



Provider Profiling Year-End Report

Mental Health Inpatient Services (MHIP) 7/1/2017 - 6/30/2018

Provider Profiling is conducted in order to collect and trend data to provide information relating to Provider performance, with the overall intent of improving the quality of care rendered to PerformCare's Members. PerformCare encourages Providers to closely review this information and use this to help inform areas of future development.

PerformCare will provide updated Provider Profiling reports twice a year. The first report will be distributed in July, and will provide metrics on the first two quarters of the fiscal year (Provider Profiling Mid-Year Report). The second report will be distributed in January, and will provide the entire fiscal year metrics (Provider Profiling Year-End Final Report).

Measure 1: 30-Day Readmission Rate for Mental Health Inpatient

Although there may be many reasons that a person readmits to Mental Health Inpatient, it has been researched and reported that effective discharge planning and education about aftercare planning can help to prevent readmissions. This measure shows 30-day readmission rates for Mental Health Inpatient Providers treating PerformCare Members by quarter.

Readmission is defined as being readmitted to Mental Health Inpatient within 30 days of discharge. Readmissions can be to the same or a different Provider. The readmission is counted toward the rate for the discharging Provider associated with initial discharge. This measure uses claims to calculate the results and reflects discharges in the timeframe of 7/1/17-6/30/18.

Age groups are defined as: Adults (18-64) and Children (6-17).

The rates are calculated as follows:

Denominator: The number of discharges from a given Provider in the quarter. This number does not include those discharged due to death or direct transfer to another Provider.

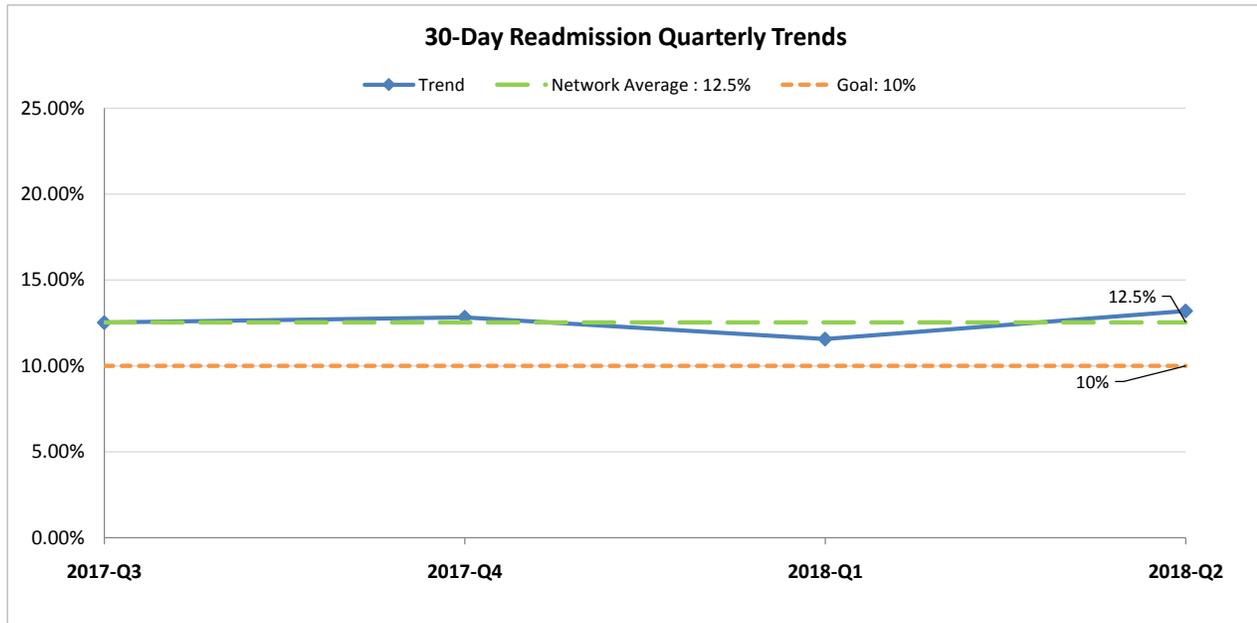
Numerator: Of the qualifying denominator discharges, the number of readmissions within 30 days of a discharge. Readmissions are counted through the 30 days following the close of each quarter.

Goal

The Office of Mental Health and Substance Abuse Services (OMHSAS) expects a 30-day readmission rate of 10% or less.

