NATIONAL COUNCIL for Mental Wellbeing

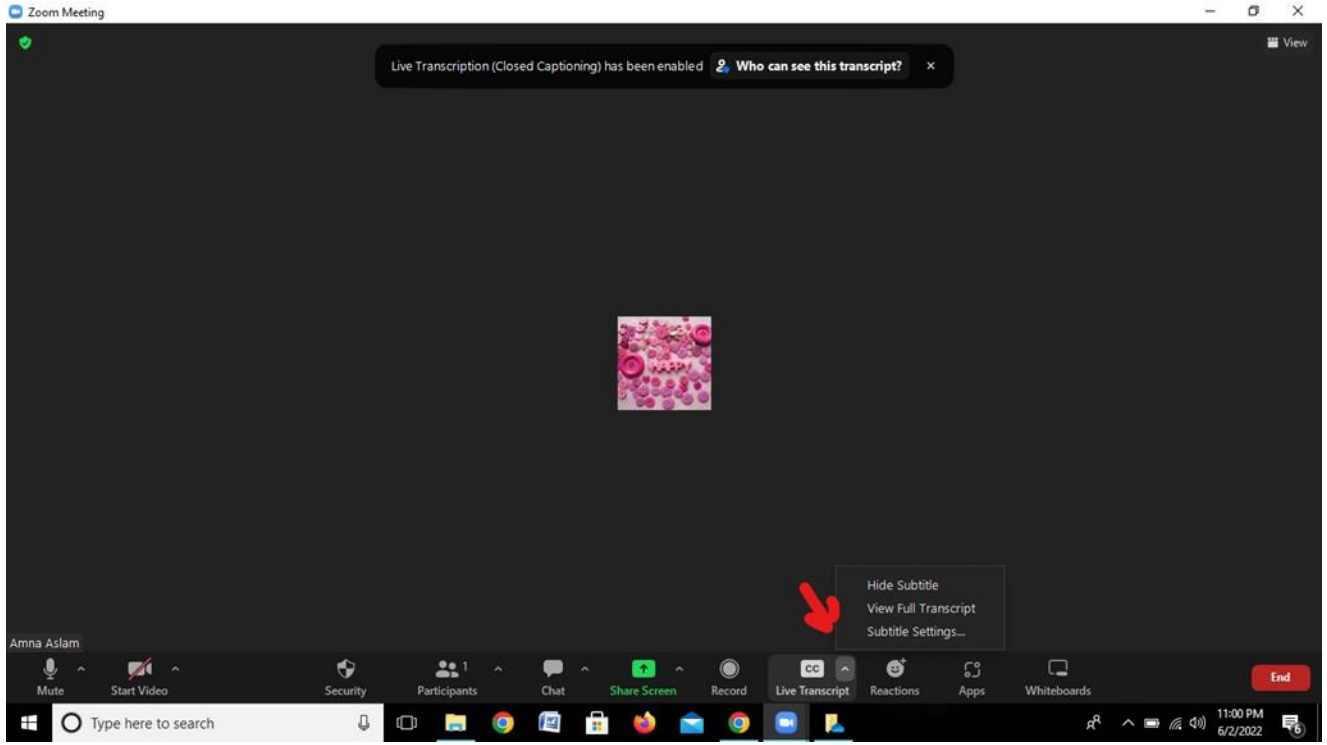
HEALTHY MINDS STRONG COMMUNITIES

New Demo Office Hour: Understanding and Establishing Strong Practices for CCBHC Quality Measures

January 17, 2025

How to Enable Closed Captions (Live Transcript)

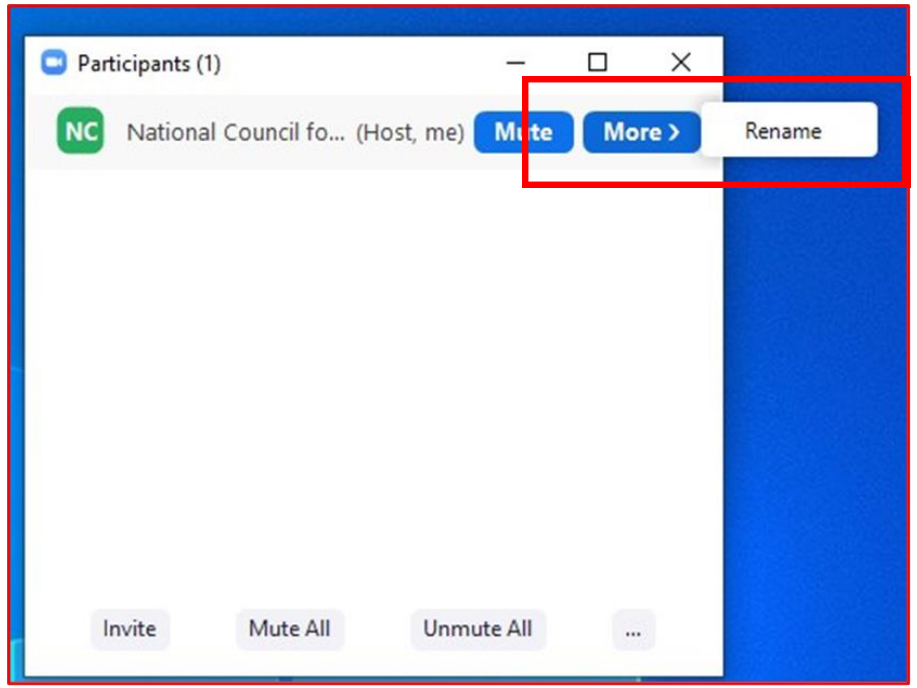
Next to “Live Transcript”, click the arrow button for options on closed captioning and live transcript.



NATIONAL COUNCIL for Mental Wellbeing

Logistics

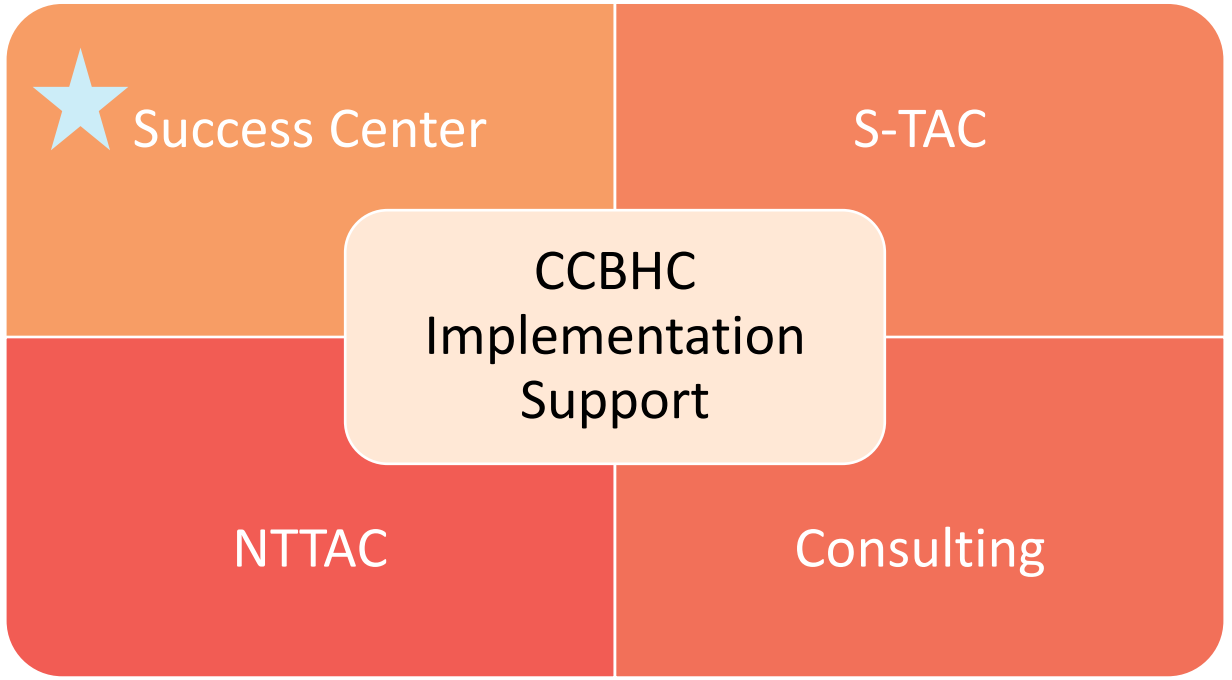
- **Please join by video** if you are able!
- **Please rename yourself so your name includes your organization.**
  - *For example:*
    - **D'ara Lemon, National Council**
  - *To rename yourself:*
    - Click on the **Participants** icon at the bottom of the screen
    - Find your name and hover your mouse over it
    - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



Today’s Agenda

- Review and Q&A from last week's session on Clinic-Collected Quality Measures
- Open Discussion
- Highlight Upcoming TA Events:
  - Thursday, February 6 from 3-4pm ET
    - CCBHC Workforce Innovations
  - Sunday, May 4 All Day
    - CCBHC Forum at NatCon25

Implementation Support for CCBHCs



Today's Presenters

Brian Mallow, MSW
Senior Advisor, PIC

John Gavino, LCSW
Director of CCBHC Fidelity and Compliance
Family & Children's Services, Inc.

