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Countdown to Launching Your CCBHC with Mary Givens

October 18, 2023

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Agenda

- Introductions
- CCBHC Footprint
- CCBHC Experience Model
  - Stage 1
  - Stage 2
  - Stage 3
  - Stage 4
  - Stage 5
- Key Takeaways
- Q + A

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Mary Givens

CCBHC Program Manager, Qualifacts

- ✓ 26 years' experience working in the field serving people with SPMI, I/DD and dual diagnoses.
- ✓ 16+ years at Qualifacts working in compliance and CCBHC.
- ✓ Also previously worked as an LPN, a behavior specialist, a supported employment specialist, a program director, and CEO of a nonprofit.
- ✓ Holds a Masters in Rehabilitation Administration from the University of San Francisco.

OPEN MINDS

Deanne Cornette

Senior Associate, OPEN MINDS

- ✓ 25+ years' experience in behavioral and health care field.
- ✓ 20+ years developing and implementing co-occurring and integrated programming for nonprofit behavioral health, FQHCs, FQHC LALs and CCBHCs.
- ✓ An experienced executive providing leadership in roles including Counsel for Strategic Development and CEO of a consulting practice.
- ✓ Holds a Master's in Health Administration from the University of South Florida.

The Importance of CCBHCs

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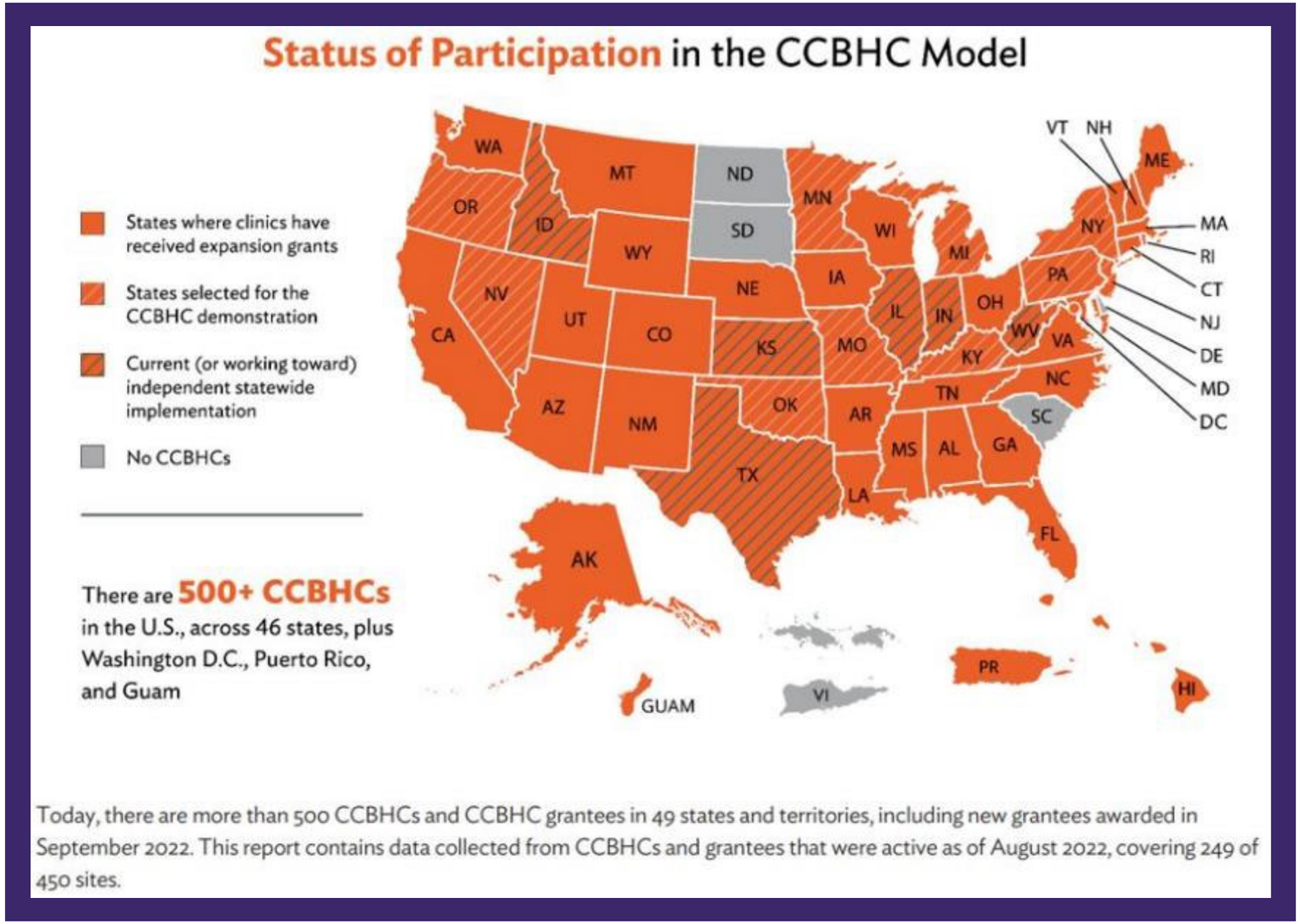
Value -Based Care is Here to Stay

