



Provider Profiling Year-End Report

Mental Health Inpatient Services (MHIP)

1/1/2023 - 12/31/2023

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 January, and will provide measures on the first two quarters of the calendar year (Provider Profiling Mid-Year Report). The second report will be distributed in July, and will provide measures on the entire calendar year (Provider Profiling Year-End 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 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 the initial discharge. This measure uses claims to calculate the results and reflects discharges in the timeframe of 1/1/23- 12/31/2023.

Age groups are defined as: Adults (18 and over) and Children (under 18).

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.

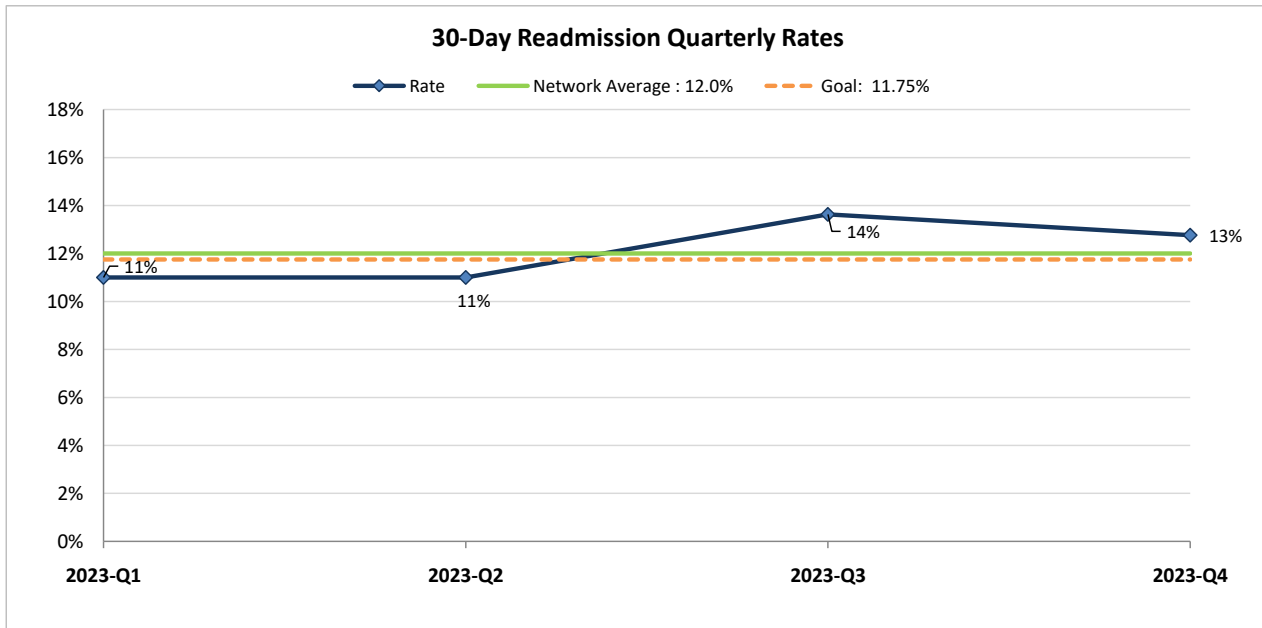
Numerator: Of the qualifying denominator discharges, the number of readmissions within 30 days of a discharge. Readmissions are counted through the 30 days following the close of each quarter.

Goal

The Office of Mental Health and Substance Abuse Services (OMHSAS) expects a 30-day readmission rate of 11.75% or less.

