A NEW STATEWIDE STUDY ON IMPROVING TREATMENT PERFORMANCE

ALERTS

Updated, April 10, 2015

Funded by the National Institute on Drug Abuse (NIDA)

https://www.dshs.wa.gov/bhsia/division-behavioral-heath-and-recovery/incentives-and-alerts-improving-substance-abuse-treatment-washington-state

Brandeis University
The Heller School for Social Policy and Management

Washington State Department of Social & Health Services
BHSIA Behavioral Health and Service Integration Administration

PROJECT TEAM

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We would like to also acknowledge the contributions of Alice Huber, Fritz Wrede, Eric Larson, and Elizabeth Merrick in the earlier stages of the project.

ALERTS OVERVIEW

Part I – Rationale and design

Part II – Implementation

PART I

Rationale and Design

CLIENT SPECIFIC ALERTS

- Provide feedback on client-specific treatment engagement and continuity
- Weekly reports on which clients are at risk of not meeting performance measures
- Agencies can take steps to prevent client failure on measures
- Support to agencies on ways to engage clients/ increase continuity of care
- Success relies on timely submission of encounter data to TARGET

DEVELOPED WITH AGENCY INPUT

- Discussion at January 2013 SIWG meeting
- Brief follow-up survey sent to all agencies
  - What information should be included in alerts?
  - What formats?
  - Who should receive alerts?
  - What actions might agencies take?
  - What support would be useful?

WHAT WORKS – LESSONS FROM OTHER ALERT INITIATIVES

- **Audits and feedback most effective when:**
  - **Baseline performance is low**
  - **The alert/feedback comes from a supervisor**
  - **Alerts are provided more than once**
  - **Delivery is conducted verbally and in writing**
  - **Alerts include clear targets and action plans**
- **Alerts should include when client should return for services and why important**
- **Incentives combined with feedback and technical assistance improve quality of care**
- **Better response to a combination of feedback and financial incentives**

Iver, Jamtvedt, Flottorp, et al. Audit and feedback: effects on professional practice and healthcare outcomes. The Cochrane Collaboration, 2012, Issue 7.

PART II

IMPLEMENTATION

SENDING ALERTS

- **Sent weekly to your agency**
  - **Through secure e-mail**
  - **To recipients you designate**
- **Includes**
  - **Listing of clients whose deadline for meeting performance measures is coming up**
  - **Charts showing your performance rates**
  - **Support information for improving performance**

Weekly Clients Alerts (encrypt-account)

incentivesandalerts@dshs.wa.gov (cts_wa.SecureEmailFrom_incentivesandalerts_bdahajbhcdcddcajde@sendsecure.m86security.com) Add to contacts

To: youremail.com

New secure email message from State of Washington

Open Message

You've received a secure email message related to business with the State of Washington. To view it, select Open Message.

The secure message expires on Aug 08, 2013 @ 05:23 PM (GMT).

Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, select Open Message.

If selecting Open Message does not work, copy and paste the link below into your Internet browser address bar.
https://sendsecure.m86security.com/s/e?b=cts_wa&m=ABA3EoWhT3Tear7isCJW2yxp&c=ABAF2ga0VEVW3fplLgbYmmMF&em=dr%5fgothmog%40msn%2ecom

Register Account

Enter your email address and a password to register and begin sending and receiving secure messages.

Email Address:

youremail.com

Password:

Re-enter Password:

Cancel Register

Password Rules

Passwords must be at least 10 characters in length, and meet all of the following conditions:

- Contain a number
- Contain both uppercase and lowercase letters
- Contain at least one special character, such as: ~!@#$%^&
- The new password cannot include your name, email, or be a complete word. More password hints.

Inbox | Address | Compose | Drafts

Reply | Reply All | Forward | Delete | More Actions

dr_gothmog@msn.com Sign Out

Received: Jul 9, 2013 10:23 AM

Expires: Aug 8, 2013 10:23 AM

From: incentivesandalerts@dshs.wa.gov

To: youremail.com

Cc:

Subject: Weekly Clients Alerts (encrypt-account)

Attachments: Valley_Cities_Counseling_Consultation_Auburn_quarterly.xlsx

Attached are this week's client level alerts.