NATIONAL COUNCIL for Mental Wellbeing

Quick Poll

- Did you attend the last session on Thursday, January 9?
- What is your role at your organization?
- How ready is your CCBHC regarding collection and reporting of clinic-collected quality measures?

CCBHC Quality Measures Resources

SAMHSA CCBHC QM GUIDANCE & WEBINAR WEBSITE

2024 TECHNICAL SPECIFICATION MANUAL

2024 QUALITY MEASURE REPORTING TEMPLATE

2023 CERTIFICATION CRITERIA

FAQS ON QUALITY MEASURES

Required Clinic-Collected Quality Measures

- Time to Services (I-SERV): Ages 12 and older
  - Average time to Initial Evaluation
  - Average time to Initial Clinical Services
  - Average time to Crisis Services
- Screening for Social Drivers of Health (SDOH): Ages 18 and older
- Preventive Care and Screening: Unhealthy Alcohol Use: Screening and Brief Counseling (ASC): Ages 18 and older
- Screening for Clinical Depression and Follow-up Plan (CDF-CH and CDF-AD): Ages 12 and older
- Depression Remission at Six Months (DEP-REM-6): Ages 12 and older

Why Clinic-Collected Quality Measures are Important

- Quantify the fundamental elements of the CCBHC Certification Criteria
- Establishes a baseline
- Opportunity to monitor changes to
  - Verify changes lead to improvements
  - Ensure improvements are sustained
- Set of consistent metrics allowing for benchmarking across CCBHCs

Initial Considerations

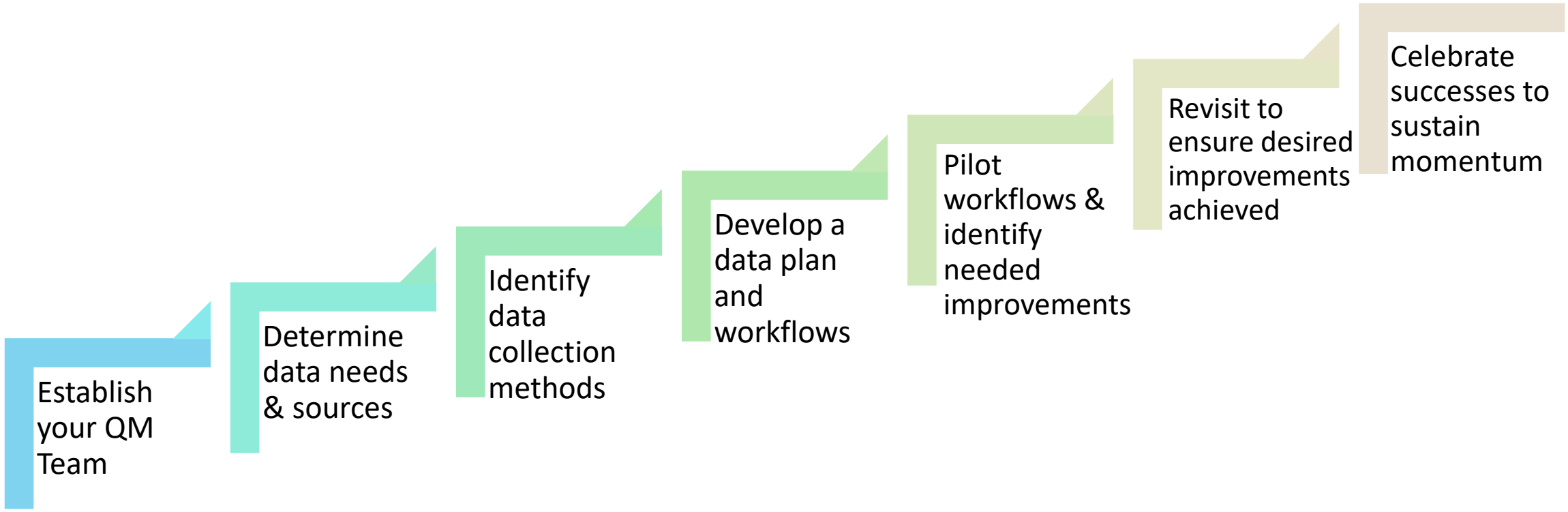
Assess your current electronic health record (EHR): Does your EHR:

- Meet CCBHC Certification Criteria?
- Allow you to collect all data needed for the required measures?
- Produce user-friendly data dashboards including demographic breakdowns necessary for reporting?

Does your CCBHC have any Designated Collaborating Organization (DCO) partners?

- Is the DCO responsible for any clinic-collected quality measures data collection and reporting?

Establishing a QM data infrastructure



NATIONAL COUNCIL for Mental Wellbeing

Establishing your QM Team

- What skills are needed on the team?
- What departments or levels of the organization are involved?
- Who is/are the data champion(s)?
- Who are the leaders that will support buy-in and motivation?
- Who is tasked with training efforts?

Establishing Strong Practices for CCBHC Quality Measures

NATIONAL COUNCIL for Mental Wellbeing

FCS

Family & Children's Services (FCS) promotes, supports, and strengthens the wellbeing and behavioral health of adults, children, and families.

100 1921-2021 Family & Children's SERVICES

Quality Measures Workgroups

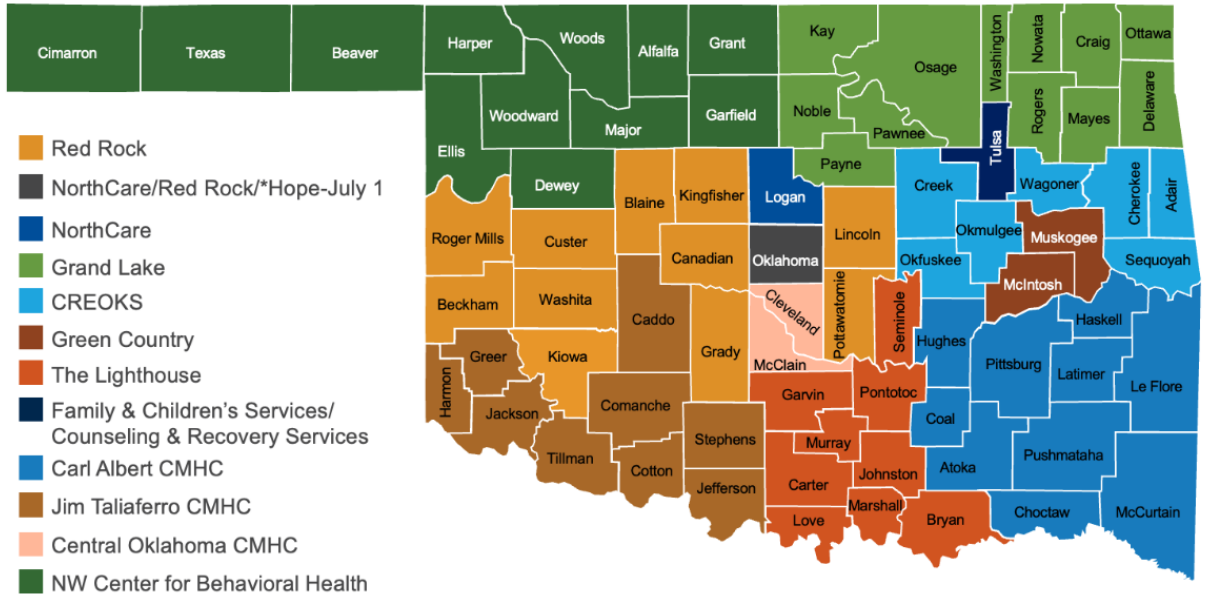
- **Family & Children's Services (FCS)**
  - Director of CCBHC
  - *Medical Director*
  - *Vice President, Medical Integration*
  - *Director of Integrated Health and Nursing Services*
  - Executive Vice President of CQI
  - Vice President of Access
  - Business Intelligence (BI) Team
  - Senior Program Director of Children's CCBHC
  - Director of Accreditation, Certification, & Regulatory Compliance
  - Director of CQI
  - Front line staff

