



HEALTHY MINDS
STRONG COMMUNITIES

Integrated Care Services: Data & Metrics

May 28, 2025

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

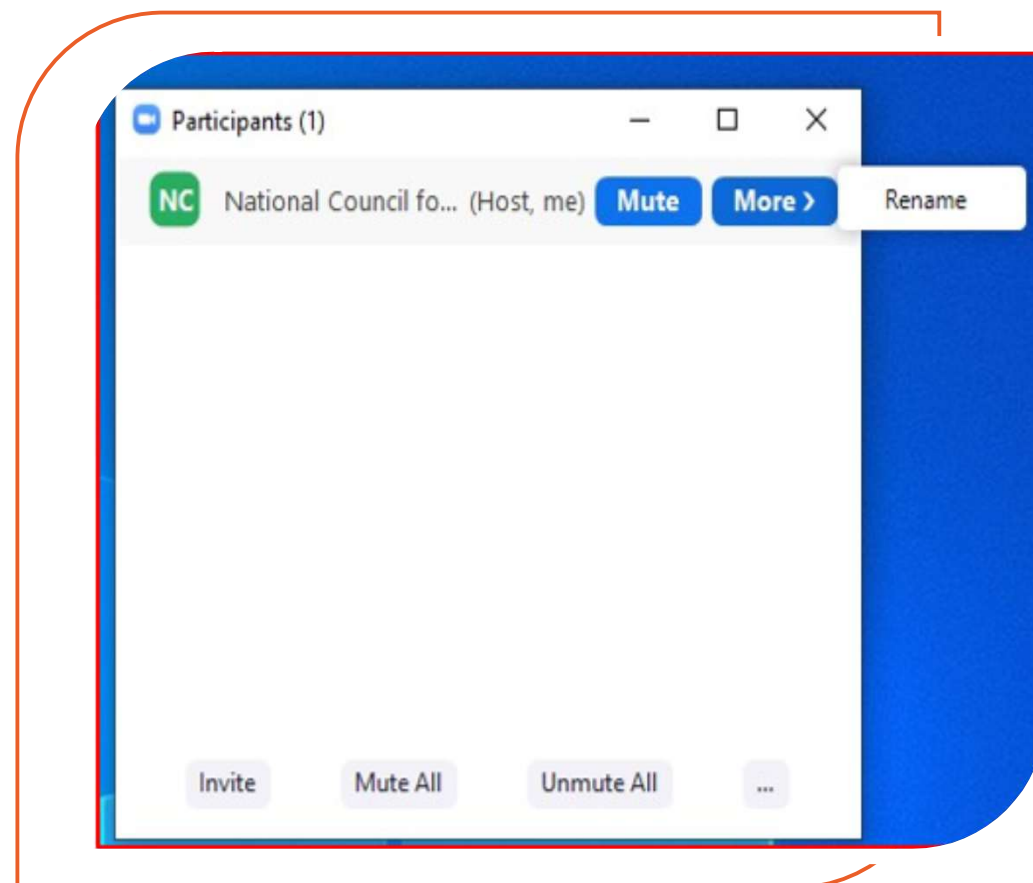
This session was made possible by Grant Number 1H79SM085856 from the U.S. Department of Health and Human Services (HHS). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of HHS.



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Logistics

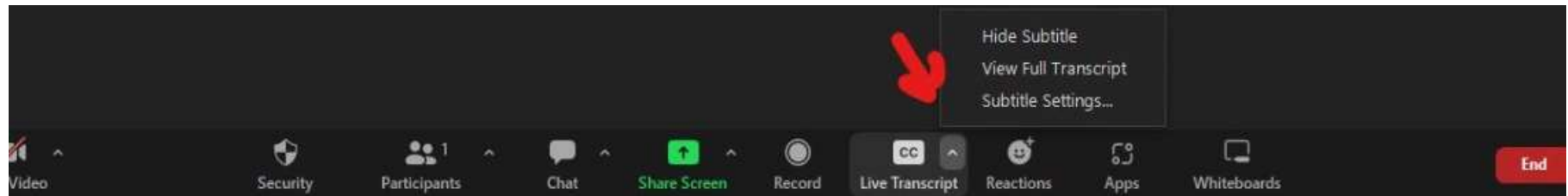
- Please rename yourself so your name includes your organization
 - *For example:*
 - **Roara Michael, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Danielle Foster, National Council**



