



Community Quality Forum

March 16, 2021
3-5pm



Welcome to today's Community Quality Forum

We will begin shortly. All lines have been automatically muted.

While you are waiting TEST YOUR AUDIO.
LISTEN FOR MUSIC.

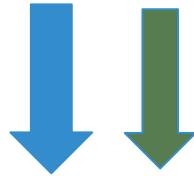


Please use the chat feature for questions or raise your hand.

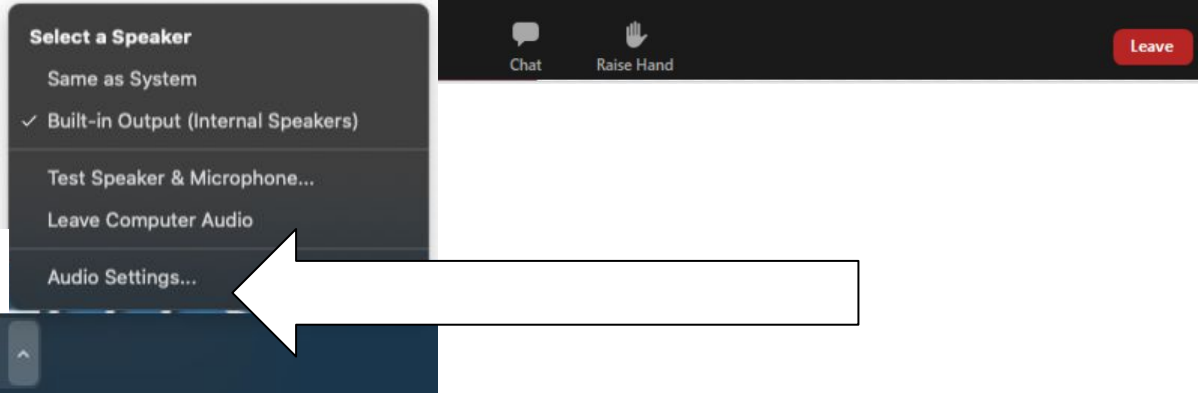
Thank you.

Zoom Webinar Controls

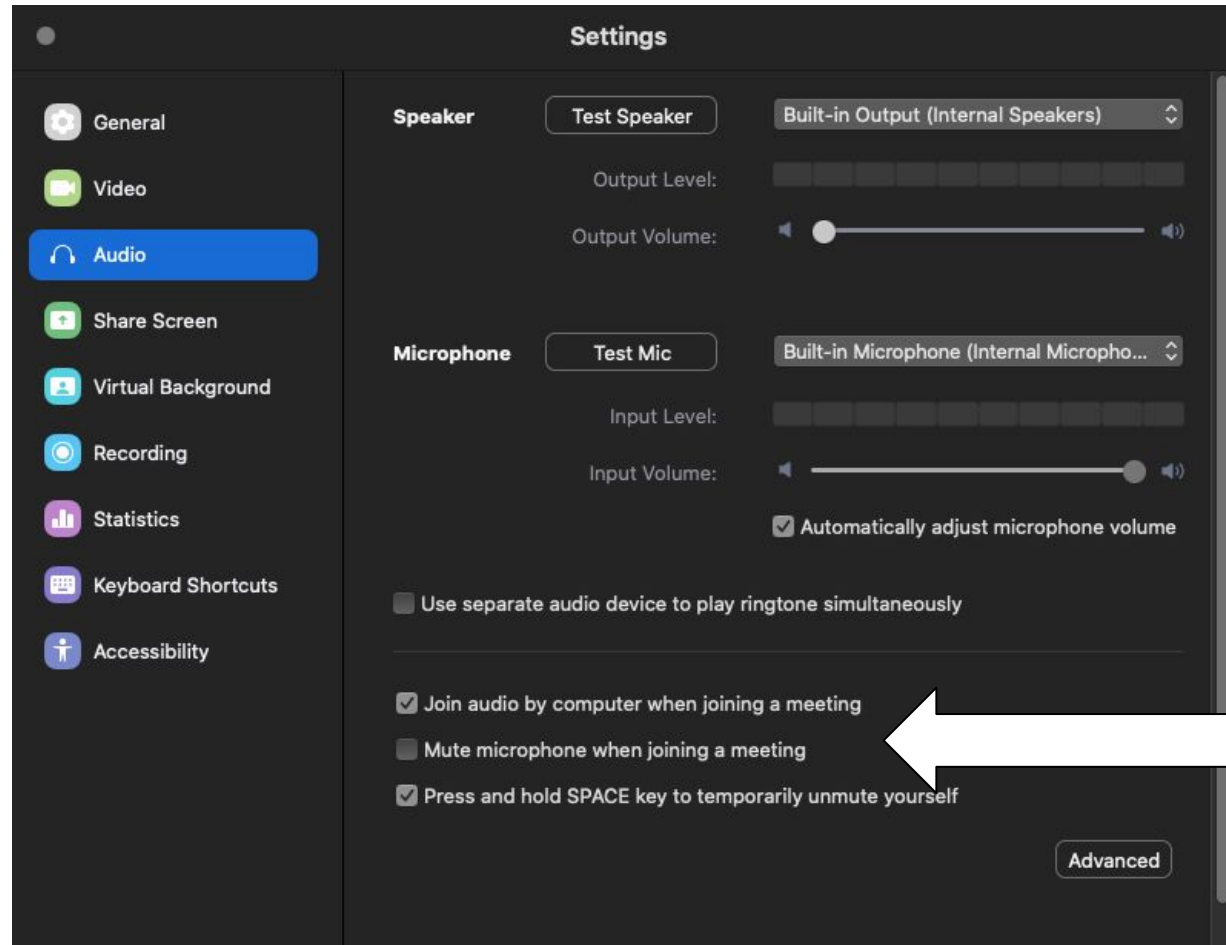
Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.



Audio Settings



The screenshot shows the Zoom application settings window, specifically the Audio settings. The left sidebar contains various settings categories, with 'Audio' highlighted in blue. The main panel is divided into 'Speaker' and 'Microphone' sections. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu for 'Built-in Output (Internal Speakers)', an 'Output Level' bar, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu for 'Built-in Microphone (Internal Micropho...', an 'Input Level' bar, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). An 'Advanced' button is located at the bottom right. A white arrow points from the right edge of the image towards the 'Join audio by computer when joining a meeting' checkbox.

Settings

- General
- Video
- Audio**
- Share Screen
- Virtual Background
- Recording
- Statistics
- Keyboard Shortcuts
- Accessibility

Speaker Test Speaker Built-in Output (Internal Speakers)

Output Level: [Progress Bar]

Output Volume: [Slider]

Microphone Test Mic Built-in Microphone (Internal Micropho...)

Input Level: [Progress Bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Community Quality Forum Agenda

- Purpose and Objectives: CJ Loielle
- Health Equity: Markay Adams
- COVID-19 Update
 - Telehealth Data: Will Buckley
 - Crisis Data: Alex Herrera
 - SMI Update: Alex Herrera
- QM New Policy Data Update: CJ Loielle
- Meeting Recap and Next Steps: CJ Loielle

Community Quality Forum

Goal/Purpose

The AHCCCS Community Quality Forum evaluates physical and behavioral health system performance in alignment with our integrated care model in collaboration and consultation with community stakeholders to drive system improvement efforts.