Of the **500** total CCBHCs, Qualifacts supports **170+** (or 33%) across **36 states**.



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Five Stages of the CCBHC Experience Map

Contemplation and Planning

1

Funding and Launch

2

Certification or Attestation and Data Collection

3

Reporting and Stabilization

4

Continuous Quality Improvement

5

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Five Stages of the CCBHC Experience Map

Activities	Support	Deliverables
• Tasks that must be completed during this stage	• Ways **the right partner** can support the CCBHC	• The deliverables or outcomes of each stage

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Stage 1

Contemplation and Planning

Stage 1: Contemplation and Planning

- SAMHSA CCBHC Criteria
- Technology assessment
- CCBHC Committee
- CCBHC Criteria Compliance Checklist
- CCBHC Readiness Assessment
- SMART Goals
- Staffing plan
- Organizational change process
- Communicate intentions

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Suggested Internal CCBHC Committee Members

- “C” level member of leadership
- Designate a CCBHC Team Leader
- Human Resources Representative
- Clinical Manager
- Billing Manager
- IT Subject Matter Expert
- Report Writer
- Quality Assurance Representative
- Trainer
- Peer Professional

CCBHC Criteria Compliance Checklist from SAMHSA

Includes **SIX** program requirement sections:

1. Staffing
2. Availability and Accessibility of Services
3. Care Coordination
4. Scope of Services
5. Quality and Other Reporting
6. Organizational Authority , Governance, and Accreditation

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Located in Appendix M

Technology Assessment

Integrated treatment plans

PPSbilling

Data analytics & reporting

HIE integrations

eRx & PDMP

Telehealth and Mobile

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Technology Assessment

Case Management

“Golden Thread”

Customizable Docs

ROIs & Consents

Sliding Scale

Patient Engagement

Group Therapy

KPIs

Staff Productivity

Assessments

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What are SMART Goals?

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			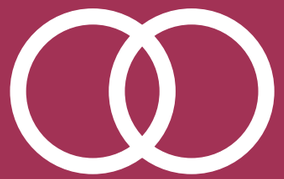	
SPECIFIC	MEASURABLE	ACHIEVABLE	RELEVANT	TIME-BOUND

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Elements of a Staffing Plan

New Personas

Identify new personas to add to support new service types (MAT services, peer support services)

Staff

Identify additional staff to support greater access (therapists, case managers, front desk, intake persons)

Job Descriptions

Write job descriptions for net new roles or rewrite job descriptions for changes to current roles

Certifications

Attain certifications required such as MAT or peer certifications

Onboarding Process

Update onboarding process to include information about the CCBHC Treatment Model and KLAS

System Admin

Identify a system administrator and report writer ASAP

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Adopt an Organizational Change Process

"Organizational change refers broadly to the actions a business takes to change or adjust a significant component of its organization. This may include company culture, internal processes, underlying technology or infrastructure, corporate hierarchy, or another critical aspect."