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

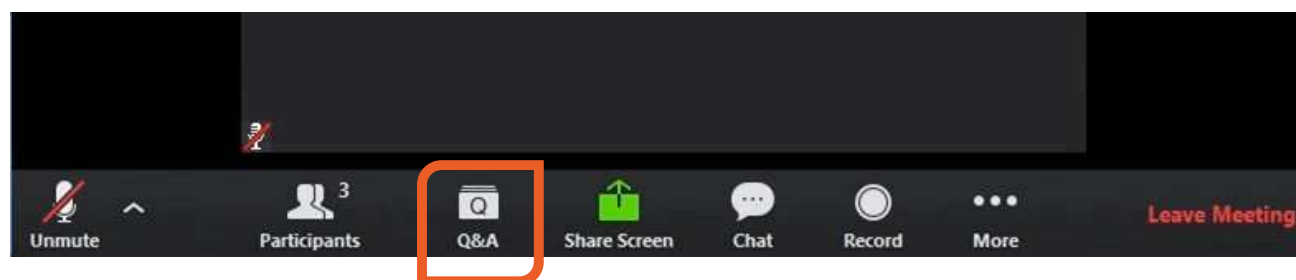
How to Enable Closed Captions (Live Transcript)

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



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

How to Use the Q&A Feature



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

NTTAC Learning & Action Series Team



Renee Boak, MPH
Consultant



Clement Nsiah, PhD, MS
Project Director



Roara Michael
Project Manager



Danielle Foster, LMSW
Project Coordinator



Session Presenters



Katie Lipp, LICSW, PMP
Principal, Bowling Business
Strategies



Lauren Moyer, LSCSW, LCSW
Executive VP of Clinical Innovation,
Compass Health Network



Learning Objectives



Participants will learn:

1. Methods for collecting and analyzing screening and monitoring data
2. Using data to inform care and improve outcomes
3. Identifying areas for improvement and upskilling
4. Implementing and evaluating improvement initiatives
5. Overcoming common challenges and barriers



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Poll ka0

- Does your organization have dedicated staff to support compliance and quality improvement activities?
 - Yes
 - No
- Does your agency have dedicated staff to generate and analyze reports?
 - Yes, we have staff who can pull reports and analyze data
 - Yes, we have staff who can pull reports from the EHR but do not analyze data
 - No, we do not have dedicated staff to pull reports or analyze data
- Does your agency provide training on how to understand and utilize data?
 - Yes
 - No



