



Fiscal Year
2020
Report

Measuring Provider Performance:

*Building a stronger system of
behavioral health care*

Report Supplement: Box Plots: Visual Representation of
Variation in Provider Performance by Consumer/Client Volume



Box Plots: Visual Representation of Variation in Provider Performance By Consumer/Client Volume

The following charts show the variation in provider performance by consumer/client volume for each of the seven DBH key performance indicators (KPIs) that focus on behavioral health services delivered by DBH-certified, community-based providers. This information is presented using box plots, as shown in Figure 1. A box plot is a visual representation of a set of data, or values, that shows the distribution of data, and presents key information including the minimum value, lower quartile, median, upper quartile, and maximum value. The “box” represents the interquartile range, which is the middle 50% of the data set. The lines extending past either side of box indicate the range of values outside of the interquartile range and show the minimum and maximum values, excluding the outliers. Box plots may present outliers, which are values that differ substantially from the rest of the data.

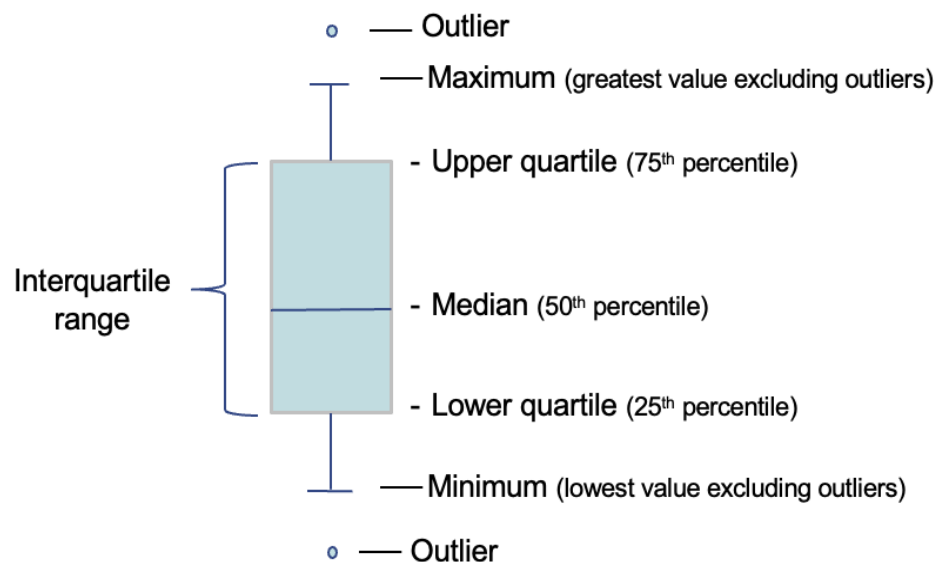
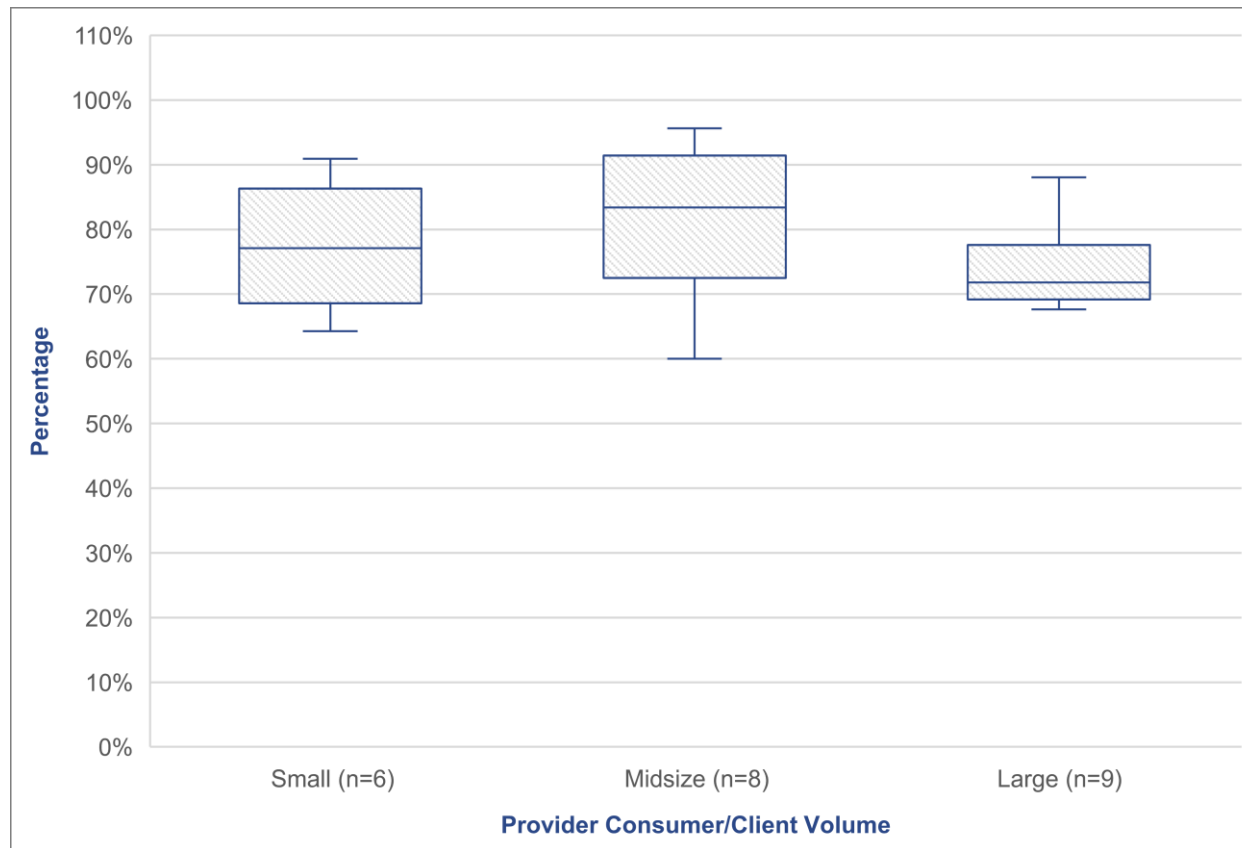