Harvard Business School Online

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Questions to Ask Yourself for Successful Organizational Change

1. Do you understand the forces making change necessary?
2. Do you have a plan?
3. How will you communicate?
4. How will you identify roadblocks?
5. Do you have the right team to execute the plan?

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Source: 5 Steps in the Change Management Process

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Stage 2

Funding and Launch

Stage 2: Funding and Launch

- Execute MOUs for DCOs
- Secure the Funding
- Develop a Project Plan
- Review Community Needs
- Establish relationships for SDOH needs
- Marketing Plan
- Training Plan
- Staffing Plan
- Establish Baselines
- Review Referral List
- Update Clinical Workflows
- Begin Delivering CCBHC Services

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Execute the Memos of Understanding (MOU) for DCOs

A memos of understanding (MOU) is a legal document that is used between two parties who have a common goal or action they will be participating in.

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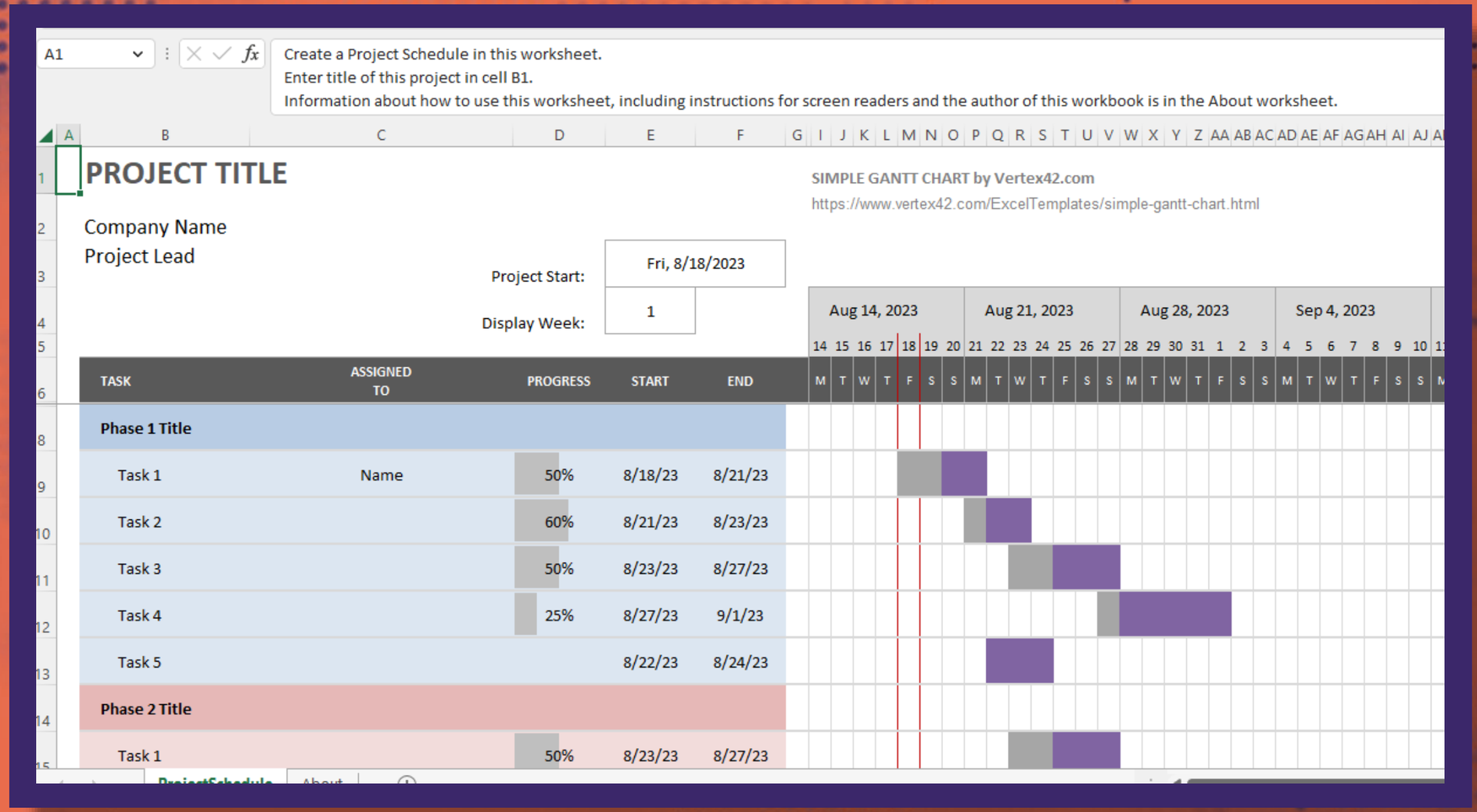
Sample Project Plan