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

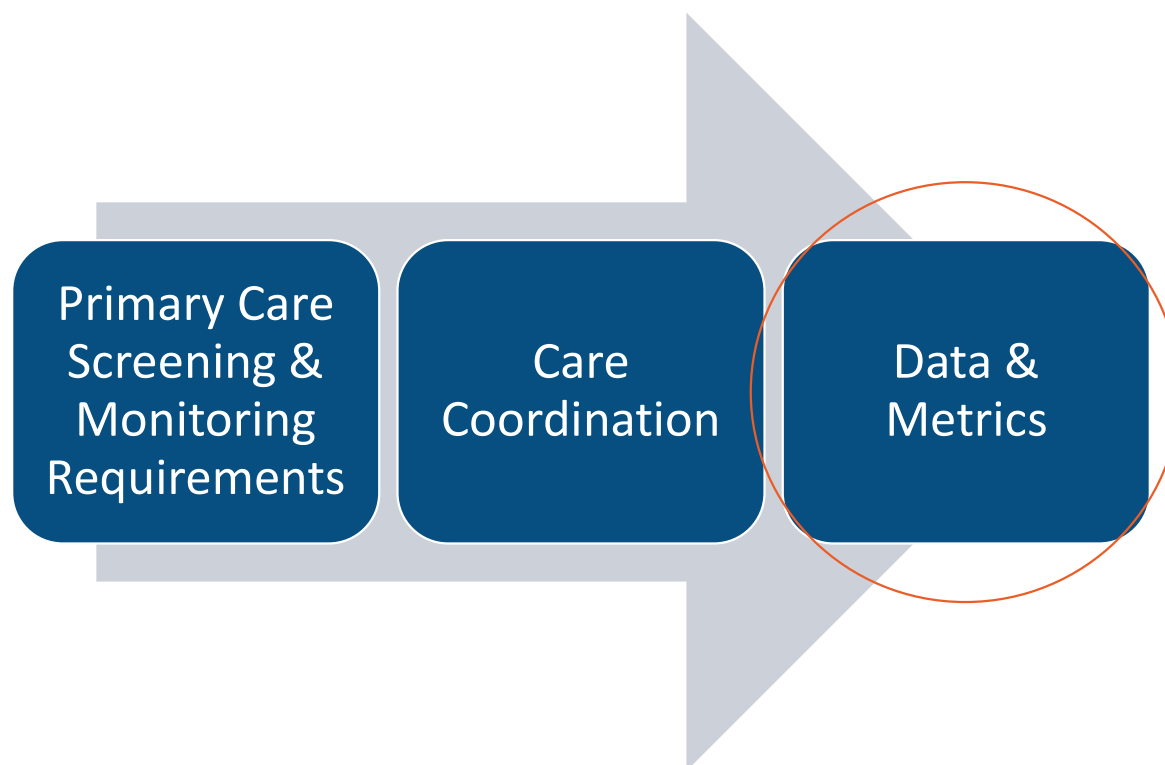
Slide 9

ka0 Renee- any ideas for some polls to drive early engagement?
katie@bowlingbiz.com, 2025-04-21T13:18:28.117

DF0 0 [@Renee Boak] 😊
Danielle Foster, 2025-04-29T16:56:17.764

RB0 1 [@Danielle Foster] [@Roara Michael] - I added a few poll questions for this session. Thanks!
Renee Boak, 2025-04-30T17:44:39.856

Series Overview



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Requirements Review

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Primary Care Screening

Universal Screening

- Pregnancy status
- Relevant medical history and major health conditions that impact current psychological status
- Substance use
- Medication list
- Assessment of need for physical exam or further evaluation

Conditional Screening

- Screening for people at risk for common physical health conditions experienced by CCBHC population
 - across the lifespan
 - as determined by Medical Director
 - includes collection of biologic samples.



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Primary Care Monitoring

Monitoring includes:

Ensuring access to primary care

Ensuring ongoing periodic labs and physical measurement of health status indicators and changes in status of chronic conditions

Coordination with primary care and specialty including appointment tracking

Promoting a healthy behavior lifestyle



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Slide 13

ZR0

This should be 4g3

Zahn, Rachel (SAMHSA/CMHS), 2025-05-06T17:48:19.929

Continuous Quality Improvement

- CCBHC develops, implements, and maintains an effective CQI plan for all services provided.
- CCBHC establishes a critical review process to review CQI outcomes and implement changes to staffing, services, and availability with involvement of Medical Director.
- CQI plan focuses on indicators related to improved behavioral and physical health outcomes and takes actions to improve patterns of care delivery and demonstrate improvement in performance.



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Data Collection Methods

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Potential Data Sources



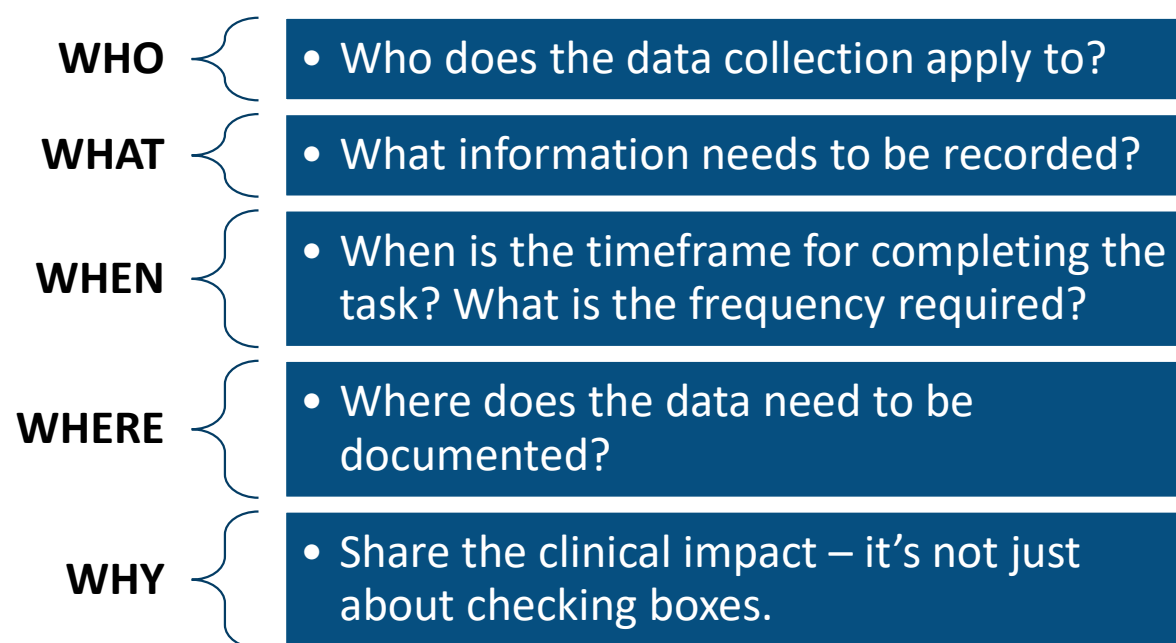
What other data sources does your organization draw from?

