



Please chat in your:

1. Name
2. Organization
3. What road trip would you like to take when the CalHIVE BHI project ends?



March 7th, 2024, 12:00 PM-1:00 PM PT

CalHIVE BHI Data Webinar – Baseline



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Tech Tips



Welcome!

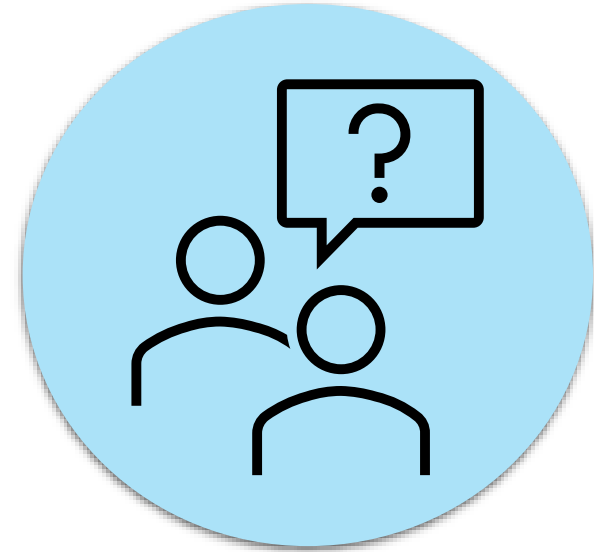
Add your organization
to your name

Turn on video if
possible



Join in

Chat in or feel free to
come off mute to
contribute



Need help?

Direct message
Anna Baer
if you have any
technical issues

Today's Team



Jose Ordonez
Manager, Data
Analytics
jordonez@pbgh.org



Anna Baer
Program Coordinator,
Care Transformation
abaer@pbgh.org

Our Agenda

Today, we will:



Reflect on Test Cycles'
lessons learned



Understand new
CalHIVE BHI reporting
changes (2024-2026)



Review Cycle Baseline
data submission
process, deliverables
and timeline



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Test Cycles' Lessons Learned

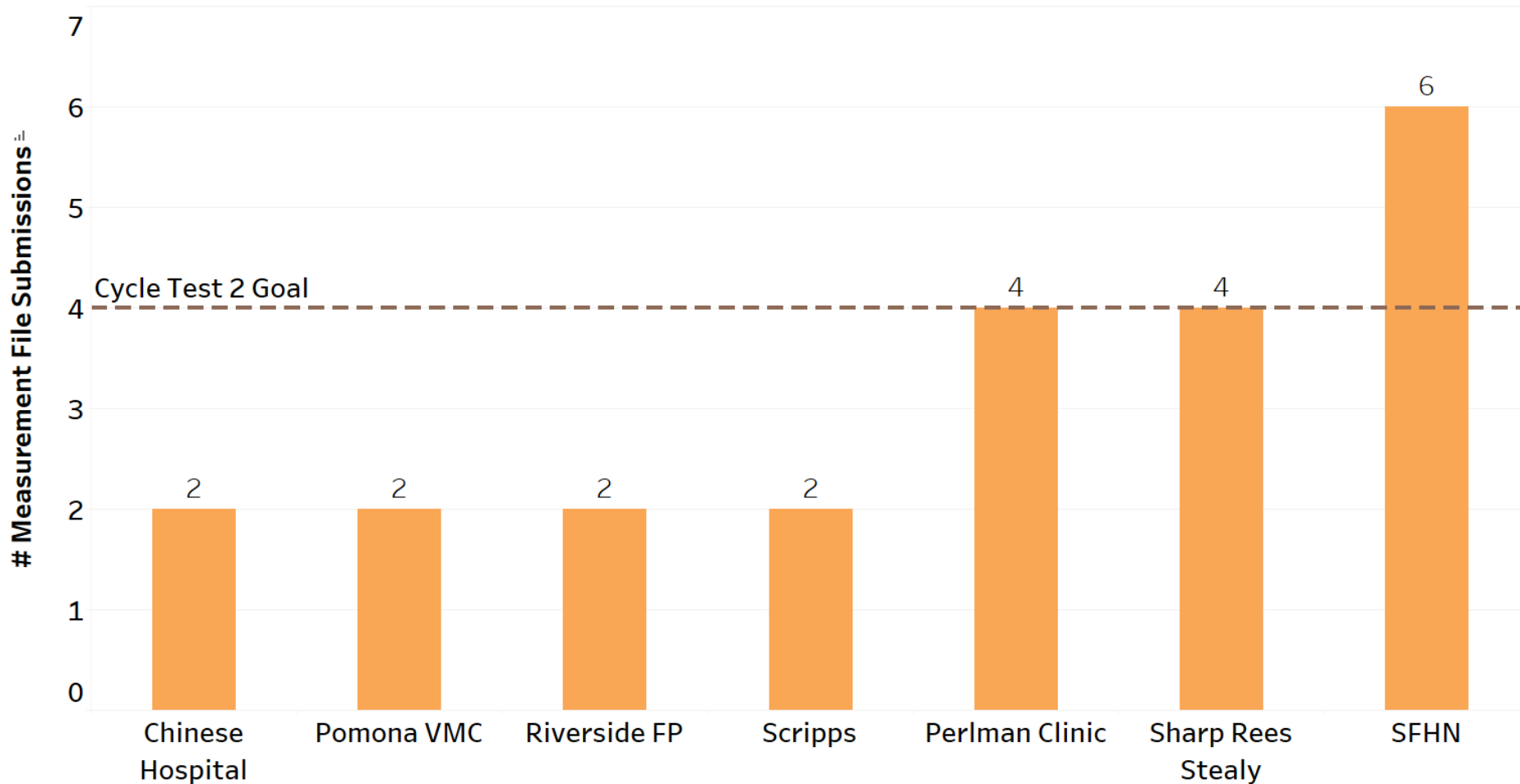
Poll: Test Cycles Participant Experience