SAMPLE ALERTS

- **Outpatient Initiation and Engagement**
- **Continuity after Detox**

Generated: 04/17/13 **Sunrise House**

Timeliness of Data Entry

To maximize the utility of these alerts, TARGET data should be entered within 7 days of service delivery:

Based on your agency's data from last quarter and the current quarter:

Average # of days between admission and entry of admission data into TARGET	**7**
Average # of days between treatment activity and entry of activity data into TARGET	**5**

Generated: 04/17/13

Sunrise House

Clients Pending Initiation

Initiation Criteria: Within 14 days of admission (excluding the day of admission), at least one day with any of the following:

- In-person client attendance of an OP individual, group, or conjoint (with client) treatment session
- Case management activity with client in attendance
- Individual, group, or conjoint "Brief Therapy" support activity

Bold Text	7 or fewer days remain before the initiation deadline.
Shaded Background	8-14 days remain before the initiation deadline.

Name	Admission Date	Initiation Deadline	Days to Initiation Deadline	# Services Needed to Initiate
According to data currently available in TARGET, none of your agency's clients are pending initiation.				

Generated: 04/17/13 **Sunrise House**

Clients Pending Engagement

Engagement Criteria: Within 30 days of initiation, at least two days with any of the following:

- In-person client attendance of an OP individual, group, or conjoint (with client) treatment session
- Case management activity with client in attendance
- Individual, group, or conjoint "Brief Therapy" support activity

Bold Text 7 or fewer days remain before the engagement deadline.

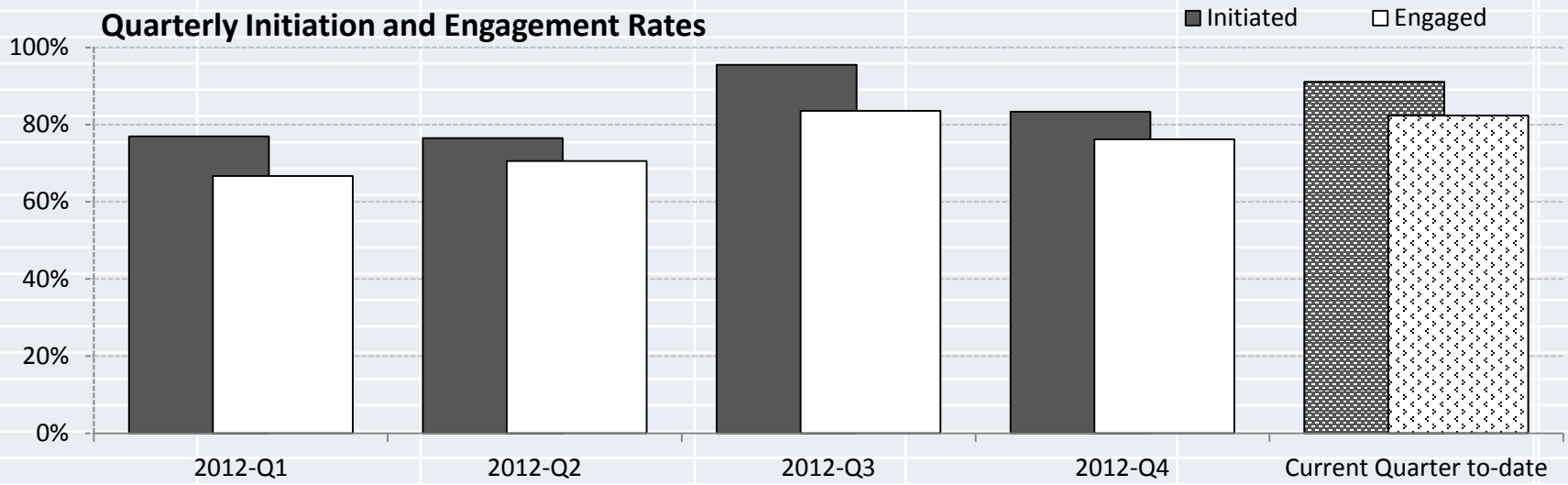
Shaded Background 8-14 days remain before the engagement deadline.