Please enter in the chat.

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Provide Clear Instructions on Data Collection




The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Staffing Needs

Functions

- Administering screenings
- Administering assessments
- Communication with external partners
- Scanning data into EHR
- Entering data into EHR



**Are staff
working at the
top of their
skill sets?**

Considerations

- What skills does this require?
- Can these skills be developed through training?
- Are specific credentials needed?
- Should staff be cross-trained or should this be a designated role?



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Strengthening Data Collection

- Review the workflow associated with how individuals are screened.
- Reinforce why data is being collected.
- Ensure there are multiple opportunities for screening to get completed.
- Get input on your process from individuals served.
- Get staff input.
- Talk to community-based partners with relevant experience.
- Create scripts/messaging with staff.



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Slide 20

ZR0

If possible, maybe add something about making sure all staff are on the same page and understand why they are collecting data.

Zahn, Rachel (SAMHSA/CMHS), 2025-05-06T17:55:07.349

Data Management

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Provide Clear Instructions on Data Management

WHAT	• What data is being routinely monitored?
WHO	• Who is responsible for each metric/element?
WHEN	• When would we expect to see change?
WHERE	• Where does this metric/element map to the work flow and EHR?
WHY	• What is the impact?




The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Staffing Needs

Functions

- Data capture
- Data quality
- Data analysis
- Data visualization
- Data communication



**Do we have the
staff to support
system
transformation?**

Considerations

- What skills does this require?
- Can these skills be developed through training?
- Are specific credentials needed?
- Should staff be cross-trained or should this be a designated role?



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

What is the background of the staff responsible for your data management? ka0

Enter in the chat.

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Slide 24

ka0

Create poll

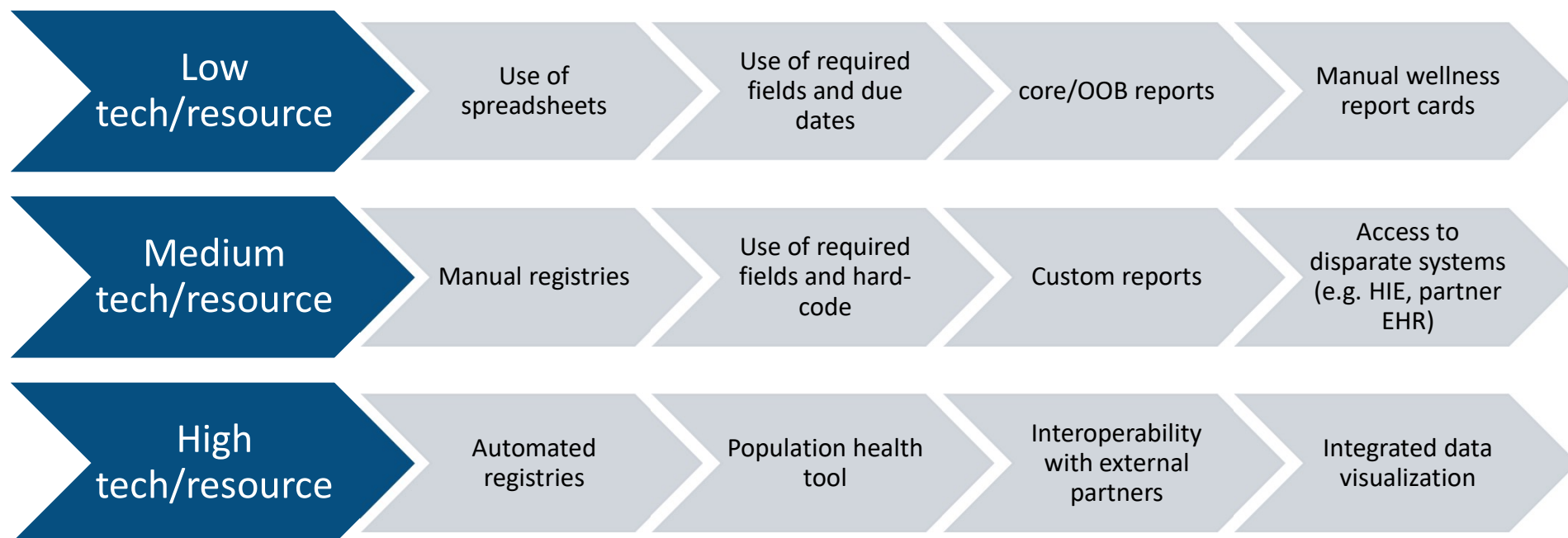
katie@bowlingbiz.com, 2025-04-18T18:55:05.457