Objectives

1. Finalize the development of Statewide physical and behavioral health dashboards;
2. Evaluate dashboard data metrics and provide feedback for performance improvement efforts including performance improvement projects (PIPs); and
3. Evaluate observed community-based trend concerns by leveraging data analytics to drive policy change.

Health Equity

Markay Adams

Assistant Director

Division of Fee For Service Management

AHCCCS

Health Equity Committee

- Created in July 2020
- Internal committee- each division has a representative
- Charter established
- Held 5 public forums last fall
- Understanding current initiatives
- Identifying baseline data

Health Equity Committee

- Understand AHCCCS' current initiatives that have implications for health equity
- Identify health inequities
- Recommendations for future initiatives
- Website:
<https://www.azahcccs.gov/AHCCCS/Initiatives/HEC/>
- Email: **healthequity@azahcccs.gov**



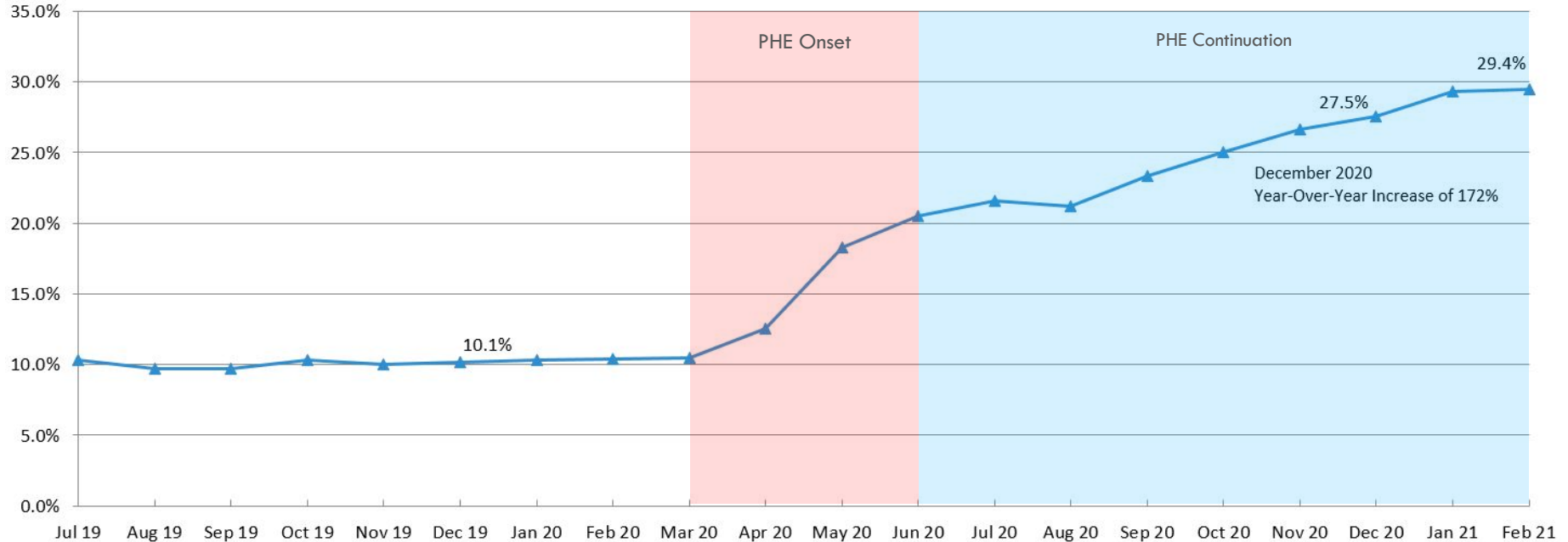
COVID-19 Updates

Telehealth Data Update

Will Buckley
Business Intelligence Manager
AHCCCS Office of Data Analytics
AHCCCS

Telehealth Utilization July 2019 - February 2021

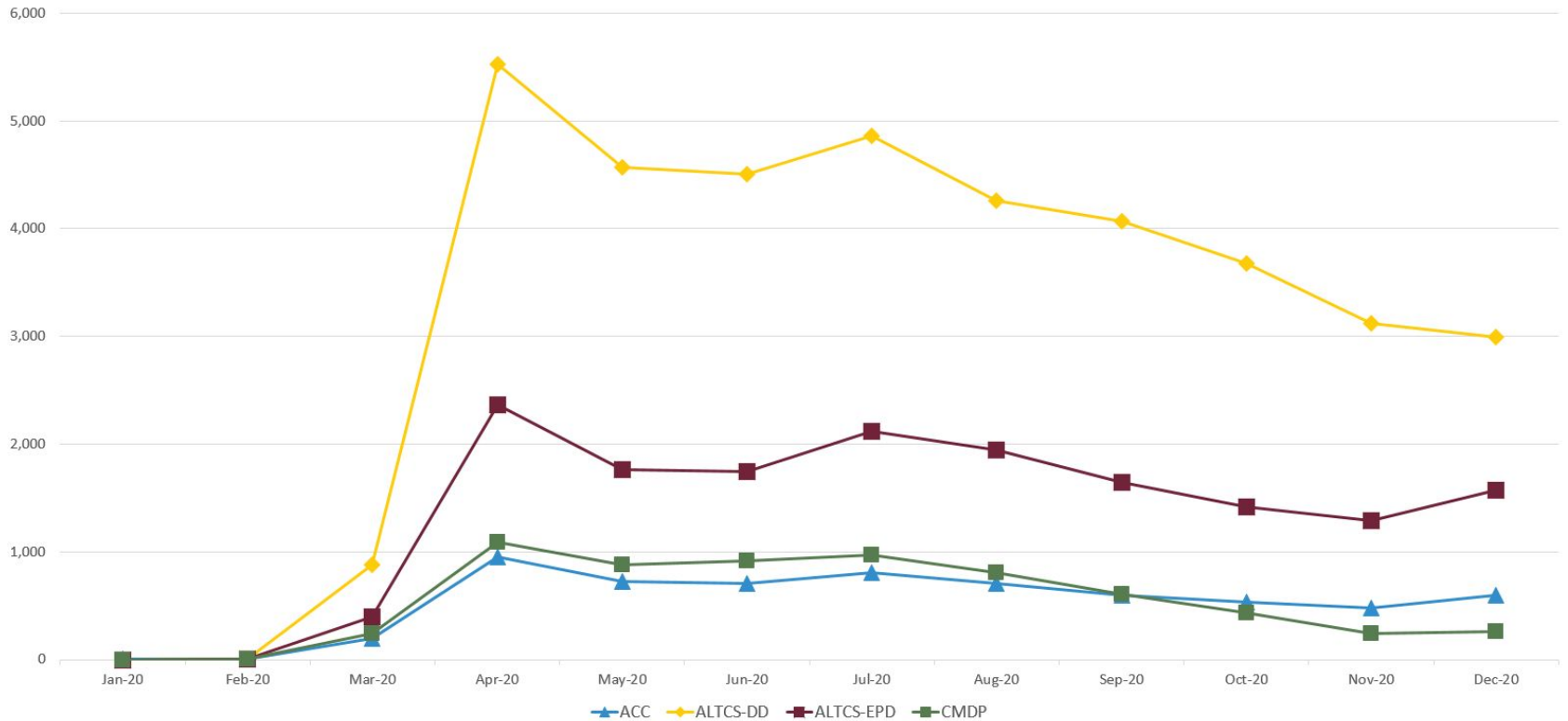
Percentage of enrolled members with one or more telehealth service
(rolling 12 month data per month)