How would you rate your experience in submitting data for the Test Cycles?

- Very Good
- Good
- Neither Good nor Poor
- Poor
- Very Poor



Cycle Test 2 Data Submission Goal Results

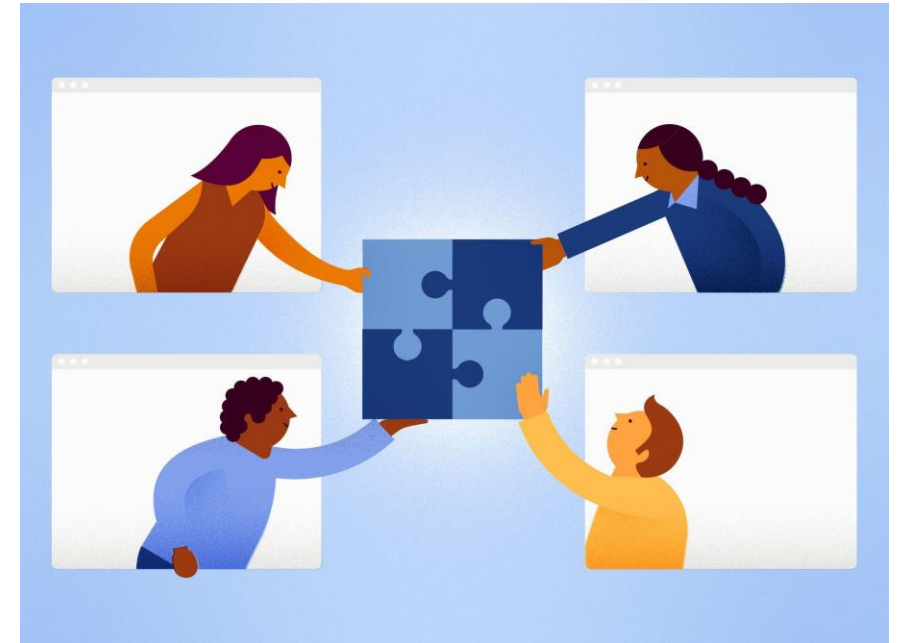


Cycle Test 2 Goals:

- Reduced the number of measurement files submissions to 4.
- Reduced the length of the data submission window from 12 to 6 weeks.

Lessons Learned from Testing Cycles

- **During these testing cycles, we thank you for working and engaging with us through:**
 - Data Onboarding calls
 - Two data webinars & Office hours
 - Ad Hoc data meetings and improvement advising calls to support data reporting
 - Email communication and validation feedback
 - BluePath Health's discovery and follow up meetings on Technical assistance recommendations.
- **We observed the following successes:**
 - Completion of test cycles
 - Tested POs' capability to report across the measure set
 - Tested rolling 12-month measurement periods.
 - Measurement data submitted provides different levels of granularity that is helpful for analysis



Lessons Learned from Testing Cycles (Continue)

- **Also, we saw areas of need and support:**
 - Depression Remission or Response (DRR) & Unhealthy Alcohol Use Screening and Follow Up (ASF):
 - Usage of multiple data resources (labor intensive)
 - No standardization of how providers screen and follow up
 - Difficulty with tracking patients for DRR within 4-8 months.
 - Reporting of Depression Screening and Follow Up:
 - Need to optimize PHQ-9 workflows
 - No structured data fields in systems around screening results and follow ups
 - Usage of multiple data sources (labor intensive).
 - Challenges calculating Per Thousand Member Years for ED Visits.
 - Electronic health record transitions are time consuming and can delay data submission.



Lessons Learned from YOU!

- What other lessons did you learned during these Test Cycles?

Nice to hear solidarity about struggles from peers.

Printing the Technical Specifications Manual out was definitely a lesson learned.