RM0 0

[@Danielle Foster] just confirming we have this in zoom before I delete the comment

Roara Michael, 2025-04-30T16:09:39.562

Data Management Strategies



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Missouri Example

- Building data management into PPS for Statewide data needs
 - CLIVE Solutions
 - Data Advisory Board
 - HCH
 - Hospital and Jail Cost savings
 - Value Based Incentives



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Slide 26

ka0

Flag for Lauren

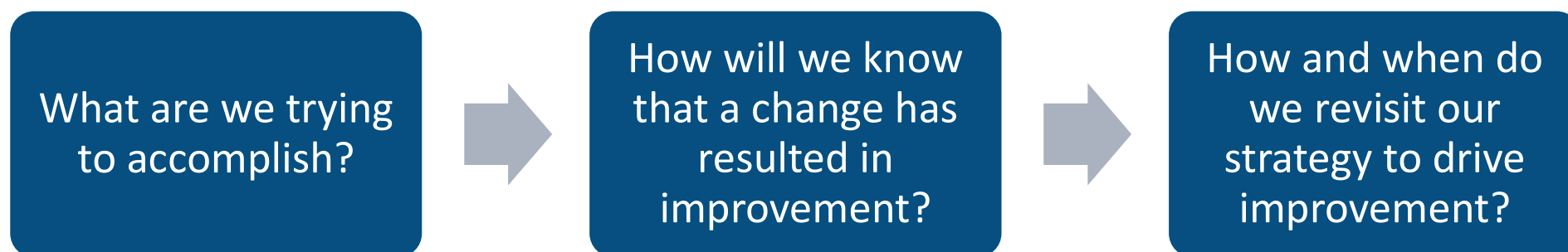
katie@bowlingbiz.com, 2025-04-18T18:39:17.292

CQI

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

CQI Process



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Outcomes vs. Outputs

Outputs: the immediate results of an activity or project.

Outcomes: the changes or benefits that occur as a result of the outputs.