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Characteristics of a Strong Community Assessment

Avoid Naming Specific Solutions

Identify the issue, not the solution at this point

Define the Problem in Terms of Conditions and Behaviors

Allows you to act and it should be measurable

Use Multisector Collaborations

Shared ownership of all phases of community health improvement

Reflects Community Concerns

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Source: Five Parts of Community Assessment

Establish Relationships for SDOH Needs

Shelters

Food Banks

Employers

Schools

Health Clinics

Social Services

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The Nine CCBHC Required Services

CCBHC SERVICE TYPES

- 24/7 Crisis Services
- Psychiatric Rehabilitation Services
- Treatment Planning
- Peer, Family Support, and Counselor Services
- Screening, Assessment, Diagnosis, and Risk Assessment
- Community Based MH Care for Veterans
- OP Mental Health and SUD Services
- Outpatient Primary Care Screening and Monitoring
- Targeted Case Management

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Stage 3

Certification or Attestation and Data Collection

Stage 3: Certification or Attestation and Data Collection

- **Submit Application for Certification**
- Update Project Plan
- Continue CCBHC build out (workflows, new programs, new services)
- Hire any additional staff
- Execute Marketing Plan for new services
- Run outcomes Report and PDSA- pivot accordingly

- Run CCBHC Operational Report and assess health of the CCBHC
- Check Status of MOUs
- Check Status of informal relationships
- Assess status of staff training
- Review CCBHC Readiness checklist
- Review goals/ objectives of program (proposal)
- Ensure Data Collection is in full swing

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SAMHSA State CCBHC Certification Guide

Section 1 :
Staffing

Section 2:
Availability and Accessibility of Services

Section 3:
Care Coordination

Section 4:
Scope of Services

Section 5:
Quality and Other Reporting

Section 6:
Organizational Authority, Governance, and Accreditation

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Consider reviewing the SAMHSA State Certification Guide as you prepare to submit your application for CCBHC Certification in your state.

How Can the Right Technology and the Right Partner Help You?

Section 1: Staffing

Disparity Impact Statement

Deliverable

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Resources

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Section 2: Availability and Accessibility of Services