Network Average

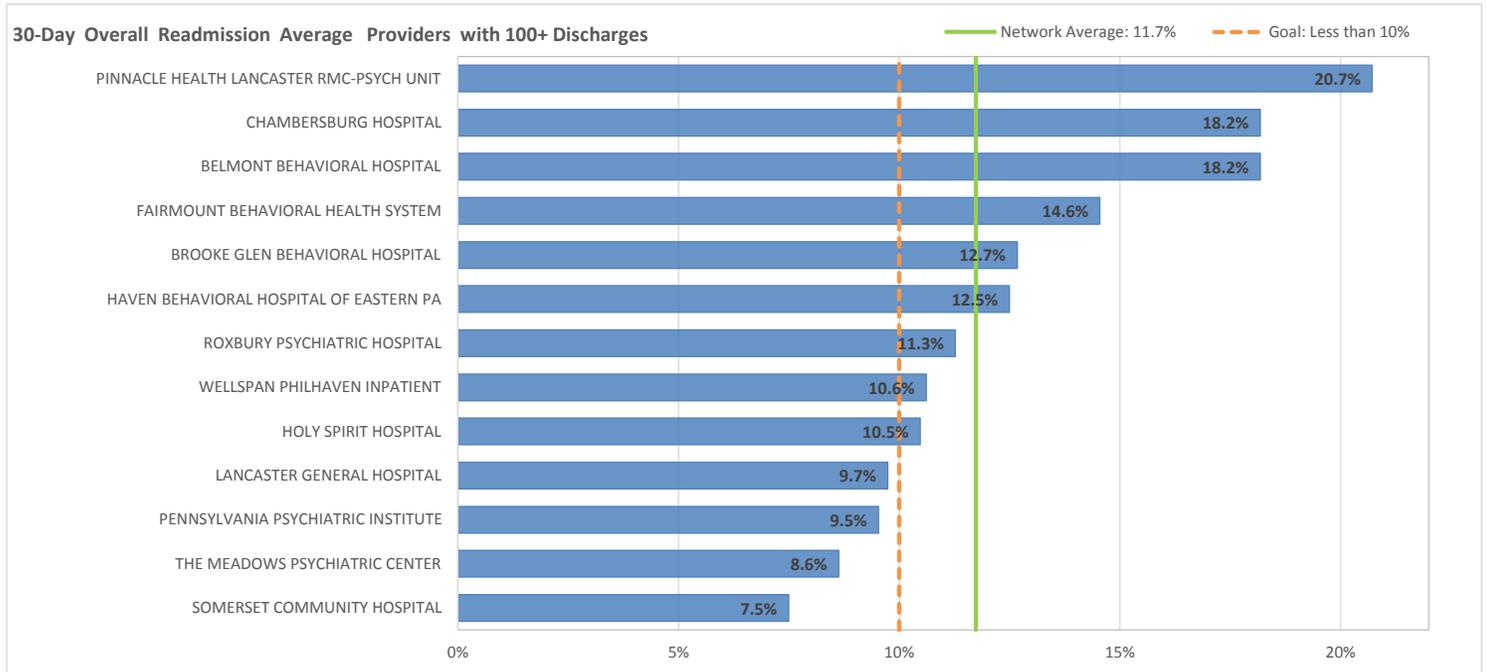
Plan-wide 30-Day readmission rate average across all Providers.



Plan-Wide Percentage	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Average	Average by Age Group	
	Overall By Quarter					Overall	ADULT
30-Day Readmission Rate	12.52%	12.83%	11.55%	13.20%	12.53%	13.67%	8.22%