Name	Admission Date	Initiation Date	Engagement Deadline	Days to Engagement Deadline	# Services Needed to Engage
William Smith	3/21/13	3/28/13	4/27/13	10	1
Julie Nash	3/26/13	4/2/13	5/2/13	15	2
Edward Marks	3/21/13	4/4/13	5/4/13	17	1
Mark Andrews	3/29/13	4/4/13	5/4/13	17	1
Ron Edwards	3/29/13	4/11/13	5/11/13	24	2

Sunrise House

Generated: 04/17/13

Agency Baseline: aa% **Benchmark: cc%**



	2012-Q1	2012-Q2	2012-Q3	2012-Q4	Current Quarter to-date
Initiated	77%	76%	96%	83%	91%
Engaged	67%	71%	84%	76%	82%
# of admissions	39	34	67	42	see below

Rates for the current quarter only include admissions where either:

- Clients have met the initiation or engagement criteria
- Client's deadline for initiation or engagement has passed

a) # admissions in current quarter where the initiation deadline has passed:	56
b) # admissions in current quarter where the engagement deadline has passed:	51
c) # pending initiation or engagement (see "initiation" & "engagement" tabs):	5
Total Admissions in current quarter to-date (computed as b+c, above):	56

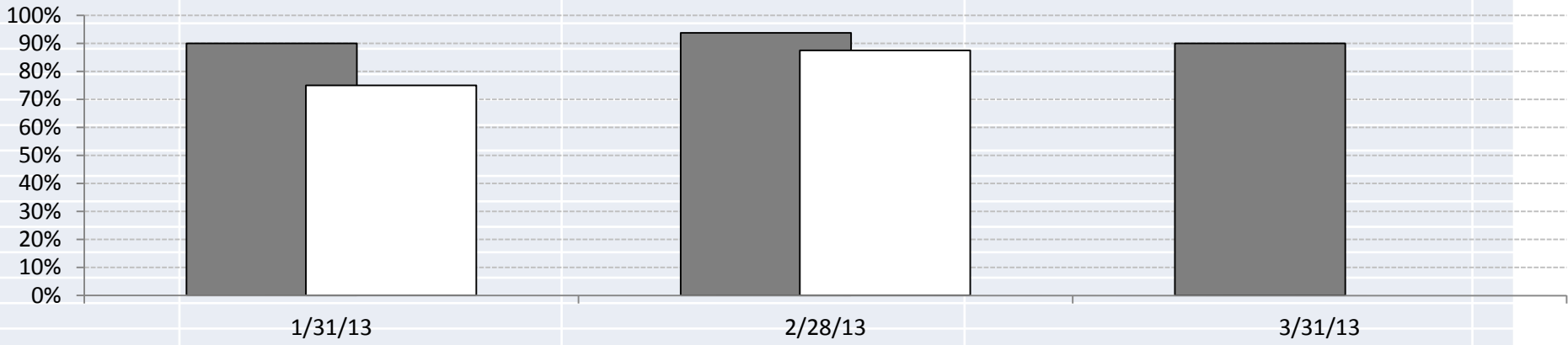
Generated: 04/17/13

Sunrise House

Rates for a given month will not be plotted until the deadline for initiation or engagement has passed for all clients admitted in the month.

Agency Baseline: aa% **Benchmark: cc%**

Monthly Initiation and Engagement Rates



End of Reporting Month
Rates are based on admissions in the prior month

	1/31/13	2/28/13	3/31/13
Initiated	90%	94%	90%
Engaged	75%	88%	
# of admissions	20	16	20

Generated: 04/17/13 **Sunrise House**

Your agency receives charts based on the number and timing of admissions. In this tab, we show:

- Admissions summary for your agency
- Explanation of why specific charts are presented
- Description of which charts were generated for your agency

Admissions summary:

Current Quarter	
Total # of admissions	56
Average # admissions per week	4.3
Total # of admissions where initiation deadline has passed	56
Prior 4 Quarters	
Maximum # of admissions per quarter	67

Explanation of why specific charts are presented

Your agency will receive a <u>Quarterly Summary</u> when:

- The initiation deadline has passed for 10 or more admissions in a given quarter, OR
- Over the prior 4 quarters, there has been at least one quarter when the initiation deadline has passed for 10 or more admissions

In addition, your agency may also receive a trends chart depending on your agency's average number of admissions per week.

A Weekly Trend Chart when:

- The average number of admissions per week is 10 or more (calculated for the current quarter), AND
- There have been 2 or more weeks during the study when the initiation deadline has passed for 10 or more admissions

A Bi-Weekly Trend Chart when:

- The average number of admissions per week is 5 or more, but less than 10 (calculated for the current quarter), AND
- There have been 2 or more bi-weekly periods during the study when the initiation deadline has passed for 10 or more admissions

A Monthly Trend Chart when:

- The average number of admissions per week is 2.5 or more, but less than 5 (calculated for the current quarter), AND
- There have been 2 or more months during the study when the initiation deadline has passed for 10 or more admissions

Based on your agency's admissions history

A "Weekly Trend" and "Quarterly Summary" were generated.