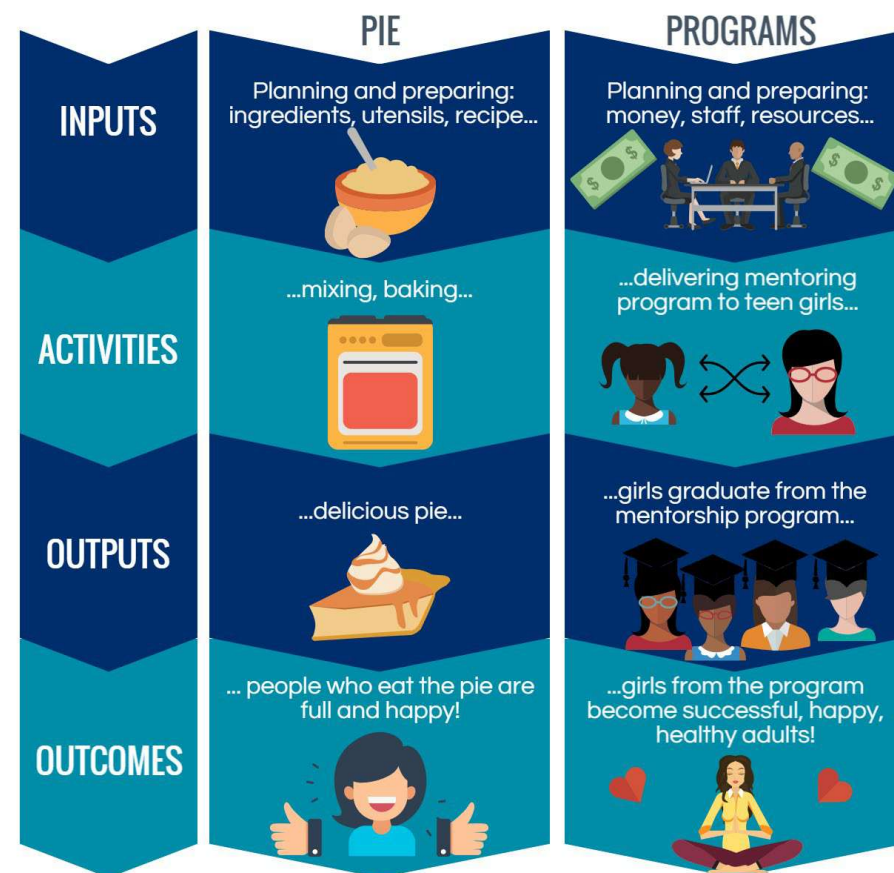


Image source: <https://harcddata.org/understanding-outputs-and-outcomes/>



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Importance of Measuring Outcomes



Demonstrate impact



Identify strengths and weaknesses



Continuously improve



Inform decision-making



Adhere to funding requirements



Attract potential funders (such as private payers)



Scale those initiatives with a positive impact



Reinforce staff efforts

Using Data to Support VBP/QBP Propositions

- Quality Based Payments (QBPs) are optional under PPS-1 and PPS-3 but required under PPS-2 and PPS-4.
- Value Based Payments (VBPs) are arrangements made with individual payers.
- Both involve incentive payments for meeting or exceeding specific quality benchmarks.