Network Average

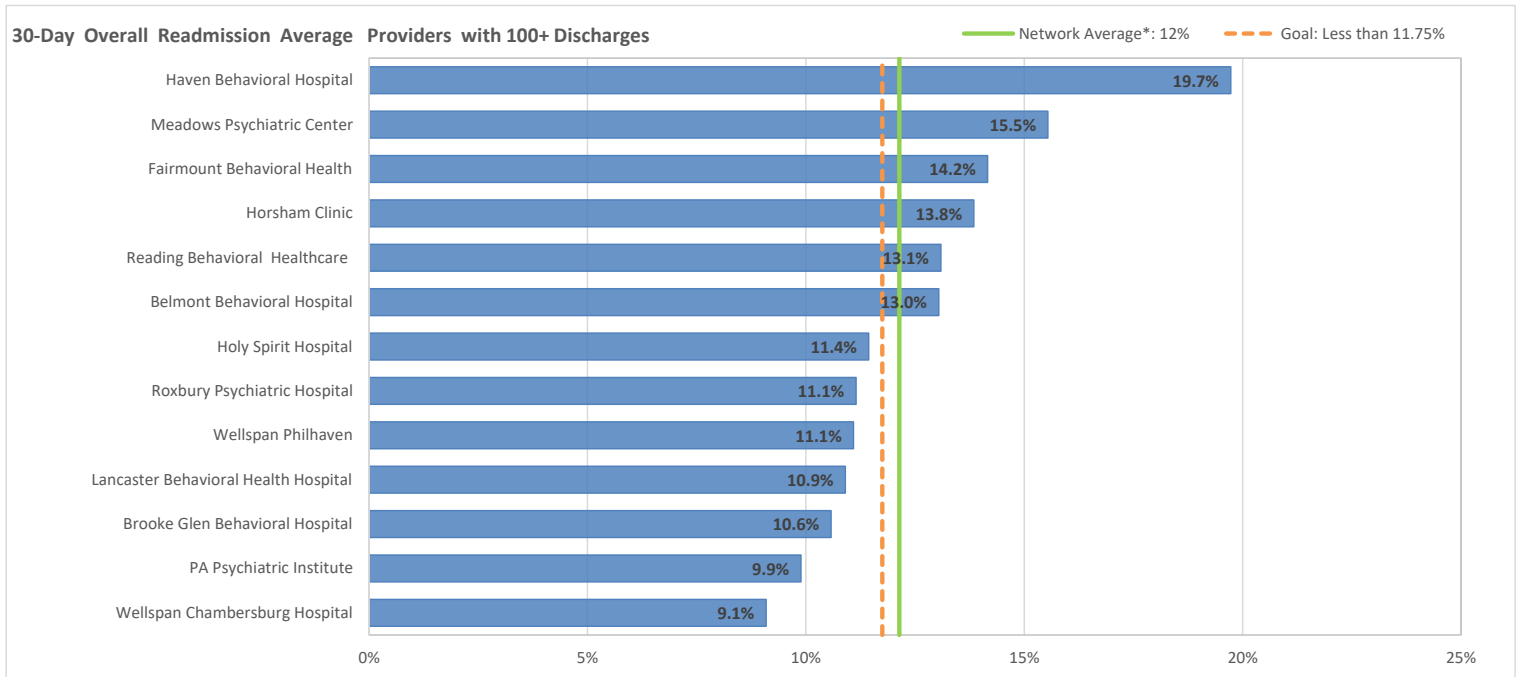
Plan-wide 30-Day readmission rate average across all Providers.



