



Leveraging Data to Drive Transformational Change Making Healthcare Providers and People Better

Every good management team develops a plan to improve service delivery systems, optimize revenue, and maximize client level outcome impact. But are those plans fully implemented? Are they working? Traditional reporting tools fail to capture the information essential to creating and sustaining truly transformational systemic change and efficiently demonstrating that required outcomes are being achieved.

MTM Services works with providers to turn data into insights that support management team action. Our state-of-the-art analytical and management support tool – **Service Process Quality Management™ (SPQM™)** – measures the effectiveness of management and clinical practices and identifies meaningful opportunities to improve the delivery of care.

SPQM is not just another reporting system. SPQM combines data and analysis with sustained, hands-on consultation by experienced management consultants at MTM Services to solve problems and produce measurable outcomes for healthcare providers and the individuals they serve.

More than 400 health care providers in 27 states – from mental health, substance abuse and intellectual/developmental disabilities providers to managed care organizations, state level community provider trade associations, and state departments of human services – have used SPQM to implement new practices and achieve truly meaningful change.

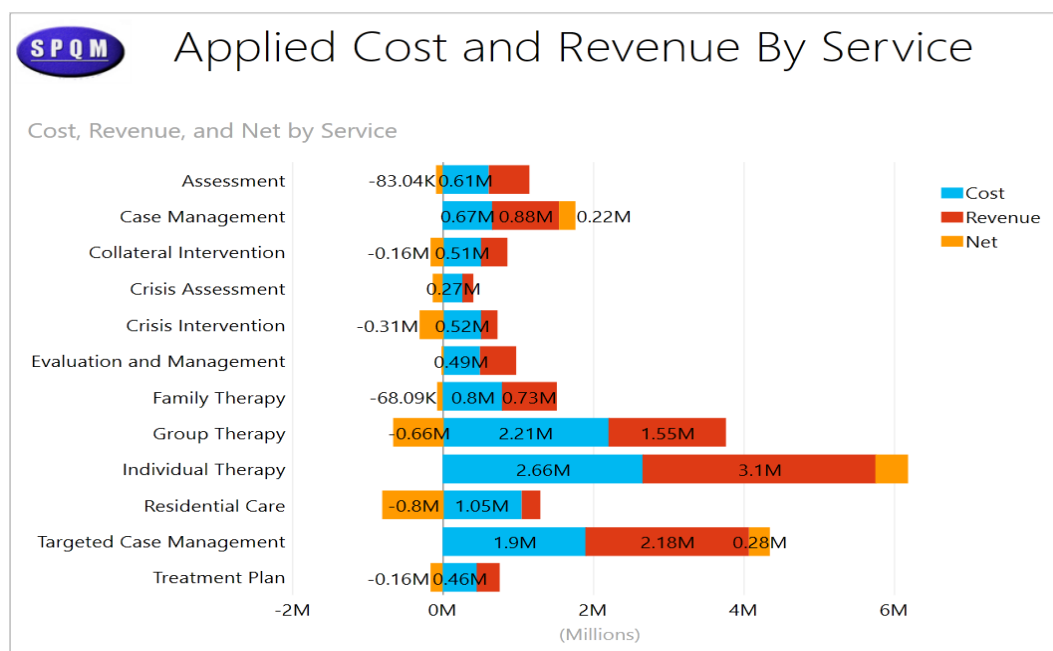
SPQM Improves Capacity, Performance, and Management of Staff

SPQM identifies gaps in the effectiveness of both clinical practices and organizational service delivery management. The MTM Consultation Team then works to develop and implement proven strategies for strengthening organizational practices and improving the efficiency of service delivery. When internal operations are more integrated, clinicians and staff can support one another, streamline service delivery processes, engage more efficiently with other organizations to maximize referrals and, ultimately, improve the client experience.

The MTM Consultation Team helps providers increase service delivery capacity without increasing the numbers of direct care staff. Instead, we help providers implement process changes that utilize existing staff more effectively. SPQM illustrates the data needed to guide those changes.

SPQM Improves Cost of Care

SPQM data help providers confront the “false reality of full” – the belief that capacity can be measured by scheduled appointments rather than actual billable hours delivered and client-level outcomes achieved. The MTM Consultation Team helps providers use SPQM to understand the true cost of care – and why it matters – in order to maximize fee collection, support important back office functions, drive efficiency, demonstrate value and, most importantly, increase capacity to serve individuals seeking care.



Many community providers are unable to track billable hours for each CPT/HCPCS code by staff type. Without this data, clinical managers cannot objectively determine whether the true cost of care is being covered - or being provided at a net loss. SPQM answers those questions, enabling managers to implement smart solutions.

SPQM Improves Client-level Outcomes of Care

SPQM provides organizations with the analysis and the tools to not only organize treatment plans, but also analyse risk-stratified outcomes by diagnostic group-based populations to demonstrate client level outcomes. The MTM Consultation Team helps providers determine the client-level value of care provided based on the types, volume, and cost of services provided compared to the outcomes achieved. The result: providers are positioned to be accountable to payors and partners. They are also ready to successfully participate in innovative value-based, shared-risk funding arrangements in addition to supporting practice management models that improve timely access to care and ultimately client outcomes.

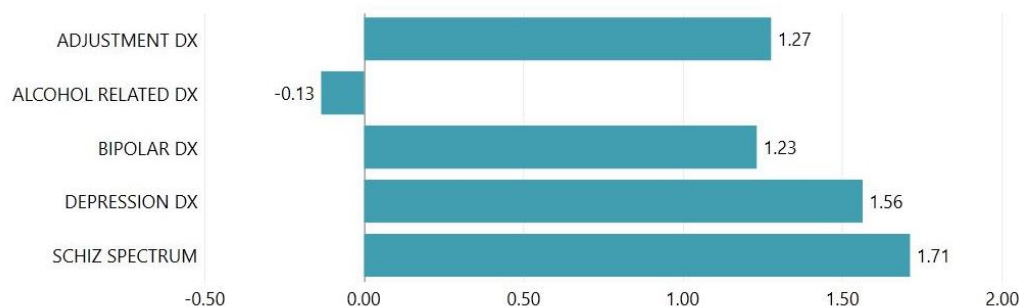


Enables Analysis of Outcomes and Level of Care by Diagnosis

LOCCases by DLAGroup



DeltaScore by Diag1Group



With SPQM data and analysis, clinical managers can effectively and objectively identify which programs are yielding appropriate client level outcomes - by population, units/programs for individual direct care staff – and which require additional focus.

SPQM Enhances Compliance and Benchmarking

Compliance officers, quality improvement staff, and clinical managers need to be able to identify and understand variations in CPT/HCPCS code practice and utilization. SPQM provides the necessary data and analysis to inform practice changes that matter. It also provides national benchmarking for key practice measurement metrics and compliance concerns, including length and frequency of service. In addition, the MTM Consultation Team conducts a hands-on review of the clinical documentation used to support medical necessity-based billing standards in order to identify and help to implement solutions that provide optimal client-level practice management.

A focused compliance review process, using SPQM data and analysis, can confirm if the qualitative based medical necessity documentation in the chart supports the average length of the services being provided by each direct care staff, in addition to minimizing audit risks.

SPQM Supports Transformational Change and Practice Improvement

Change requires the willingness to do more than tweak the system or implement incremental modifications. Utilizing powerful, clear visual displays of data and analysis, SPQM and the MTM Consultation Team enable teams to operate from a shared level of awareness and build an organization-wide commitment to change. This is the essential starting point to drive informed decision-making and rapid implementation of transformational change while maintaining an intense focus on delivering quality care.

Management teams needs objective information to help staff embrace the need for practice change, to shape the scope of that change, and evaluate its impact. Having access to objective no show/client cancellation information by program/unit, staff member and/or client is essential to driving necessary practice changes.