Deliverable

Evidence of compliance with requirements for timely evaluation and service

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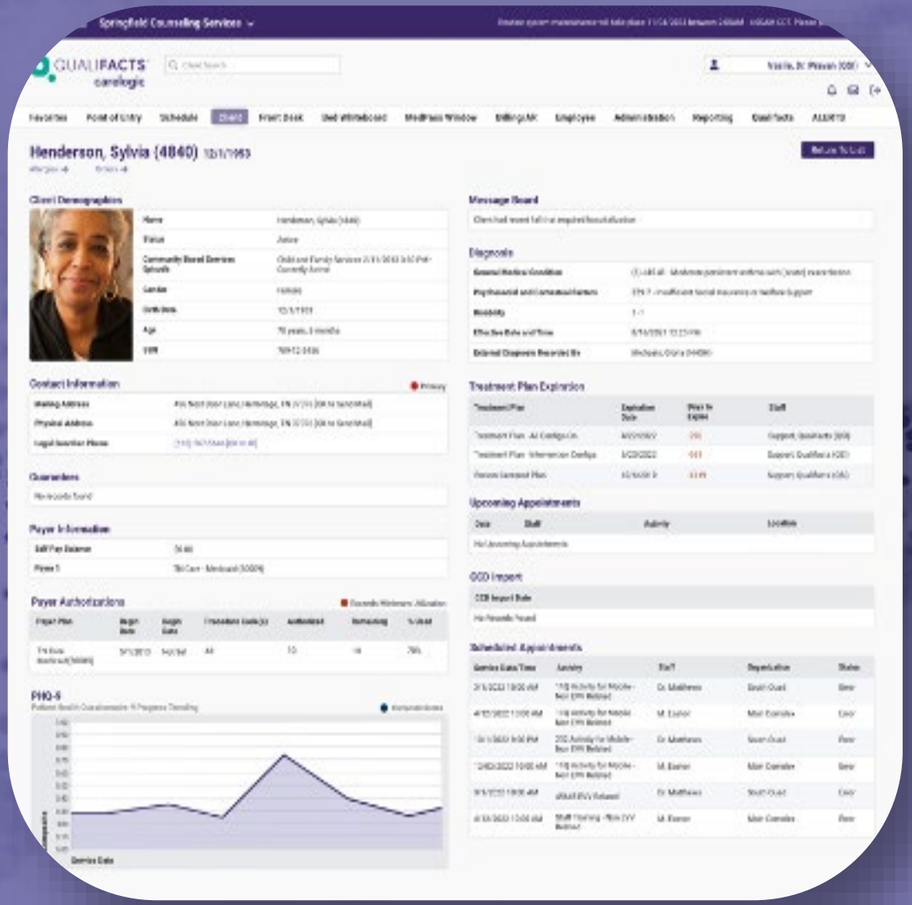

Resources

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Deliverable

Health information technology (IT) system certification; health IT data entry fields and capabilities

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Resources

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Section 4: Scope of Services> Outpatient Mental Health and Substance Use Services

Deliverable

Sample of treatment plans and medical records for individuals across age groups

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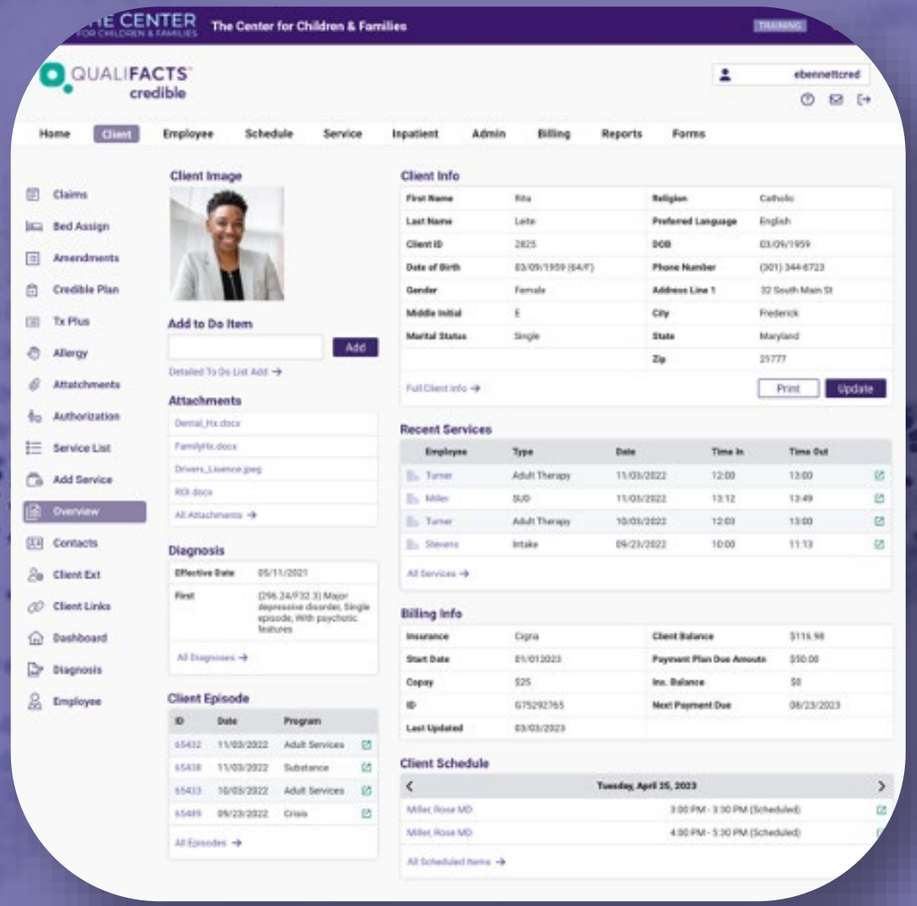