Figure 1. Box plot presenting key information about a data set.

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

Variation in Provider Performance, by Consumer/Client Volume, FY 20



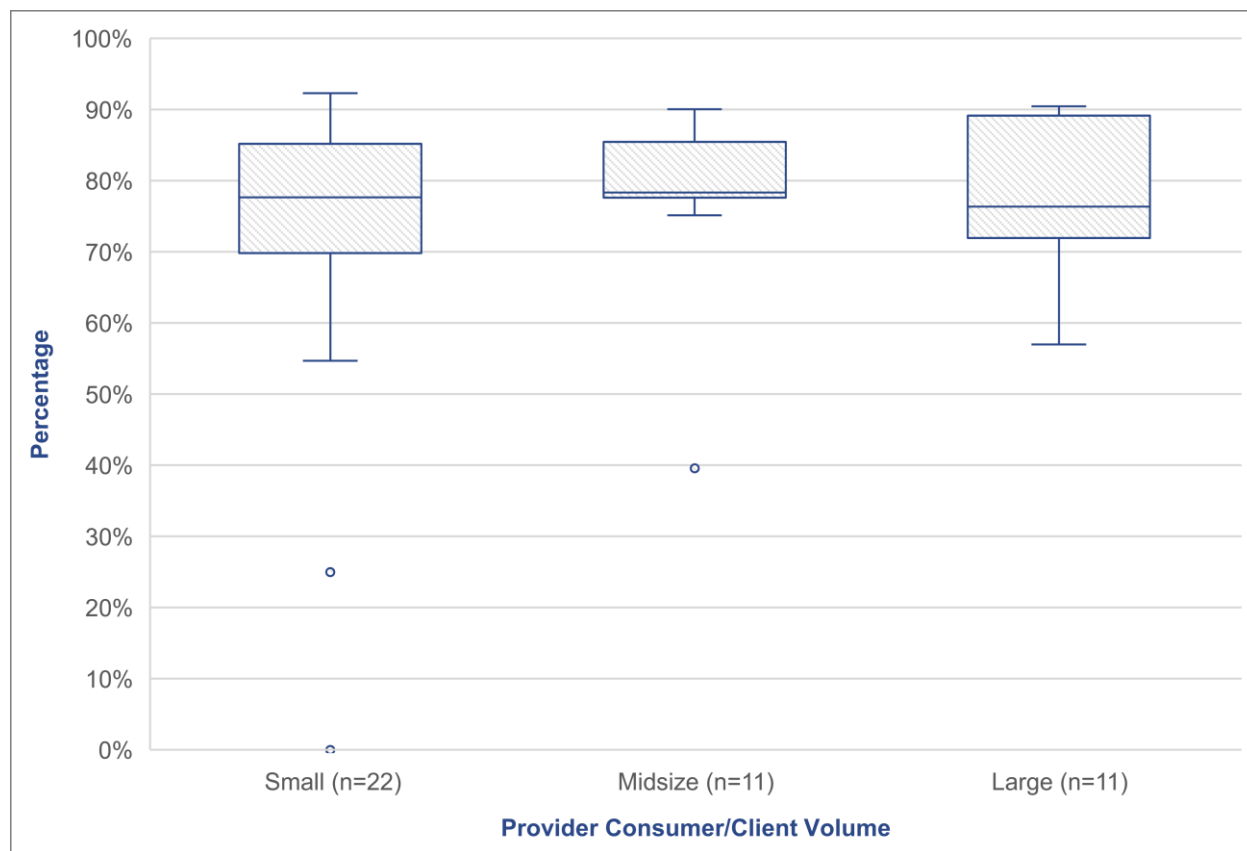
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes individuals who were not chosen in the random sample. 33 providers with fewer than ten consumers/clients responding to the survey have been excluded from this chart because they do not meet the threshold for public reporting of survey data.

Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Providers with a large consumer/client volume **had the least variation** in performance on the percent of consumers/clients responding to the survey who reported satisfaction with the person-centered planning process

Timely Service - Adult Enrollment/Transfer

Variation in Provider Performance, by Consumer/Client Volume, FY 20



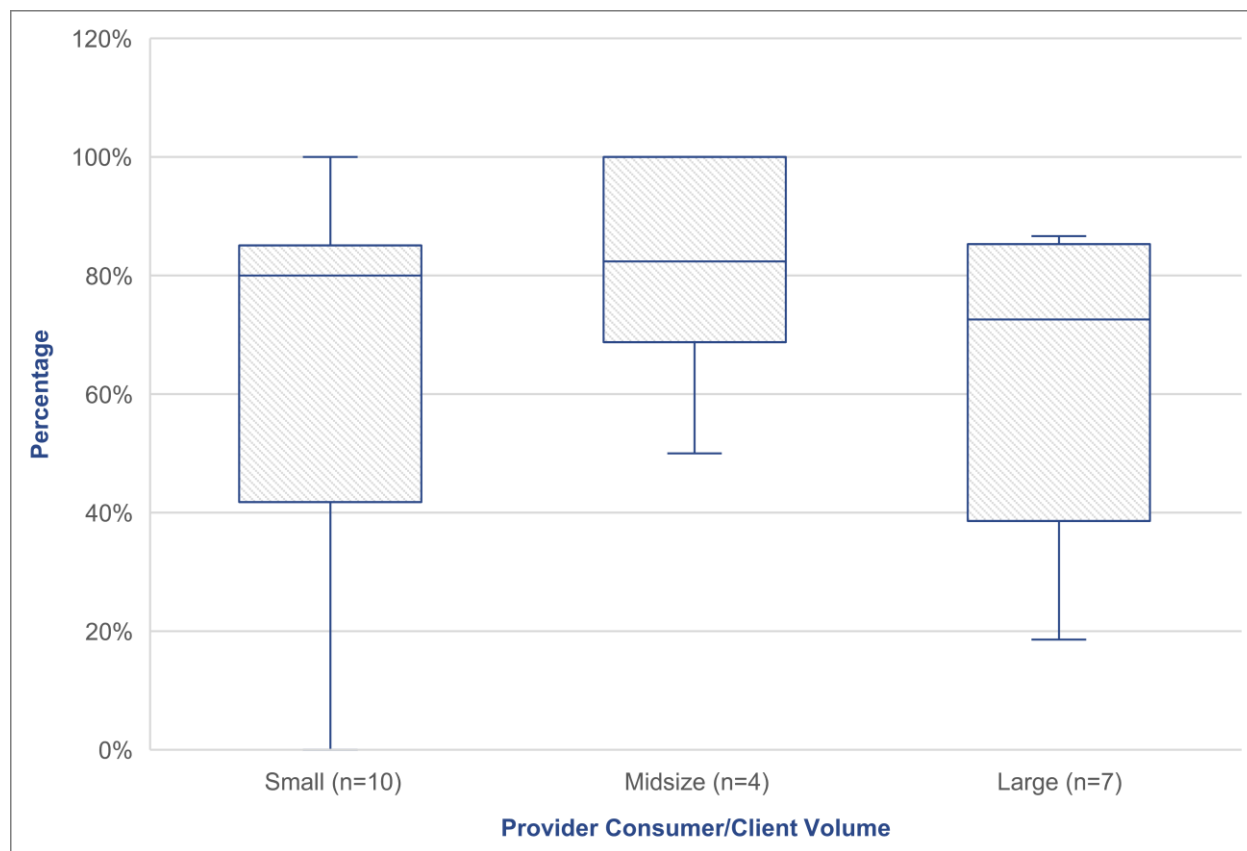
Providers with a midsize consumer/client volume **had the least variation** in performance on the percent of adult consumers newly-enrolled or transferring in MHRS who had their first service within 30 days of enrollment

Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service - Child Enrollment/Transfer

Variation in Provider Performance, by Consumer/Client Volume, FY 20



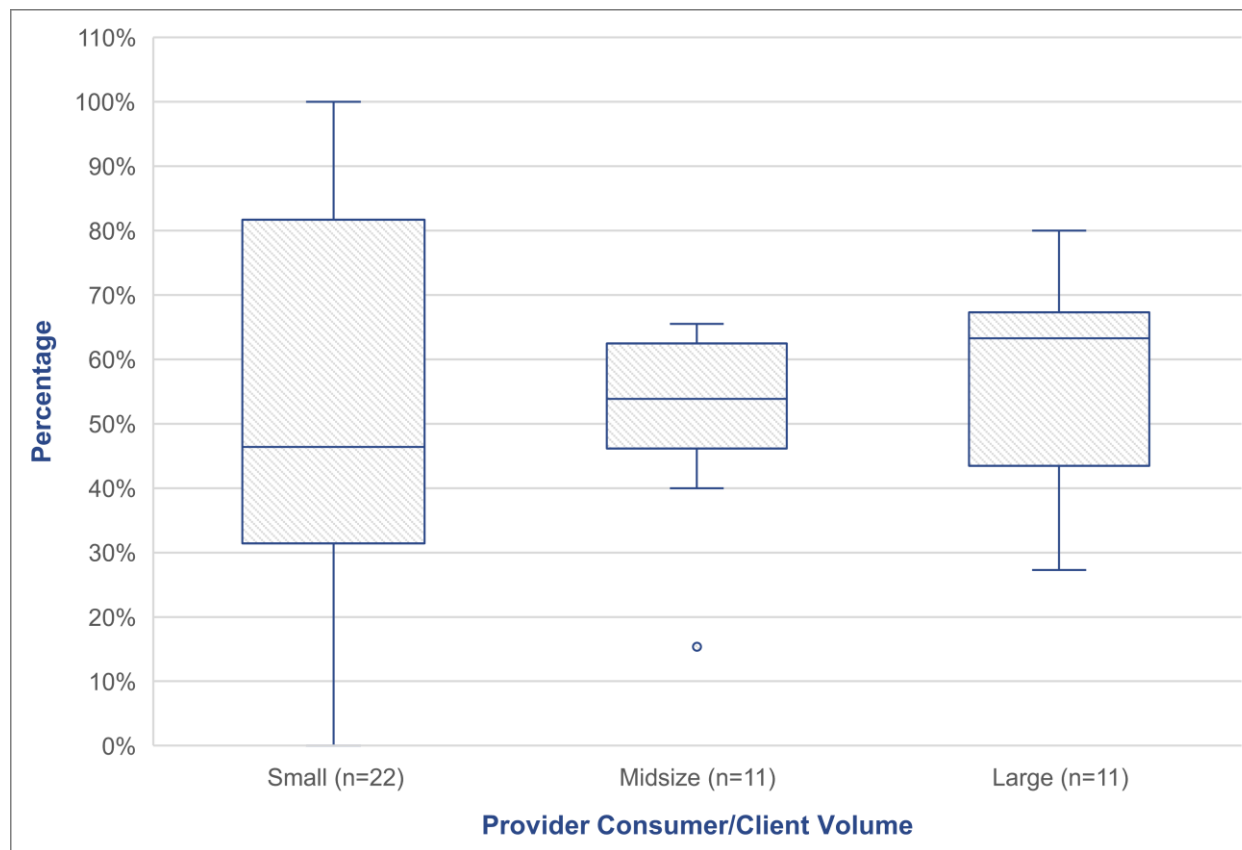
Providers with a small consumer/client volume **had the widest variation** in performance on the percent of children newly-enrolled or transferring in MHRS who had their first service within 30 days of enrollment

Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service - Post Psychiatric Hospital Discharge

Variation in Provider Performance, by Consumer/Client Volume, FY 20



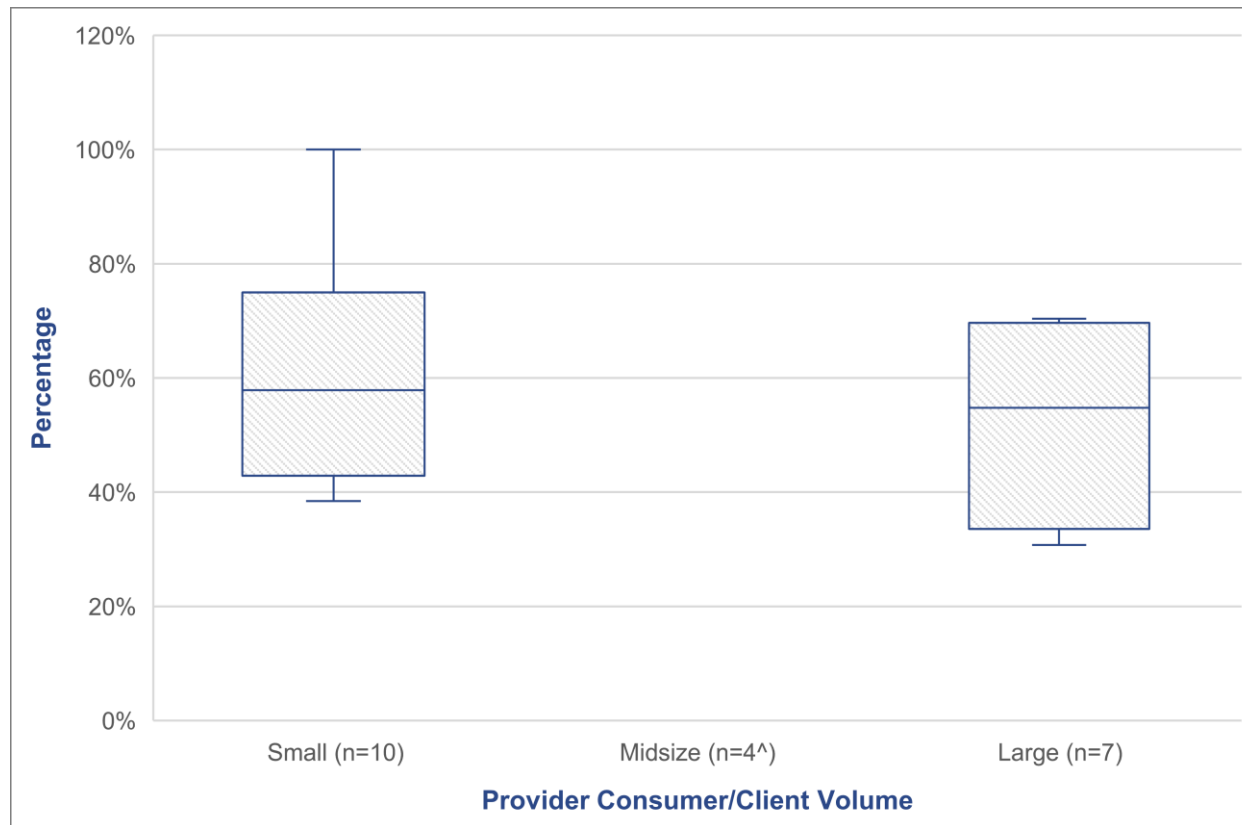
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Providers with a small consumer/client volume **had the widest variation** in performance on the percent of involuntary psychiatric hospitalizations among adult MHRS consumers that had a follow-up service within 30 days of discharge

