTAC website](#) under “Training and Events” > “Past Events” within 2 business days.

The screenshot shows the website interface. On the left, a navigation menu titled "Training & Events" is highlighted with a red arrow. The menu items are: About Us, Resources, Training & Events (highlighted), Learning Communities, On-Demand Modules/Lessons, Learning and Action Series, and Request Training/Assistance. To the right, a "Calendar of Events" section is visible. It includes search filters for "Search", "Start Date", "End Date", and "Select Event". A dropdown menu is open, showing "Future Events" (selected), "Future Events", "Past Events" (highlighted in blue), and "Apply". A red arrow points from the "Past Events" option in the dropdown to the "Training & Events" menu item.



Today's Objectives

- Discuss CCBHC data activities and strategies to build organizational infrastructure for grant data requirements
- Introduce strategies and tools to design processes and workflows for data collection, analysis, and reporting
- Showcase CenterPointe CCBHC's data collecting, analysis, and reporting infrastructure

Today's Agenda



- CCBHC Data Activities
- Principles of Data Collection and Analysis
- Steps for Establishing Data Infrastructure
- Case Example
- Questions and Answers



Today's Presenters



Tonya Aultman-Bettridge, PhD
Partner and Chief Information Officer,
TriWest Group



Leigh Fischer, MPH
Principal, TriWest Group



Isaac French, MA
Vice President, Director of CQI &
Data Management, CenterPointe



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Learning Series Curriculum

Month	Topic
Nov 2023	Building Infrastructure for Data Collection, Analysis, and Reporting
Dec 2023	Disparity Impact Statement & Data Requirements
Jan 2024	Community Needs Assessment
Feb 2024	Focus on NOMs
March 2024	Leveraging your Grant Evaluation for Sustainable Continuous Quality Improvement

Introduction to CCBHC Data Activities

CCBHCs capture, analyze and report on a variety of data elements





Organizational Data Collection and Use

Improve quality, plan outreach activities, reduce disparities

- Disparity Impact Statement (DIS)
- Community Needs Assessment
- Infrastructure Development, Prevention and Mental Health Promotion (IPP) Indicators
- Continuous Quality Improvement Plan

Service-Level Data Collection and Use

Implementing Evidence-Based Practices & Monitoring Quality



Person-Level Data Collection and Use

Monitor access, engagement, retention and outcomes



ELECTRONIC HEALTH
RECORD (EHR)



NATIONAL OUTCOMES
MEASURES (NOMS)



SAMHSA-REQUIRED
CLINICAL QUALITY
MEASURES

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SAMHSA-Required Clinic Quality Measures

Time to services

Depression remission
at 6 months

Unhealthy alcohol use
screening and brief
counseling

Screening for clinical
depression and follow-
up plan

Screening for social
drivers of health

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Principles Data Collection and Analysis

- Respect individuals' rights, dignity, privacy, and autonomy
- Obtain informed consent for participation in data collection as appropriate
- Use culturally responsive practices
- Minimize undue burden
- Collect, use, and disclose data for meaningful purposes
- Store and transmit data through secure methods
- Ensure data collected are reliable and valid



Steps to Establishing a Data Infrastructure



Identify your data team members and other interested parties. Establish roles.



Define evaluation questions.



Determine data needs and sources.



Develop data collection methods.



Draft a plan and workflows/protocols for data collection, analysis, and communication.



Pilot workflows and identify areas for improvement as needed.

Step 1: Identify Team Members

- Identify a data champion
- Establish a team, including consumers/peers/family members
- Map grant data requirements
 - Notice of Award
 - SAMHSA website
 - SPARS resources
 - Certification criteria
 - Other synchronous and competing data collection and reporting demands
- Build a culture of data



Step 2: Define Evaluation Questions

- With the team, discuss the purpose of the evaluation and how the results will be used
- Review your CCBHC goals and objectives
- Develop questions specific to your CCBHC
- Organize according to domains and types, e.g.
 - Process
 - Quality
 - Outcomes
- Prioritize questions based on relevance and available resources