Note: Includes real-time audio/visual services, our permanent telephonic services and the expansion of telephonic services in response to the public health emergency

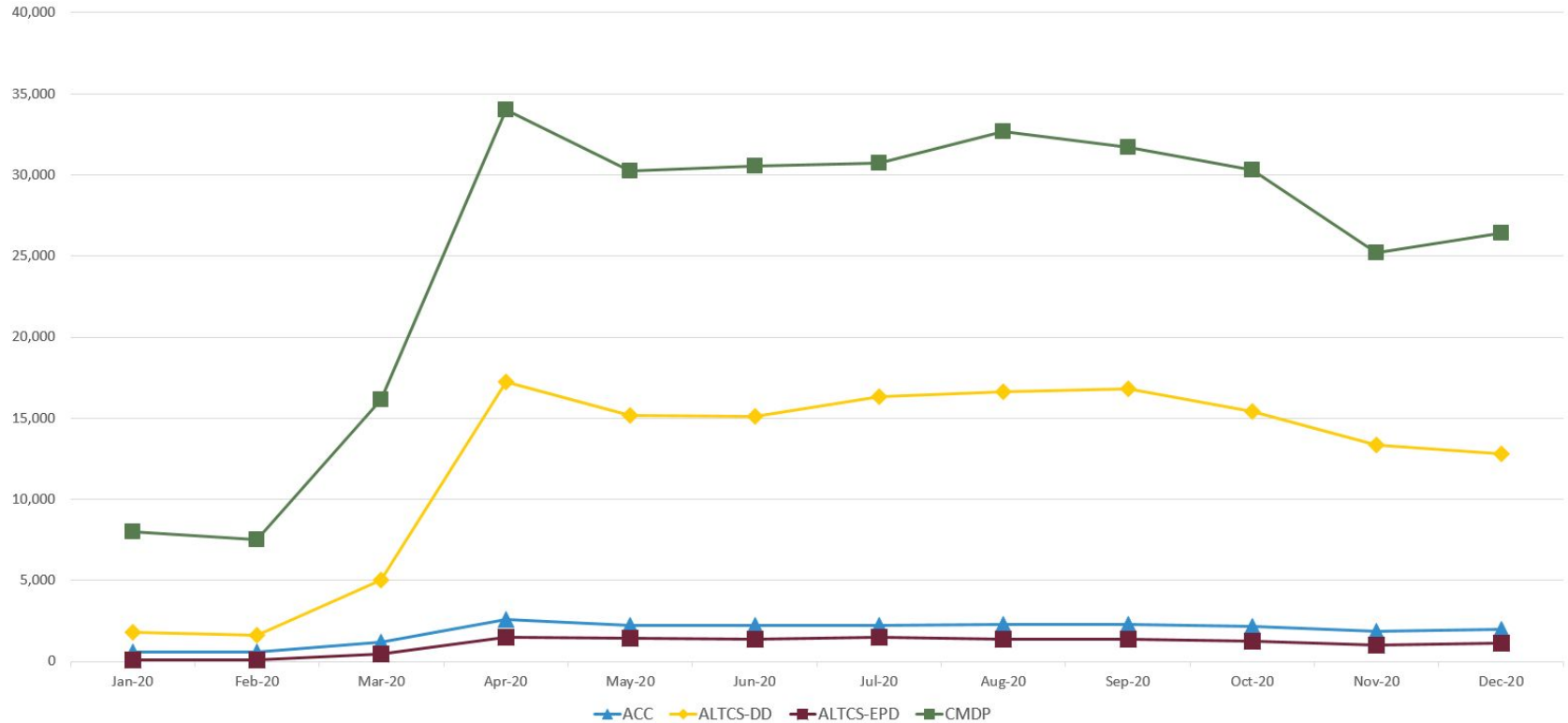
Telehealth Utilization - Physical Health Services January - December 2020

Number of Services Rendered Per 10,000 Enrolled Members by Month and LOB



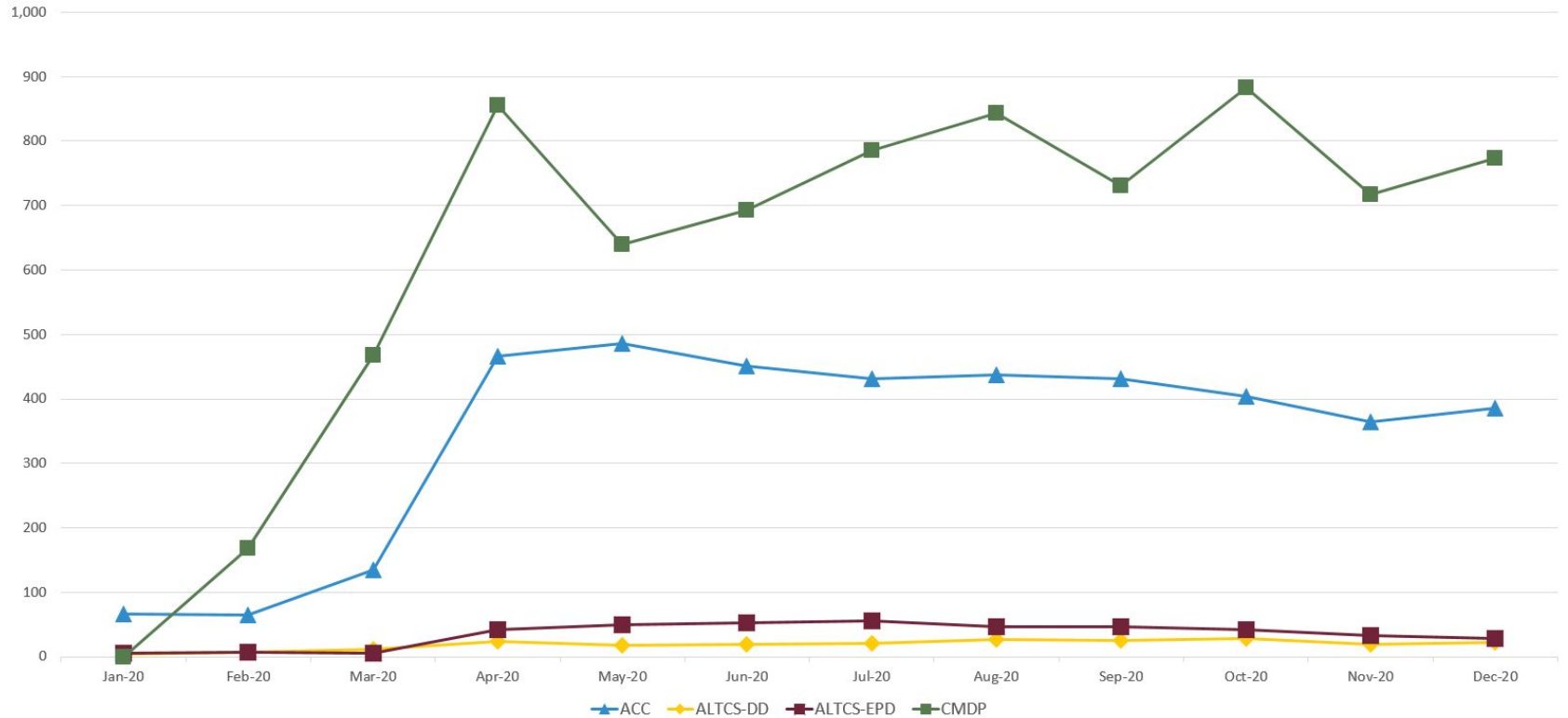
Telehealth Utilization - Mental Health Services January - December 2020