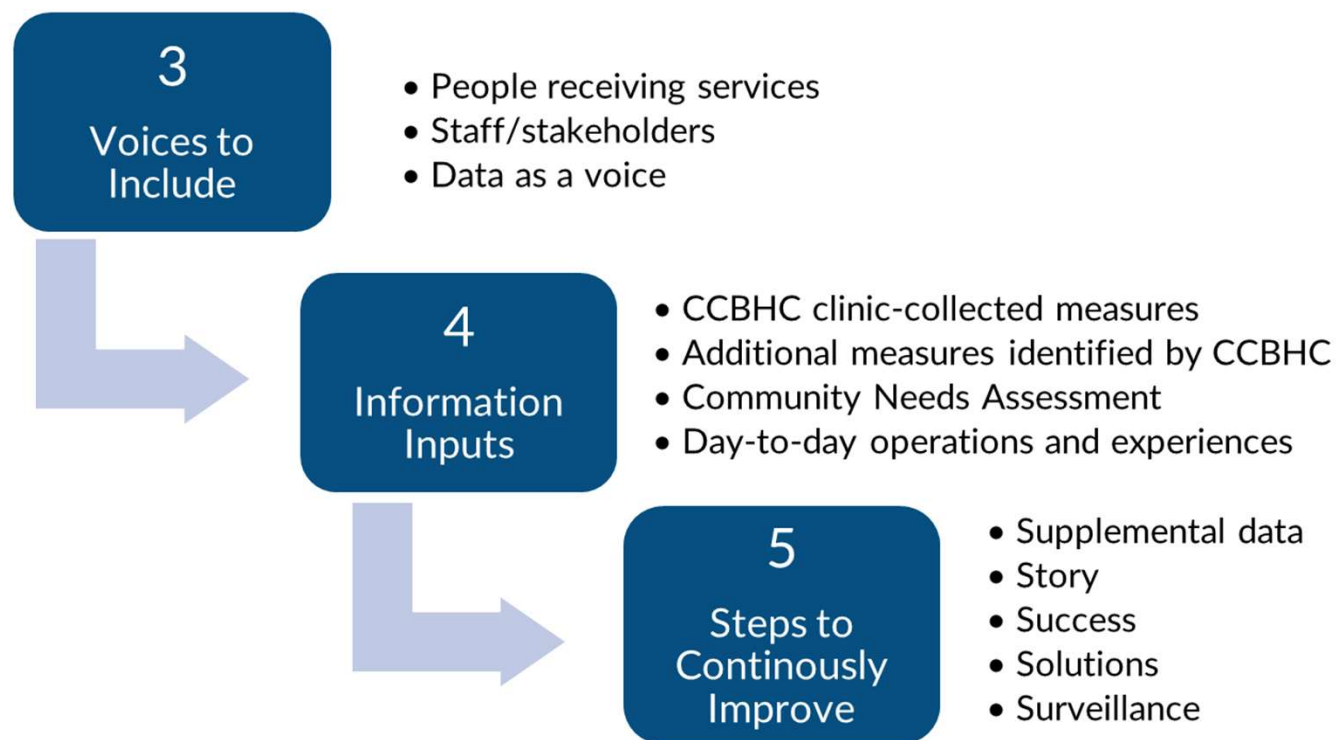
SAMPLE PROPOSITION

Your community has historically struggled with ED boarding. Since becoming a CCBHC, your organization has implemented Open Access, shrinking Time to Initial Evaluation from an average of 60 days to an average of 4. In reviewing your payer mix, you see that a sizeable percentage of individuals served have X private payer. You approach this payer with your data and request a VBP to incentivize continued quality.



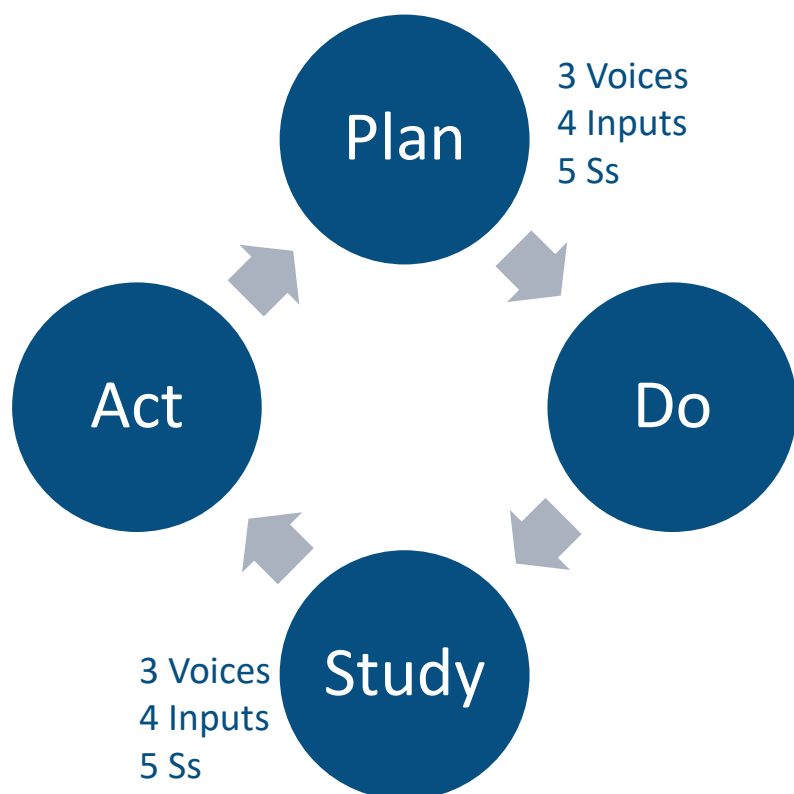
The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

3-4-5 Framework



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

3-4-5 in Context of PDSA



Plan: Identify the problem or opportunity being sure to incorporate voices of staff, individuals served, and the data itself. Identify additional data and begin to formulate stories (theories) for what is happening. Draw on your previous successes to generate solutions.

Do: Select and implement a change effort and collect data to monitor the impact of the change.

Study: Surveil and analyze the data to determine if the desired outcomes were achieved and identify any lessons learned.

Act: Decide whether to adopt the change, try an alternative solution, or run through the cycle again with adjustments.



