

**KDADS  
Behavioral Health / Substance Use Disorders  
Quality Committee**

**AGGREGATE ANALYSIS REPORT**

**REPORTING PERIOD:    FROM:** July 1, 2015    **TO:** December 31, 2015

**Unit/Team/Department:**

Quality Committee

**Topic/Project:**

**Access to Care**

**8 Appointment Access**

[Referral Timeliness - time between request for services (initial contact) and assessment/treatment]

**Monitoring Standard:**

42 CFR 438.240 (a and b) Quality Assessment and Performance Improvement Program  
42 CFR 438.210(b-e) Coverage and Authorization of Services  
42 CFR 438.114 Emergency and Post-Stabilization Services  
42 CFR 438.206 Availability of Services  
42 CFR 438.206 Furnishing of Services and Timely Access

**Goal:**

The Quality Committee will track and report quarterly to KDADS/BHS access to care data in a given quarter. This includes the following: Urgent, IV Drug Users and Routine.

Block Grant Application Goals: 10, 9

**Objectives:**

To assure the documentation is capturing this utilization report regarding access to care and the applicable performance guarantees.

To assist in managing access to care performance guarantees.

To evaluate for trends that may require system intervention and education

To allow data to be presented consistently for Committee evaluation and response

**Timeline:**

- July 2012: SRS DBHS moved to the Kansas Department of Aging and Disability Services. Mental Health Services and Addiction and Prevention Services merged to become Behavioral Health Services (BHS)
- January 2013: Kansas KanCare was implemented. The State of Kansas contracted with three separate managed care organizations for the management of all Medicaid dollars to include Behavioral Health Services. ValueOptions of Kansas will be the Administrative Services Organization (ASO) of the Substance Abuse and Prevention Treatment Block Grant funds.

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**Quality Committee**

**Data Collection Activities:**

Data was collected from the ValueOptions CareConnect system and the KCPC. Other data sources include the level of care definitions, KCPC criteria for urgent and the KCPC Client table. The data set shown has changed as the results of the actions of the Access to Care Workgroup and input from providers resulting in a complete redesign of this report. A baseline for comparison was set by the network average taken from data of 7/1/09 to 12/31/10. The percentage (%) of expected improvement target was set by “reduction in failure rate” formula. Reduction in Failure Rate (RFR) is the amount of change made divided by the amount of change that would have been ideal. (i.e. if wanting to increase a rate from 50% to 100%, but only 60% was achieved, then the RFR would be equal to  $(60\% - 50\%) / (100\% - 50\%) = 20\%$ ) The quarterly data is now shown as compared to the baseline and expected percentage (%) of improvement target. The report detail is broken down by:

- Level of urgency (Urgent, IV Drug Users and Routine)
- Incarceration status, including an aggregate
- Assessment Offered and First Treatment Post Assessment for Urgent and Routine
- First Treatment Post Initial Contact and Admitted to Treatment within 120 days of Initial Contact for IVDU.

IV Drug User Access to Care was modified during FY 2014. The original indicator “first treatment post assessment – 14 days from contact date” did not allow for tracking of those members who admitted to treatment within 120 days per federal regulation. A second indicator “admitted to treatment within 120 days of assessment” was added to track members who do not fall into the original 14 day admission indicator. The second indicator looks at members who did not admit within 14 days, that had SAPT interim services within 2 days of requesting services, who admitted to treatment within 120 days.

The Total % Meeting Standard for each quarter and YTD is shown. This report contains 75 days of claims run-out.

**Selection Criteria:**

1. “Assessment Offered” is the number of days between initial contact date and the assessment offered date to the member. This is taken from the KCPC.
2. “First Treatment Post Assessment” is the number of days between the assessment and the first date of treatment taken from paid claims. This is taken from claims data and the CareConnect system.
3. “Admitted to treatment within 120 days” is specific to the IVDU category and measures the number of clients who received SAPT Interim Services and admitted within 120 days of initial contact per federal requirement. This is taken from claims data and the CareConnect system.
4. It is important to note that the KCPC data system does not have the ability to count the number of hours from the initial contact to the assessment offer for the urgent category; therefore the number of days is counted.