Number of Services Rendered Per 10,000 Enrolled Members by Month and LOB



Telehealth Utilization - Substance Use Services January - December 2020

Number of Services Rendered Per 10,000 Enrolled Members by Month and LOB



Crisis Utilization Trending

Alexandra Herrera

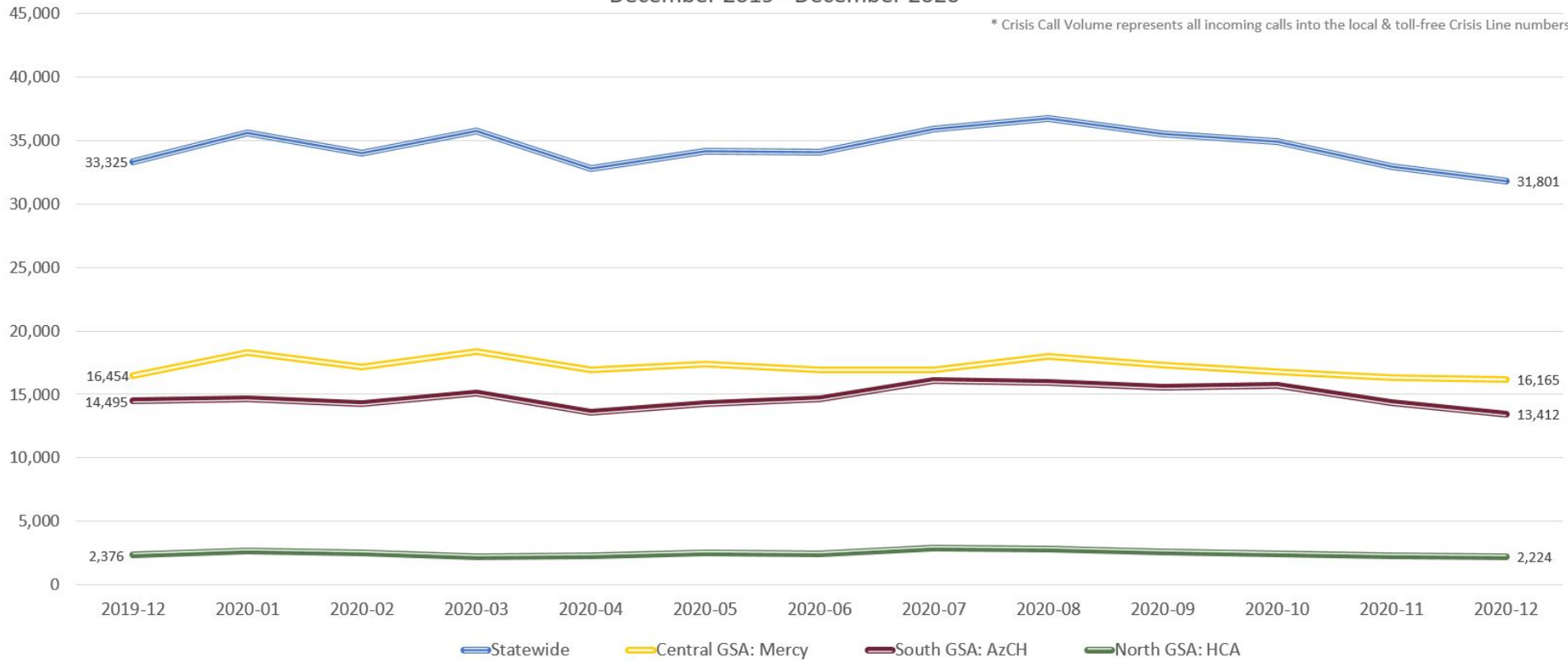
Crisis Administrator

Division of Health Care Management