Generated: 04/18/13

Forest Street Center

Timeliness of Data Entry

To maximize the utility of these alerts, TARGET data should be entered within 7 days of service delivery:

Based on your agency's data from last quarter and the current quarter:

Average # of days between discharge and entry of discharge data into TARGET	2

Generated: 04/18/13 **Forest Street Center**

Clients Pending Continuity of Care After Detox

Continuity of Care Criteria: Admission to treatment within 14 days of discharge

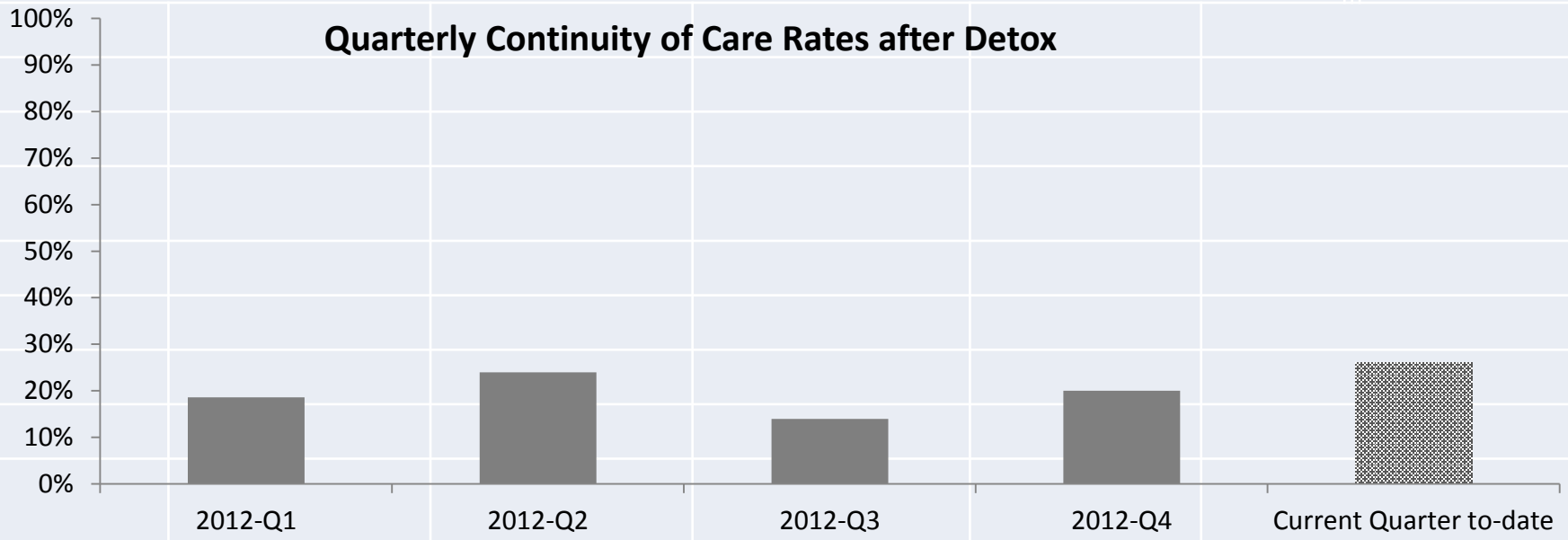
Bold Text	7 or fewer days remain before the Continuity of Care deadline.
Shaded Background	8-14 days remain before the Continuity of Care deadline.

Name	Admission Date	Discharge Date	Continuity of Care Deadline	Days to Continuity of Care Deadline
Steven Williams	4/3/13	4/6/13	4/20/13	2
Nancy Jackson	4/6/13	4/8/13	4/22/13	4
Susan Harris	4/6/13	4/11/13	4/25/13	7
David Garcia	4/13/13	4/14/13	4/28/13	10
Anthony Moore	4/12/13	4/16/13	4/30/13	12

Forest Street Center

Generated: 04/18/13

Agency Baseline: aa% **Benchmark: cc%**



	2012-Q1	2012-Q2	2012-Q3	2012-Q4	Current Quarter to-date
Continuity of Care	19%	24%	14%	20%	26%
# of Discharges	210	213	208	175	172

Rates for the current quarter only include discharges when either:

- Clients have met continuity of care criteria
- Client's deadline for continuity of care criteria has passed