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**Access to Care Standards**

**Note: These are the minimum standards. All calls for all members are clinically triaged to ascertain if a more urgent level of care is appropriate.**

**Urgent:** Means a service need that is not emergent and can be met by providing an assessment within 24 hours of the initial contact, and services delivered within 24 hours from the assessment. Services must be delivered within 48 hours from initial contact without resultant deterioration in the individuals functioning or worsening of his / her condition. **If the client is pregnant they are to be placed in the urgent category.**

**Standard: Members are assessed within 24 hours of initial contact; services delivered within 24 hours of the assessment; not to total more than 48 hours.**

**IV Drug Users:** If a client has used IV drugs within the last six months, and they don't fall into the Urgent category because of clinical need, they will need to be placed in this category. Clients who have utilized IV drugs within the last six months need to be assessed and provided treatment within 14 (calendar) days of initial contact. There is not a time standard requirement for the assessment, nor is there an IV Drug User category in the KCPC. These members are categorized as routine but are to receive treatment within 14 days of their initial contact – not within 14 days of their assessment. If an individual is not admitted within 14 days due to lack of capacity, the individual must be admitted within 120 days after date of request. SAPT interim services must be provided no later than 48 hours after initial contact/request for services while individual is awaiting admission.

**Standard: Members receive treatment within 14 days of initial contact.**

**Routine:** Means a service need that is not urgent and can be met by a receiving an assessment within 14 (calendar) days of the initial contact, and treatment within 14 calendar days of the assessment, without resultant deterioration in the individual's functioning or worsening of his or her condition.

**Standard: Members assessed within 14 days of initial contact and treatment services are delivered within 14 days of assessment; not to total more than 28 days.**

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Kansas Department for Aging and Disability Services

Network Access to Care

Reporting Period: July, 2015 - September, 2015

**BHS: Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	84.4%	84.8%	28	20	71.4%
	First Tx Post Assess - 24 hrs from assessment date	32.4%	34.4%	28	4	14.2%
Routine	Assessment Offered - 14 days from contact date	92.1%	92.3%	169	156	92.3%
	First Tx Post Assess - 14 days from assessment date	35.8%	37.7%	153	64	41.8%
IV Drug User	First Tx Post Assess - 14 days from contact date	51.9%	53.3%	38	16	42.1%
	Admitted to treatment within 120 days of assessment	69.8%	70.7%	13	11	84.6%

**BHS: Non-Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.7%	90.0%	266	219	82.3%
	First Tx Post Assess - 24 hrs from assessment date	42.8%	44.5%	258	121	46.9%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,640	1,492	90.9%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,327	533	40.1%
IV Drug User	First Tx Post Assess - 14 days from contact date	49.9%	51.4%	243	129	53.0%
	Admitted to treatment within 120 days of assessment	61.3%	62.5%	148	84	56.7%

**Aggregate**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.4%	89.7%	294	239	81.2%
	First Tx Post Assess - 24 hrs from assessment date	42.1%	43.8%	286	125	43.7%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,809	1,648	91.1%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,480	597	40.3%
IV Drug User	First Tx Post Assess - 14 days from contact date	50.1%	51.6%	281	145	51.6%
	Admitted to treatment within 120 days of assessment	62.3%	63.4%	161	95	59.0%

**NOTES:**

Social Detox treatment data is included in First Treatment Post Assessment.

First Tx Post Assess: first treatment following the assessment taken from paid claims and CareConnect

Baseline: network average 7/1/12 through 12/31/13

Improvement Target: VO-KS uses a "reduction in failure rate" calculator to determine the improvement target, based on the baseline and a 3% reduction in failure rate

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Kansas Department for Aging and Disability Services

Network Access to Care

Reporting Period: October, 2015 - December, 2015

**BHS: Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	84.4%	84.8%	12	8	66.6%
	First Tx Post Assess - 24 hrs from assessment date	32.4%	34.4%	12	4	33.3%
Routine	Assessment Offered - 14 days from contact date	92.1%	92.3%	170	160	94.1%
	First Tx Post Assess - 14 days from assessment date	35.8%	37.7%	149	62	41.6%
IV Drug User	First Tx Post Assess - 14 days from contact date	51.9%	53.3%	46	21	45.6%
	Admitted to treatment within 120 days of assessment	69.8%	70.7%	20	13	65.0%

**BHS: Non-Incarcerated Cases**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.7%	90.0%	261	208	79.6%
	First Tx Post Assess - 24 hrs from assessment date	42.8%	44.5%	253	120	47.4%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,567	1,447	92.3%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,244	462	37.1%
IV Drug User	First Tx Post Assess - 14 days from contact date	49.9%	51.4%	244	121	49.5%
	Admitted to treatment within 120 days of assessment	61.3%	62.5%	133	85	63.9%