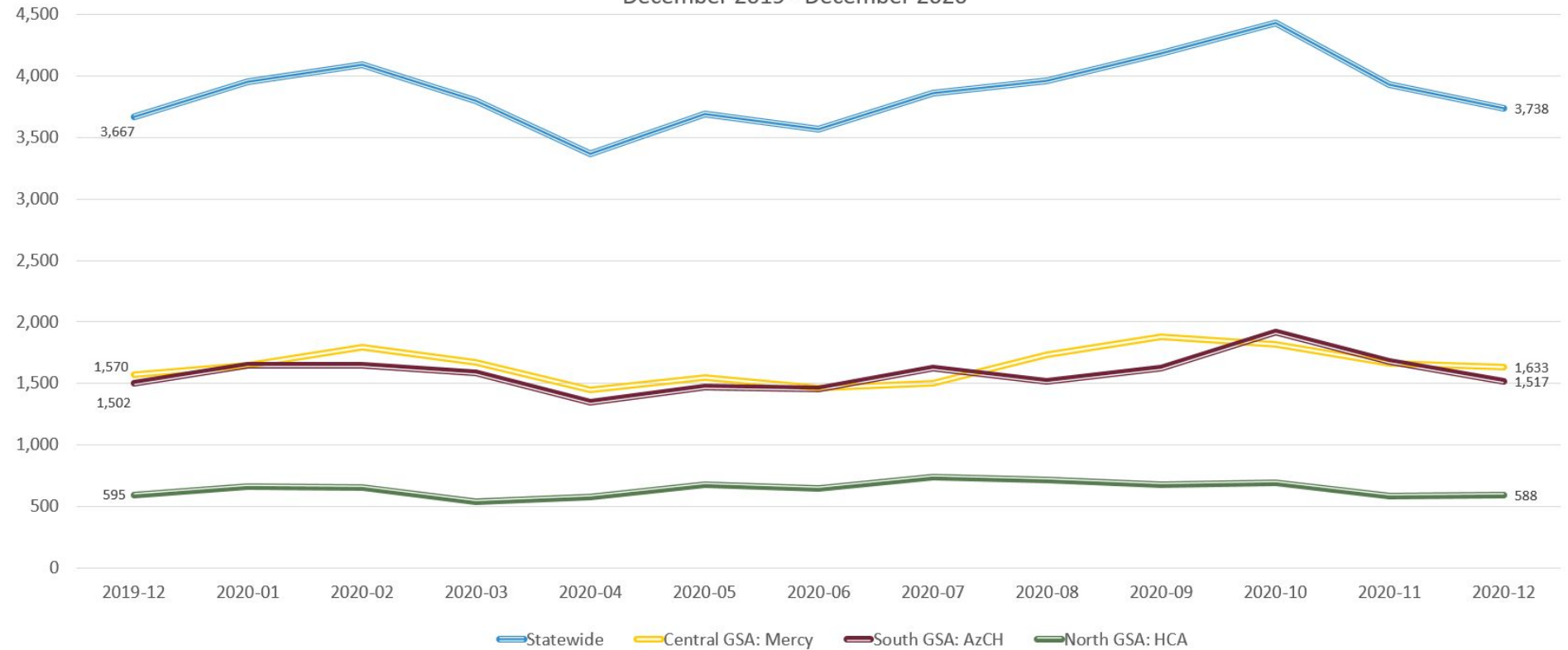
AHCCCS

Crisis Call Volume December 2019 - December 2020

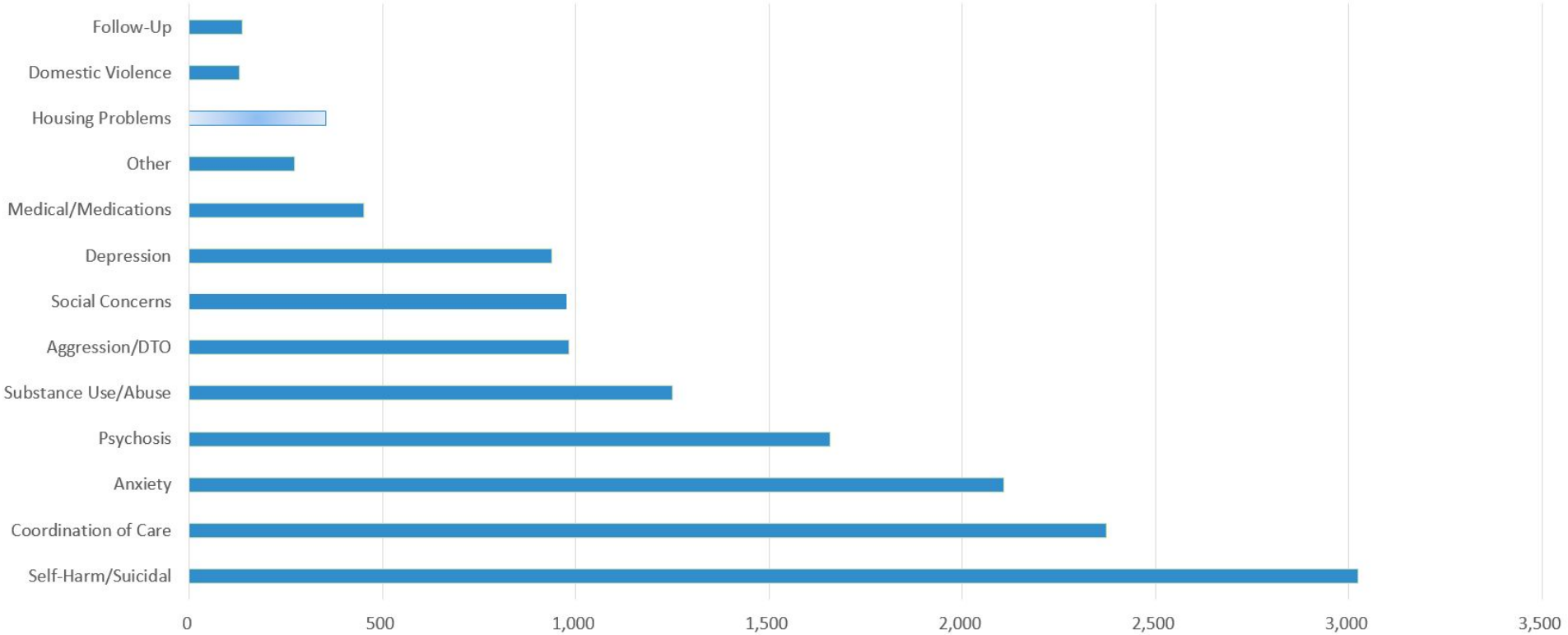
* Crisis Call Volume represents all incoming calls into the local & toll-free Crisis Line numbers



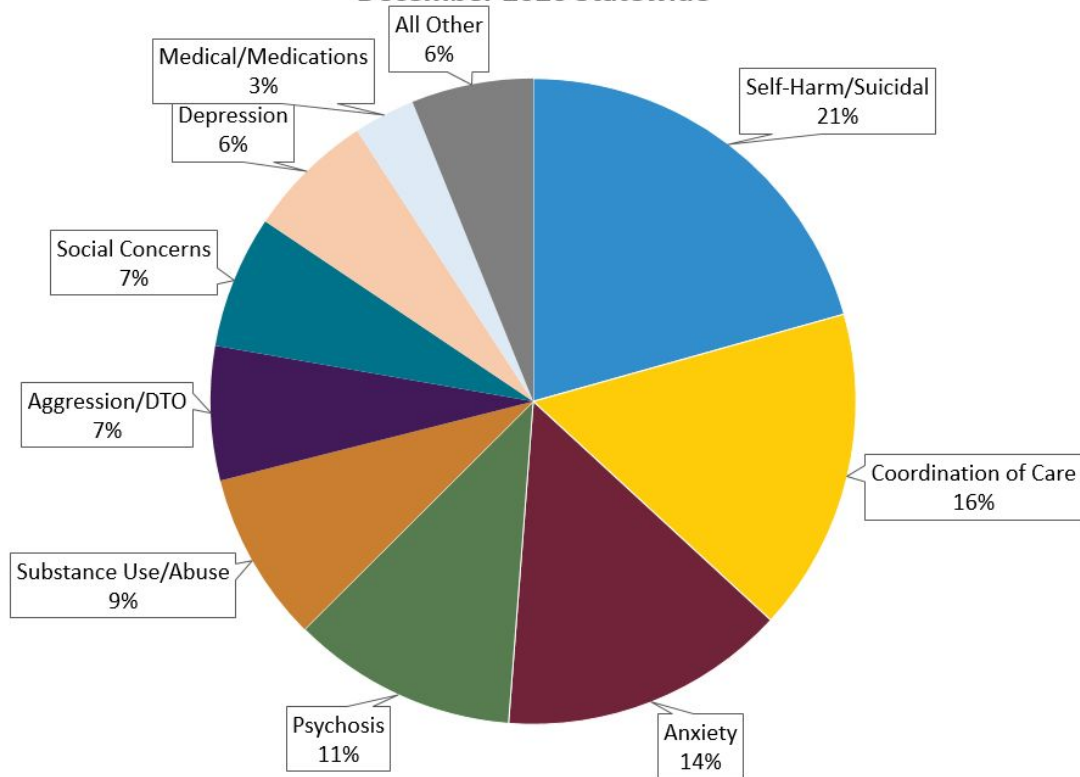
Mobile Team Dispatch Volume December 2019 - December 2020