Communication was REALLY helpful - to know why files failed specifically

Support is helpful especially for orgs transitioning EHRs to know what reporting capabilities are needed



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New CalHIVE BHI Reporting Changes (2024-2026)

2024 Measure Reporting Changes for CalHIVE BHI

- Please review the latest version of the [Technical Specifications Manual](#)

**Cycle Test 1 and 2
(2023)**

**Cycle Baseline – Cycle 10
(2024 – 2026)**

Data Reporting	
1.	Enrollment (all patients)
2.	Depression Screening and Follow-Up
3.	Depression Remission or Response
4.	Unhealthy Alcohol Use Screening and Follow-up
5.	Diabetes HbA1c Poor Control (> 9%)
6.	Emergency Department Visits

Global Reporting	
1.	Enrollment (all patients)
2.	Depression Screening and Follow-Up
3.	Depression Remission or Response
4.	Diabetes HbA1c Poor Control (> 9%)



Pilot Site Reporting	
1.	Implementation Plan Measure
2.	Implementation Plan Measure

Global Reporting: Measure Performance Data reported through rolling 12 months measurement periods for the entire primary care PO network (includes pilot site)

Pilot Site Reporting: Measure performance data reported only for the pilot site. Measures and Measurement periods are TBD.

Why measure pilot progress?

- **Support implementation**
 - Understand what's working (and what's not)
 - Review small tests of change
 - Move towards org-wide adoption & sustainability
- **Get buy in**
 - Generate enthusiasm about project
 - Build provider and staff champions
- **Demonstrate success**
 - Internally
 - Show positive impact of program implementation
 - Externally
 - Capture shared value with health plans, other partners
 - Contribute to best practices and implementation research



Implementation Plan – Section 6: Pilot Site Evaluation Measures

Category – Definition	Examples
Outcome – impact of the health care service or intervention on patients’ health	<ul style="list-style-type: none"> • CalHIVE BHI Measures <ul style="list-style-type: none"> • Depression Remission or Response for Adolescents and Adults • HbA1c Poor Control for Patients with Diabetes (> 9%)
Process – if steps in the system are performing as planned	<ul style="list-style-type: none"> • CalHIVE BHI Measures <ul style="list-style-type: none"> • Depression Screening and Follow-Up for Adolescents and Adults • Unhealthy Alcohol Use Screening and Follow-up (ASF) • Screening Rates (e.g., patients eligible, patients screened) • Patients Seen • Referrals: BHI [Internal], External, Warm Hand-Offs • Referral Conversion Rate (patients referred to BHI who agree to services) • BHC/BHCM Caseload • Provider engagement (provider referrals) • Time from referral to first visit
Patient Experience – patient perceptions across continuum of care	<ul style="list-style-type: none"> • Measures (e.g., CAHPS, Patient Assessment Survey, NPS-based measurement) • Surveys – incorporate BHI • Interviews/focus groups
Workforce – experience from providers and other care team members, workload, collaboration	<ul style="list-style-type: none"> • Surveys (e.g., annual staff survey) • Interviews • Collaboration: Provider Huddles, Team Meetings, consultations
Financial – direct and indirect costs and revenue	<ul style="list-style-type: none"> • Revenue Generation: Screening Codes and Visits • BHI Visits • Quarterly Profit & Loss Reports • Claims processing

How to get the data?

Data Sources

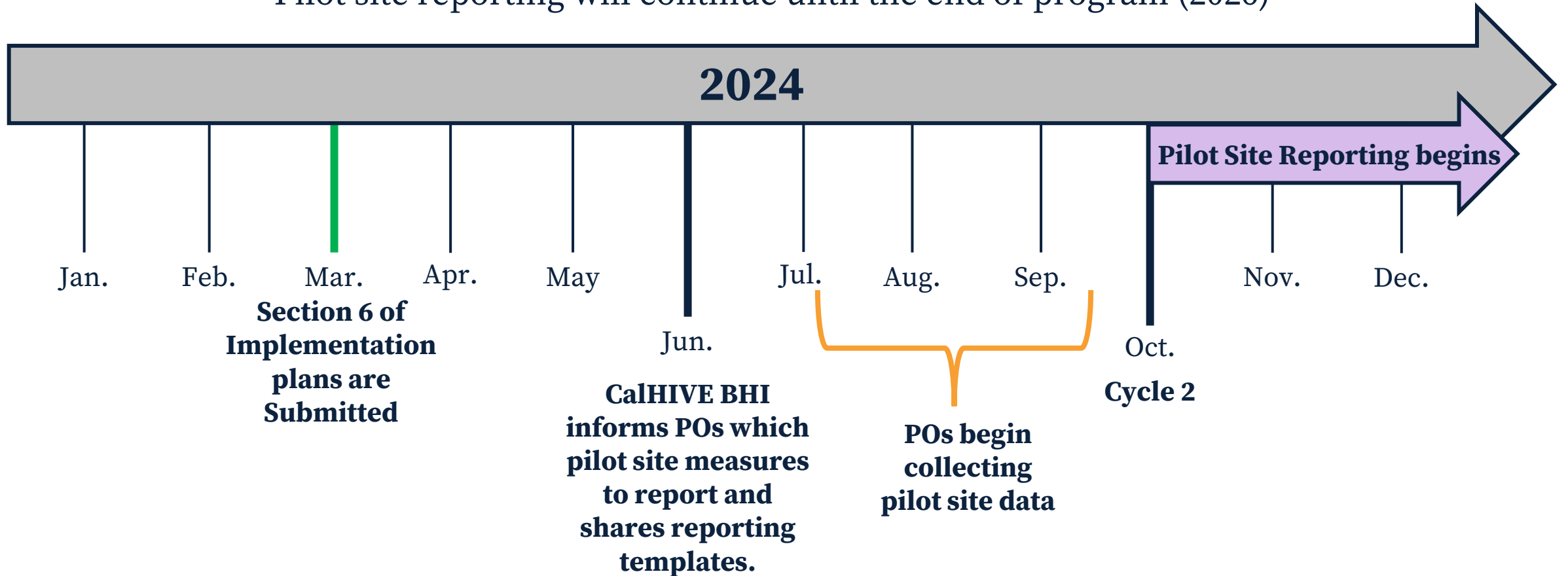
- **Administrative**: claims, enrollment, provider database
- **Clinical**: EHR, registry, pop health management
- **Surveys**: patient, provider, staff
- **Qualitative**: Interviews, focus groups, testimonials/narratives
- **Manual**: spreadsheet, visual management system

TIPS

- Start **small**
- **Leverage existing data collection** (especially technology, e.g. text-based patient surveys)
- If you can't get the data now, **identify a plan for how you can get the data** (*don't let it be a barrier to program success/launch*)
- **Be clear with a plan and priority** and engage stakeholders early (let them know what you want to report on and ask for help)
- Your **measures may change** as the program evolves

Pilot Site Data Reporting Timeline

- Pilot site reporting will continue until the end of program (2026)



Discussion Questions

1. What questions do you have regarding the new data reporting changes?
2. What areas would you need support to build the capacity and capability to report the Depression Remission or Response Measure?



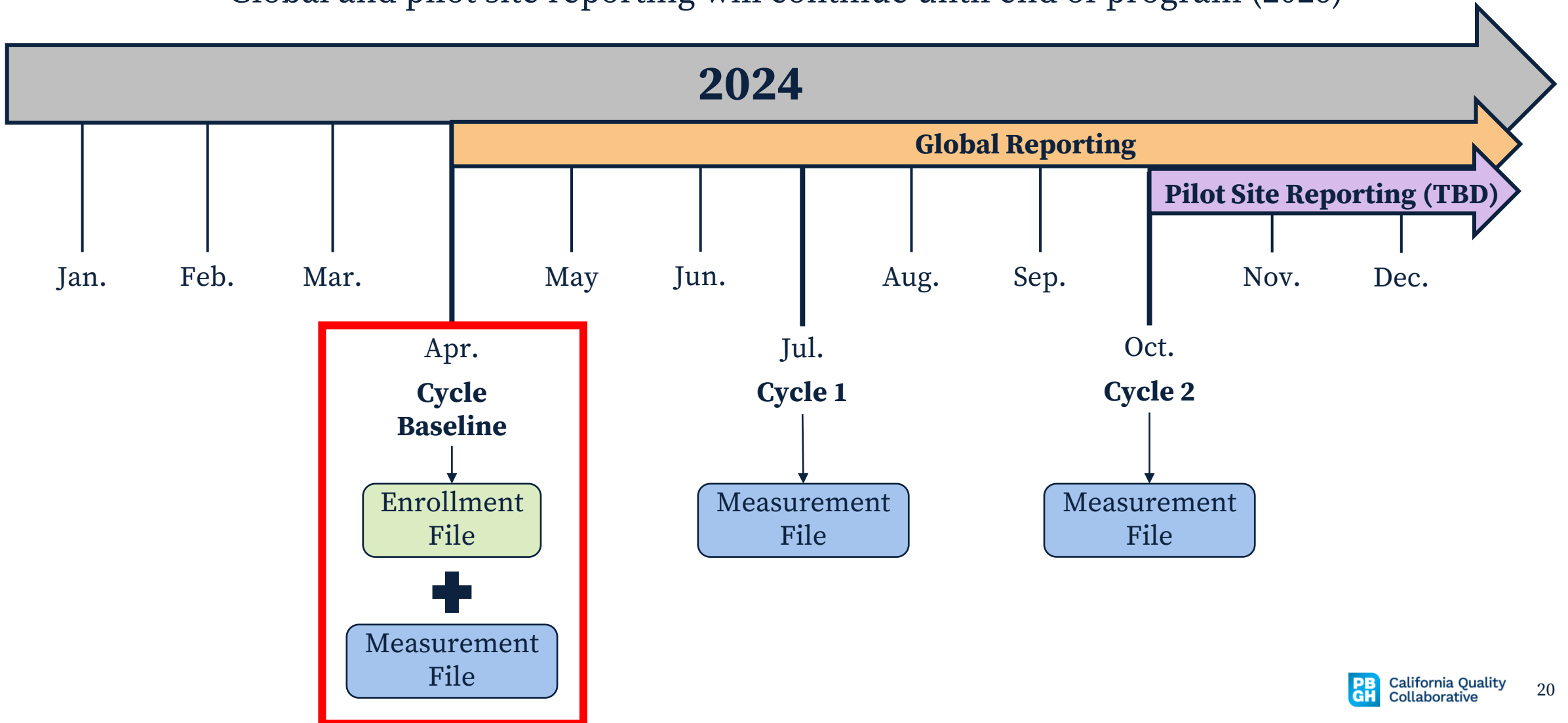


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CalHIVE BHI – Cycle Baseline

2024 Data Reporting Timeline for CalHIVE BHI

- Global and pilot site reporting will continue until end of program (2026)



CalHIVE BHI's Cycle Baseline Timeline

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
April 2024						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Enrollment File Due Date

Measurement File Due Date

**Enrollment and Measurement
File Resubmission Due Date**

Cycle Baseline Data Submission will close out by April 30th (4 weeks to complete this cycle).

Cycle Baseline Data Deliverables

Enrollment File Apr. 5th, 2024

- identifies enrolled clinicians and their practice locations where they provide care.

Measurement File Apr. 12th, 2024

- Submitted **quarterly** to report performance data across all CalHIVE BHI measures. Data will be reported at the clinician level (numerators/denominators) with their corresponding practice locations and payer-product mix.
- **Please report the following measurement period:**
 - 1/1/2023 – 12/31/2023 (12/31/2023)

Enrollment File Template

PO Identifier	Clinician First Name	Clinician Last Name	Clinician NPI (Type 1)	Eligible Profession Type	Primary Care Type	Practice Name	Practice TIN	Practice NPI (Type 2)	Practice Street Address	Practice Suite/Floor Number	Practice City	Practice State	Practice Zip Code
31110	Anna	Baer	1234567890	Doctor of Medicine	Internal Medicine	CF Care Inc.	012345678	1234543210	506 Battery Street	4	Berkeley	CA	94805
31110	Jose	Ordonez	1234567899	Nurse Practitioner	Internal Medicine	CF Care Inc.	012345678	1234543210	506 Battery street	4	Berkeley	CA	94805
31110	Anna	Baer	1234567890	Doctor of Medicine	Internal Medicine	Community Clinic Inc.	012345678	1994563278	304 Real Way		Alameda	CA	94816

- **You are required to report 1 practice Identifier (continue using the same identifiers from the Test Cycles):**
 - If you selected a TIN number, please report it under “Practice TIN”
 - If you selected a NPI (Type 2), please report it under “Practice NPI (Type 2)”
 - If you selected an internal identifier, please report it under “Practice NPI (Type 2)”
- **Internal practice identifiers should be modified to begin with “not_npi_”**
 - Example: Identifier “V0230” should be modified to “not_npi_V0230”

Measurement File Template

Measurement Period Last Date	PO Identifier	Clinician NPI (Type 1)	Practice TIN	Practice NPI (Type 2)	Product	Measure Identifier	Denominator	Numerator
12/31/2022	31110	1234567890	012345678	1234543210	MA	HPC	20	10
12/31/2022	31110	1234567890	012345678	1234543210	HMOPOS	HPC	30	2
6/30/2023	31110	1234567890	012345678	1234543210	MA	HPC	25	10
6/30/2023	31110	1234567890	012345678	1234543210	HMOPOS	HPC	30	2

- **The last date of each measurement period identifies the measurement period:**
 - Example: (1/1/2023 – 12/31/2023) = 12/31/2023 | Calendar Year
 - Example: (2/1/2023 – 1/31/2024) = 1/31/2024 | Rolling 12 Months
- **Report the same products that your reported during the Test Cycles:**
 - Commercial: HMO/POS and PPO
 - Medicare: Medicare Advantage and Medicare Fee for Service
 - Medi-Cal: Managed Medi-Cal and Medi-Cal Fee for Service
 - Dual: Medi-Medi
 - Uninsured
 - VA/Military
 - Other or Unknow

How are the Enrollment and Measurement Files Related?