Child Functional Assessment Change Over Time

Variation in Provider Performance, by Consumer/Client Volume, FY 20



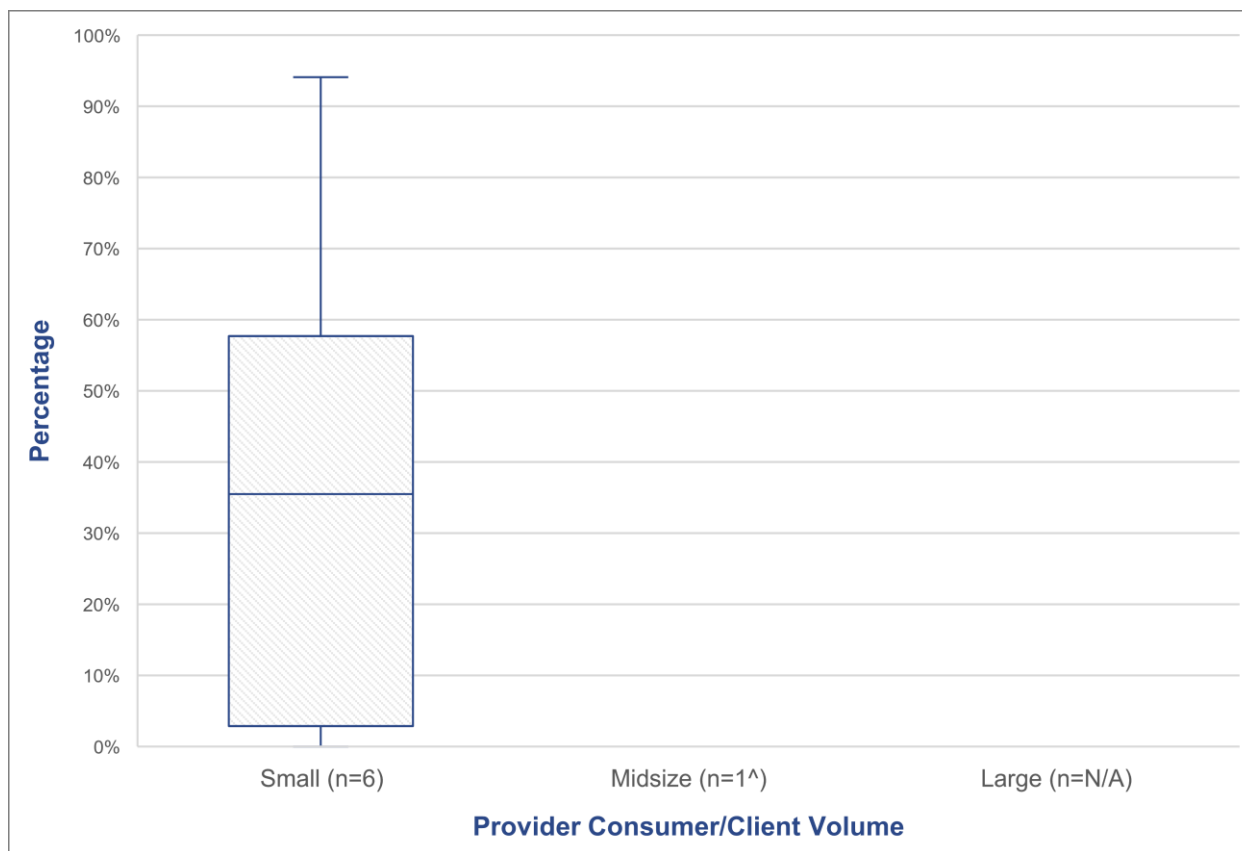
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes children receiving MHRS with an initial CAFAS score of 70 or lower. [^] Midsize providers have been excluded from this chart because they do not meet the threshold to report stratified data; all providers of this size have fewer than four children in the denominator whose initial CAFAS score was 80 or higher and the CAFAS score during the quarter was at least 20 points lower than their initial score, and the sum of their denominators is less than four.

Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

Providers with a small consumer/client volume **had the widest variation** in performance on the percent of children receiving MHRS whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment

SUD Step-Down: Residential

Variation in Provider Performance, by Consumer/Client Volume, FY 20



Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules. ^ Data for this indicator are only available for one midsize provider and therefore do not meet the threshold of at least four providers to report stratified data. N/A = Not applicable; no providers of this size.
Source: DBH analysis of DATA/WITS data as of 3/11/2021.

Providers with a small consumer/client volume **had wide variation** in performance on percent of SUD residential clients stepped down to a lower level of care