Crisis Call Center - Top Reasons for Calls December 2020 Statewide

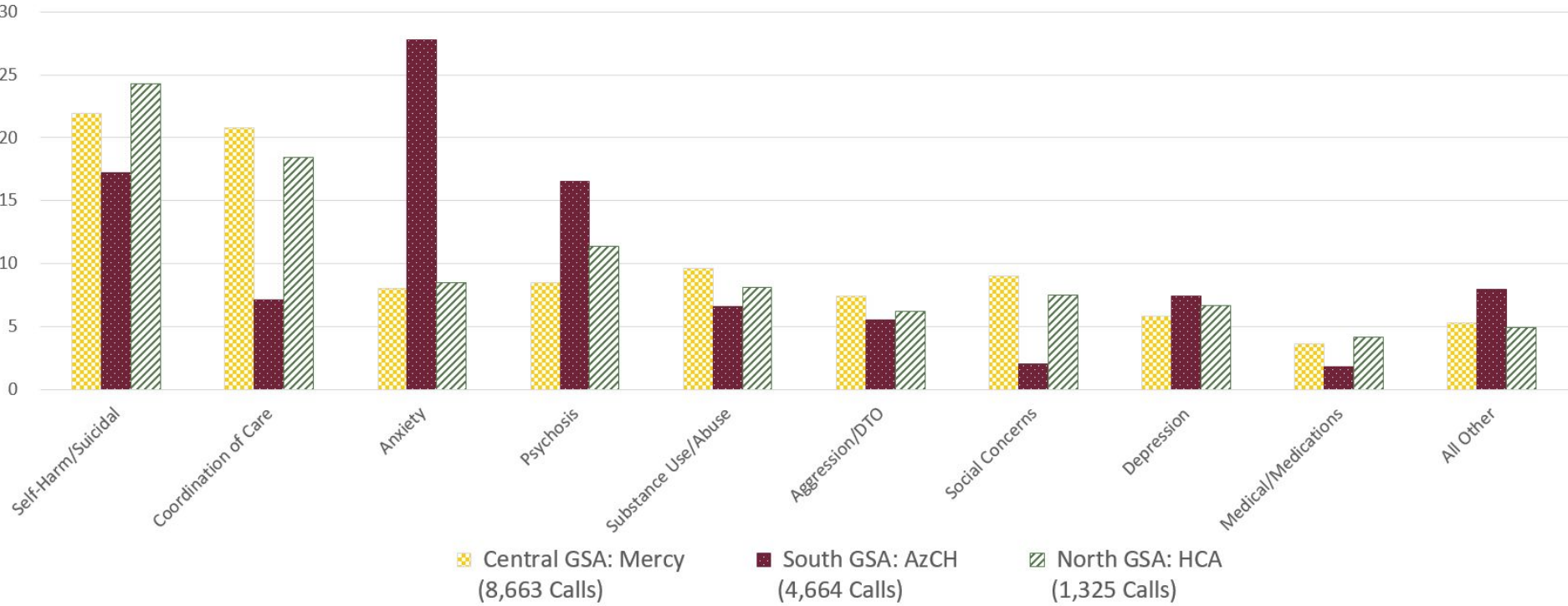


Crisis Call Center - Top Reasons for Calls December 2020 Statewide



■ Self-Harm/Suicidal ■ Coordination of Care ■ Anxiety ■ Psychosis ■ Substance Use/Abuse ■ Aggression/DTO ■ Social Concerns ■ Depression ■ Medical/Medications ■ All Other

Crisis Call Center - Top Reasons for Calls
December 2020
 (By RBHA/GSA, Rate Per 100 Calls)