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Slide 33

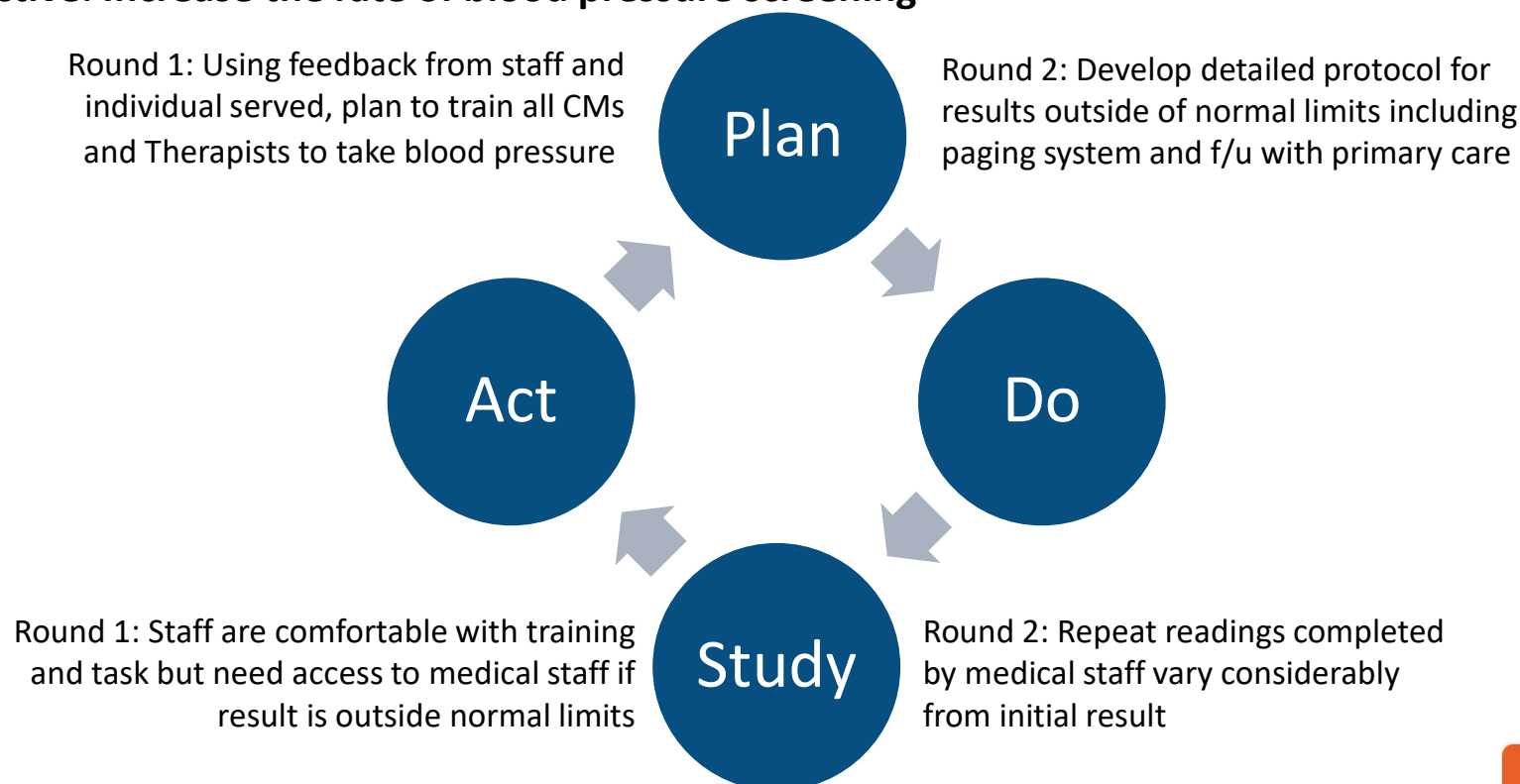
D(0

Can we spell out steps here?

De Voursney, David (SAMHSA/CMHS, 2025-05-16T20:29:26.996

Rapid Cycle PDSA Example

Objective: Increase the rate of blood pressure screening



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Lessons From a Leader

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS ■ STRONG COMMUNITIES

Lessons From a Leader

1. What tools do you use to support primary care screening and monitoring? How did you decide on this process/method/tool?
2. What changes have you made to your pathways since implementing screening and monitoring? What data informed the need for these changes?



The views expressed in this webinar are solely the opinions and views of the people participating. They do not necessarily reflect the opinions or views of the National Council for Mental Wellbeing, its employees or partners. We are providing this content for informational purposes only.

Questions?



NATIONAL
COUNCIL
for Mental
Wellbeing

HEALTHY MINDS
STRONG COMMUNITIES

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