Examples of Evaluation Questions

Type	Question	Data Source
Process	<ul style="list-style-type: none"> What are the barriers (<i>structural, financial, personal</i>) to accessing CCBHC services? To what extent has the population of focus initiated and engaged in the recommended services? 	Attendance/administrative data Surveys/interviews of providers and program participants NOMs
Quality	<ul style="list-style-type: none"> What is the program's impact on the quality of behavioral health care? To what degree are evidence-based practices implemented as intended? To what degree do recipients of services identify positive perceptions of care? 	Surveys/interviews of providers and program participants Fidelity checklists
Outcomes	<ul style="list-style-type: none"> To what extent has the client's quality of life improved as a result of the program? Was there a reduction in emergency department visits and inpatient hospitalizations? 	Client self-reported qualitative data Standardized scales

Step 3: Determine Data Needs and Sources

- Discuss what data you need to answer your evaluation questions (i.e., *indicators*)
- Call on your consumer advisory council to help develop processes for collecting data from staff and clients about their experiences and needs
- Review data sources and strengthen where needed
- Identify new data sources
- Integrate or link data from different systems while assuring client privacy
- Ensure underserved populations are represented in your data

Step 4: Develop Data Collection Methods

- Identify methods for gathering the data needed
- Determine whether the methods are appropriate and equitable
- Promote methods that are minimally burdensome on clients and staff
- Develop data collection tools if needed

Step 5: Draft a Data Plan and Workflows

- Determine how and when data will be collected and analyzed
- Develop a process for receiving informed consent from program participants
- Designate roles and responsibilities for each aspect of the data collection, analysis, and reporting process
- Include a plan for sharing data with others to gain context and interpret results



Example Plan

Evaluation Question	Indicator	Method	Data Source	Frequency	Responsible Person(s)
Has the CCBHC helped improve housing stability?	Percentage of clients in sample with unstable housing at baseline reporting stable housing at follow-up	Descriptive analysis NOMs question B.2	NOMs	First 6 months of enrollment	Evaluation Lead
	Percentage of all clients with unstable housing at intake reporting stable housing at follow-up	Descriptive analysis of client records indicating housing status	EHR	90 days	CQI Lead

Step 6: Pilot and Refine Workflows

- Pilot your workflow to identify potential barriers and effective strategies
- Perform data reliability and validity tests where necessary (e.g., routinely check in with people responsible for data collection)
- Provide training and re-training as needed



Recommendation: Assess Your EHR

- Does your current EHR meet the CCBHC Criteria?
- Do you have the data collection, analysis, and reporting infrastructure?
- Can you collect all required measures, including primary care monitoring?
- Will your EHR support the following?
 - The required clinic quality measures
 - Cost reporting
 - Care coordination and health information exchange with other organizations
 - Capturing client/staff feedback

Recommendation: Assess Your Data Culture

- What is your existing culture around data?
- Are data a priority at all levels?
- Do you use the data you collect to inform program changes?
- Do you use the data you collect to manage the health/treatment progress of people you serve?
- Does your EHR adequately support the collection of demographic data to evaluate health disparities?



Case Example

CenterPointe



CenterPointe CCBHC Overview

- Mission: CenterPointe helps the people we serve get better, sooner, for longer
- Primary CCBHC Goals:
 - Develop Youth & Family Services
 - Develop In-House Primary Care
 - Expand Crisis Services
 - Expand Psychiatric Services
 - Expand Health & Wellbeing Activities
 - Improve Care Coordination

Step 1: Develop the Implementation Team

Needed a Person Who:

- Knows everything about the grant → • Project Director
- Knows everything about data collection → • EHR Administrator
- Knows how to design processes effectively → • QI Specialist
- Knows everything clinically necessary → • Clinical Director
- Is extremely organized → • Executive Assistant/Project Manager

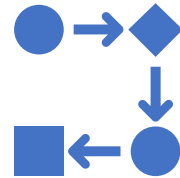
Step 2-4: Define Evaluation Questions, Identify Data Needs/Sources, Develop Collection Methods