Family & Children's SERVICES

Quality Measures Workgroups

- **Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS)**
  - Similarities and differences between SAMHSA and ODMHSAS
  - ODMHSAS Contract Monitoring requirements
  - 13 CCBHCs in Oklahoma
  - Common understanding of Terms

OKLAHOMA
Mental Health &
Substance Abuse



Family & Children's SERVICES

Service Codes

- Crosswalk service codes (HCPCS/CPT codes to EHR codes)
- Coordinate with Billing department, EHR department, and Data Team
  - Add service codes to EHR and programs
  - EHR form creation and auto populate codes
  - BI Data Team for Eligible Service Encounter Codes
  - Train staff on definition and use of codes

Screening for Depression and Follow-Up Plan (CDF-AD)

Table CDF-B. Codes to Document Depression Screen

Code	Description
G8431	Screening for depression is documented as being positive and a follow-up plan is documented
G8510	Screening for depression is documented as negative, a follow-up plan is not required

Table CDF-C. HCPCS Code to Identify Exclusions

Code	Description
G9717	Documentation stating the patient has had a diagnosis of depression or has had a diagnosis of bipolar disorder

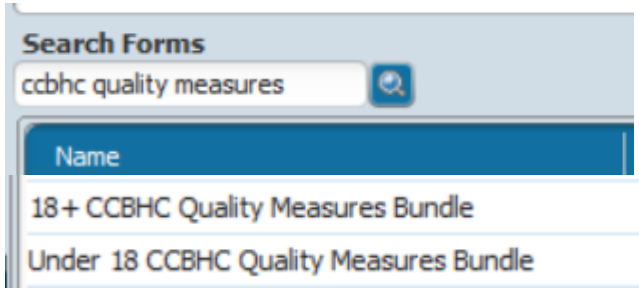
Table CDF-A. Codes to Identify Outpatient Visits

CPT	HCPCS
59400, 59510, 59610, 59618, 90791, 90792, 90832, 90834, 90837, 92625, 96105, 96110, 96112, 96116, 96125, 96136, 96138, 96156, 96158, 97161, 97162, 97163, 97165, 97166, 97167, 99078, 99202, 99203, 99204, 99205, 99212, 99213, 99214, 99215, 99304, 99305, 99306, 99307, 99308, 99309, 99310, 99315, 99316, 99318, 99324, 99325, 99326, 99327, 99328, 99334, 99335, 99336, 99337, 99339, 99340, 99401, 99402, 99403, 99483, 99484, 99492, 99493, 99384, 99385, 99386, 99387, 99394, 99395, 99396, 99397	G0101, G0402, G0438, G0439, G0444

Family & Children's SERVICES

Form Creation

- EHR Quality Measures Form Creation
  - Copyrights and approvals to use forms and to embed in our EHR
  - Decide on the tool or questions to ask
  - EHR Team collaboration
  - Required sections on forms
  - Auto populate reporting codes and auto launch forms
  - Bundle forms together (CDF-AD/CH, DEP-REM-6, SDoH, and ASC)
  - Test and pilot the forms
  - Data pulled into data warehouse and the BI reports



Family & Children's SERVICES

I-SERV: I-EVAL and Initial Clinical Services

Initial Evaluation: Staff gathered initial evaluation information including preliminary diagnoses; source of referral; reason for seeking care; identification of the client's immediate clinical care needs related to diagnosis; a list of current prescriptions and over-the-counter medications, as well as other substances the client may be taking; assessed if the client is a risk to self or to others, including suicide risk factors; assessed whether the client has other concerns for their safety; assessment of need for medical care with referral and follow-up as needed; and determination of whether the client is or ever has been a member of the U.S. Armed Services.

Service Charge Code: I-Eval - new consumer (8015)

Service Code Additional Descriptor: Individual Therapy - Intake

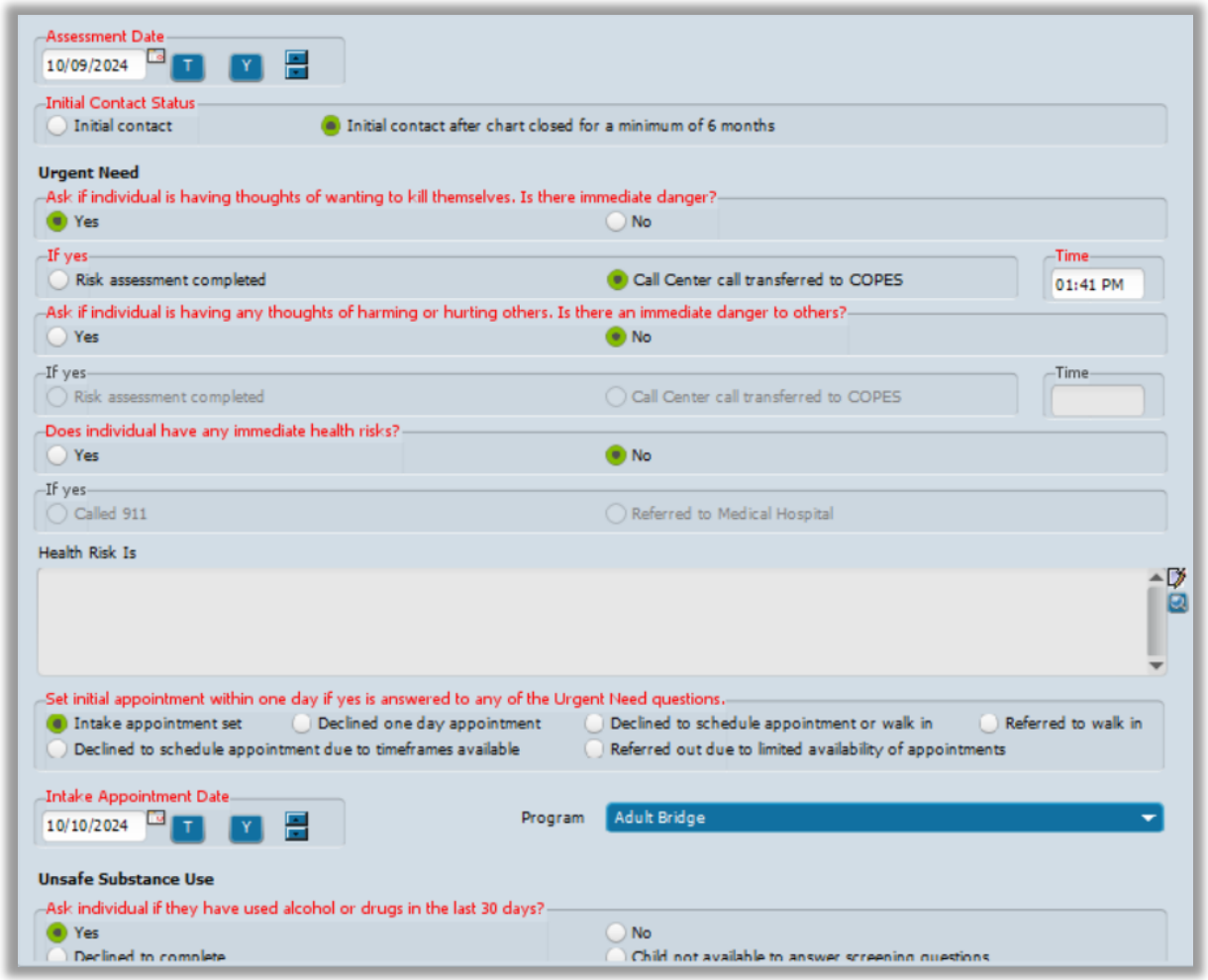
Clinical Services:

