

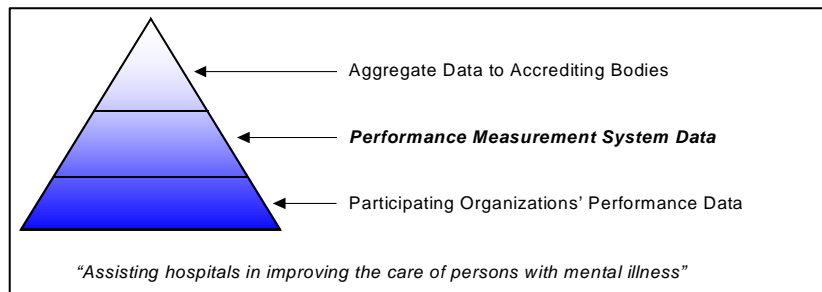
What's Happening.....



Behavioral Healthcare Performance Measurement System™

NRI operates the Behavioral Healthcare Performance Measurement System™ (BHPMS) to assist states in meeting the requirements of the ORYX® initiative, a set of performance and outcome measurement requirements developed by The Joint Commission. In addition to complying with standards set by The Joint Commission, the BHPMS offers enhanced technical assistance, data quality reviews, and specialized reports for psychiatric facilities.

Currently, NRI's BHPMS serves over 220 state facilities in 49 states and territories, representing the vast majority of state facilities, and all hospital-accredited state facilities in the U.S. The system also serves private psychiatric hospitals and other psychiatric treatment settings.



The facilities, which provide services to diverse client populations, range in size from under 50 beds to over 1500 beds. The BHPMS has 24 non-core performance measures accepted by The Joint Commission for accreditation purposes in connection with the ORYX initiative; all measures include standardized definitions that allow facilities to compare performance rates with both in-state and national benchmarks.

A Note from the Director

New nomenclature entered our environment. The first was the use of the phrase "core measures" to refer to a new group of measures that are being tested by The Joint Commission. While the measures we currently use are fundamental, they are now tagged "non-core measures" in The Joint Commission nomenclature. This is simply a way to designate measures that are part of a defined group and have been tested as a group. The second was the phrase "anonymous patient level data" which has since been replaced by "hospital clinical data." Hospital clinical data are anonymous patient level data that are transmitted to The Joint Commission as part of the reporting requirements for core measures. These data are used to develop risk models, and test data quality, reliability, and the consistent use of procedures to calculate measure rates.



We also want to stay connected to the important work that continues to be done using the non-core measures in quality improvement activities. For this reason, we will continue to develop informational reports and conduct analyses in areas of interest to our participants. We are engaged in our third survey of smoking policies and practices at state psychiatric hospitals, which we expect to complete by early summer. We welcome suggestions from participating facilities on other areas of interest.

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System Update

The BHPMS primarily uses electronic means to communicate with facilities. Maintaining contact with our users is critical to keeping all users current on definitions, reporting requirements, and resources available from NRI. The first line of communication is the Technical Notes that are sent monthly on the fourth Thursday of the month. Technical Notes provides updates to specifications, reminders of important dates, clarifications and new examples to help facilities identify reportable cases, and descriptions of new reports released by NRI. The second line of communication is the general approach to posting all of our resource materials through the website. A critical notes section was designed to quickly highlight important changes. Security is a concern and inactive accounts will be de-activated by NRI. Users will also be requested to change their passwords periodically.



The validation tool known as NRI File Layout, posted under Downloads, has been upgraded to assist facilities with a self-check of data quality and completeness and to properly format their files before submission. Other tools currently being developed by NRI include a data integrity resource guide to explain the process of data source and data flow documentation in preparation for audits and measure selection, and a reports overview guide to provide greater detail on using and interpreting reports.

The website now contains a forum where users can log on and discuss quality improvement or ask questions to other facilities. The forum is not monitored by NRI staff and should not be used to ask questions of the BHPMS. It is designed as a networking option and relies on the active participation of our members. The website also has a new networking feature that can be used to identify other facilities using similar measures and/or serving similar populations.

A general email account (bhpms@nri-inc.org) is used to distribute Technical Notes and other general inquiries. This email address should not be used to send requests for information. All requests should be sent to TechSupport@nri-inc.org or directly to staff.

New Measures

With two active non-core measures being moved under the HBIPS core measure set, the BHPMS is currently developing new non-core measures. The process will focus primarily on analyzing available data and reviewing the literature to determine feasible and relevant measures. We will send drafts of potential measures to facilities participating in similar measures for their comments and consideration before finalizing the draft measures. The first group of measures is expected to be drafted by January 2008, and the second set of measures is expected by May 2008.

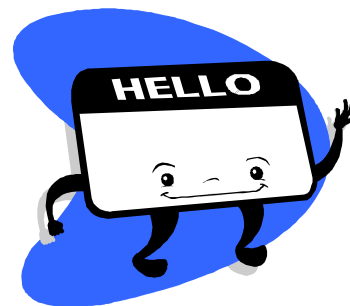


Your input is important and we look forward to your responses. New measures will be submitted to The Joint Commission during the summer to determine acceptability for use in the accreditation process. We anticipate activating new measures for either October 2008 or January 2009. Our goal is to provide facilities with at least three months to prepare for the new measures, during which time they can assess their data sources, extraction processes, and coding plans.

