

Behavioral Health Outcomes Stakeholder Workgroup

April 24, 2024



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Illinois Department of
Healthcare and Family Services

Types of Quality Metrics

Type	Definition	Examples
Structural	Measures that assess an organization's capacity to provide high-quality care.	<ul style="list-style-type: none">• Ratio of staff to customers• Percent of providers using an electronic health record (EHR)
Process	Measures that focus on the steps or activities that should increase the likelihood of a desired outcome.	<ul style="list-style-type: none">• Percent of customers screened for depression• Number of customer visits in a month
Outcome	Measures that assess the results (positive or negative) of care provided.	<ul style="list-style-type: none">• Hospital readmission rates• Reduction in behavioral health symptoms
Customer Experience	A type of outcome measure that focuses on the customer's experience of care using information that comes directly from the customer or their family.	<ul style="list-style-type: none">• Experience with care• Patient-reported outcomes measures



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Examples of Metrics Used

State/Jurisdiction	Metric Type	Brief Description
Pennsylvania (certain MCOs)	Outcome	Provides payment incentives to providers for decreasing utilization of inpatient mental health services (20% of rate) and for decreasing overall customer costs over time (10% bonus payment).
Illinois (MCOs)	Outcome	Behavioral Health Pay for Performance Measures: <ul style="list-style-type: none"> • Follow-up after hospitalization for mental illness (7-day and 30-day) • Follow-up after ED visit for mental illness (7-day and 30-day) • Follow-up after ED visit for alcohol and other drug abuse or dependence (7-day and 30-day)
New York	Structural	Completeness of data reporting on certain elements tied to ongoing ACT program certification.
Oregon	Process	Ties payment of ACT services to a provider's ability to meet annual benchmark fidelity scores.
New York	Process	Total payment amount to provider impacted by number of contacts provided over a set period of time.

Commonly Monitored Outcome Domains

- Psychiatric hospital and acute care utilization
- Education and employment activities
- Legal involvement
- Living environment/housing stability
- Service engagement
- Cost effectiveness