Provider Breakdown

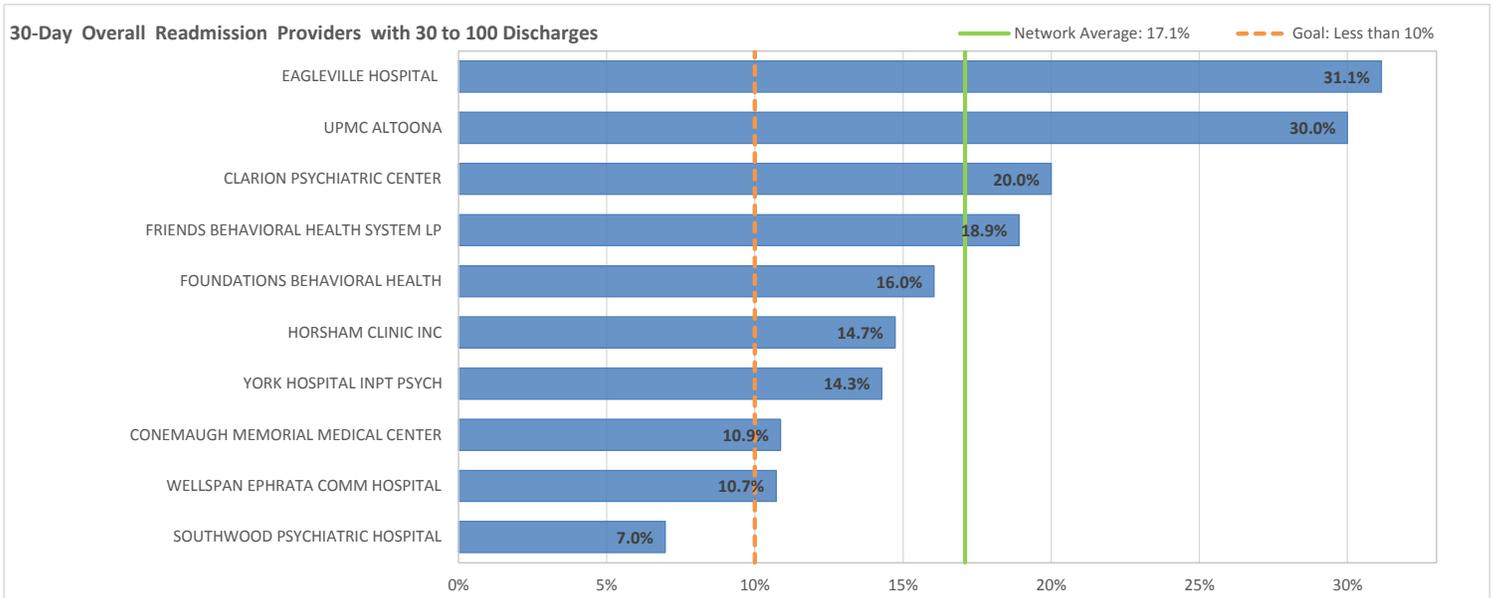
Percentage of discharges that readmitted within 30 days of discharge by Provider.



Provider	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Average	Average by Age Group	
						Adult	Child
Providers with 100+ Discharges	11.5%	11.4%	10.5%	13.4%	11.7%	13%	7%
PINNACLE HEALTH LANCASTER RMC-PSYCH UNIT	18.9%	25.0%	12.0%	33.3%	20.7%	21%	-
CHAMBERSBURG HOSPITAL	15.1%	17.9%	19.0%	21.2%	18.2%	18%	-
BELMONT BEHAVIORAL HOSPITAL	7.7%	34.5%	24.0%	12.8%	18.2%	20%	5%
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	11.0%	13.6%	14.1%	19.1%	14.6%	16%	7%
BROOKE GLEN BEHAVIORAL HOSPITAL	10.3%	14.3%	6.6%	18.3%	12.7%	14%	0%
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PA	14.6%	13.7%	12.5%	8.9%	12.5%	13%	-
ROXBURY PSYCHIATRIC HOSPITAL	12.3%	8.3%	9.7%	14.3%	11.3%	12%	7%
WELLSPAN PHILHAVEN INPATIENT	11.4%	9.7%	10.4%	11.1%	10.6%	14%	6%
HOLY SPIRIT HOSPITAL	11.3%	4.3%	8.2%	15.5%	10.5%	10%	-
LANCASTER GENERAL HOSPITAL	9.6%	2.6%	13.8%	14.9%	9.7%	10%	-
PENNSYLVANIA PSYCHIATRIC INSTITUTE	11.0%	9.7%	8.9%	8.4%	9.5%	10%	9%
THE MEADOWS PSYCHIATRIC CENTER	11.1%	11.2%	3.2%	8.3%	8.6%	10%	7%
SOMERSET COMMUNITY HOSPITAL	6.3%	4.5%	3.2%	14.3%	7.5%	8%	-

Provider Breakdown

Percentage of discharges that readmitted within 30 days of discharge by Provider.