99202-99205	Medication Evaluation and Management for **Behavioral Health**, New Patient,
H0004	Behavioral Health Counseling and Therapy (Individual, Group, or Family)
H0022	Substance Abuse Early Intervention Counseling
S9444	Parenting Skills Training, Group (Families with Children 0-17) EBP
S9446	Group Behavioral Health Interventions, ages 6-17 (child is present)
90849	Multiple-family group psychotherapy (ages 0-3)
90847	Family psychotherapy, conjoint psychotherapy with the patient present (ages 0-3)
T1016	Targeted Case Management - Clients with SMI/SED or on the Most in Need list only
T1017	Case Management
T2023	Case Management for custody kids
H2017	Individual/Group Rehabilitative Treatment/Enhanced Illness Management & Recovery
H2027	Psychoeducation and Counseling
H2017	Group Rehabilitative Treatment - Clients 12 - 17 years
H2019	Therapeutic Behavioral Services
H2027	Children's Family/Caregiver Psychoeducation - Group (ages 0-5)
S5110	Intensive In-home Supports, Skills Training, Individual 6 - 17 years
H0034	Medication Training and Support
T1012	Wellness Resource Skills Development
H2015	Peer Recovery Support/Peer Recovery Support - Family
96202	Group Caregiver Behavioral Management Training (family/caregiver) 18 and over
H0022	Substance Abuse Early Intervention Counseling
90832	counseling, 30 minutes
90834	counseling, 45 minutes
90837	counseling, 60 minutes

90846	family counseling w/o client present
90853	group counseling
H0043	housing
H2014	vocational
S5190	wellness
T1502	injection
G0136	Social Driver of Health Evaluation

Family & Children's SERVICES

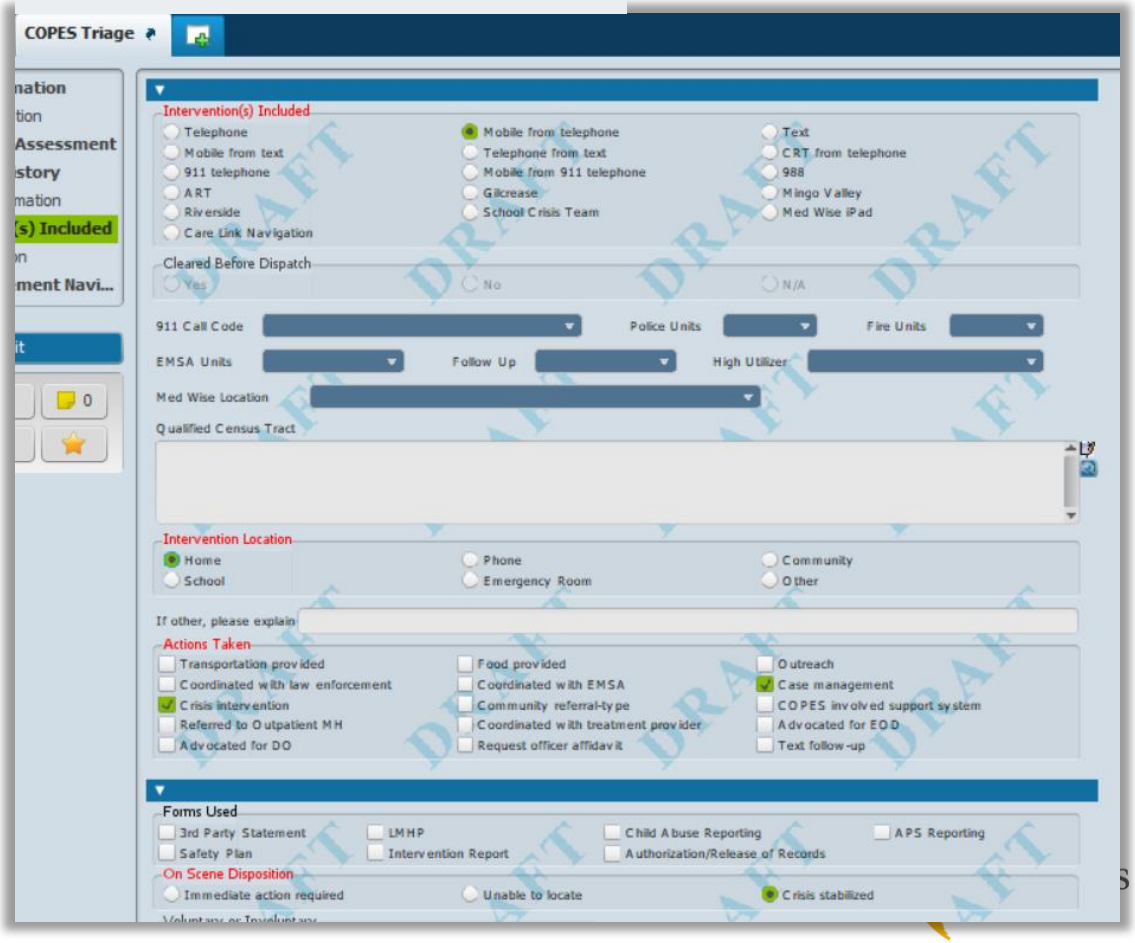
I-SERV: Time to Crisis Services



Service Charge Code: CCBHC Crisis Intervention (465)

Service Charge Code: Triage (483)

Service Program: Crisis Care Center - C2 (1423)



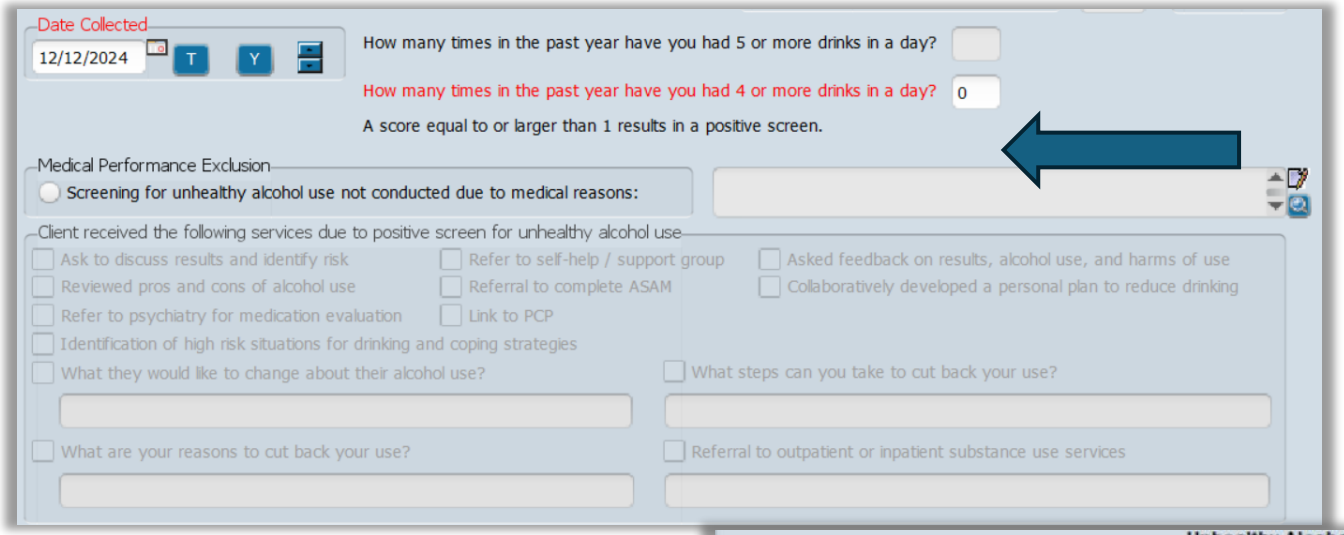
Screening for Social Drivers of Health (SDOH)