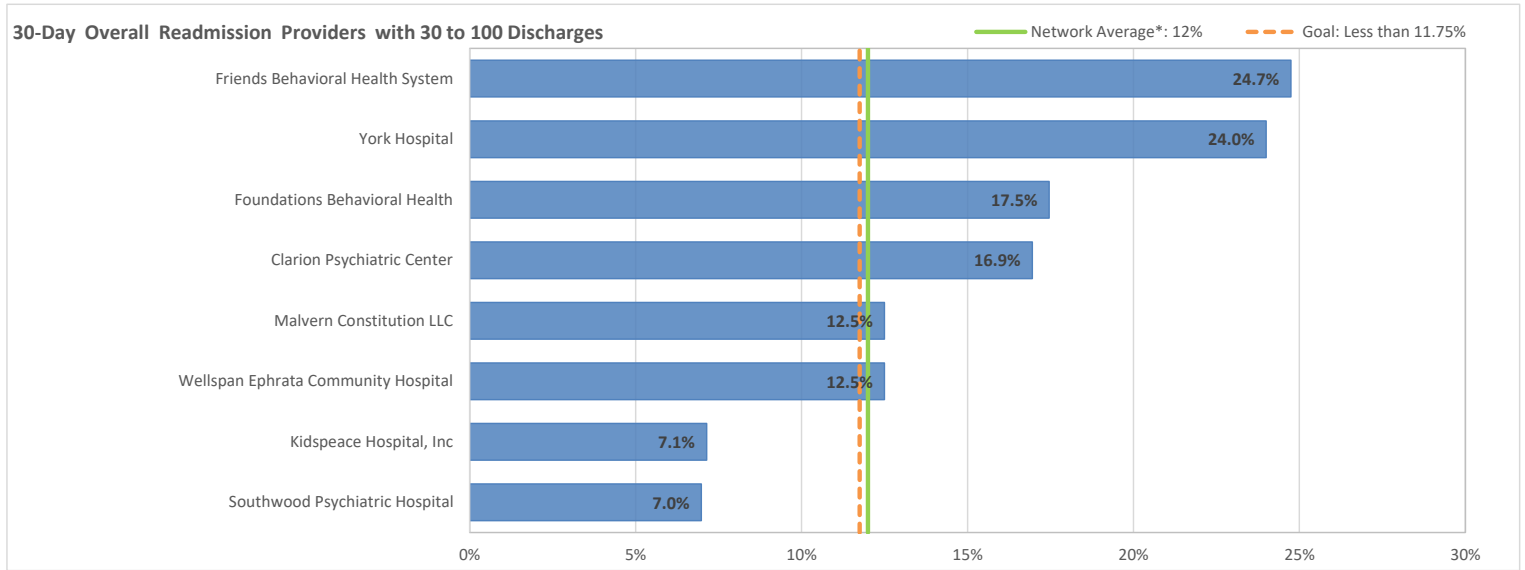
Plan-Wide Percentage	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average	Average by Age Group	
	Overall By Quarter				Overall	ADULT	CHILD
30-Day Readmission Rate	11%	11%	14%	13%	12%	13%	8%

Provider Breakdown

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



Provider	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average	Average by Age Group	
	Overall By Quarter					Adult	Child
Providers with 100+ Discharges	10%	11%	14%	12%	12%	13%	8%
Haven Behavioral Hospital	15%	21%	28%	15%	20%	20%	-
Meadows Psychiatric Center	10%	15%	27%	15%	16%	22%	7%
Fairmount Behavioral Health	10%	18%	19%	0%	14%	14%	13%
Horsham Clinic	14%	13%	23%	7%	14%	17%	3%
Reading Behavioral Healthcare	5%	16%	16%	14%	13%	16%	3%
Belmont Behavioral Hospital	8%	10%	19%	19%	13%	15%	8%
Holy Spirit Hospital	7%	15%	13%	11%	11%	11%	-
Roxbury Psychiatric Hospital	10%	10%	9%	14%	11%	13%	6%
Wellspan Philhaven	10%	8%	14%	13%	11%	14%	8%
Lancaster Behavioral Health Hospital	9%	10%	13%	13%	11%	11%	12%
Brooke Glen Behavioral Hospital	12%	7%	9%	13%	11%	11%	6%
PA Psychiatric Institute	12%	7%	11%	9%	10%	12%	7%
Wellspan Chambersburg Hospital	10%	11%	9%	7%	9%	9%	-



Provider Breakdown

Provider	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average	Average by Age Group	
						Adult	Child
Overall By Quarter							
Providers with 30 to 100 Discharges	15%	11%	17%	21%	16%	19%	10%
Friends Behavioral Health System	28%	21%	27%	24%	25%	32%	4%
York Hospital	25%	0%	25%	33%	24%	24%	-
Foundations Behavioral Health	13%	26%	7%	29%	17%	0%	19%
Clarion Psychiatric Center	13%	7%	24%	25%	17%	18%	14%
Malvern Constitution LLC	15%	0%	13%	18%	13%	13%	-
Wellspring Ephrata Community Hospital	13%	7%	8%	21%	13%	13%	-
Kidspace Hospital, Inc	6%	6%	13%	8%	7%	100%	5%
Southwood Psychiatric Hospital	0%	7%	18%	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 reported 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.