Provider	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Average	Average by Age Group	
						Adult	Child
Overall By Quarter							
Providers with 30 to 100 Discharges	18.4%	20.0%	17.4%	13.5%	17.1%	19%	12%
EAGLEVILLE HOSPITAL	33.3%	38.5%	28.6%	25.0%	31.1%	31%	-
UPMC ALTOONA	28.6%	33.3%	50.0%	12.5%	30.0%	33%	0%
CLARION PSYCHIATRIC CENTER	0.0%	17.6%	26.3%	18.2%	20.0%	22%	15%
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	14.3%	23.5%	20.0%	17.9%	18.9%	23%	6%
FOUNDATIONS BEHAVIORAL HEALTH	11.1%	17.6%	20.0%	18.2%	16.0%	0%	16%
HORSHAM CLINIC INC	20.0%	18.5%	14.3%	5.0%	14.7%	16%	12%
YORK HOSPITAL INPT PSYCH	36.4%	15.4%	0.0%	5.3%	14.3%	14%	-
CONEMAUGH MEMORIAL MEDICAL CENTER	13.3%	0.0%	16.7%	8.3%	10.9%	11%	-
WELLSPAN EPHRATA COMM HOSPITAL	0.0%	12.5%	5.6%	16.0%	10.7%	11%	-
SOUTHWOOD PSYCHIATRIC HOSPITAL	0.0%	17.6%	0.0%	0.0%	7.0%	-	7%

Note: Cells with a dash represent that there were no discharges present to calculate a measure within that category.
Individual Provider rates for Providers with less than 30 discharges were not calculated due to the smaller sample of data.
Number of discharges, for the purpose of grouping, is based on overall discharges from a MHIP level of care for stated reporting period.

Measure 2: Follow-Up Visits within 7 and 30 Days of Discharge

Follow-up visits are important to help Members stay well and continue with treatment, without needing to return to the hospital. This measure shows the percentage of Members that are seen within 7 days and 30 days for a follow-up appointment, following a discharge from a Mental Health Inpatient hospital. This measure is based on claims data for discharges that occurred from 7/1/17-6/30/18. Those unique Members that were discharged and were readmitted within 30 days are excluded from this data.

Compliant follow-up visits for this measure include the following:

- An outpatient visit with a Mental Health Provider for therapy or medication management
- An intensive outpatient therapy appointment
- Additional ambulatory appointments that fall within the PA-specific codes for follow up.

The rates are calculated as follows:

Denominator: Members included in this measure were discharged and were not readmitted within 30 days.

7-Day Numerator: Members discharged resulting in a compliant follow-up visit within 7 days of discharge.

30-Day Numerator: Members discharged resulting in a compliant follow-up visit within 30 days of discharge.

Note: Compliance for a 7 day visit also counts toward the 30 day compliance rate.

Age groups are defined as: Adults (18-64) and Children (6-17).

Goal

PerformCare expects Providers to work towards improving rates to meet the following goals: 7-Day follow-up: 45.7%; 30-Day follow-up: 71.2%. These goals are derived from the average of all Pennsylvania Behavioral Health-Managed Care Organization plans.

Network Average

Plan-Wide Percentage	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Average	Average by Age Group	
	Overall by Quarter				Overall	Adult	Child
Follow-Up within 7 Days	51%	54%	57%	53%	54%	51%	66%
Follow-Up within 30 Days	70%	72%	74%	71%	72%	69%	81%

Provider Breakdown

Provider	Percentage of Follow-Up within 7 Days			Percentage of Follow-Up within 30 Days		
	Overall	Adult	Child	Overall	Adult	Child
	Providers with 100+ Discharges	54%	51%	67%	73%	71%
Brooke Glen Behavioral Hospital IP Psych	48%	47%	55%	66%	67%	59%
Chambersburg Hospital IP Hosp	59%	59%	-	77%	77%	-
FAIRMOUNT BH IP PSYCH	46%	44%	59%	63%	61%	76%
HAVEN BEHAVIORAL HOSPITAL IP PSYCH	47%	47%	-	66%	66%	-
HOLY SPIRIT HOSP IP HOSP	46%	46%	-	71%	71%	-
Lancaster General Hospital IP Hosp	51%	51%	-	75%	75%	-
PA PSYCHIATRIC INSTITUTE IP PSYCH	55%	53%	60%	78%	77%	80%
ROXBURY PSYCHIATRIC HOSP IP PSYCH	49%	46%	60%	64%	60%	76%
Somerset Community Hospital IP Hosp	67%	67%	-	84%	84%	-
The Meadows Psychiatric Center	58%	48%	73%	74%	68%	83%
WELLSPAN PHILHAVEN IP PSYCH	63%	57%	73%	79%	74%	86%