**Aggregate**

Level of Urgency	Standard	Baseline	Improvement Target	# Contacts	# Met	% Met
Urgent	Assessment Offered - 24 hrs from contact date	89.4%	89.7%	273	216	79.1%
	First Tx Post Assess - 24 hrs from assessment date	42.1%	43.8%	265	124	46.7%
Routine	Assessment Offered - 14 days from contact date	92.3%	92.6%	1,737	1,607	92.5%
	First Tx Post Assess - 14 days from assessment date	36.0%	37.9%	1,393	524	37.6%
IV Drug User	First Tx Post Assess - 14 days from contact date	50.1%	51.6%	290	142	48.9%
	Admitted to treatment within 120 days of assessment	62.3%	63.4%	153	98	64.0%

**NOTES:**

Social Detox treatment data is included in First Treatment Post Assessment.

First Tx Post Assess: first treatment following the assessment taken from paid claims and CareConnect

Baseline: network average 7/1/12 through 12/31/13

Improvement Target: VO-KS uses a "reduction in failure rate" calculator to determine the improvement target, based on the baseline and a 3% reduction in failure rate

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**Results: FY 2016 Q1 & Q2**

<b>INCARCERATED</b>						
Baseline	Improvement Target	Q1 #Contacts/Met (July - Sept)	Q1 % that met standard (July - Sept)	Q2 #Contacts/Met (Oct - Dec)	Q2 % that met standard (Oct - Dec)	% of change from Q1 to Q 2
<b>Urgent</b>						
84.4%	84.8%	28/20	Assessment offered 71.4	12/8	Assessment offered 66.6%	Assessment offered -6.7%
32.4%	34.4%	28/4	First TX Post Assessment 14.2%	12/4	First TX Post Assessment 33.3%	<b>First TX Post Assessment 134.5%</b>
<b>-Routine</b>						
92.1%	92.3%	169/156	Assessment offered 92.3%	170/160	Assessment offered 94.1%	Assessment offered 2.0%
35.8%	37.7%	153/64	First TX Post Assessment 41.8%	149/62	First TX Post Assessment 41.6%	First TX Post Assessment -.5%
<b>IVDU</b>						
51.9%	53.3%	38/16	First Tx Post Assessment 42.1%	46/21	First Tx Post Assessment 45.6%	First Tx Post Assessment 8.3%
69.8%	70.7%	13/11	Admitted w/i 120 days 84.6%	20/13	Admitted w/i 120 days 65.0%	<b>Admitted w/i 120 days -23.2%</b>
<b>NON-INCARCERATED</b>						
Baseline	Improvement Target	Q1 #Contacts/Met (July - Sept)	Q1 % that met standard (July - Sept)	Q2 #Contacts/Met (Oct - Dec)	Q2 % that met standard (Oct - Dec)	% of change from Q1 to Q 2
<b>Urgent</b>						
89.7%	90.0%	266/219	Assessment offered 82.3%	261/208	Assessment offered 79.6%	Assessment offered -3.3%
42.8%	44.5%	258/121	First TX Post Assessment 46.9%	253/120	First TX Post Assessment 47.4%	First TX Post Assessment 1.1%
<b>Routine</b>						
92.3%	92.6%	1640/1492	Assessment offered 90.9%	1567/1447	Assessment offered 92.3%	Assessment offered 2.6%
36.0%	37.9%	1327/533	First TX Post Assessment 40.1%	1244/462	First TX Post Assessment 37.1%	First TX Post Assessment -7.5%
<b>IVDU</b>						
49.9%	51.4%	243/129	First Tx Post Assessment 53.0%	244/121	First Tx Post Assessment 49.5%	First Tx Post Assessment -6.6%
61.3%	62.5%	148/84	Admitted w/i 120 days 56.7%	133/85	Admitted w/i 120 days 63.9%	Admitted w/i 120 days 12.7%

