



Integrated Care Training Program

UW Psychiatry & Behavioral Sciences

Metrics Matter

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Principles of Collaborative Care



Patient-Centered Team. The patient, primary care and mental health providers collaborate effectively using shared care plans that incorporate patient goals.



Population-Based. A registry is used to facilitate engagement and outcome tracking in a defined group of patients at the caseload and clinic level.



Measurement-based Treatment to Target. Progress is measured regularly, and treatments are actively changed until clinical goals are achieved.



Evidence-Based Treatments. Providers use treatments that have research evidence for effectiveness.



Accountable. The care team is accountable to the patient and other care team members for quality of care and clinical outcomes, not just the volume of care provided.



Metrics Options: Population-Based

CoCM Principle	Evaluation	Metric	Target
Population-based	Does the screening workflow have adequate reach?	<ul style="list-style-type: none">• % of patients screened for depression and anxiety• Screening data by race, ethnicity, language, and age	80% of target population
	Is there adequate access to the program?	<ul style="list-style-type: none">• Average time between identification and first visit with BHCM	<2 weeks
	Is the referral rate of new patients adequate to build and sustain the program?	<ul style="list-style-type: none">• % of eligible patients who enroll in CoCM• Enrollment data by race, ethnicity, language, and age	≥50%
		<ul style="list-style-type: none">• % of active caseload that began treatment in the past month (caseload reach)	10-20%
Are enrolled patients being followed regularly with proactive outreach?	<ul style="list-style-type: none">• % of pts. With ≥1 contact/month• % of pts. With no contact for ≥2 months	≥80% ≤10-15%	

UW Health: Population-Based

CoCM Principle	Evaluation	Metric	Target
Population-based	Are we catching patients with depression and anxiety?	<ul style="list-style-type: none"> • % of patients screened for depression and anxiety • Screening data by race, ethnicity, language, and age 	≥ 80%
	Is there adequate access to the program?	<ul style="list-style-type: none"> • Average time between identification and first visit with BHCM 	<2 weeks
	<i>Are we keeping most patients in CoCM?</i>	<ul style="list-style-type: none"> • <i>% of patients referred to the community or specialty</i> 	≥ 80%
	Is the referral rate of new patients adequate to build and sustain the program?	<ul style="list-style-type: none"> • <i># of new handoffs per month</i> 	<i>12-15 per BHC</i>

Metrics Options: Measurement-based Care



CoCM Principle	Evaluation	Metric	Target
Measurement-based Care	Is the BHCM monitoring treatment with PHQ-9 and/or GAD-7?	% of contacts with BHCM that include a PHQ-9 or GAD-7 in the past month	≥75%

Measurement-based care: UW Health

CoCM Principle	Evaluation	Metric	Target
Measurement-based Care	Is the BHC monitoring treatment with PHQ-9 and/or GAD-7?	% of contacts with BHC that include a PHQ-9 or GAD-7 in the past month	$\geq 90\%$



Metrics Options: Treatment to Target

CoCM Principle	Evaluation	Metric	Target
Treatment to target	Is the team meeting weekly for Systematic Caseload Review?	Average # of Systematic Caseload Review meetings per month	3-4
	On Average, does the team review at least 6 patients per week?	Average # of patients discussed per meeting	6-10
	Are the appropriate patients prioritized for review?	% of patients without adequate improvement who have been discussed in the Systematic Caseload Review within the previous 60 days	90%
	How effective is the treatment provided?	<ul style="list-style-type: none">• % of patients with baseline score >10 who achieve clinically significant response ($\geq 50\%$ decrease in PHQ-9 ≤ 5)• % of patients who achieve anxiety improvement (Type equation here.5 point improvement in GAD-7 score) and baseline score is ≥ 10	90% 45-65%

Bauer AM, et al. *Psychiatr Serv.* 2019. Blackmore MA, et al. *Psychiatr Serv* 2022.
Powers DM, et al. *Fam Syst Health.* 2020

Treatment to Target: UW Health

CoCM Principle	Evaluation	Metric	Target
Treatment to target	Is the BHCM monitoring treatment with PHQ-9 and/or GAD-7?	% of contacts with BHCM that include a PHQ-9 or GAD-7 in the past month	≥75%
	<i>On Average, does the team review at least 6 patients per week?</i>	<i>Average # of patients discussed per meeting</i>	<i>6-10</i>
	How effective is the treatment provided?	<ul style="list-style-type: none"> <i>% of patients with a 50% reduction in symptoms (as measured by the PHQ & GAD) in 6 months or less</i> <i>% of patients who achieve remission in 6 months or less</i> 	<p>50%</p> <p>30%</p>



Metrics Options: Patient Centered

CoCM Principle	Evaluation	Metric	Target
Patient-Centered	Are patients satisfied with CoCM experience?	<ul style="list-style-type: none">• % of pts. Reporting satisfaction with care• Comparison from start of care to completion of care• Satisfaction data by race, ethnicity, language, and age	Compare to existing data re: BH and medical satisfaction

Patient Centered: UW Health

CoCM Principle	Evaluation	Metric	Target
Patient Centered	Are we reaching all demographics in our community?	<ul style="list-style-type: none"> - Who is getting treatment? - Is everyone improving at the same rate? 	Equity across demographics
	Are patients getting warm connections?	<ul style="list-style-type: none"> - # of warm connections vs referral only 	≥ 90%



Metrics Options: Evidence-based Treatments

CoCM Principle	Evaluation	Metric	Target
Evidence-based treatment	Are evidence-based psychotherapeutic treatments being used?	Among patients treated with behavioral treatments, % of those who are not receiving evidence-based treatments	<10%

Evidence-Based treatments: UW Health

CoCM Principle	Evaluation	Metric	Target
Evidence-Based treatment	<i>Are we making the needed changes in care?</i>	<ul style="list-style-type: none">- # of medication changes- # of step changes	<i>– at least 2</i>



Metrics Options: Accountable Care

CoCM Principle	Evaluation	Metric	Target
Accountable	Do processes and outcomes align with your vision, goals, expectations?	Process and outcomes data since launch (by clinic)	80% Alignment
	Are you achieving expected cost savings?	% decrease in healthcare expenditures among target patient population	5-10%

Melek SP, et. al. *Milliman Report for APA*. 2014.

Accountable Care: UW Health

CoCM Principle	Evaluation	Metric	Target
Accountable Care	Are you achieving expected cost savings?	% decrease in healthcare expenditures among target patient population	5-10%
	<i>Are we decreasing the use of other services in the organization?</i>	<i>Compare services utilization across Urgent Care, Inpatient and ED services pre-, post- and during CoCM</i>	<i>20% decrease</i>

Questions?