# of Discharges pending continuity of care:	5
Total discharges in current quarter to-date:	172

04/18/2013

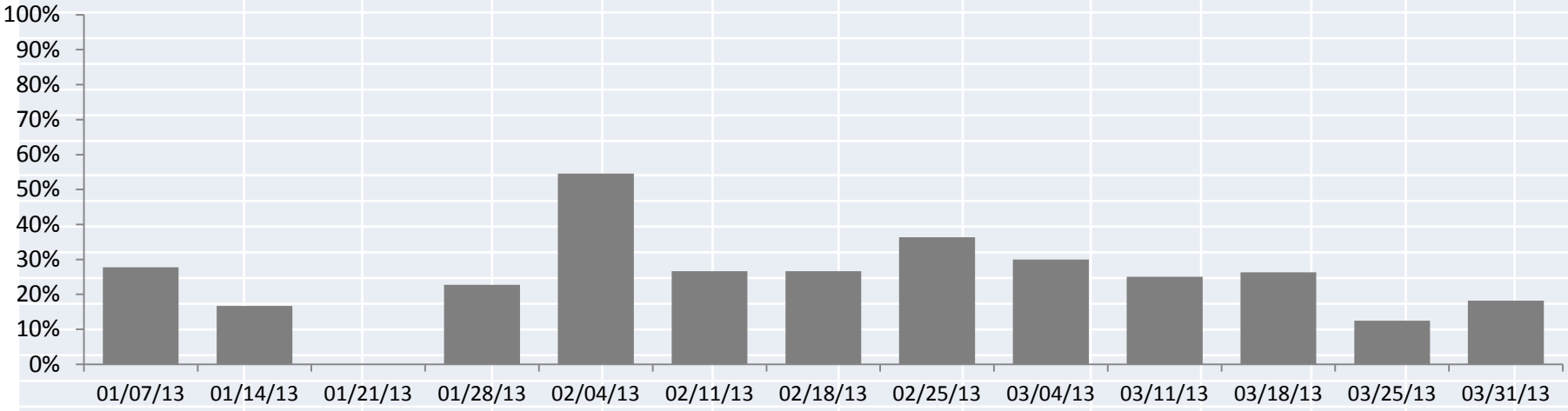
Generated: 04/18/13

Forest Street Center

Rates for a given week will not be plotted until the deadline for continuity of care has passed for clients discharged in the week.

Agency Baseline: aa% **Benchmark: cc%**

Weekly Continuity of Care Rates after Detox



End of Reporting Week

Rates are based on discharges in the prior 7 days

	01/07/13	01/14/13	01/21/13	02/04/13	02/11/13	02/18/13	02/25/13	03/04/13	03/11/13	03/18/13	03/25/13	03/31/13
Continuity of Care	28%	17%		55%	27%	27%	36%	30%	25%	26%	13%	18%
# of Discharges	18	12	9	11	15	15	11	10	12	19	16	11

Rates are not calculated when the # of discharges is less than 10. Discharges are carried forward and plotted whenever at least 10 clients are accrued.

Accrual from prior week included in rates but not in the # of discharges

Generated: 04/18/13 **Forest Street Center**

Your agency receives charts based on the number and timing of admissions. In this tab, we show:

- Admissions summary for your agency
- Explanation of why specific charts are presented
- Description of which charts were generated for your agency

Admissions summary:

Current Quarter	
Total # of discharges	172
Average # of discharges per week	13.2
Total # of discharges where the continuity of care deadline has passed	172
Prior 4 Quarters	
Maximum # of admissions per quarter	213

Explanation of why specific charts are presented

Your agency will receive a <u>Quarterly Summary</u> when:

- The continuity of care deadline has passed for 10 or more admissions in a given quarter, OR
- Over the prior 4 quarters, there has been at least one quarter when the continuity of care deadline has passed for 10 or more admissions

In addition, your agency may also receive a trends chart depending on your agency's average number of admissions per week.

A Weekly Trend Chart when:

- The average number of admissions per week is 10 or more (calculated for the current quarter), AND
- There have been 2 or more weeks during the study when the continuity of care deadline has passed for 10 or more admissions

A Bi-Weekly Trend Chart when:

- The average number of admissions per week is 5 or more, but less than 10 (calculated for the current quarter), AND
- There have been 2 or more bi-weekly periods during the study when the continuity of care deadline has passed for 10 or more admissions

A Monthly Trend Chart when:

- The average number of admissions per week is 2.5 or more, but less than 5 (calculated for the current quarter), AND
- There have been 2 or more months during the study when the continuity of care deadline has passed for 10 or more admissions

Based on your agency's admissions history A "Weekly Trend" and "Quarterly Summary" were generated.

