



Leveraging State Level Data Driving Systems Learning, Practice Improvement, Measurement- Based Care, and Advocacy

Measurement-based health care reforms put a focus on measuring outcomes for every dollar spent. In this environment, statewide provider trade associations need objective measurement tools to evaluate service delivery models and analyse service volume, demographics, costs, outcomes achieved, and clients served. With reliable and actionable data, statewide teams are positioned to not only support systems learning for provider members but also to educate stakeholders, advocate for additional funding, hold payers accountable, and inform the legislative decision-making process.

MTM Services provides a state-of-the-art analytical and management support tool – **Service Process Quality Management™ (SPQM™)** – that measures the effectiveness of management and clinical practices of state provider association members and identifies meaningful opportunities to improve the delivery of care. SPQM provides secure, web-based data management tools specifically tailored to meet the information reporting and analysis needs of state provider associations and their members in order to make informed decisions.

SPQM enables state provider associations to:

- Provide statewide service utilization trends based on diagnostic groups, gender, and age specific populations as well as payers/financial class;
- Provide report metrics to support measurement, including client counts and service hours;
- Provide client level outcomes linked to provider costs in order to support value of care measurement;
- Gather enhanced service array and hours of service utilization measurement based on diagnostic categories and payers/financial class; and
- Create a statewide benchmark capacity and the ability to compare state provider association members to National SPQM Benchmarks.

Additionally, many state provider associations are focused on supporting the transformational change efforts of their member clinics. With comparable service encounter-based measurement information for all providers, statewide associations can effectively support systems learning, practice improvement, value-based contracting, and advocacy.

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 currently provides statewide measurement for the following:

- Arkansas Division of Behavioral Health Services
- Georgia Association of Community Service Boards (GACSB)
- Association of Community Mental Health Centers of Kansas (ACMHCK)
- Missouri Coalition of Community Health Centers (Coalition)
- Tennessee Association of Mental Health Organizations (TAMHO)

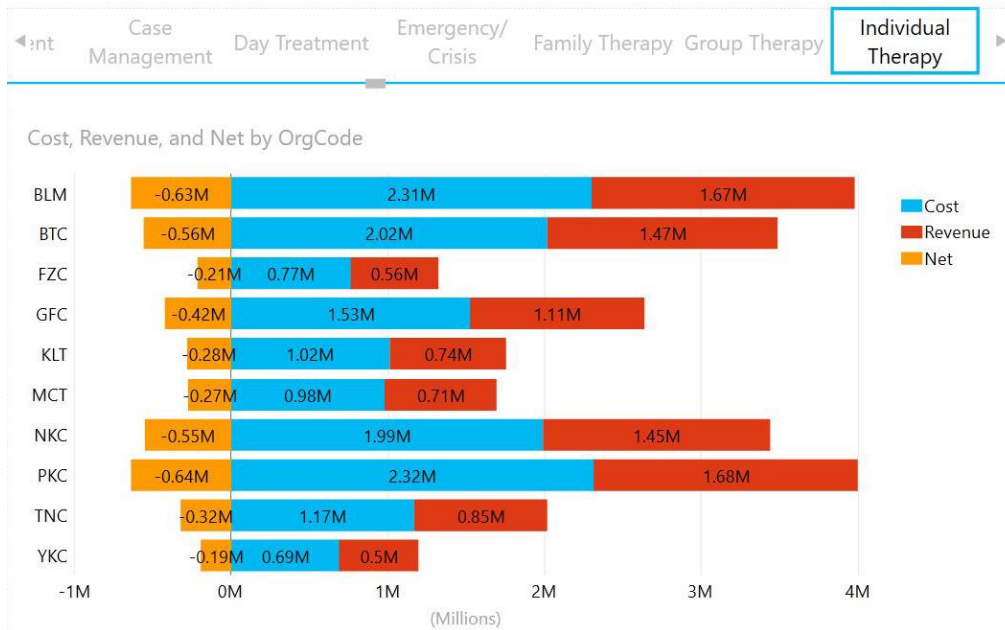
SPQM Enables Systems Learning

Historically, state provider associations and their members were unable to review key clinical practices for all association members. Without the ability to compare data, association members could not learn from each other.