Key Project Area	Evaluation Question	Data Source	Collection Method (High Level)	Specific Tasks Needed
IPP	What EBPs do we use and how do we know?	EHR	Have staff identify EBPs used in session within services	Add question to contact forms; train direct care staff
Sampling Plan	How do we identify a representative sample?	EHR	Develop registry report that randomly selects existing and new individuals	Once approved, build registry based on sampling plan
NOMs	How can we best collect NOMs once an individual is selected via sampling plan?	EHR; SPARS	Create report of those on SP registry who need NOMs; Identify who/how will collect; who will enter in SPARS	Develop NOMs collection process map; train staff; ensure accountability
DIS/Needs Assessment/SDOH	How can we identify what community populations we're not reaching?	EHR; NSDUH	Expand demographic and SDOH screenings as part of intake and/or assessment	Expand demographic variables (e.g., gender identity, sexual orientation); Review and select SDOH screener
CQM	How do we ensure individuals have timely access to services?	EHR	Develop systems to track time from first interaction to first service provided	Create date field for first interaction; add to intake form; develop metric to evaluate timeliness
Agency Objective	How do we know the proportion of individuals with a PCP?	EHR	Ensure this information is collected as part of intake paperwork	Add question to intake form; add to compliance trackers

Step 5: Develop Data Plans & Workflows



Developed Standard Operating
Procedures