TIPS/INFORMATION ACCOMPANYING THE ALERTS

- **Links to information online**
- **Types of information:**
  - **Tips on how to engage clients**
  - **Tips on how to improve continuity of care**
  - **Treatment approaches in general or for special populations, e.g., veterans, women, clients with child abuse and neglect issues**

TIPS/INFORMATION LIBRARY

- **Tips will be kept in a library with a table of contents**
- **May access library at any time via a link provided with alerts and support emails**
- **New tips/information may be added during the study**

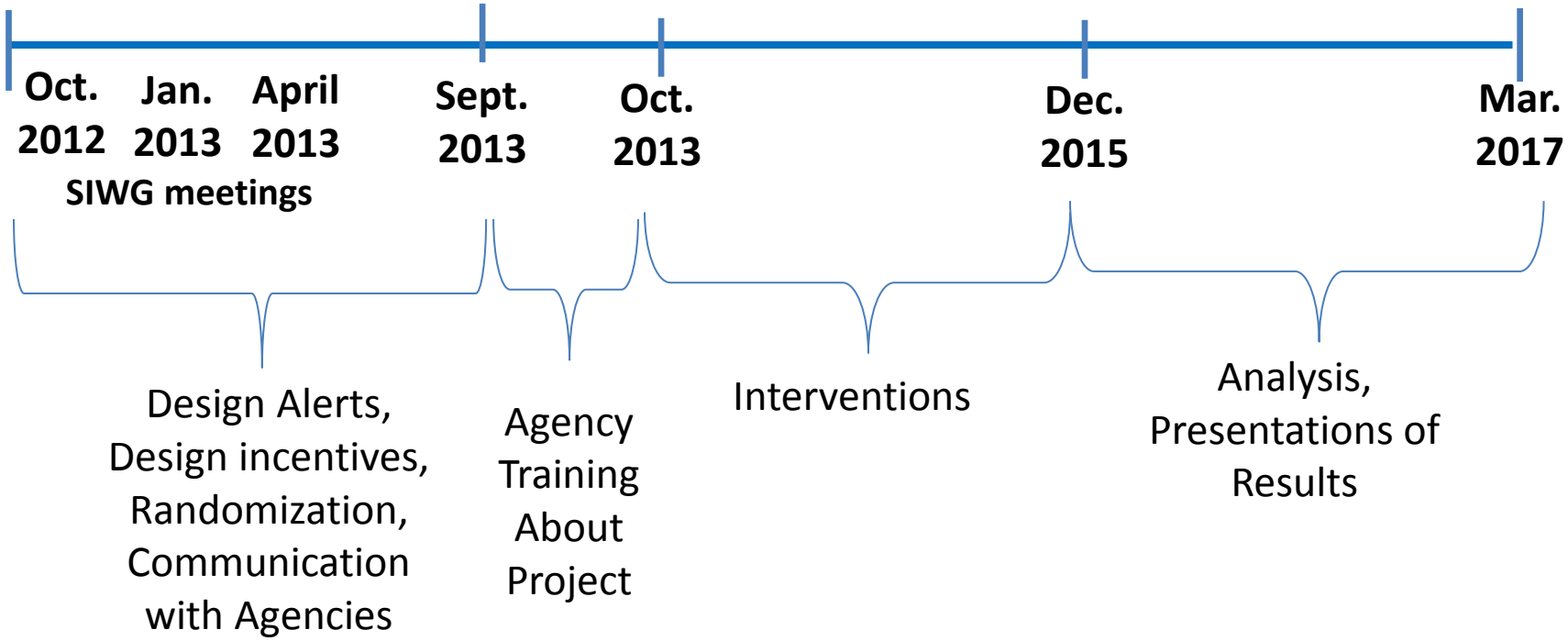
EXAMPLE

- **Increase continuity of care to treatment by collaborating with referrers**

Transition to the next level of care can be complicated for the client. Collaboration between treatment programs and referrers can help the process.

http://www.niatx.net/promisingpractices/Show.aspx?ID=93&SPNID=32

PROJECT TIMELINE



SUMMARY

- **Design of alerts based on research and Washington SIWG feedback**
- **Alerts sent weekly via secure e-mail with information on specific clients and performance rates**
- **Usefulness depends on timely submission of encounter data to TARGET**
- **Alerts will be accompanied by tips/support information**

WRAP UP

Questions and Contact Information

CONTACT INFORMATION

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- Andrea Acevedo
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