SMI Eligibility Determination Data

Alexandra Herrera

Project Manager

Division of Health Care Management

AHCCCS

2019



725 eligibility packets / month to CRN



99.98% of all determinations were timely



46% of applicants were determined SMI



29% of all packets received were for non-AHCCCS eligible individuals



20% of applications were initiated through the Court Ordered Evaluation process

2020



671 eligibility packets / month to CRN



99.99% of all determinations were timely



45% of applicants were determined SMI

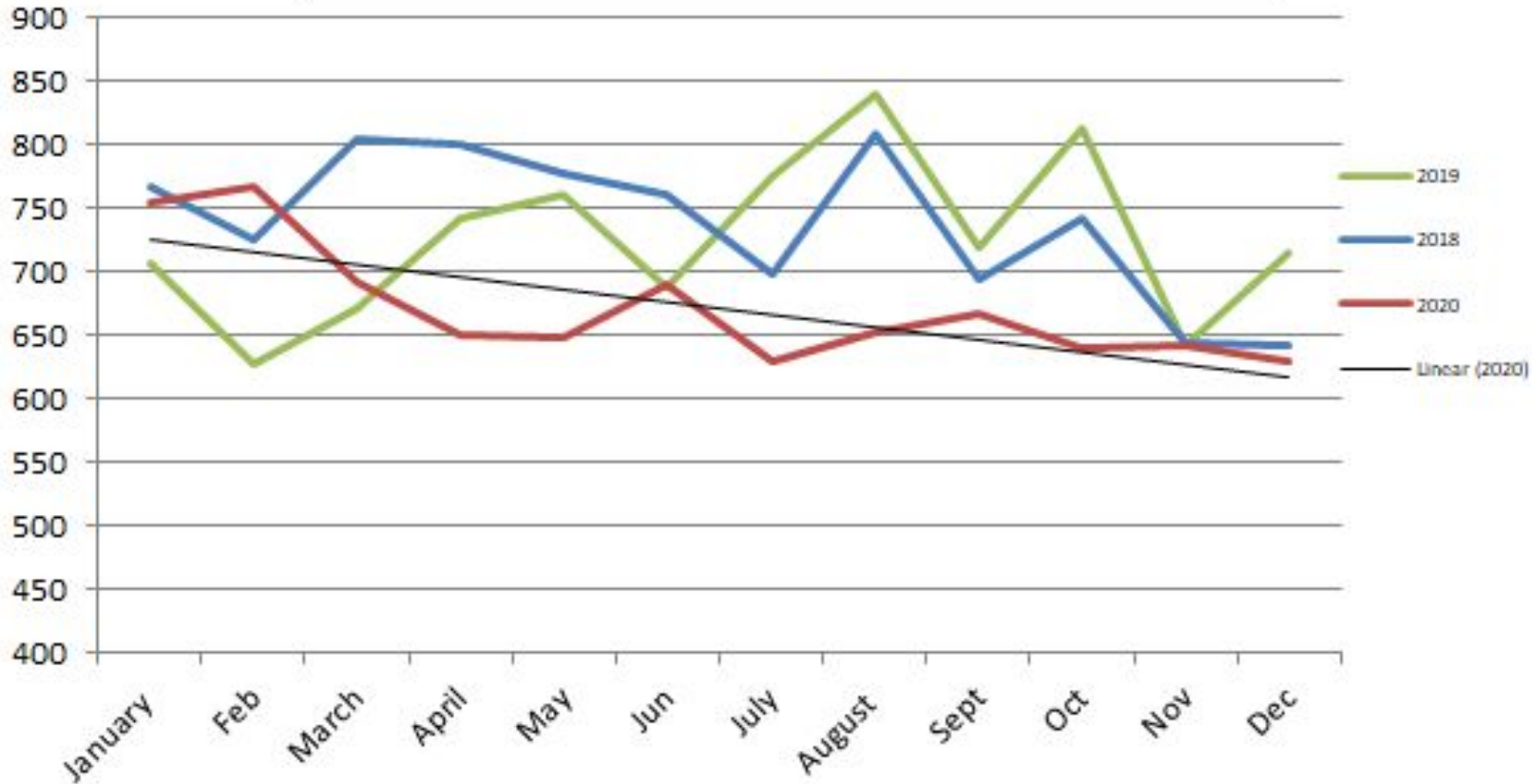


34% of all packets received were for non-AHCCCS eligible individuals

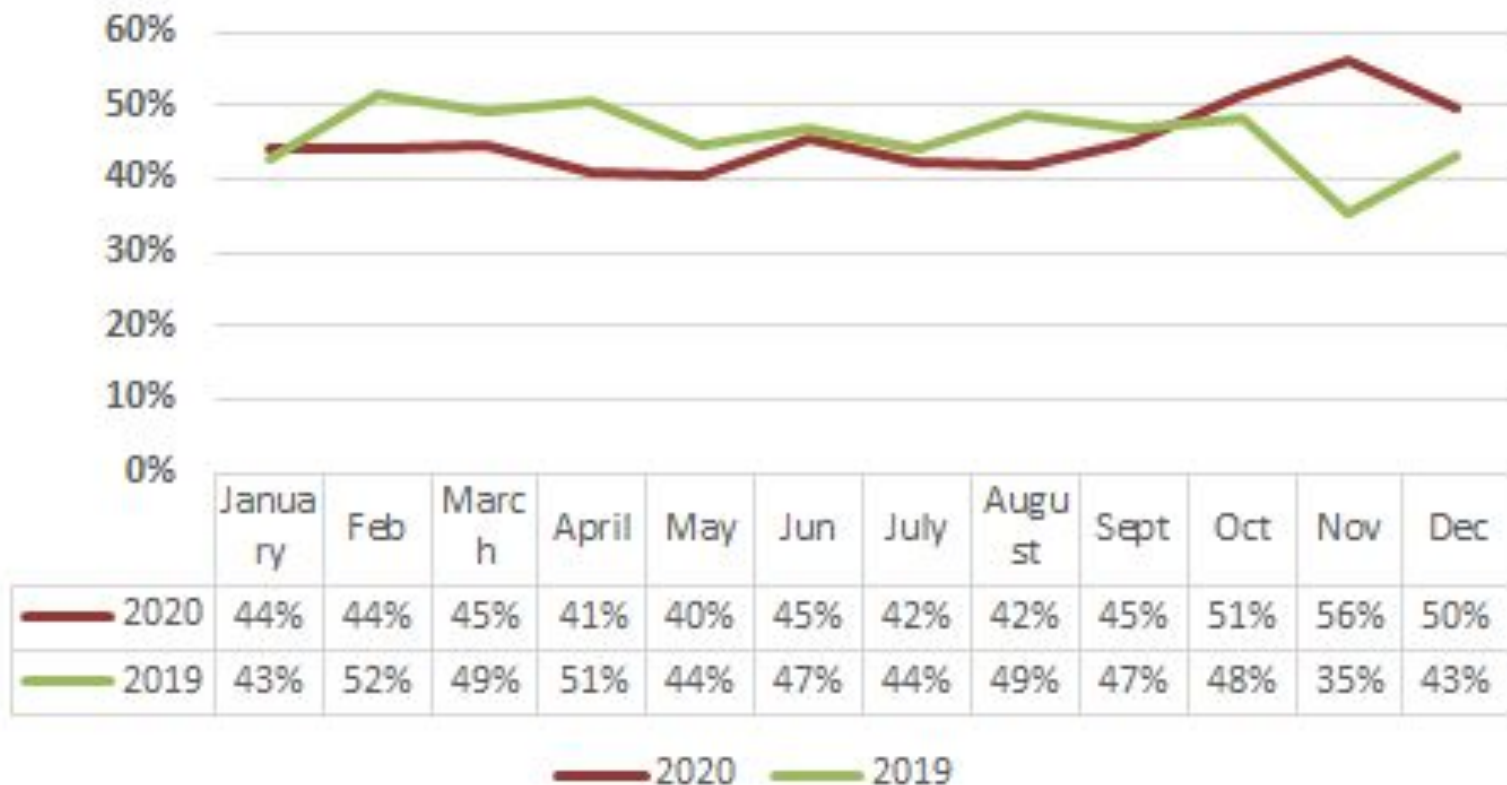


29% of applications were initiated through the Court Ordered Evaluation process

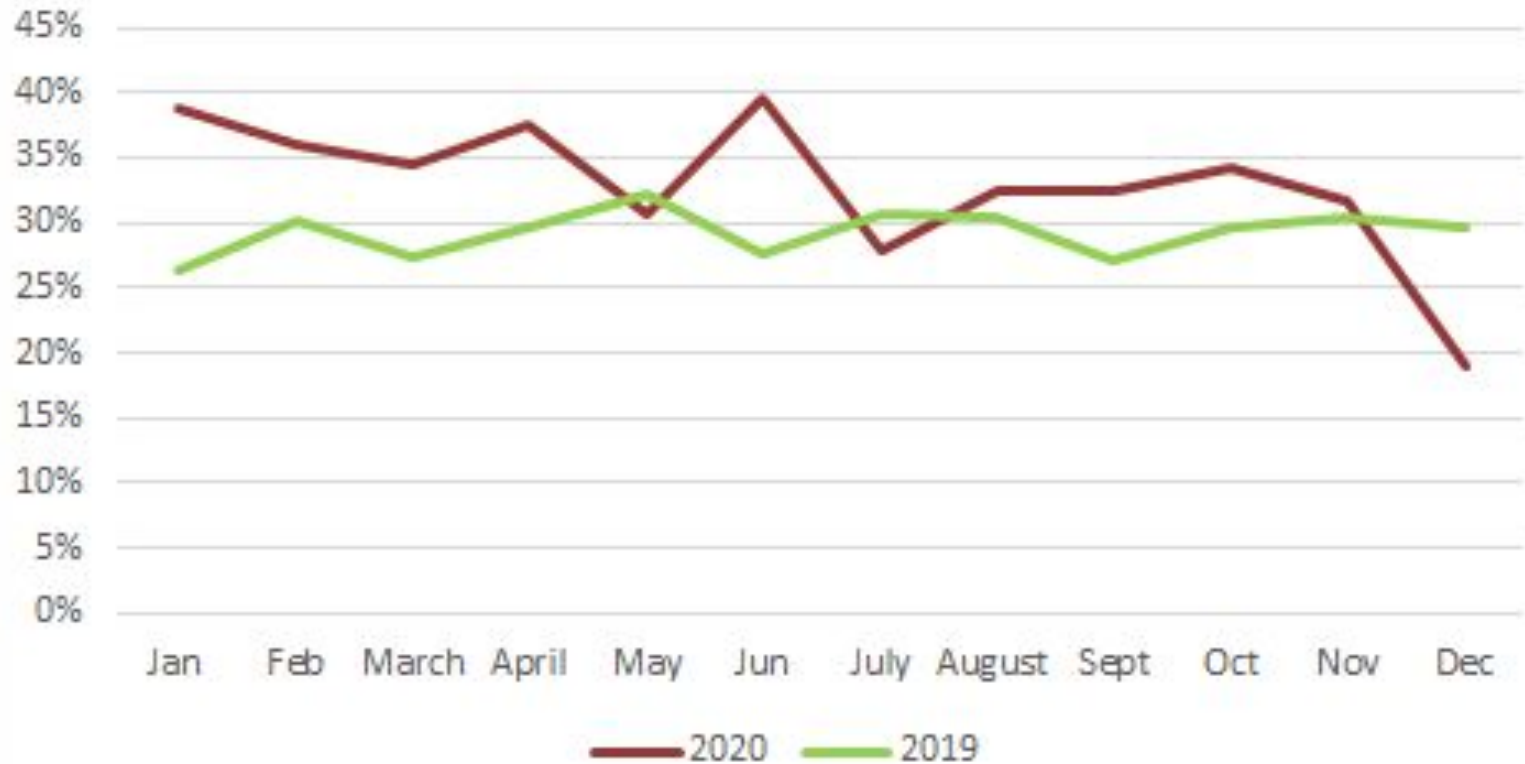
Volume of SMI Assessments Submitted to CRN



