

USING DATA IN INTEGRATED BEHAVIORAL HEALTH

WHAT TO USE DATA FOR?

CLINICAL CARE: Measurement-based care

PROGRAM EVALUATION: Internal metrics to support operations

VALUE-BASED PAYMENTS: Demonstrating high value care & outcomes

WHAT TYPES OF DATA?

Process

Outcome

HOW TO OVERCOME THE BARRIERS?

Defining what's meaningful & do-able

Playing nicely with your electronic health record (EHR)

Claims lags

Allocating staff/clinician time to data collection and analysis

PROCESS

Access

of days wait from referral to open appt slot

of no-shows/ week

of cancellations/ week

Third next available appt for BH

Reach

% of total patients at clinic seen by BHP

% of high ED utilizer or high risk patients seen by BHP

total patients with X condition seen by BHP

% of PCPs referring to BHP

% of patients screened for depression, SUD, etc.

Productivity

% of BH appt slots filled

of warm hand offs or co-visits/ week

Fidelity to brief intervention model

% of BH appts scheduled for 30 min

% of BH appts billed at 30 min

Average # BH visits/patient

Ratio established vs. new patient BH appts

Ratio of patients referred to IBH vs. referred out

OUTCOME

Clinical quality measures

Reduction in PHQ-9 scores

HbA1c for diabetes management

Hypertension management

BMI for weight management

Smoking cessation

Satisfaction with IBH program

Patient satisfaction

Provider satisfaction

Staff satisfaction