This measure excludes extended acute care data.

This measure reports the number of discharges/readmissions and not unique Members. A single Member can have more than one discharge/readmission counted in this measure.

*Network Average includes all Providers

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 1/1/23-12/31/23. Those Members that were discharged and were readmitted within 30 days are excluded from this data. Age groups: Adults (18 and over) and Children (under 18).

- 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.

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

Goal

PerformCare expects Providers to work towards improving rates to meet the following goals: 7-Day follow-up: 44.72%; 30-Day follow-up: 67.19%. Goals are based on Island Peer Review Organization (IPRO) Measurement Year 2020 PA-specific validated rates. PA-specific rates include HEDIS follow-up specifications.

Network Average

Plan-Wide Percentage	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average	Average by Age Group	
	Overall by Quarter				Overall	Adult	Child
Follow-Up within 7 Days	27.9%	27.1%	27.7%	26.9%	27.4%	23.0%	41.6%
Follow-Up within 30 Days	44.7%	44.6%	45.1%	47.4%	45.4%	41.6%	65.1%

Provider Breakdown

Provider	% of Follow-Up within 7 Days			% of Follow-Up within 30 Days		
	Overall	Adult	Child	Overall	Adult	Child
Providers with 100+ Discharges						
Belmont Behavioral Hospital	26.1%	16.0%	45.3%	41.2%	28.0%	66.0%
Wellspring Chambersburg Hospital	19.3%	19.3%	-	38.5%	38.5%	-
Holy Spirit Hospital	27.1%	27.1%	-	51.4%	51.4%	-
Haven Behavioral Hospital	19.8%	19.8%	-	29.2%	29.2%	-
Horsham Clinic	22.0%	18.8%	33.3%	35.8%	29.4%	58.3%
Lancaster Behavioral Health Hospital	26.7%	25.4%	35.0%	44.1%	42.3%	55.8%
Meadows Psychiatric Center	23.8%	14.7%	35.2%	47.5%	36.8%	61.1%
PA Psychiatric Institute	38.6%	34.0%	46.0%	57.5%	50.9%	68.3%
Reading Behavioral Healthcare	21.2%	16.2%	37.1%	39.0%	35.1%	51.4%
Roxbury Psychiatric Hospital	16.7%	13.4%	27.3%	34.2%	25.8%	60.6%
Wellspring Philhaven	38.9%	33.7%	46.4%	61.1%	52.5%	73.5%
	Overall	Adult	Child	Overall	Adult	Child
Providers with 30 to 100 Discharges						
Brooke Glen Behavioral Hospital	23.2%	20.2%	40.0%	34.3%	31.0%	53.3%
Clarion Psychiatric Center	17.3%	20.0%	8.3%	32.7%	30.0%	41.7%
Fairmount Behavioral Health	16.2%	15.3%	21.4%	32.3%	30.6%	42.9%
Foundations Behavioral Health	68.1%	33.3%	73.2%	80.9%	50.0%	85.4%
Friends Behavioral Health System	20.0%	17.6%	25.0%	49.3%	37.3%	75.0%
Haven Behavioral Hospital Of Philadelphia	14.7%	14.7%	-	26.5%	26.5%	-
Kidspace Hospital, Inc	49.0%	-	49.0%	61.2%	-	61.2%
Malvern Constitution LLC	14.5%	14.5%	-	23.2%	23.2%	-
Wellspring Ephrata Community Hospital	40.5%	40.5%	-	61.9%	61.9%	-
York Hospital	13.2%	13.2%	-	34.2%	34.2%	-

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 reported due to the smaller sample of data. Number of discharges, for grouping purposes, is based on overall discharges from a MHIP level of care for stated reporting period. Due to calculation differences for each metric, Provider may appear in different discharge volume grouping from measure to measure. This measure excludes extended acute care data.

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 and over) and Children (under 18).

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 1/1/2023 and 12/31/2023.

Goal

PerformCare is providing this measure for informational purposes.

Network Average

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

	Adults	Children	Average LOS
Plan-Wide			
Length of Stay	14.5	18.6	15.5

Provider Breakdown

Year-end average of length of stay by Provider.

