

## **2017 Behavioral Health Quality Improvement Program**

### **Evaluation Executive Summary**

This Executive Summary provides an analysis and evaluation of the overall effectiveness and key accomplishments of the Behavioral Health Quality Improvement Program for Health Care Service Corporation (HCSC), Inc.

### **2017 Accomplishments**

1. Partnered in the successful completion of eight (8) Utilization Review Agency (URA) certificate renewals with BCBS Texas.
2. Since the inception of the Increasing Community Tenure Quality Improvement Project, readmissions for the identified Commercial and Retail high re-admitters decreased significantly at 78.2% and 76.6%, respectively.
3. Reporting for complaints and adverse incidents was streamlined across all lines of business.
4. Expanded member and provider satisfaction surveys to include facility services received and facility providers.
5. Updated adverse incident process to include incidents occurring in the last 30 days versus the last 90 days to better identify cases where there is an ability to have more of an impact.

### **Program Focus for 2018**

Based on the review of the 2017 program goals, an increased understanding of barriers to improvement, and attention to lessons learned during the year, the following primary areas for the focus of the HCSC Behavioral Health (BH) Quality Improvement Work Plan for 2018 include:

1. Measure, monitor, and continuously improve the performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers;
2. Maintain a high level of satisfaction among providers and members;
3. Focus continuous quality improvement efforts on those priority areas defined in the annual BH QI Work Plan.
4. In partnership with the Texas plan, BH will submit six (6) Utilization Review Agent (URA) certificate renewals.
5. Increase the rate of seven-day and thirty-day ambulatory follow-up after psychiatric hospitalization for mental health.
6. Improve the integrated delivery of behavioral health and medical care to members with co-morbid conditions.
7. Measure, monitor, and continuously improve the performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers;