**Implementation Plan: Section 6**

**Pilot Site Evaluation Measures**

* Objective: Create pilot site engagement plan; identify how to select, track and monitor Pilot Site evaluation measures
* Due by Thursday, February 29 to your Improvement Advisor
* Resources: Many resources are on the CalHIVE BHI [website](https://www.pbgh.org/calhive-bhi/#learn) (Learn)

The Pilot Site Evaluation Measures should include at least one measure from each of the five categories. Ideas for measures in each category are listed below.

|  |  |
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| **Category – Definition**  | **Examples**  |
| **Outcome** – impact of the health care service or intervention on patients’ health | * CalHIVE BHI Measures
	+ Depression Remission or Response for Adolescents and Adults
	+ HbA1c Poor Control for Patients with Diabetes (> 9%)
 |
| **Process** – if steps in the system are performing as planned | * CalHIVE BHI Measures
	+ Depression Screening and Follow-Up for Adolescents and Adults
	+ Unhealthy Alcohol Use Screening and Follow-up (ASF
* Screening Rates (e.g., patients eligible, patients screened)
* Patients Seen
* Referrals: BHI [Internal], External, Warm Hand-Offs
* Referral Conversion Rate (patients referred to BHI who agree to services)
* BHC/BHCM Caseload
* Provider Consults
* Provider engagement (provider referrals)
* Time from referral to first visit
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| **Patient Experience** – patient perceptions across continuum of care | * Measures (e.g., CAHPS, Patient Assessment Survey, NPS-based measurement)
* Surveys – addition of BHI question?
* Interviews/focus groups
 |
| **Workforce** – experience from providers and other care team members, workload, collaboration | * Surveys (e.g., annual staff survey)
* Interviews
* Collaboration: Provider Huddles, Team Meetings, consultations
 |
| **Financial** – direct and indirect costs and revenue  | * Revenue Generation: Screening Codes and Visits
* BHI Visits
* Quarterly Profit & Loss Reports
* Claims processing
 |

| **Project Name:** Referral Conversion Rate |
| --- |
| **Measure** | **Measure Type** | **Description/Specs***(include definition of numerator/denominator where appropriate; stratification)* | **Data Source** | **Measure-mentFrequency** | **Reporting Frequency** | **How will data be presented** | **Responsible** | **Baseline** | **Target** |
| Percentage of patients referred to BHI that agree to services  | Process | Numerator: Include any of the following* Patients with an initial BHI appointment within 30 days of referral to BHI

Denominator: Patients that have a referral documented in EHR to BHI programExclusions:  | Registry | Monthly  | Monthly | EHR clinic dashboard | Data collection: MA, PCP, ScribeData presentation:PCP champion and/or QI Manager | 30% | 70% by 6/30/2024 |
| **Project Name:**  Increasing Depression Screening |
| Percentage of patients 18 and up with Depression screening | Process | Numerator: Include any of the following* Screened with PHQ2
* Screened with PHQ9

Denominator: Patients 18 and up years of age at end of measurement year.Exclusions:  | Registry | Annual  | Monthly | EHR clinic dashboard | Data collection: MAData presentation:PCP champion and/or QI Manager | 15% | 65% by 6/30/2024 |
| BHI Visit Revenue | Financial | Ability to capture charges placed by BHI visit and revenue generation for the provider group. Which visit type, consider copayments (cost sharing with patients). List/link to specific CPT codes.  | Internal Financial System (billing system)  | Monthly | Monthly  | Generated reports (Excel spreadsheets) | Data collection: financePresentation: project lead with finance | tbd | ~10% improvement per month |

| **Project Name:**  |
| --- |
| **Measure** | **Measure Type** | **Description/Specs***(include definition of numerator/denominator where appropriate; stratification)* | **Data Source** | **MeasurementFrequency** | **Reporting Frequency** | **How will data be presented** | **Responsible** | **Baseline** | **Target** |
|  | **Outcome**  |  |  |  |  |  |  |  |  |
|  | **Process**  |  |  |  |  |  |  |  |  |
|  | **Patient Experience**  |  |  |  |  |  |  |  |  |
|  | **Workforce**  |  |  |  |  |  |  |  |  |
|  | **Financial** |  |  |  |  |  |  |  |  |