User Group Conference

The last Annual User Group Conference was held August 2007 in St. Louis, Missouri. Nearly 100 facility representatives participated in the two-day conference. The conference featured facility presentations, a panel comprised of facilities currently testing the HBIPS core measures, and updates from NRI regarding the new Implementation Guide and the new look to the website. A manuscript from the Conference will be released in January and the presentations can be viewed via E-Learning on the NRI website.

The 2008 User Group Conference will be structured differently this year to focus on implementing the HBIPS core measures set. Instead of the usual two day meeting with some facility presentations there will be regional one day technical assistance sessions to help facilities prepare for core measures. We will have hospitals that participated in the test phase dialogue with you and share data collection approaches. We will also discuss new measures and general data integrity. A survey has been sent to all primary contacts with potential locations. Surveys are due January 31, 2008. Once the data have been compiled, NRI will send out the final locations and dates in Technical Notes.



Core Measures Update

During calendar 2007, a total of 200 facilities across the country participated in the test of the HBIPS core measure set, using eighteen performance measurement system vendors. Forty-five facilities participated with NRI in the test and continue to report core measure set data. The five measures in the set address screening for trauma, co-occurring substance disorder, risk of violence, and patient strengths; multiple antipsychotic medications at discharge; discharge referral information passed to next care provider; use of restraint; and use of seclusion. All test sites are expected to continue using the test set during calendar 2008. Analysis of the test phase will be provided to The Joint Commission's Technical Advisory Panel in February, which will then make recommendations for the final set. There have been great learnings from the test sites and NRI expects to share these experiences with its participating facilities in order to help them prepare for the final core measure set. Revisions to NRI's system will likely occur during the summer to allow for reporting on the final set by early fall. It is also possible that the HBIPS final core measure set could be available as early as October 2008. Free-standing psychiatric hospitals would be required to report the HBIPS core measure set at that time.



NRI continues to devote resources to testing the core measure set and educating facilities on this new requirement. A monthly newsletter *Spotlight on Core Measures* is sent on the first Thursday of each month. We expect that there will be significant changes in the NRI file structures and a significant increase in the number of data elements deemed critical. We will begin educational activities targeting the core measure requirement and expect to use multiple models including conference calls, user conference, and technical bulletins. After the Technical Advisory Panel meeting, NRI will use its own workgroup to begin revising our specifications and recommending reporting options for facilities. Since The Joint Commission determines that a sample of cases may be reported for the core measure set, NRI will also consider developing a tool to help facilities determine an appropriate sample based on cases reported in the NRI episode file. We

anticipate heightened activity throughout the spring and summer in order to meet a reporting goal of fall.

Data Integrity Reviews

Each fiscal year a 10% random sample of participating facilities are selected for onsite Data Integrity Review (DIR) visits. A small team of reviewers representing the staff and the BHPMS Technical Workgroup conducts the one-day onsite DIR visits at selected facilities. During the one-day visit the Data Integrity Review Team reviews policies and procedures, interviews staff



and reviews client and administrative records to ensure data sources support the validity of data reported to the BHPMS. Additionally the Team looks for evidence of a stable data transmission and/or information technology system. The selected facilities are notified of the intention to conduct a DIR at least two months before the actual audit. The selected facilities are expected to complete a set of pre-visit documentation that identifies the primary data source and data flow for each of their measures. The visit is designed to be mutually beneficial as NRI learns about the efforts of facilities to provide quality data and facilities learn more about their own systems and possible strategies to improve documentation and data systems.

BHPMS Technical Workgroup

The BHPMS continues to hold at least three meetings each year of its Technical Workgroup (TWG) comprised of ten representatives of diverse aspects of state hospitals and state systems, including psychiatrists, hospital directors, medical directors, psychiatric nurses, and quality improvement/risk managers. The TWG works to ensure that the focus of the BHPMS is that of enrolled facilities and their quality improvement needs. The TWG also reviews proposals for the annual user conference, recommends changes in technical specifications, and assists in the development of new measures and new reports. If you have a concern or question that you would like the TWG to address at the next TWG meeting, we encourage you to contact your technical liaison at NRI.

New Reports

There are a variety of new reports that have been published by NRI or will be published in the coming year. A Supplemental Information for Medication Errors Report is now available. The medication error report shows the treatment variances associated with medication errors to assist psychiatric facilities in their quality improvement processes. Once new measures have been developed to replace the two measures moving under the HBIPS core measures set, reports for those measures will become available. Additional stratification reports are planned to allow facilities to compare their performance measures with other facilities serving like populations. Descriptive reports for the various measures as well as general descriptions of the populations served are also available on the website and new reports are planned for the coming year.

For more information on the NRI's BHPMS please feel free to contact Lucille Schacht, Ph.D. on (703) 682-9475, email to Lucille.Schacht@nri-inc.org or visit us on the web at: www.nri-inc.org.

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