Provider	Adults	Children	Average LOS
Providers with 100+ Discharges	14.3	17.4	15.0
Belmont Behavioral Hospital	18.7	30.9	22.8
Brooke Glen Behavioral Hospital	19.0	50.8	24.4
Wellspan Chambersburg Hospital	12.0	-	12.0
Fairmount Behavioral Health	15.4	18.3	15.8
Holy Spirit Hospital	9.4	-	9.4
Haven Behavioral Hospital	14.0	-	14.0
Horsham Clinic	17.6	22.8	18.8
Lancaster Behavioral Health Hospital	13.6	12.6	13.5
Meadows Psychiatric Center	16.2	19.1	17.4
PA Psychiatric Institute	13.5	11.1	12.5
Roxbury Psychiatric Hospital	12.7	12.5	12.6
Wellspan Philhaven	18.6	21.4	19.8
Providers with 30 to 100 Discharges	17.5	24.4	20.7
Clarion Psychiatric Center	13.7	19.8	15.2
Foundations Behavioral Health	115.8	26.7	35.3
Friends Behavioral Health System	16.5	17.0	16.7
Kidspace Hospital, Inc	40.0	19.5	19.8
Southwood Psychiatric Hospital	46.0	34.0	34.5
Wellspan Ephrata Community Hospital	15.7	-	15.7
York Hospital	10.2	-	10.2

Note: Individual Provider rates for Providers with less than 30 discharges were not reported due to the smaller sample of data. Due to calculation differences for each metric, Provider may appear in different discharge volume grouping from measure to measure.

This measure excludes extended acute care 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 1/1/2023 through 12/31/2023.

Age groups are defined as: Adults (18 and over) and Children (under 18).

Goal

PerformCare is providing this measure for informational purposes.

Network Average

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

	2023-Q1	2023-Q2	2023-Q3	2023-Q4	Average
Plan-Wide					
Adult	68%	69%	67%	65%	67%
Child	26%	32%	27%	20%	27%
Overall	56%	60%	58%	53%	57%

Provider Breakdown

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

Provider	Adult	Child	Overall
Providers with 100+ Discharges	66%	28%	56%
Belmont Behavioral Hospital	77%	23%	59%
Wellspan Chambersburg Hospital	63%	-	63%
Holy Spirit Hospital	63%	-	63%
Lancaster Behavioral Health Hospital	61%	38%	58%
Meadows Psychiatric Center	76%	45%	62%
PA Psychiatric Institute	70%	22%	51%
Reading Behavioral Healthcare	67%	53%	63%
Roxbury Psychiatric Hospital	83%	26%	68%
Wellspan Philhaven	60%	21%	43%
Providers with 30 to 100 Discharges	76%	23%	61%
Brooke Glen Behavioral Hospital	95%	67%	90%
Clarion Psychiatric Center	93%	22%	77%
Fairmount Behavioral Health	85%	22%	78%
Foundations Behavioral Health	17%	5%	7%
Friends Behavioral Health System	70%	28%	57%
Haven Behavioral Hospital	71%	-	71%
Horsham Clinic	83%	46%	74%
Kidspace Hospital, Inc	0%	13%	13%
Malvern Constitution LLC	68%	-	68%
Southwood Psychiatric Hospital	-	21%	21%
Wellspan Ephrata Community Hospital	56%	-	56%
York Hospital	62%	-	62%

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

Individual Provider rates for Providers with less than 30 discharges were not reported 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.

Due to calculation differences for each metric, Provider may appear in different discharge volume grouping from measure to measure.

This measure excludes extended acute care data.

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), and Franklin & Fulton 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 time frame. 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 calendar Year 2023 (January 1, 2023 through December 31, 2023).

Capital Mental Health Inpatient Services					
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	81%	75%	81%	69%
Lancaster Behavioral Health	53	87%	77%	92%	75%
Pennsylvania Psychiatric Institute	18	89%	83%	95%	83%
Roxbury	14	79%	64%	93%	79%
Wellspan Philhaven	25	81%	92%	92%	92%