HEALTHY AGENCIES CREATE HEALTHY COMMUNITIES

5 Tools to Prepare

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WHY DO WE NEED TO CHANGE?

Introduction

Preview of Presentation

Your Questions to Be Answered
• Healthy Participants

• Healthy Agency

• Healthy Staff

• Healthy Community
Behavioral health patients have higher-than-average rates of emergency department visits, hospitalizations, and readmissions.

Make behavioral health a core part of population health strategy.
GOALS OF THE AFFORDABLE CARE ACT

• Improve the health of populations
• Lower per capita costs
• Improve the patient care experience
• Reform existing payment models and healthcare delivery systems, i.e. become an Accountable Care Organization (ACO)
• Share in “savings” that result from improving care quality and reducing cost for eligible Medicare populations
• Cost and quality of healthcare services are managed under a range of payment options (capitation, fee for service, etc.)

• There are processes in place to measure and report on performance outcomes

• Physicians affiliated with the hospital or healthcare system, particularly those with a strong primary care base, are supportive of this initiative
There is a clear, confirmed link between physical health and mental health.

In a given year, one of four persons will have a diagnosable mental health disorder.

Patients with a serious mental illness, particularly older adults, have multiple comorbid medical problems.

The volume and acuity of behavioral health patients in primary care offices and emergency departments confirms the need for timely access to behavioral health resources.

An ACO with a behavioral health component, or other BHI model, is an ideal structure for managing care and costs.
WHAT DO YOU FACE TODAY?

- ACOs
- HCBS Changes
- Privacy & Consent
- Olmstead Act
- New Populations
- New Players
- Changing Expectations
- Changing Regulations
- State Initiatives
- State & Federal Fiscal Instability

WHAT DO YOU FACE TODAY?
WHY WE NEED TO OPERATE DIFFERENTLY

- Diminishing Resources
- Integration of Care
- Ever-changing Regulations
- Increased Oversight Activity
- Shift from Volume to Value
- New Workforce Skills Needed
- From Budget to Business Model
- Performance Based Contracting
HOW CAN MY AGENCY EVER DO THIS?

DATA
WHEN USING DATA IN YOUR AGENCY:

• Know the information you need
• Understand Input and Outputs
• Establish culture
• Continuously evolve
• Use it to survive
• Use it to grow
• Meet your obligations
  • You’re accountable to many people. Exceed those obligations.

• Use of informed decision-making by all personnel
  • Gut decisions won’t work.

• Implementation of a dynamic management system
  • Continuously improve using your organizational memory.
    • data, information, knowledge, wisdom

• Collaboration and Interoperability
  • Standalone agencies will struggle without collaboration.

• Market yourself
  • You’re a business and need to sell yourself.
• External obligations
  • Government
  • Funders
  • Accreditation bodies, etc.

• Internal obligations
  • Individuals in service
  • Board of directors
  • Staff and others
IDENTIFYING INFORMATION

• Who are we accountable to?
  • External accountability
  • Internal accountability

• What are we accountable for?

• Who is responsible?
  • Management and line staff

• Meaningful metrics

• Frequency
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<th>Type of Measure</th>
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INFORMED DECISION-MAKING

- Data-based decision-making
  - Data
  - Information
  - Knowledge
  - Wisdom

- Everyone’s job
  - Administrators
  - Supervisors
  - Clinicians
  - Oversight and support
ACCESSIBILITY TO DECISION MAKING DATA

• Key staff have access and knowledge of the system
• Regular use of the system
• Tracking outside of the system
• Reports from the system—client demographics/profile, client outcomes, LOS
• Ongoing review of data
• Staff training and re-training, new features
ACCESSIBILITY ANALYSIS

- **Guide for input**
  - Each person has single sign in for all functionality
  - Do not have to work through things they don’t use
  - Flows with work

- **Tools for output**
  - Canned reports
  - Easy to create ad-hoc reports
  - Information available in real time
Interactive process of data feeding back into operations

• Be Informed

• Be Flexible

• Be Able to Rapidly Adapt
Organizational memory is the accumulated body of data, information, and knowledge created in the course of an individual organization’s existence.

Creating organizational knowledge:

- Data...obtain
- Information...link the data
- Knowledge....organize the information
- Wisdom...apply knowledge to issue
• Need to work and communicate with other providers

• Need to be able to exchange data (HIEs)
• Value to Your Funder
• Value as a Partner
• Efficiency
• Effectiveness
• Person to Person Outreach
How to use the data to advance your agency

- Outcome-based information
- Value-based information
- Staff expertise
- Board influences
- Stories with data
Incorporate a culture of accountability, Everyone's Responsibility
Maintain a person-centered philosophy, Clinically Right
Establish a concurrent approach, Many Benefits
Avoid losing your culture, with Consumer Portal
Enhance your agency operations, with Info
Ensure regulatory requirements are met, Electronically
Review existing capacity against idea, Continuously
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