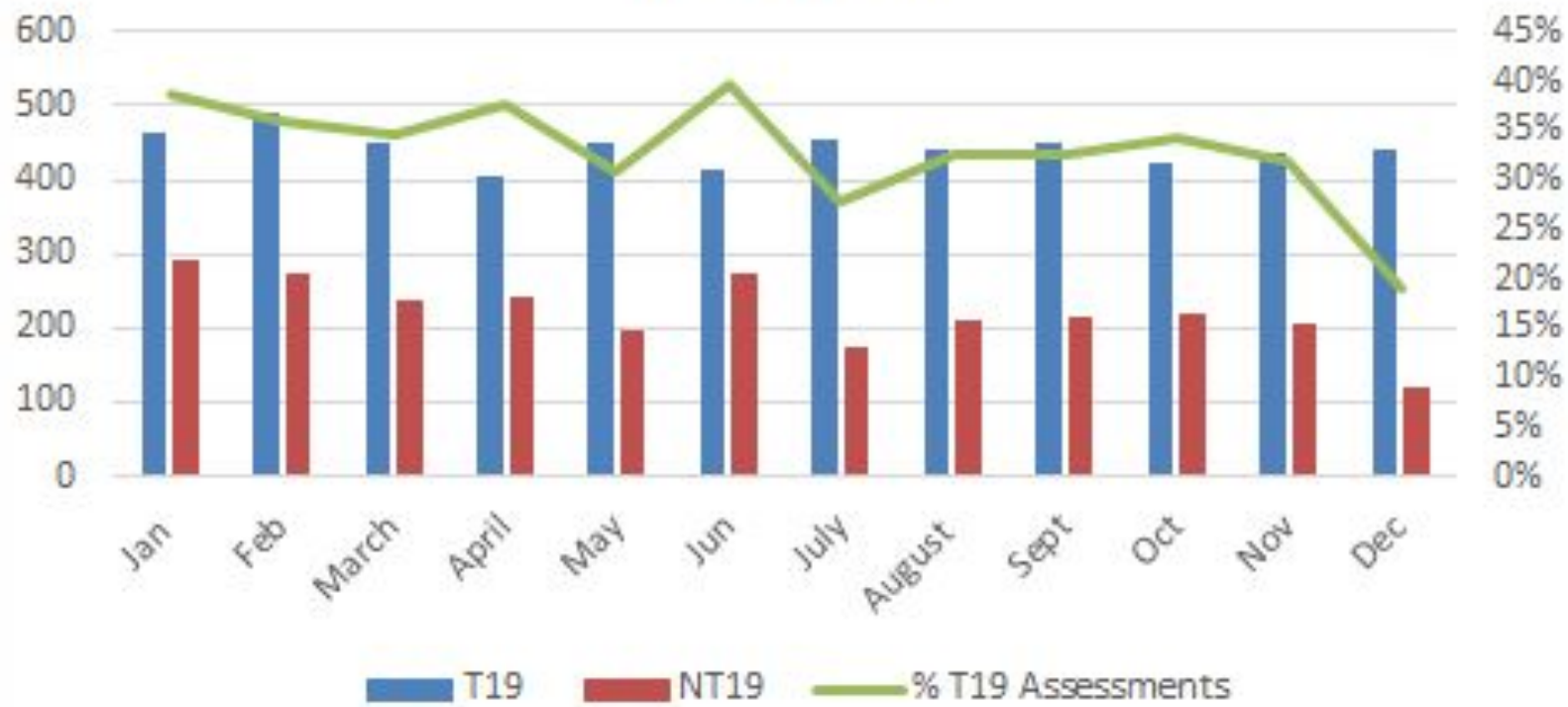
SMI Approval %



% of NT19 SMI Assessments by year



SMI Assessments by Eligibility Status 2020 (T19/NT19)



SMI Eligibility Referrals via COE Process 2019-Present



Packet Quality Data by Plan

- Submitted monthly
- Provider listing of errors by plan assignment
- MPS: 80% or TA / plan follow-up

	Oct-20		Nov		Dec	
Plan:	Submissions	% Error rate	Submissions	% Error rate	Submissions	% Error rate
United	89	9%	74	19%	88	23%
Mercy Care	284	4%	253	8%	277	14%
Magellan	26	4%	21	5%	37	27%
Health Choice	63	10%	79	10%	61	23%
Care 1st	40	10%	31	13%	39	10%
B-UFC	43	28%	53	15%	43	16%
AzCH	78	12%	88	23%	82	6%

New Policy Overview & Future QM Tracking and Trending Reports

CJ Loiselle

Quality Management Manager

Division of Health Care Management

AHCCCS

NEW Policy - AMPM 961

AMPM 961 - INCIDENT, ACCIDENT, AND DEATH REPORTING

- Outlines the minimum requirement for reportable incidents and contractors policy development
- Clarification on timelines for reporting incidents
- Requirements for contractor review and triage of all reportable incidents

The draft policy has been posted for Tribal Consultation and Public Comment at:
<https://ahccscomments.azurewebsites.net/chapter-900-2/ampm-policy-961-incident-accident-and-death-reporting/>

Tribal Consultation and Public Comment period ends 3/21/21.

Future QM Tracking and Trending Reports

The AHCCCS Quality Management team is working with our Business Intelligence team to create trending reports using information entered into the QM portal.

- Create tracking and trending reports on Seclusion and Restraint (SAR), Incident Accident and Death (IAD & IRF) reports and Quality of Care (QOC) investigations.
- Create dashboards that will enhance our tracking and trending efforts giving AHCCCS a data driven system-level review of all quality related reporting.

Meeting Recap and Next Steps

CJ Loiselle

Thank You.

2021 Meetings:

July 15th

November 18th