- SDoH
  - Form
  - Piloting
  - BI Report
  - HIE

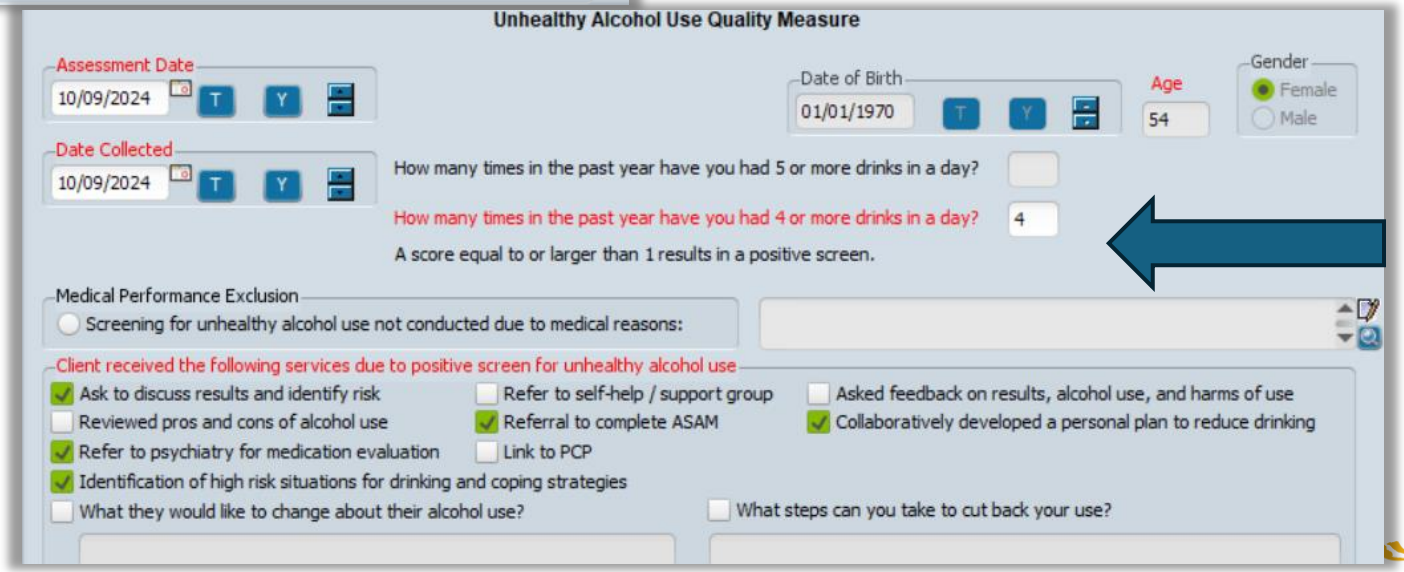
Family & Children's SERVICES

Unhealthy Alcohol Use: Screening and Brief Counseling

- Negative score:



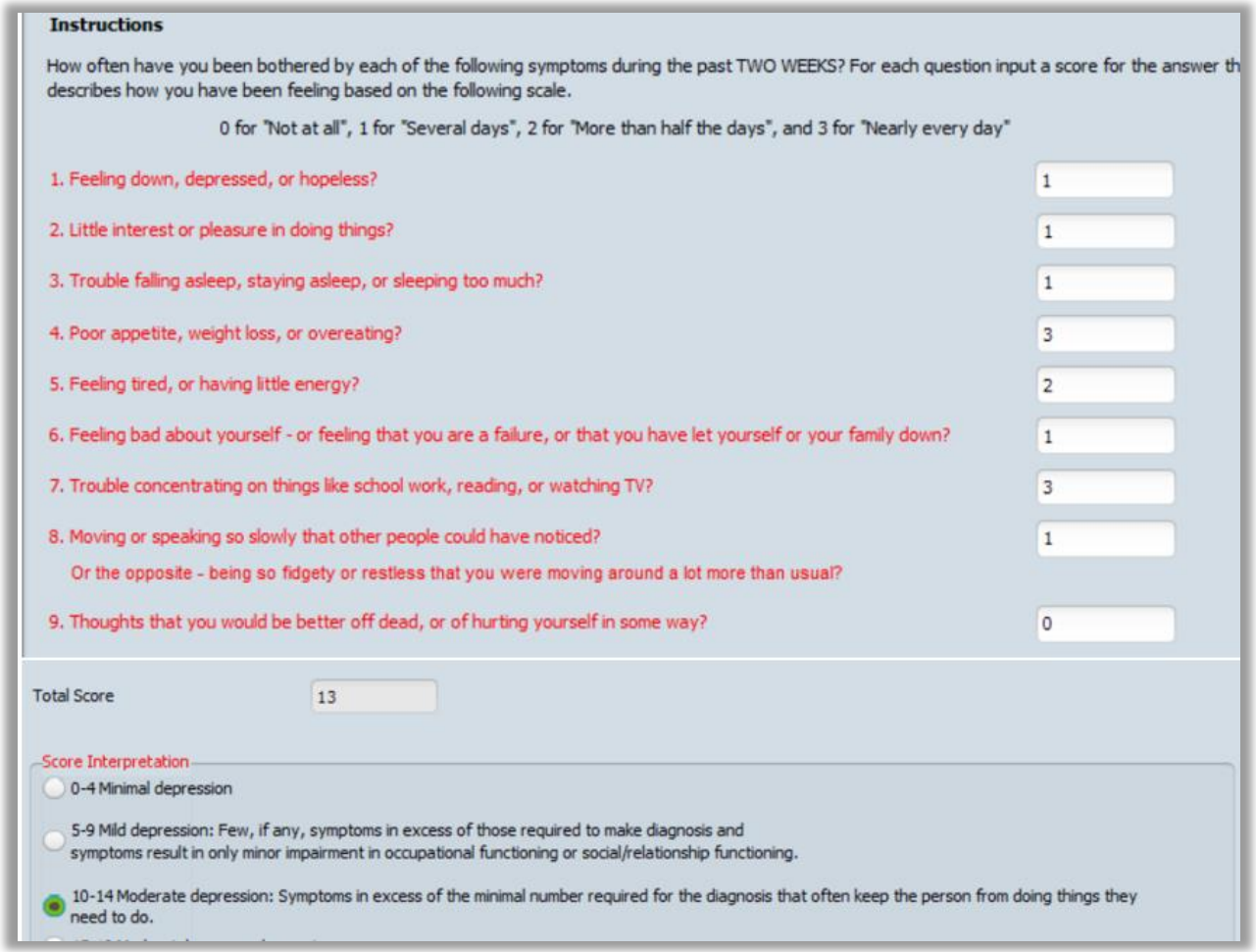
- Positive score:



Family & Children's SERVICES

Screening for Depression & Follow-up Plan

- Percentage of clients 12 years and older who were **screened** for depression AND if **positive (score 10 or above), a follow-up plan** is documented.
- **<u>Annual</u>** depression screening for clients.



Instructions

How often have you been bothered by each of the following symptoms during the past TWO WEEKS? For each question input a score for the answer th describes how you have been feeling based on the following scale.

0 for "Not at all", 1 for "Several days", 2 for "More than half the days", and 3 for "Nearly every day"

1. Feeling down, depressed, or hopeless?	1
2. Little interest or pleasure in doing things?	1
3. Trouble falling asleep, staying asleep, or sleeping too much?	1
4. Poor appetite, weight loss, or overeating?	3
5. Feeling tired, or having little energy?	2
6. Feeling bad about yourself - or feeling that you are a failure, or that you have let yourself or your family down?	1
7. Trouble concentrating on things like school work, reading, or watching TV?	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you were moving around a lot more than usual?	1
9. Thoughts that you would be better off dead, or of hurting yourself in some way?	0

Total Score 13

Score Interpretation

- 0-4 Minimal depression
- 5-9 Mild depression: Few, if any, symptoms in excess of those required to make diagnosis and symptoms result in only minor impairment in occupational functioning or social/relationship functioning.
- 10-14 Moderate depression: Symptoms in excess of the minimal number required for the diagnosis that often keep the person from doing things they need to do.