Enrollment File													
PO Identifier	Clinician First Name	Clinician Last Name	Clinician NPI (Type 1)	Eligible Profession Type	Primary Care Type	Practice Name	Practice TIN	Practice NPI (Type 2)	Practice Street Address	Practice Suite/Floor Number	Practice City	Practice State	Practice Zip Code
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31110	Jose	Ordonez	1234567899	Nurse Practitioner	Internal Medicine	CF Care Inc.	012345678	1234543210	506 Battery street	4	Berkeley	CA	94805
31110	Anna	Baer	1234567890	Doctor of Medicine	Internal Medicine	Community Clinic Inc.	012345678	1994563278	304 Real Way		Alameda	CA	94816

Measurement File								
Measurement Period Last Date	PO Identifier	Clinician NPI (Type 1)	Practice TIN	Practice NPI (Type 2)	Product	Measure Identifier	Denominator	Numerator
12/31/2022	31110	1234567890	012345678	1234543210	MA	HPC	30	15
12/31/2022	31110	1234567890	012345678	1234543210	HMOPOS	HPC	60	30
12/31/2022	31110	1234567890	012345678	1234543210	MA	ENR	90	
12/31/2022	31110	1234567890	012345678	1234543210	HMOPOS	ENR	100	
12/31/2022	31110	1234567890	012345678	1994563278	MA	HPC	32	14
12/31/2022	31110	1234567890	012345678	1994563278	HMOPOS	HPC	65	25
12/31/2022	31110	1234567890	012345678	1994563278	MA	ENR	90	
12/31/2022	31110	1234567890	012345678	1994563278	HMOPOS	ENR	105	

Cycle Baseline Reminders and Naming File Format

Example Organization Name: Long Beach IPA

First Submission:

- Long Beach IPA Measurement File

First Resubmission (validation failed the 1st time):

- Long Beach IPA Measurement File res1

Second Resubmission (validation failed the 2nd time):

- Long Beach IPA Measurement File res2



Reminders:

- Use the same unique Box link that was provided to you during Cycle Test 1.
- If you have lost your unique Box link, email Jose Ordonez at jordonez@pbgh.org

Measurement Files' Validation Email

Data Validation Results:

An automated validation email will be sent to your organization's data team indicating whether your file passed or failed validation.

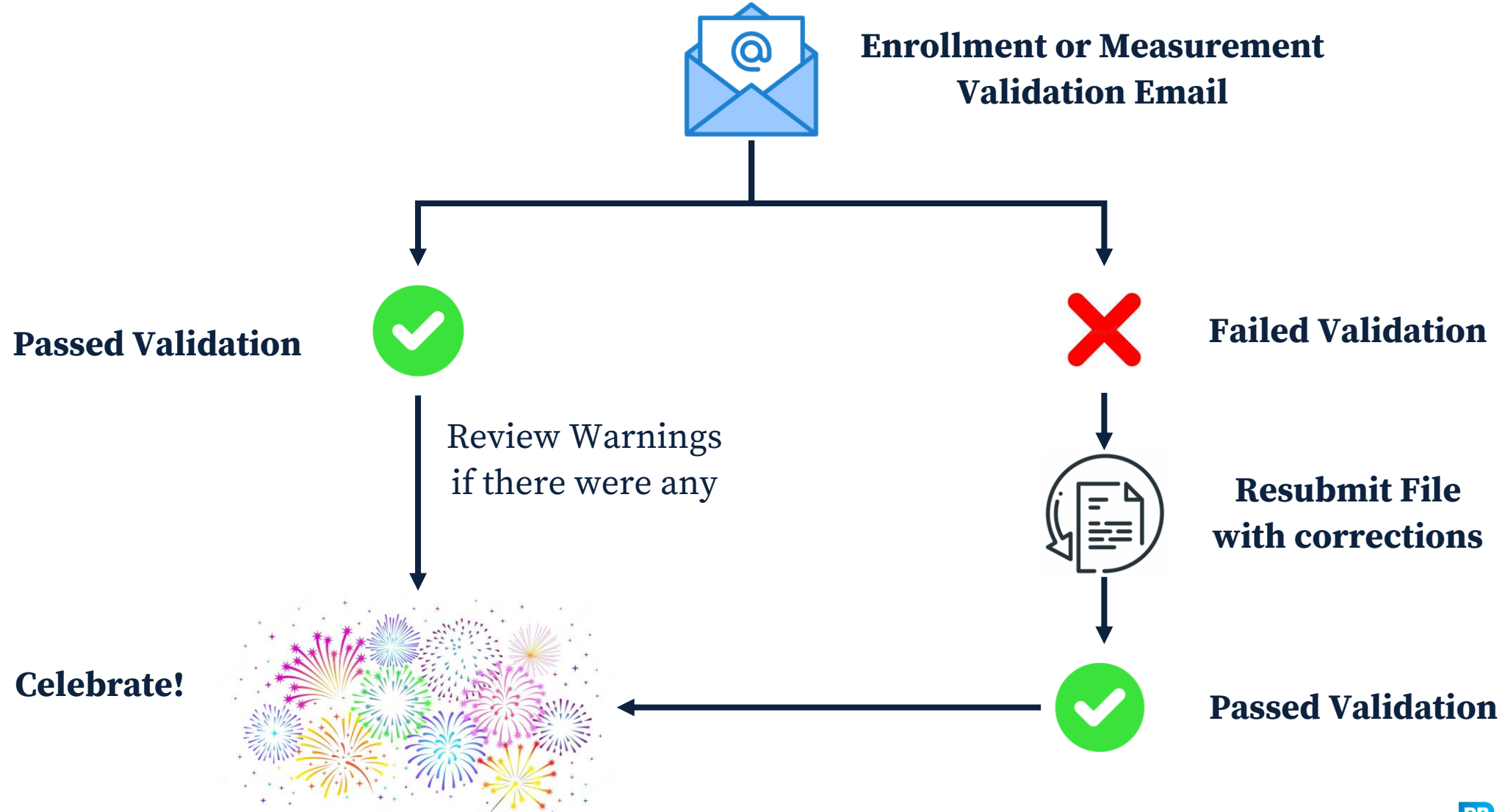
Note: During our data analysis we may find inconsistencies with your measurement data logic. **Jose Ordonez** will reach out if any corrections are necessary.

