



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 one (1) Utilization Review Agency (URA) certificate renewal with BCBS Oklahoma.
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.
6. One Hundred percent (100%) compliance timely resolution of Behavioral Health (BH) Adverse Incidents and Complaints.

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 focus of the HCSC BH Quality Improvement Work Plan for 2018 include:

1. Measure, monitor, and continuously improve 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. Behavioral Health will complete the annual BCBS Oklahoma URA renewal in partnership with the plan;
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 performance of behavioral health care in key aspects of clinical and service quality for members, providers, and customers;