Who? Clients not diagnosed with depression/bipolar

Why? To assess need & begin treatment

Family & Children's SERVICES

Screening for Depression Follow Up: (CDF-CH &AD)

Patient Health Questionnaire (PHQ) Modified Follow-up Plan Quality Measure

Depression Screening

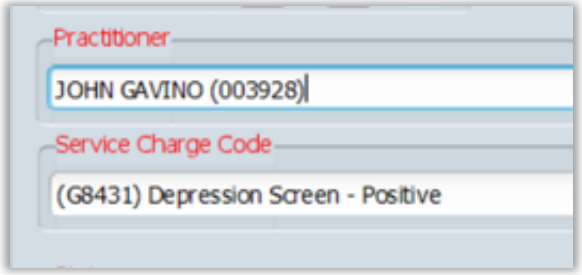
Assessment Date: 01/16/2025 [T] [Y]

PHQ Modified Quality Measure not indicated at this time ☐

PHQ Modified Score: 12

Due to a positive depression screening, the follow up plan for the treatment of depression includes

- ☑ Education regarding medication treatment
- ☐ Refer to a provider for additional evaluation
- ☑ Schedule new therapy session or refer to therapy
- ☑ Schedule prescriber visit
- ☐ Schedule staffing/treatment team
- ☑ Recommend myStrength modules
- ☐ Refer to Primary Care Physician
- ☑ Schedule next CM appointment
- ☐ Schedule rehab services

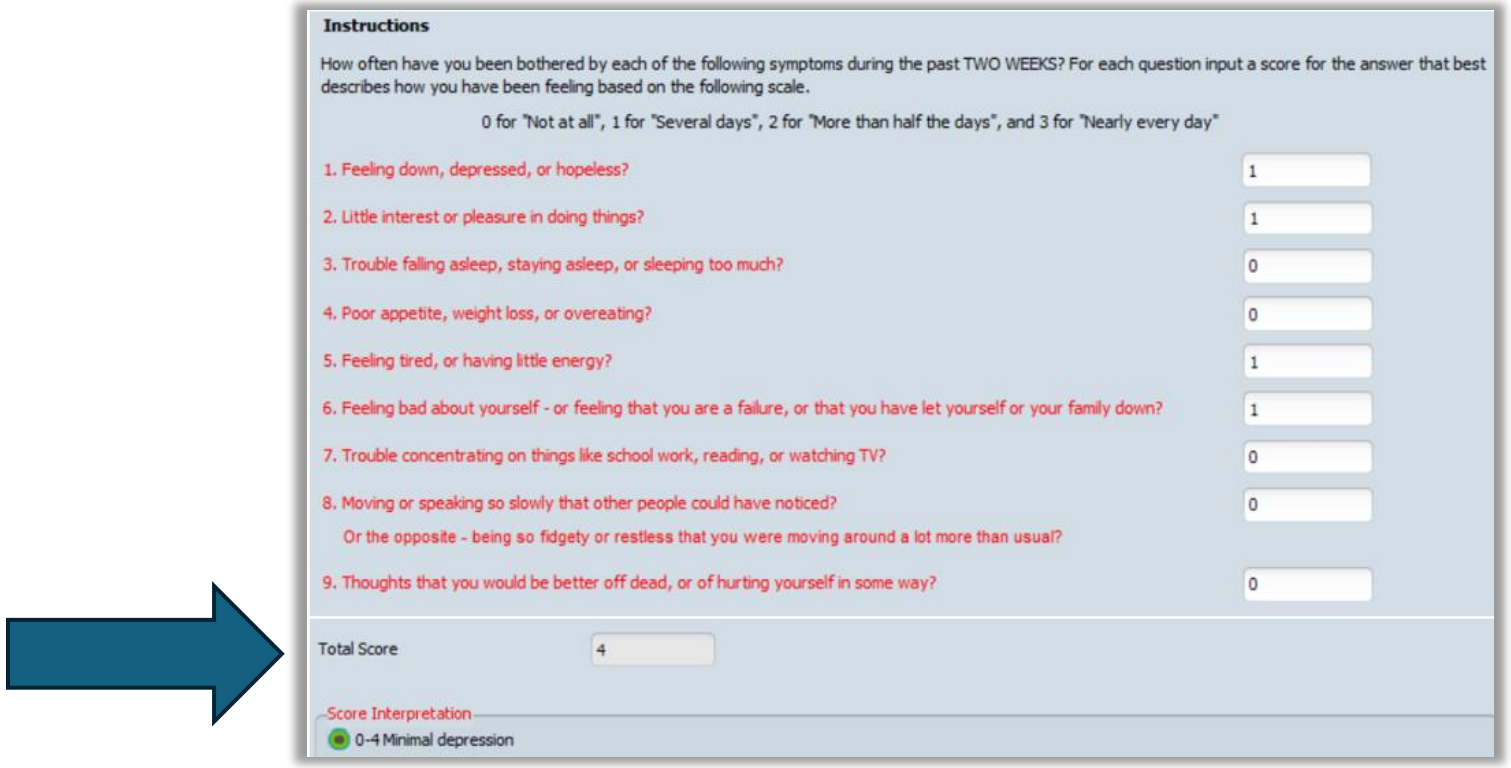


Family & Children's SERVICES

Depression Remission at Six Months

- Percentage of clients 12 years and older with a diagnosis of Depression who reach readmission six months (+/- 60 days) after an index even date.
- **Index Event Date** – the date on which both the first instance of elevated ***PHQ greater than nine*** (same encounter date or 7 days prior) AND ***diagnosis of Depression*** or Dysthymia during the MY.
- **Remission** - Score of less than five.

Who? Clients already diagnosed with depression



Why? To know treatment outcomes

Family & Children's SERVICES

Depression Remission at Six Months

	Index screening may be 7 days before first possible IED																			
Months:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	MY																			
	Denominator MP: 12 mo MY																			
					Numerator MP: 6 mo +/- 60 days after IED															
If IED=x, R may be measured:	x				R	R	R	R	R											
If IED=x, R may be measured:		x				R	R	R	R	R										
If IED=x, R may be measured:			x				R	R	R	R	R									
If IED=x, R may be measured:				x				R	R	R	R	R								
If IED=x, R may be measured:					x				R	R	R	R	R							
If IED=x, R may be measured:						x				R	R	R	R	R						
If IED=x, R may be measured:							x				R	R	R	R	R					
If IED=x, R may be measured:								x				R	R	R	R	R				
If IED=x, R may be measured:									x				R	R	R	R	R			
If IED=x, R may be measured:										x				R	R	R	R	R		
If IED=x, R may be measured:											x				R	R	R	R	R	
If IED=x, R may be measured:												x				R	R	R	R	R

IED: Index Event Date; MY: Measurement Year; MP: Measurement Period; R: Six Month Remission may be measured, depending on date, 4-8 months after IED (6 months (+/- 60 days)).

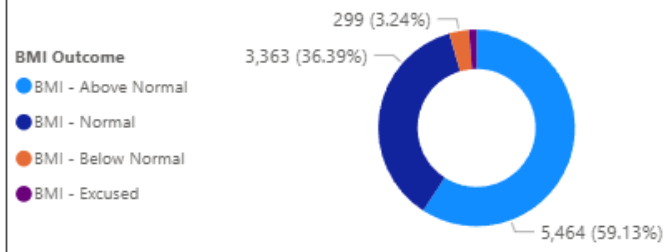
Family & Children's SERVICES

Quality Measures

CCBHC Measures Summary

FYear: 2024 | Program Group: All | Program Value: All | Admitting_Clinician: All | Months Enrolled: 6 – 12 | BMI Age Category: All | Assigned Team: All | Notes

BMI Outcomes



Race	BMI Adherence	BMI Clients	QM Denominator
American Indian or Alaskan Native	74%	652	876
Asian	79%	94	119
Black or African American	76%	1,604	2,124
White	76%	5,884	7,733
Native Hawaiian or Other Pacific Island	74%	55	74
Multi-Racial	74%	942	1,267
Total	**76%**	**9,231**	**12,193**