Provider	Percentage of Follow-Up within 7 Days			Percentage of Follow-Up within 30 Days		
	Overall	Adult	Child	Overall	Adult	Child
	Providers with 30 to 100 Discharges	52%	49%	61%	67%	63%
Belmont Behavioral Hospital IP Psych	45%	43%	53%	52%	49%	63%
Clarion Psychiatric Center IP Psych	51%	46%	64%	77%	68%	100%
Conemaugh Memorial Medical Center	26%	26%	-	42%	42%	-
EPHRATA COMMUNITY HOSPITAL IP HOSP	41%	41%	-	57%	57%	-
FOUNDATIONS BH IP PSYCH	59%	100%	58%	82%	100%	82%
FRIENDS BH SYS IP PSYCH	54%	49%	71%	72%	70%	79%
Horsham Clinic IP Psych	61%	59%	67%	74%	71%	83%
PINNACLE HEALTH LANCASTER REGIONAL MED CTR IP HOSP	52%	52%	-	67%	67%	-
SOUTHWOOD PSYCH HOSP IP PSYCH	65%	-	65%	77%	-	77%
WELLSPAN PHILHAVEN EAC	85%	85%	-	91%	91%	-
YORK HOSPITAL BH SVCS IP HOSP	41%	41%	-	59%	59%	-

Note:

Cells with a dash represent that there were no discharges present to calculate a measure within that category.

Individual Provider rates for Providers with less than 30 discharges were not calculated due to the smaller sample of data.

Number of discharges, for the purpose of grouping, is based on overall discharges from a MHIP level of care for stated reporting period.

Measure 3: Length of Stay

A length of stay is based on the individual needs of the Member, however it is important for PerformCare and Providers to be aware of averages and look for trends. This measure shows the average numbers of days for length of stay for Mental Health Inpatient services. The length of stay will be noted by age group- Adults (18-64) and Children (6-17).

PerformCare calculates these numbers by counting the number of days authorized through PerformCare for each admission from claims data. An average is then calculated from these numbers for each Provider. This includes any Members with an admission between 7/1/17 and 6/30/18.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide average of length of stay for all Providers.

	Average LOS
Plan-Wide	
Length of Stay	12.7

Provider Breakdown

Year-end average of length of stay by Provider.

Provider	Average LOS
Providers with 100+ Discharges	11.4
BELMONT BEHAVIORAL HOSPITAL	10.5
BROOKE GLEN BEHAVIORAL HOSPITAL	13.0
CHAMBERSBURG HOSPITAL	5.6
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	12.3
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PENNSYLVANIA	15.4
HOLY SPIRIT HOSPITAL SISTERS OF CHRISTIAN CHARITY	9.1
LANCASTER GENERAL HOSPITAL	9.0
PENNSYLVANIA PSYCHIATRIC INSTITUTE	11.0
PINNACLE HEALTH LANCASTER RMC-PSYCH UNIT	9.6
ROXBURY PSYCHIATRIC HOSPITAL	12.5
SOMERSET COMMUNITY HOSPITAL	7.3
THE MEADOWS PSYCHIATRIC CENTER	17.3
WELLSPAN PHILHAVEN INPATIENT	11.7
Providers with 30 to 100 Discharges	13.4
CLARION PSYCHIATRIC CENTER	11.8
CONEMAUGH MEMORIAL MEDICAL CENTER	5.2
EAGLEVILLE HOSPITAL FINANCE DEPT	8.8
FOUNDATIONS BEHAVIORAL HEALTH	18.4
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	23.3
HORSHAM CLINIC INC	10.6
SOUTHWOOD PSYCHIATRIC HOSPITAL	29.7
UPMC ALTOONA	7.3
WELLSPAN EPHRATA COMM HOSP-INPATIENT BEHAV UNIT	5.5
YORK HOSPITAL INPT PSYCH	9.4

Note: Individual Provider rates for Providers with less than 30 discharges were not calculated due to the smaller sample of data.

Measure 4: Co-Occurring Diagnoses

PerformCare wants to ensure that Members with Co-Occurring diagnoses have both their Substance Use and Mental Health treatment needs addressed. This measure is designed to summarize for the Provider community the percentage of Members receiving Mental Health Inpatient treatment that have a Mental Health disorder and a co-occurring Substance Use disorder. This information can be helpful to Providers for staffing and training purposes. The information may become useful in observing trends as PerformCare continues to report this information.

PerformCare calculates this measure based on claims data. This measure only counts the first admission for Members who have had 1 or more readmission(s). This measure uses data submitted from any diagnosis code from the Discharge diagnosis for each Member from dates 7/1/17 through 6/30/18.

Age groups are defined as: Adults (18-64) and Children (6-17).

Goal

PerformCare is providing this measure for informational purposes.

Network Average

Plan-wide average of discharges that have Co-Occurring Diagnoses for all Providers.