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<b>AGGREGATE</b>						
Baseline	Improvement Target	Q1 #Contacts/Met (July - Sept)	Q1 % that met standard (July - Sept)	Q2 #Contacts/Met (Oct - Dec)	Q2 % that met standard (Oct - Dec)	% of change from Q1 to Q2
<b>Urgent</b>						
89.4%	89.7%	294/239	Assessment offered 81.2%	273/216	Assessment offered 79.1%	Assessment offered -2.6%
42.1%	43.8%	286/125	First TX Post Assessment 43.7%	265/124	First TX Post Assessment 46.7%	First TX Post Assessment 6.9%
<b>Routine</b>						
92.3%	92.6%	1809/1648	Assessment offered 91.1%	1737/1607	Assessment offered 92.5%	Assessment offered 1.5%
36.0%	37.9%	1480/597	First TX Post Assessment 40.3%	1393/524	First TX Post Assessment 37.6%	First TX Post Assessment -6.7%
<b>IVDU</b>						
50.1%	51.6%	281/145	First Tx Post Assessment 51.6%	290/142	First Tx Post Assessment 48.9%	First Tx Post Assessment -5.2%
62.3%	63.4%	161/95	Admitted w/i 120 days 59.0%	153/98	Admitted w/i 120 days 64.0%	Admitted w/i 120 days 8.5%
<b>Overall % Change</b>						<b>+2.4%</b>

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**Quality Committee**

**Major Changes in Data Collection and Reporting**

- Data started being broken down by Incarcerated and Non-Incarcerated, in addition to Aggregate, in FY 2014.
- IV Drug User Access to Care was modified during FY 2014. The original indicator “first treatment post assessment – 14 days from contact date” did not allow for tracking of those members who admitted to treatment within 120 days per federal regulation. A second indicator “admitted to treatment within 120 days of assessment” was added to track members who do not fall into the original 14 day admission indicator. The second indicator looks at members who did not admit within 14 days, that had SAPT interim services within 2 days of requesting services, who admitted to treatment within 120 days

**Quarterly Comparisons for FY 2016 Q1 & Q2**

**Access Parameters**

- **For Incarcerated clients:**
  - There was an increase in three (3) access parameters and a decrease in three (3) access parameters. (2/4)
- **For Non-Incarcerated clients:**
  - There was an increase in three (3) access parameters and a decrease in three (3) access parameters. (5/1)
- **As an Aggregate:**
  - There was an increase in three (3) access parameters and a decrease in three (3) access parameters. (5/1)
  - There was a **+2.4%** overall change from Q1 to Q2. (+20.9)

**Improvement Targets**

- **Incarcerated:**
  - In Q1, improvement targets were hit 3 out of a possible 6 times. (2)
  - In Q2, improvement targets were hit 2 out of a possible 6 times. (0)
- **Non-Incarcerated:**
  - In Q1, improvement targets were hit 3 out of a possible 6 times. (1)
  - In Q2, improvement targets were hit 2 out of a possible 6 times. (2)
- **Aggregate:**
  - In Q1, improvement targets were hit 2 out of a possible 6 times. (1)
  - In Q2, improvement targets were hit 2 out of a possible 6 times. (1)



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**Quality Committee**

**Summary Analysis**

- Improvement targets were hit from 33% to 50% of the time, which is an improvement over FY 15 Q 3 and Q 4 (0% to 33%). This is a pretty substantial improvement.
- The aggregate access parameters between Q1 and Q2 improved slightly (2.4%). For FY 15 Q3 and Q 4 the increase was +20.9%. The improvements made in this area were maintained.
- Non-incarcerated and Aggregate IVDU Admitted within 120 days were met in Q 2 but not Q1. We should watch to see if meeting this target continues at the next reporting time.

**Discussion Questions**

None

**On-Going**

Provider education on Access to Care expectations continues and the data in the future will continue to be carefully reviewed and analyzed for the impact of these efforts and providers' response to same. The impact of the changes in the managed care facing the providers may play a role in these significant changes.

**Preliminary Recommendations to Committee**

- It is recommended that this report be used as part of provider education and feedback process regarding access to care expectations. ValueOptions will continue to message the access to care expectations to the providers.
- VO-KS continue providing IVDU access to care data to providers on a quarterly basis in an effort to increase awareness and access for the Federal Priority Population IVDU.
- It is recommended that data continue to be trended and provider education continue regarding the access standards in the coming months.
- It is recommended to post this aggregate analysis on the ValueOptions website.

**Recommendations from the Committee:**

None made.

**Date Presented to QC: 4/29/16**

**BY: Steve Brazill**