Adult BMI Adherence

71%

6,478 BMI Clients

9,112 QM Denominator

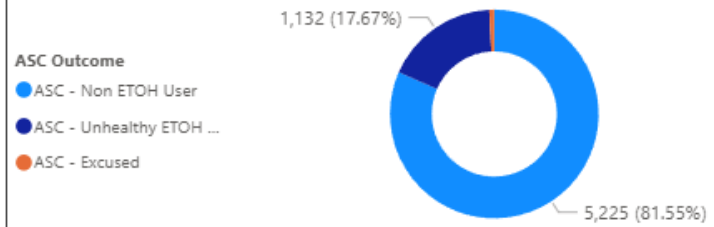
Child BMI Adherence

89%

2,753 BMI Clients

3,081 QM Denominator

ASC Outcomes



Race	ASC Adherence	ASC Clients	QM Denominator
American Indian or Alaskan Native	70%	470	670
Asian	75%	65	87
Black or African American	70%	1,178	1,677
White	71%	4,063	5,742
Native Hawaiian or Other Pacific Island	67%	38	57
Multi-Racial	67%	593	879
Total	**70%**	**6,407**	**9,112**

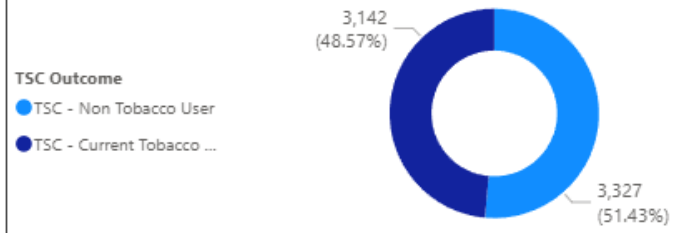
ASC Adherence

70%

6,407 ASC Clients

9,112 QM Denominator

TSC Outcomes



Race	TSC Adherence	TSC Clients	QM Denominator
American Indian or Alaskan Native	71%	477	670
Asian	72%	63	87
Black or African American	71%	1,195	1,677
White	71%	4,099	5,742
Native Hawaiian or Other Pacific Island	68%	39	57
Multi-Racial	68%	596	879
Total	**71%**	**6,469**	**9,112**

TSC Adherence

71%

6,469 TSC Clients

9,112 QM Denominator

Benchmarks for Quality Measures:

Adult BMI: 55%
Child BMI: 85%

Adult ASC: 55%

Adult TSC: 55%

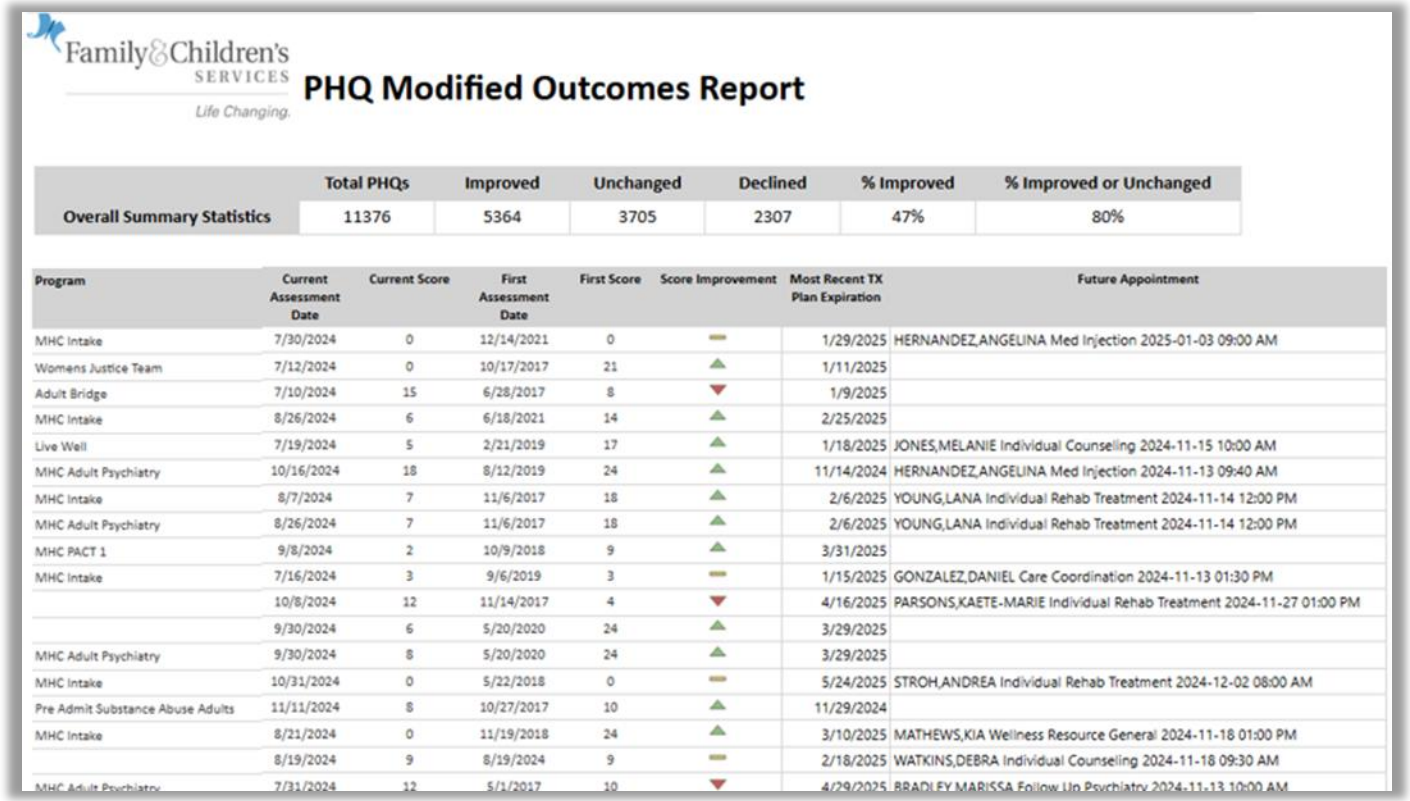
Family & Children's SERVICES

Reports

Adult Client Quality Measures Summary

FYear	QM Needs	Admitting Clinician	Episode Status
2025	QM Due	GOULD,AMANDA (005372)	Episode is Open

ASC Screener & Follow Up Count	Latest ASC Outcome	Latest ASC Screener Date	Program Value	Admitting Clinician
0	ASC - Unhealthy ETOH Use	2/9/2024	Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	3/1/2024	Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	3/1/2024	MHC Intake	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	11/10/2021	Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	4/27/2023	Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	4/27/2023	MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	2/27/2024	Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0			MHC Intake	GOULD,AMANDA (005372)
0			Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	2/13/2023	Adult Bridge	GOULD,AMANDA (005372)
0	ASC - Non ETOH User	2/13/2023	MHC Intake	GOULD,AMANDA (005372)



Family&Children's SERVICES
Life Changing.

PHQ Modified Outcomes Report

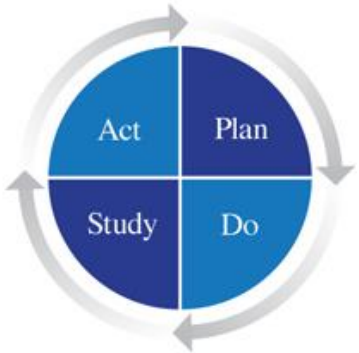
	Total PHQs	Improved	Unchanged	Declined	% Improved	% Improved or Unchanged
Overall Summary Statistics	11376	5364	3705	2307	47%	80%