	2017-Q3	2017-Q4	2018-Q1	2018-Q2	Average
Plan-Wide					
Adult	76%	74%	72%	73%	74%
Child	19%	23%	16%	12%	17%
Overall	66%	62%	58%	56%	61%

Provider Breakdown

Year-end average of discharges that have Co-Occurring Diagnoses by Provider.

Provider	Adult	Child	Overall
Providers with 100+ Discharges	74%	20%	63%
BELMONT BEHAVIORAL HOSPITAL	93%	24%	81%
BROOKE GLEN BEHAVIORAL HOSPITAL	79%	47%	75%
CHAMBERSBURG HOSPITAL	70%	-	70%
FAIRMOUNT BEHAVIORAL HEALTH SYSTEM	92%	10%	81%
HAVEN BEHAVIORAL HOSPITAL OF EASTERN PA	71%	-	71%
HOLY SPIRIT HOSPITAL SISTERS OF CHRISTIAN CHARITY	73%	-	73%
LANCASTER GENERAL HOSPITAL	62%	-	62%
PENNSYLVANIA PSYCHIATRIC INSTITUTE	73%	21%	60%
PINNACLE HEALTH LANCASTER RMC-PSYCH UNIT	77%	-	77%
ROXBURY PSYCHIATRIC HOSPITAL	84%	35%	72%
SOMERSET COMMUNITY HOSPITAL	58%	-	58%
THE MEADOWS PSYCHIATRIC CENTER	66%	16%	46%
WELLSPAN PHILHAVEN INPATIENT	63%	14%	42%
Providers with 30 to 100 Discharges	79%	10%	58%
CLARION PSYCHIATRIC CENTER	69%	0%	50%
CONEMAUGH MEMORIAL MEDICAL CENTER	71%	-	71%
EAGLEVILLE HOSPITAL FINANCE DEPT	100%	-	100%
FOUNDATIONS BEHAVIORAL HEALTH	0%	3%	3%
FRIENDS BEHAVIORAL HEALTH SYSTEM LP	84%	11%	68%
HORSHAM CLINIC INC	88%	25%	70%
SOUTHWOOD PSYCHIATRIC HOSPITAL	-	19%	19%
UPMC ALTOONA	76%	0%	68%
WELLSPAN EPHRATA COMM HOSPITAL	67%	-	67%
YORK HOSPITAL INPT PSYCH	66%	-	66%

Note: Providers found to have 0% co-occurring discharges are not shown.

Individual Provider rates for Providers with less than 30 discharges were not calculated due to the smaller sample of data.

Number of discharges, for the purpose of grouping, is based on overall discharges from a MHIP level of care for stated reporting period.

C/FST Survey

The purpose of the Consumer and Family Satisfaction Team (also referred to as Individual and Family Satisfaction Team) survey is to gather feedback from adult, children, and families that have used Mental Health and/or Substance Use services funded by PerformCare. They are conducted by external agencies in each region and are mainly done through face-to-face interviews. These surveys focus on Members' satisfaction with services and ask questions related to many aspects of treatment.

While the survey tools used in each region are similar, not all questions are the same. The results noted below show results for similar questions that fall into the categories noted. The results are sorted by contract: Capital (which includes Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties), Franklin & Fulton counties, and Bedford & Somerset counties. Providers that are not listed had less than 10 surveys completed for the level(s) of care. Additionally, if a contract is not listed, it indicates that there were no surveys completed for the level(s) of care during this reporting timeframe. It is important to note that while the number of surveys is listed, a Member may not have answered all questions included in the survey.

The agencies who conduct these surveys collect this information on a quarterly basis. The data below is based on information collected during the Fiscal Year 2017-2018 (July 1, 2017 through June 30, 2018).

Capital Mental Health Inpatient					
Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Belmont	16	85%	50%	100%	69%
Brooke Glen	18	94%	61%	89%	67%
Fairmount	28	100%	57%	89%	68%
Foundations	13	55%	62%	92%	62%
Haven BH	26	95%	62%	85%	81%
Geisinger HS	35	83%	80%	91%	80%
Kidspeace	27	77%	52%	78%	70%
Lancaster General Hosp	31	97%	81%	97%	81%
Lanc Reg Med Ctr	22	95%	82%	100%	73%
PPI	133	88%	68%	93%	84%
Philhaven	98	91%	71%	96%	83%
Roxbury Psych Hosp	65	94%	66%	85%	66%
UHS of PA	37	91%	62%	87%	70%