Resources

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Stage 4

Reporting and Stabilization

Stage 4: Reporting and Stabilization

- Run operational and clinical quality outcomes reports
- Submit Progress Report including IPP measures if applicable
- Conduct PDSA analysis on results of progress report and pivot as indicated
- Look to stabilize final clinical outcome workflows

- Meet with Advisory Board, share progress, get feedback and input
- Begin to build your Continuous Quality Improvement Plan
  - Consult with QA Persona on CQI plan
  - Be sure to include data on consumer suicide attempts and death by suicide, and
  - Data on consumer 30-day hospital readmissions for psychiatric or substance use reasons

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Ideas for Operational Reports to Consider

- Number of activities per day per client
- Types of activities per day by client, include diagnosis
- Average length of episode of care by diagnosis
- Demographic characteristics of clients in CCBHC
- Average number of days from first point of contact to initial evaluation
- Average number of days from Crisis to first service following crisis
- Number of services that include the use of EBPs
- Number of clients receiving mental health services under grant
- Average number of days from initial NOMS to Reassessment NOMS
- Number of billable hours per day by staff
- Number of clients on caseload by staff, include client diagnosis
- BMI of clients on specific types of psychotropic drugs, by drug
- Number of clients in each type of living status over a period
- Number of clients receiving SUD services under grant
- Percentage of CCBHC clients who are active military or veterans compared to community assessment
- Number of and named referrals from external entities
- Number of CCBHC admissions and discharges for specific period

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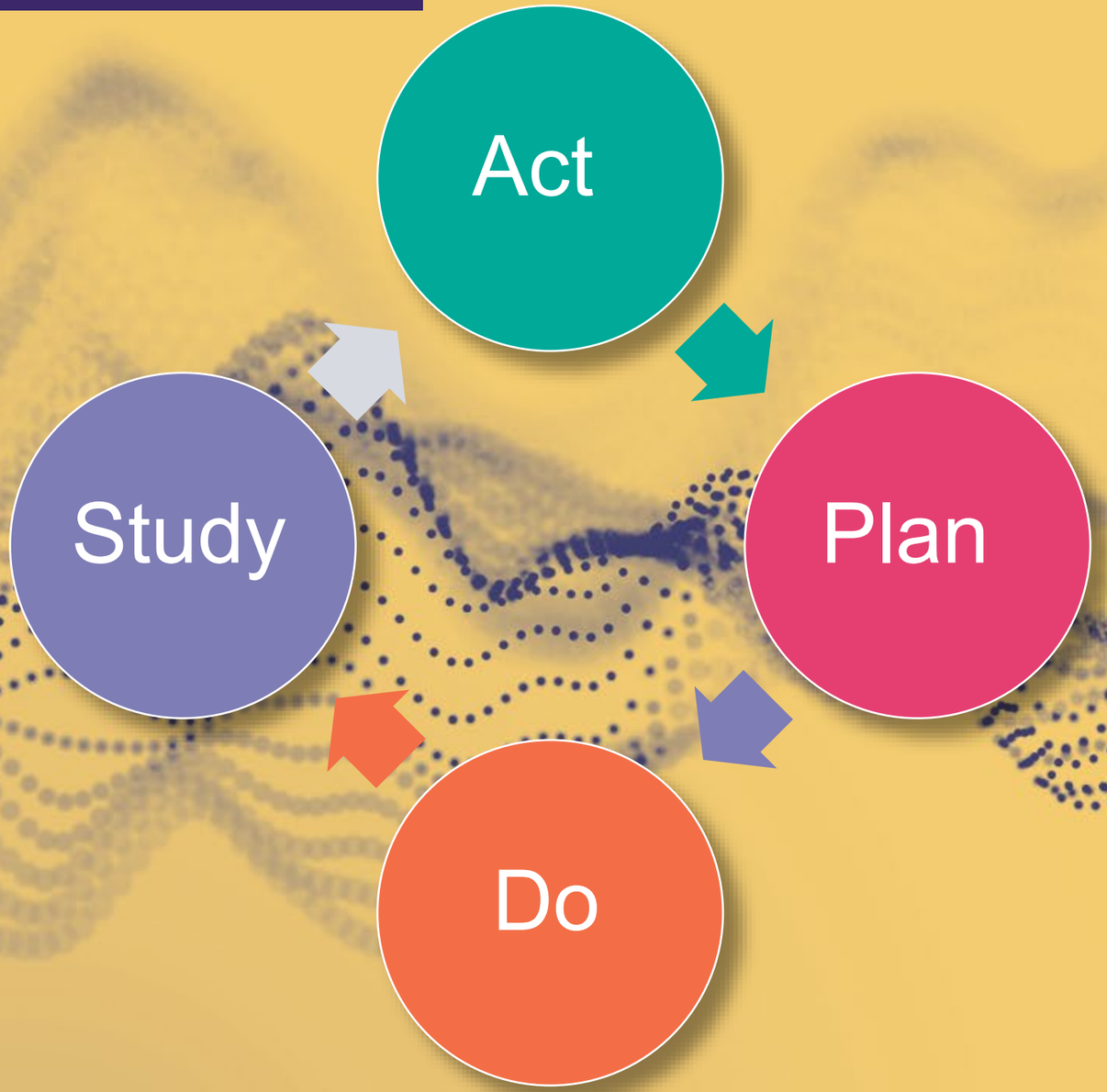
Plan, Do, Study, Act