Developed Standard Workflow
Charts

Included Designed Feedback Systems
for Troubleshooting



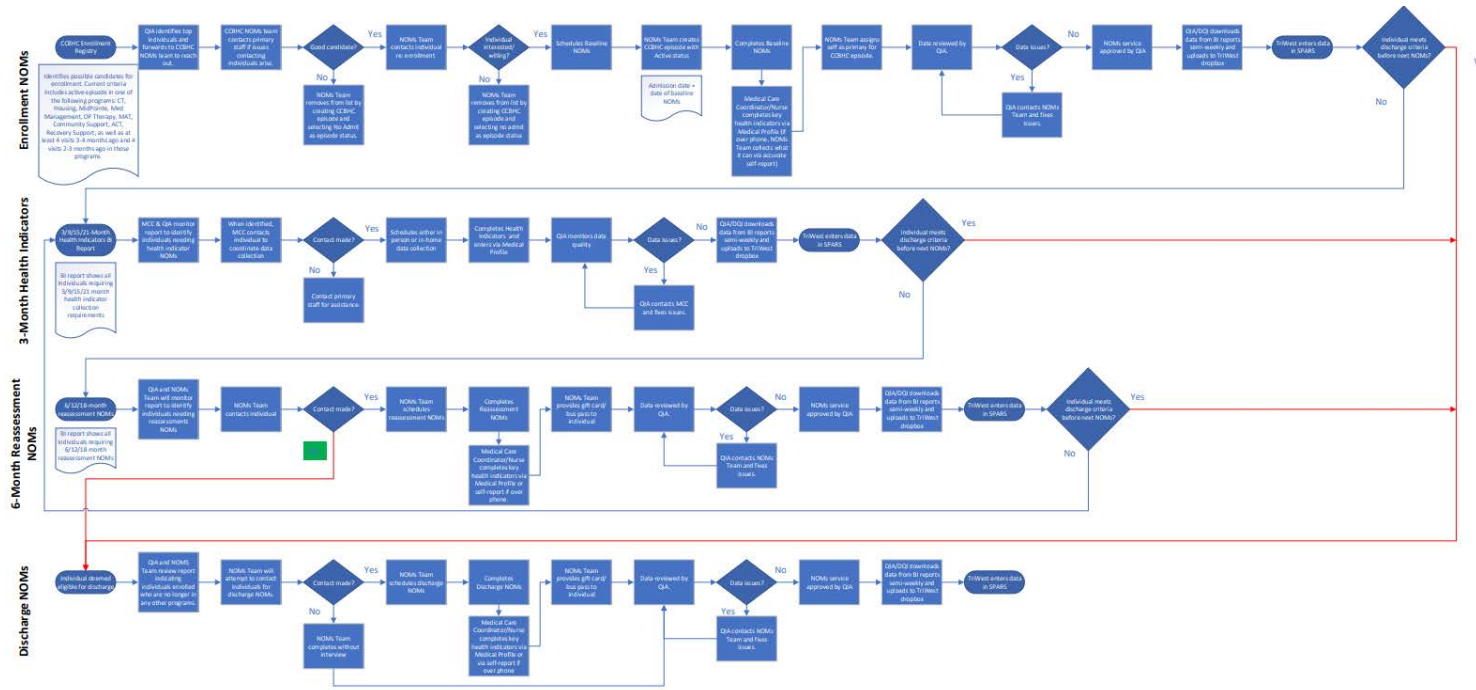
Consulted SMEs for Larger
Projects



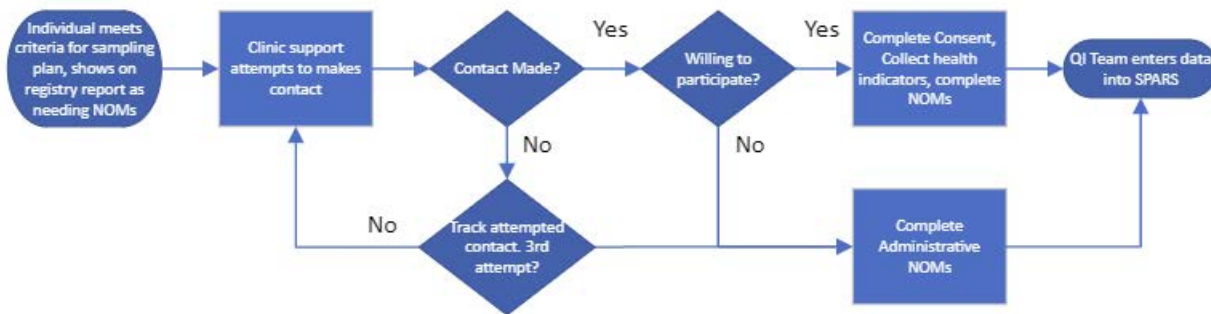
5-6: Pilot and Refine Workflows



2020



Today



Lessons Learned

- Prepare for “change burnout”
 - Engage staff in workflow and process design
 - Train new processes to the “why”, then the “how”
- Consult other CCBHCs/experts
- Design inputs with easy outputs
- Dedicate resources to report building
 - Project Director can’t do it all



Closing: Sharing and Preparing



- **Volunteers:** What questions and ideas do you have related to strengthening your data infrastructure?
- **Question Log:** Take 2–3 minutes to put any questions you have about the learning series curriculum in the chat
- **Next Session: December 14, 2023, 3–4:30 pm EST**
 - Topic: Leveraging your DIS to Inform Your Workplan ([Register here](#))

Future Sessions

- [Session 2: Leveraging Disparity Impact Statement \(DIS\) Report to Inform Your Grant Workplan](#) - Dec. 14, 3-4:30 p.m. ET
- [Session 3: Community Needs Assessment](#)- Jan. 16, 3-4:30 p.m. ET
- [Session 4: Focus on NOMS](#) - Feb. 20, 3-4:30 p.m. ET
- [Session 5: Leveraging Your Grant Evaluation for Sustainable Continuous Quality Improvement](#) - March 19, 3-4:30 p.m. ET




Thank You!

Thank you for attending today's event.

Slides and the session recording link will be available on the CCBHC-E

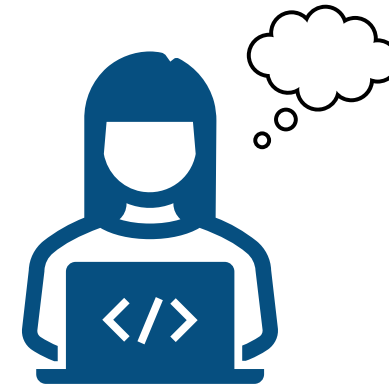
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