

Provider Profiling: Residential Treatment Facility Report

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- Review the purpose of Provider Profiling.
- Provide an overview of the current Provider Profiling reports.
- Provide an overview of the new Residential Treatment Facility (RTF) Report.

Providers will:

- Understand the purpose of Provider Profiling.
- Gain knowledge about Provider Profiling report content and distribution.
- Become familiar with the new RTF Provider Profiling Report.

- Provider Profiling is conducted twice a year in order to collect and trend data which provides an evaluation of provider performance. The overall intent of Provider Profiling is to improve the quality of care given to PerformCare Members.
- PerformCare monitors and assesses provider performance based on level of care metrics with Provider Profiling reports.
- PerformCare shares Provider Profiling results with providers. This can help providers see how they compare to peers and identify opportunities for improvement.
- PerformCare makes Provider Profiling reports available to Members in order to help Members in choosing a provider.

PerformCare utilizes data based on a Fiscal Year for Provider Profiling Reports.

Provider Profiling reports are distributed to providers semiannually:

- Mid-Year Provider Profiling Reports are distributed in July, and include data from the first two quarters of the previous fiscal year.
- Year-End Provider Profiling Reports are distributed in January, and include data from the full previous fiscal year.
- The exception is the RTF report, which will be distributed once a year in January.

- Provider Profiling reports are not de-identified, allowing providers to see how their performance compared to other network providers.
- Several levels of care may be grouped into one report if they are in a similar category.
- Provider Profiling reports are available on PerformCare's website to allow providers and Members to review the reports.

Currently, PerformCare profiles eight levels of care:

- Community Based Mental Health Services (Peer Support, Psychiatric Rehabilitation, Targeted Case Management)
- Family Based Mental Health Services
- Mental Health Inpatient Services
- Mental Health Outpatient Services (Mental Health Outpatient Therapy and Psychiatric Medication Management)
- Mental Health Partial Hospitalization Programs
- Residential Treatment Facilities
- Substance Use Inpatient Services (Inpatient Detoxification, Non-Hospital Detoxification, Inpatient Rehabilitation, Non-Hospital Rehabilitation (Levels 3B and 3C), NH Half Way House)
- Substance Use Outpatient and Partial Hospitalization Programs

Metrics (or measures) vary by Level of Care; some metrics which Provider Profiling reports examine include:

- Length of stay/duration of services/number of unique Members served
- Readmission rates
- Follow-up rates
- Access data
- Utilization data
- Consumer/ Family Satisfaction Team Data
- Any other agreed-upon metric which is appropriate to the level of care

Each metric includes an explanation of the purpose and method of data collection.

Some metrics contain a performance goal and some are included for informational purposes.

PerformCare clearly identifies the metrics which contain a performance goal. For these metrics, PerformCare monitors individual provider performance.

Residential Treatment Facility Report

- Introduced January 2022 with the Fiscal Year 2020-2021 reports.
- Profiles the RTF level of care.
- Includes 8 measures:
 - Follow-up levels of care 30 days post-discharge
 - Follow-up levels of care 90 days post-discharge
 - Diagnoses
 - Age grouping
 - Utilization (average LOS and LOS range)
 - MHIP admissions while in RTF
 - MHIP admissions 30 and 90 days after discharge
 - Family engagement (provider survey results)

Residential Treatment Facility Report

- Includes C/FST Survey data (if available).
- All measures on the RTF report exclude providers with less than 5 records from individual provider tables, with the exception of the Family Engagement and C/FST Survey measures, which are both based on survey results.
- Performance goals have not been established for the RTF measures.
- Due to the lower volume of cases as compared to other levels of care in Provider Profiling, the RTF report will be done on an annual rather than semiannual basis.

Measure 1: Follow-up levels of care 30 days post-discharge from RTF

Measure 2: Follow-up levels of care 90 days post-discharge from RTF

Follow-up care is important to help Members stay well and continue with their treatment. These measures identify (by Provider and by Level of Care) Members' follow-up treatment immediately after discharge from RTF. These are meant to be informational measures. PerformCare utilizes authorization data to determine RTF dates, and utilizes discharge and claims data to determine the follow-up level of care within the 30-day and 90-day timeframes.

Measure 3: RTF by diagnosis

This measure shows the diagnoses for Members who were discharged from RTF, both plan-wide and by Provider. This information may be useful in identifying trends and in showing different diagnoses treated by RTF Providers. Note that a Member's diagnosis may change during the reporting period, and this measure shows Members' most recent diagnosis.

Measure 4: RTF by age

This measure shows the distribution of age groups discharged from RTF Providers. The information is reported Plan-wide for overall RTF as well as by individual Provider. This information may be useful in identifying trends and in showing the distribution of age groups treated by RTF Providers. This measure is based on PerformCare authorizations data.

Measure 5: Utilization of RTF

This measure shows the average length of stay in RTF, as well as the shortest and longest lengths of stay (length of stay range). This measure is based on unique Members who were discharged from RTF within the reporting timeframe. Plan-wide length of stay averages and length of stay ranges are shown by overall numbers, as well as by age group, diagnosis, and individual Provider.

It is important to note that many factors—including the type of RTF and the needs of individuals served—may affect an RTF Provider's average length of stay and length of stay range. This measure is provided for informational purposes only.

Measure 6: MHIP admission while in RTF

Goals of RTF services include addressing intensive treatment needs, ensuring the safety of the Member and others, increasing adaptive skills, and reducing unsafe behaviors which could lead to inpatient hospitalization. While there are many reasons that a Member may need mental health inpatient treatment, it is important to look at this rate for trends or outliers. This measure identifies the number of Members who required mental health inpatient admission while receiving services in an RTF level of care.

Data for this measure identifies the number of Members who were discharged during the reporting timeframe and also had a mental health inpatient admission during their entire authorization for RTF.

Measure 7: MHIP admission within 30 and 90 days of RTF discharge

RTF services address intensive treatment needs, with the ultimate goal of a safe discharge to a community setting and a less restrictive level of care. RTF services seek to stabilize unsafe behaviors and symptoms which could lead to an inpatient admission. While there are many reasons why a Member may need mental health inpatient treatment after discharging from an RTF, it is important to look at this rate for trends or outliers. This measure reports on the percentage of Members who had an admission to a mental health inpatient facility within 30 days and within 90 days of discharge from RTF services.

To calculate this rate, PerformCare uses the following:

- Numerator: Total number of Members admitted to mental health inpatient within 30 or 90 days of discharge from RTF.
- Denominator: Total number of Members discharged from RTF.

Measure 8: Family Engagement

After a child is admitted to RTF services, the family's participation, commitment, and involvement in their child's care and treatment (family engagement) is vital in helping to support wellness and increase the likelihood of successful outcomes. PerformCare sent a survey to all PerformCare Network RTF Providers to assess individual Provider efforts in supporting family engagement. This measure contains Providers' responses to survey questions regarding their family engagement practices. Please note that many factors—including the type of RTF and the needs of individuals served—may affect a Provider's policies, practices, and answers to these survey questions.

Network RTF Providers who do not respond to the survey are not included in this measure.

PerformCare reviews Provider Profiling reports on an ongoing basis to determine if additional levels of care can be profiled, and to determine if changes are needed to current Provider Profiling metrics.

PerformCare gathers and incorporates feedback from providers, Members, and other stakeholders in our effort to continually improve Provider Profiling reports.

Questions, Comments, Feedback?

Any questions, comments, or feedback related to Provider Profiling Reports or the Provider Profiling process can be submitted to:

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20 YEARS
of making
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