What will you find in your validation email:

Errors: An error will make your file fail validation.

Warning: A warning will make your file pass validation, but you should review your file and confirm that you have reported on everything that was agreed with CalHIVE BHI's data team.

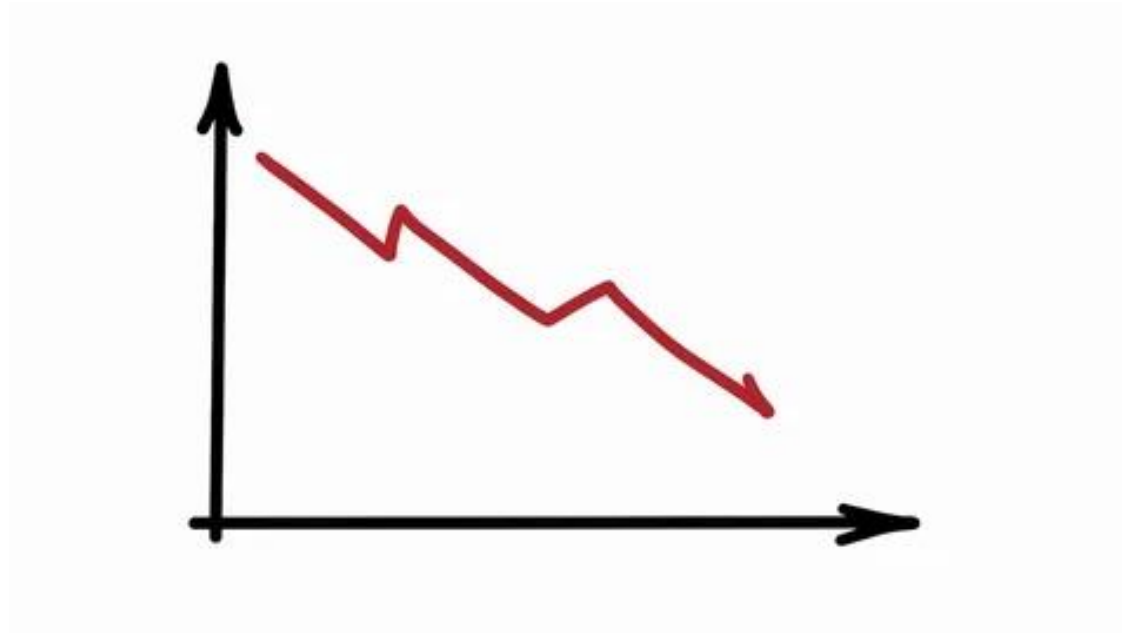
Next Steps After Validation Email



Cycle Baseline Goals

By Cycle Baseline, each provider organization will have:

1. Reduced the number of measurement file submissions to 3 (only 2 attempts to fail validation).
2. Reduced the length of the data submission window from 12 to 6 weeks.



Questions?



Join our Cycle Baseline Office Hours!

- Office hours every quarter!
- **April 4th, 2024, from 12pm- 1pm.**
- Office hours are optional but attendance it is highly recommended
- OH's Participants will have the opportunity to discuss data reporting challenges, network with peers from other organizations and share best practices.



Do you want to gain new tools to help better healthcare quality improvement projects at your organization?

SIGN UP: [Registration Form](#)



Support and education to complete your team's project Aim Statement

SIGN UP TODAY for **Model for Improvement**

A seven-week virtual learning series aimed at giving learners the tools to identify, test and launch improvements to better health quality.

