**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 |
| **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-ment Frequency** | **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 program  Exclusions: | Registry | Monthly | Monthly | EHR clinic dashboard | Data collection: MA, PCP, Scribe  Data 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: MA  Data 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: finance  Presentation: project lead with finance | tbd | ~10% improvement per month |

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