SPQM supports comparison based “system learning” practice improvement. By sharing service encounter data, state associations and individual members can not only benchmark against each other and National SPQM Benchmarks, but also more fully understand differences in practice and the measurement-based care outcomes being achieved. The MTM Consultation Team works with state associations to leverage data to implement change that results in value -- for consumers as well as payers.



Provides a Statewide Snapshot of Cost, Revenue, and Net Income by Organization and Service



SPQM Supports Practice Improvement

Without practice variance data, state provider associations and their members have historically operated in “silos” of care delivery. In the 15 years of working with state providers, the MTM Consulting Team has seen how SPQM data dramatically helps members identify effective practice models and provide peer comparisons that enable management teams to implement essential practice improvement, including by specific populations, age groups, diagnostic groups, etc.

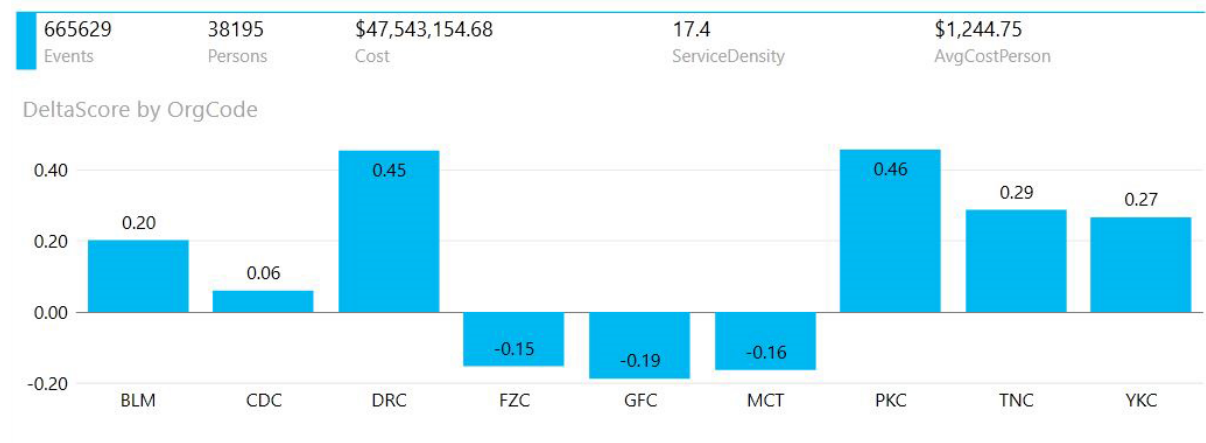
SPQM Improves Measurement-based Care

SPQM empowers clinical managers to objectively identify the centers that yield the appropriate risk-adjusted client-level outcomes - by population, payer, etc. Additionally, SPQM enables analysis by cost and net revenues per CPT/HCPCS code and by staff type to support value-based care measurement.

The MTM Consultation Team helps providers leverage SPQM data to 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 payers and partners, including successful participation in innovative value-based, shared-risk funding arrangements.



Enables Statewide Analysis by Outcomes



SPQM Enhances State Level Advocacy

Increasingly, state provider associations must present policymakers and other funders with objective data that demonstrate effectiveness in order to receive funding. SPQM gives state provider associations the necessary information -- total number of clients being served by month for each provider member – to support reporting to all payer types, not just Medicaid. Additionally, SPQM supports advocacy efforts by providing targeted information – by diagnostic group, age group, gender, employment status, veterans status, service mix – which enables state provider associations to effectively demonstrate the importance and impact of services for key populations.

The MTM Consultation Team knows how to help state provider associations leverage data in order to effectively “tell their story” to key audiences.

For more information on SPQM and the MTM Consultation Team, please visit www.mtmservices.org or, to schedule a free planning meeting, please email MTM director of operations [Jodie Giboney](mailto:Jodie.Giboney@mtmservices.org) or call (919) 387-9892.