Timeframe: March 18 – May 3

Participation: Two 60-minute live webinars and 15-25 minutes of weekly self guided learning

Live Webinar Dates: 3/26 and 4/30 (11-12pm via Zoom)

Eligibility: Any learner from a provider organization who leads and/or works on quality improvement projects

Cost: FREE for all participants

Weekly series of self-paced learning modules for team and cohort collaboration



Two webinars providing peer connection and real-world application

Resource library to support learning and use of new skill building



For more information contact Anna Baer, Program Coordinator, abaer@pbgh.org.

CalHIVE BHI Data Cycles' Timeline and Reporting Periods

Data Cycle	Data Webinar & Office Hours	Enrollment File	Measurement File	Measurement File Resubmission	Measurement File Reporting Periods
Baseline	DW: Thurs. 3/7/2024 OOH: Thurs. 4/4/2024	Fri. 4/5/2024	Fri. 4/12/2024	Fri. 4/19/2024	• 1/1/2023 – 12/31/2023
1	DW: Thurs. 6/13/2024 OOH: Thurs. 7/2/2024	X	Fri. 7/12/2024	Fri. 7/19/2024	<ul style="list-style-type: none"> • 2/1/2023 – 1/31/2024 • 3/1/2023 – 2/29/2024 • 4/1/2023 – 3/31/2024
2	DW: Thurs. 9/12/2024 OOH: Thurs. 10/3/2024	X	Fri. 10/11/2024	Fri. 10/18/2024	<ul style="list-style-type: none"> • 5/1/2023 – 4/30/2024 • 6/1/2023 – 5/31/2024 • 7/1/2023 – 6/30/2024
3	DW: Thurs. 12/12/2024 OOH: Thurs. 1/6/2025	X	Fri. 1/10/2025	Fri. 1/17/2025	<ul style="list-style-type: none"> • 8/1/2023 – 7/31/2024 • 9/1/2023 – 8/31/2024 • 10/1/2023 – 9/30/2024
4	DW: Thurs. 3/13/2025 OOH: Thurs. 4/3/2025	X	Fri. 4/11/2025	Fri. 4/18/2025	<ul style="list-style-type: none"> • 11/1/2023 – 10/31/2024 • 12/1/2023 – 11/30/2024 • 1/1/2024 – 12/31/2024
5	DW: Thurs. 6/12/2025 OOH: Thurs. 7/1/2025	X	Fri. 7/11/2025	Fri. 7/18/2025	<ul style="list-style-type: none"> • 2/1/2024 – 1/31/2025 • 3/1/2024 – 2/28/2025 • 4/1/2024 – 3/31/2025

CalHIVE BHI Data Cycles' Timeline and Reporting Periods

Data Cycle	Data Webinar & Office Hours	Enrollment File	Measurement File	Measurement File Resubmission	Measurement File Reporting Periods
6	DW: Thurs. 9/11/2025 OOH: Thurs. 10/2/2025	X	Fri. 10/10/2025	Fri. 10/17/2025	<ul style="list-style-type: none"> • 5/1/2024 – 4/30/2025 • 6/1/2024 – 5/31/2025 • 7/1/2024 – 6/30/2025
7	DW: Thurs. 12/11/2025 OOH: Thurs. 1/5/2026	X	Fri. 1/9/2026	Fri. 1/16/2026	<ul style="list-style-type: none"> • 8/1/2024 – 7/31/2025 • 9/1/2024 – 8/31/2025 • 10/1/2024 – 9/30/2025
8	DW: Thurs. 3/12/2026 OOH: Thurs. 4/2/2026	X	Fri. 4/10/2026	Fri. 4/17/2026	<ul style="list-style-type: none"> • 11/1/2024 – 10/31/2025 • 12/1/2024 – 11/30/2025 • 1/1/2025 – 12/31/2025
9	DW: Thurs. 6/11/2026 OOH: Thurs. 6/30/2026	X	Fri. 7/10/2026	Fri. 7/17/2026	<ul style="list-style-type: none"> • 2/1/2025 – 1/31/2026 • 3/1/2025 – 2/28/2026 • 4/1/2025 – 3/31/2026
10	DW: Thurs. 9/10/2026 OOH: Thurs. 10/1/2026	X	Fri. 10/9/2026	Fri. 10/16/2026	<ul style="list-style-type: none"> • 5/1/2025 – 4/30/2026 • 6/1/2025 – 5/31/2026 • 7/1/2025 – 6/30/2026

We Take your Feedback Seriously!

1. Today's webinar was useful for me and my work *[select one]*
 - Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
2. Of the topics we covered today, what was especially helpful? *[select multiple]*
 - Reflect on Test Cycles' lessons learned
 - Understand new CalHIVE BHI reporting changes (2024-2026)
 - Review Cycle Baseline data submission process, deliverables and timeline





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Thank you!