Program	Current Assessment Date	Current Score	First Assessment Date	First Score	Score Improvement	Most Recent TX Plan Expiration	Future Appointment
MHC Intake	7/30/2024	0	12/14/2021	0	=	1/29/2025	HERNANDEZ,ANGELINA Med Injection 2025-01-03 09:00 AM
Womens Justice Team	7/12/2024	0	10/17/2017	21	▲	1/11/2025	
Adult Bridge	7/10/2024	15	6/28/2017	8	▼	1/9/2025	
MHC Intake	8/26/2024	6	6/18/2021	14	▲	2/25/2025	
Live Well	7/19/2024	5	2/21/2019	17	▲	1/18/2025	JONES,MELANIE Individual Counseling 2024-11-15 10:00 AM
MHC Adult Psychiatry	10/16/2024	18	8/12/2019	24	▲	11/14/2024	HERNANDEZ,ANGELINA Med Injection 2024-11-13 09:40 AM
MHC Intake	8/7/2024	7	11/6/2017	18	▲	2/6/2025	YOUNG,LANA Individual Rehab Treatment 2024-11-14 12:00 PM
MHC Adult Psychiatry	8/26/2024	7	11/6/2017	18	▲	2/6/2025	YOUNG,LANA Individual Rehab Treatment 2024-11-14 12:00 PM
MHC PACT 1	9/8/2024	2	10/9/2018	9	▲	3/31/2025	
MHC Intake	7/16/2024	3	9/6/2019	3	=	1/15/2025	GONZALEZ,DANIEL Care Coordination 2024-11-13 01:30 PM
	10/8/2024	12	11/14/2017	4	▼	4/16/2025	PARSONS,KAETE-MARIE Individual Rehab Treatment 2024-11-27 01:00 PM
	9/30/2024	6	5/20/2020	24	▲	3/29/2025	
MHC Adult Psychiatry	9/30/2024	8	5/20/2020	24	▲	3/29/2025	
MHC Intake	10/31/2024	0	5/22/2018	0	=	5/24/2025	STROH,ANDREA Individual Rehab Treatment 2024-12-02 08:00 AM
Pre Admit Substance Abuse Adults	11/11/2024	8	10/27/2017	10	▲	11/29/2024	
MHC Intake	8/21/2024	0	11/19/2018	24	▲	3/10/2025	MATHEWS,KIA Wellness Resource General 2024-11-18 01:00 PM
	8/19/2024	9	8/19/2024	9	=	2/18/2025	WATKINS,DEBRA Individual Counseling 2024-11-18 09:30 AM
MHC Adult Psychiatry	7/31/2024	12	5/1/2017	10	▼	4/29/2025	BRADLEY,MARISSA Follow Up Psychiatry 2024-11-13 10:00 AM

Family & Children's SERVICES

Workflow Development

- Develop walk through of your system. Multiple access points, system wide similarities, and program individual differences.
- Client perspective/staff perspective.
- Minor and major changes that will occur. Elicit feedback.
- How will staff know which clients are due for QM, when are they due, how frequent, who sends the reports (Data Specialist on teams), when to review the reports?
- Which staff will obtain the QM, where, when, and how within the clinic workflow.
- Train staff on documentation.



Family & Children's SERVICES

Discussion Questions

- What are the most common pitfalls to avoid in the first year of data collection and analysis?
- How can clinics integrate data collection processes into their EHR to reduce manual efforts?
- What are the most effective ways to analyze clinic-collected quality measure data to drive improvements?
- How can CCBHCs train and engage staff at all levels to understand the importance of quality measure data?
- What are some common pitfalls to avoid when preparing reports for submission to your state?

Other QM Resources for States & Clinics

- Clinic-Collected Quality Measures Resources
  - Building Infrastructure for Clinical Quality Measures: Session 1 recording and slides
  - Building Infrastructure for Clinical Quality Measures: Session 2 recording and slides
  - Building Infrastructure for Clinical Quality Measures: Session 3 (recording and slides coming soon)
  - I-SERV, SDOH, ASC Webinar recording and slides.
  - CDF-AD and CH, DEP-REM-6 Webinar recording and slides.
  - TSC, SRA-A and C, WCC-CH, CBP-AD Webinar recording and slides.
  - Clinic Quality Measures Office Hours recording and slides.
- State-Collected Quality Measures Resources
  - AMM, SAA, ADD, OUD, HBD, PEC & YFEC Webinar recording and slides.
  - FUH, FUM, FUA, IET, and PCR Webinar recording and slides.
  - State Quality Measures Office Hours, Part 1 recording and slides.
  - State Quality Measures Office Hours, Part 2 recording and slides.

Open Discussion

- General CCBHC Questions
- Exchange insights and solutions with peers navigating similar challenges:
  - Care Coordination and Integrated Care
  - Improving Access and Availability
  - Health IT Needs for Population Health Management
  - Trauma-Informed, Resilience-Oriented, Equity-Focused Systems
  - Mitigating Disparities
  - Community Education and Engagement
  - Person-Centered Approaches in CCBHC Implementation
  - Leveraging AI in Clinical Documentation

Upcoming New Demonstration Site TA Events

- **Topic: CCBHC Workforce Innovations**
  - Webinar
    - Thursday, February 6, 3-4pm ET
    - Registration here
  - Office Hour
    - Friday, February 14, 1-2pm ET
    - Register here

You only have to register **once for the office hours series. After registering, you will receive a confirmation email from Zoom where you can download the calendar series with the meeting link and passcode.*

CCBHC Forum at NatCon25

- **What:** National Council is hosting a **full-day pre-conference CCBHC Forum**
- **When:** Sunday, May 4, 2025
- **Who:** Designed for everyone- state health officials, policymakers, CCBHCs, advocacy groups, researchers and other stakeholders.
- Forum activities include:
  - Joint programming with National Council's Crisis Response Services Summit, exploring how the CCBHC model enhances effective crisis systems
  - Deep-dives into current CCBHC topics such as evaluating statewide impact, DCOs, SUD care, children's services, and more

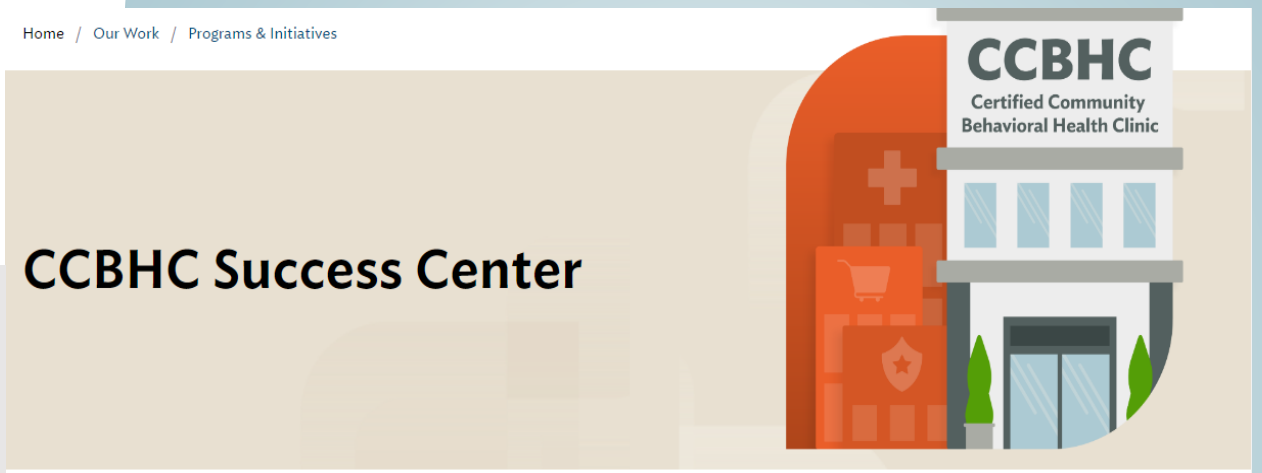
- Registration is available now! CCBHC E-Grantees will receive a half day registration.

CCBHC Success Center Support

CCBHC Success Center News and Events Subscription Link: https://www.thenationalcouncil.org/program/ccbhc-success-center/implementation-support/#subscribe-form.

Questions? Contact us at: CCBHC@TheNationalCouncil.org

Visit our Success Center website at: https://www.thenationalcouncil.org/program/ccbhc-success-center/



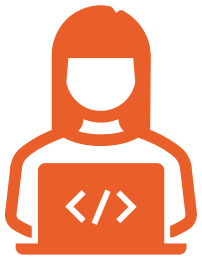
NATIONAL COUNCIL for Mental Wellbeing

Thank You!

Your feedback is important to us!

Please complete the brief event survey that will open in a new browser window at the end of this meeting.

You may also scan the QR code (below) to fill out the survey!



NATIONAL COUNCIL for Mental Wellbeing

NATIONAL COUNCIL *for* Mental Wellbeing

HEALTHY MINDS
STRONG COMMUNITIES