- What are we trying to accomplish?
- How will we know that a change is an improvement?
- What changes can result in improvement?



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Stage 5

Continuous Quality Improvement

Stage 5: Continuous Quality Improvement

- Finalize Continuous Quality Improvement Plan
- Complete Annual Cost Report
- Complete Annual Budget
- Update or review community Needs assessment and DIS
- Develop a sustainability Plan
- Conduct Consumer Satisfaction Survey annually
- Conduct PDSA assessment on clinical outcome measures and operational KPIs regularly
- Conduct PDSA assessment on operational KPIs regularly
- Complete chart audits regularly

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Elements of a CCBHC Sustainability Plan

1. Focus on sustainability planning efforts that help achieve internal efficiencies, maximize billing and understand costs.
2. Capture and share compelling data to demonstrate the value proposition of CCBHCs and promote sustainability.
3. Build or expand community partnerships that can help champion the value of CCBHCs to state policymakers.
4. Work alongside other grantees and state associations to educate and communicate the value of CCBHCs and explore pathways for statewide implementation.
5. National CCBHC Expansion is a pathway to sustainability.
6. CCBHC can help prepare providers for APMs. However, these do not replace the need for a permanent state-led CCBHC model.

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The National Council for Mental Wellbeing's: "Approaches to Sustainability for CCBHCs: An Environmental Scan and Guidance for Grantees"

Patient Satisfaction Surveys - Why are They Important?

Let's patients know their opinion matters and you are listening

Gives patients a say in how you run your business and how you can serve them better

Can act as a diagnostic tool that can help increase patient safety and reduce liability

Can serve as a marketing tool. Happy clients tend to make positive references

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Source: Importance of Patient Satisfaction Surveys: 5 Advantages to Know

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Final Point

Qualifacts Strong CCBHC Community

PARTNERSHIP

ONGOING SUPPORT

MENTORSHIP

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Resources

The CCBHC-ENTTAC provides free consultation and technical assistance on CCBHC implementation. Contact CCBHC-ENTTAC for individualized coaching and consultation at no cost to you.

