

## Behavioral Health Partnership Oversight Council

### Quality Management & Access Subcommittee

Legislative Office Building Room 3000, Hartford CT 06106  
 (860) 240-0321 Info Line (860) 240-8329 FAX (860) 240-5306  
[www.cga.ct.gov/ph/medicaid](http://www.cga.ct.gov/ph/medicaid)

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### Meeting Summary: Feb. 16, 2007

Chair: Dr. Davis Gammon Co-Chairs – Paula Armbruster & Robert Franks

**Next meeting: March 16 at 11:30 AM at VOI Rocky Hill**

**2007 ASO Performance Indicators (PI)** (click on icons below to view 2-07 revised draft ( changes highlighted in yellow) of the two new indicators made after the 2-16 SC meeting that were emailed to SC members 2-20-07).



Disrupted Foster  
Children- Performance



Inpatient Delays-  
Performance Target v

After the January meeting, the draft new 2007 PI were sent to SC participants for comment back to Lori Szczygiel, ValueOptions. There was further discussion at the Feb. meeting that included a response to a question about the focus of the discharge delay PI; it didn't address the primary reason for delays – placement of child/youth in appropriate living situations-VOI stated that since the ASO does not have direct impact on residential capacity the PI focuses on what the ASO can impact.

Subsequent to the Feb. meeting VOI sent the above draft, noting they had “incorporated the majority of the feedback received. Some of the feedback received relates more to the process of implementing the associated activities rather than the target itself, as such, these specific recommendations may not be reflected in the actual verbage in the documents”.

**Exhibit E Indicators:** BHP will review the priority 1 & 2 reports at the March meeting and the Subcommittee will discuss what the SC role is in quality data reports, studies and in depth focus of data reports.

### **Customer Satisfaction Survey Results**

Ann Phelan (VOI) reviewed the survey report done by Fact Finders and submitted Feb. 2, 2007. Based on the discussion VOI will request information from Fact Finders at their meeting the following week that include robustness and validity of the sample size per key questions. This survey issues were the sufficiency of the sample size/low confidence interval level, children/youth and adults in the same survey pool, inclusion of DCF case worker as ‘parent/caregiver responding to questions about program for DCF committed youth.

Going forward for 2007 survey BHP will consider:

- Differentiating adults using levels of BH services vs. parent/other non-parent response about child in treatment.
- Creating a separate study for youth, excluding them from the 2007 satisfaction survey.
- Limiting residential respondents to DCF voluntary group only: seek responses from ‘kinship’ adults for these children/youth.
- Omitting 2006 questions with 95% satisfaction levels and those with high correlations to reduce the length and redundancy of the questions in 2007 survey.
- Increasing the sample size.

Mercer will survey member’s satisfaction with the ASO; this will be a larger sample that includes people that have called customer services for information, did not necessarily use services.

### **Other Business**

- Re-authorization volume for outpatient (OP) services after 26 sessions has been low. Average phone completion time is about 10 minutes.
- VOI is revising concurrent review questions that will be uniform for all CR forms: the revised form will be on web site March 1<sup>st</sup>. [www.CTBHP.com](http://www.CTBHP.com)
- Web-based registration: noted individual provider technical issue: a registered provider that attempts to enter the system from a different site may be ‘frozen out’ of system. Also, **if a provider has not used the web system within 30 days, they must call ASO to refresh their password so they can enter the system.**