Qualifacts Consultation: Reach out to me anytime for anything CCBHC
mary.givens@qualifacts.com

Also, Qualifacts will be sharing our helpful CCBHC resource guide with all the links in this presentation, and more, with all those who registered for this webinar.

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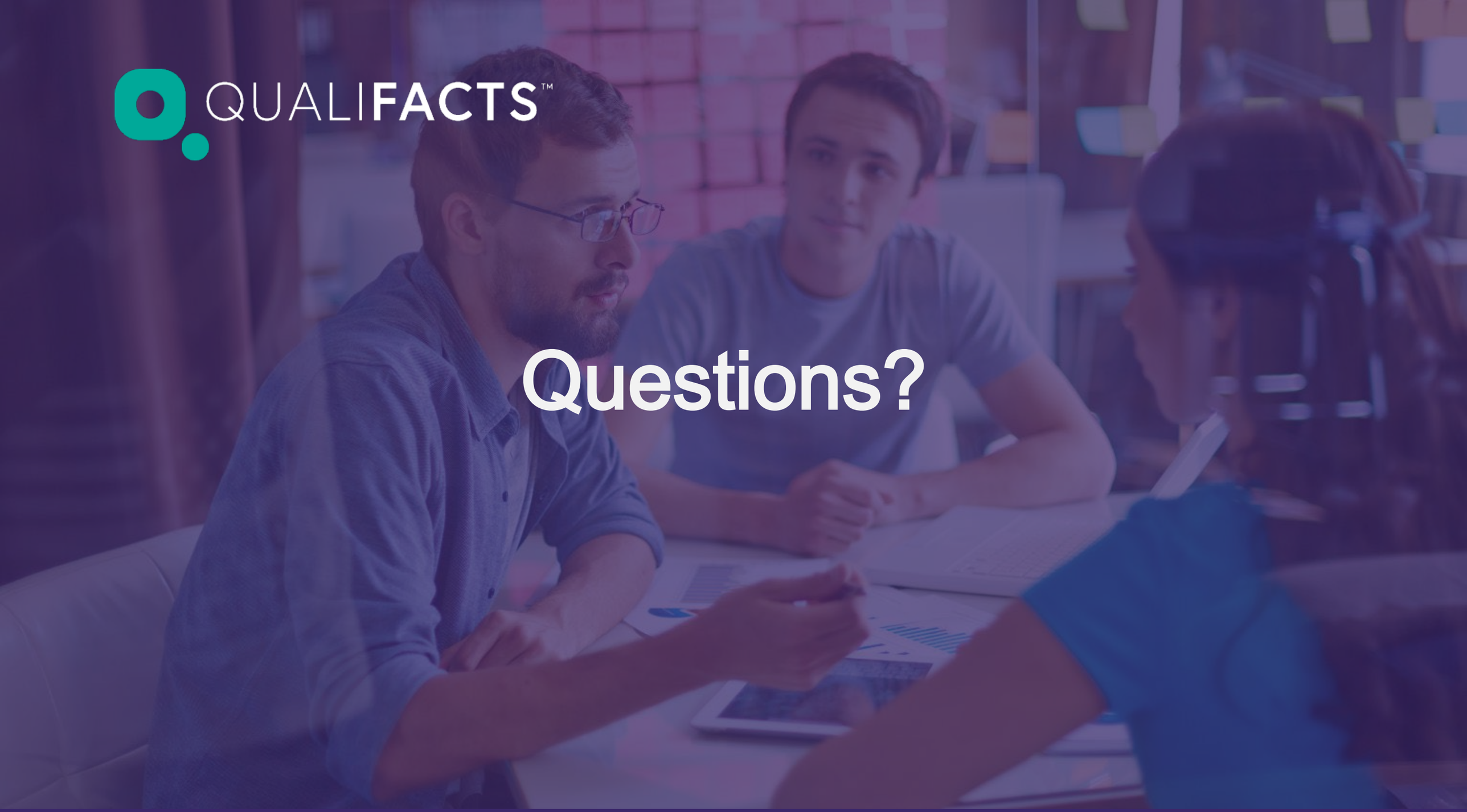
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Questions?

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Thank You