

PSYCKES Utilization Indicators: Use of Emergency Room/ Hospital Services



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PSYCKES Indicator Sets

- Indicators Related to Psychotropic Medications
 - Polypharmacy
 - Cardiometabolic Risk
 - Higher than Recommended Dose
 - Prescribing for Youth
- Indicators Related to Emergency Room (ER) / Hospital Services (added July 2011)
 - 4+ ER/Inpatient Services within 12 months
 - Psychiatric Readmission within 7 or 30 days
 - Preventable Hospitalizations

Why Add Utilization Indicators?

- Medicaid claims data can show medical and psychiatric services across settings
- Frequent use of inpatient/ER services may suggest gaps in outpatient care or need for outreach/engagement
- Alignment with evolution of state public mental health policy
 - Behavioral Health Organization (BHO) metrics include utilization measures
 - Strategies to promote better integration of health and behavioral health services, e.g. health homes

4+ ER/Inpatient Services

- Eligible: New York State Medicaid enrollees of any age served by Office of Mental Health (OMH) licensed provider(s)
- Flagged: Those with four or more emergency room visits or inpatient hospital stays in the previous 12 months
 - 4+ psychiatric ER/inpatient services
 - 4+ medical ER/inpatient services
 - 4+ ER/inpatient services of any kind
- Excludes transfers from one hospital to another
 - “Patient status” field on claim used to determine whether the client is discharged or transferred

Psychiatric Readmission

- Eligible: New York State Medicaid enrollees of any age served by an OMH licensed provider with a psychiatric hospitalization in past 12 months
- Flagged: Those who have 1 or more psychiatric hospitalizations
 - Within 7 days after discharge
 - Within 30 days after discharge

Preventable Hospitalization

- Based on Prevention Quality Indicators (PQI) developed by the Agency for Healthcare Research and Quality (AHRQ) to identify hospitalizations that may have been avoided through access to high-quality outpatient care (<http://www.qualityindicators.ahrq.gov/>)
- Eligible: New York State Medicaid enrollees 18 years and older served by an OMH licensed provider
- Flagged: Those who have 1 or more hospitalizations in past 12 months for
 - Asthma
 - Diabetes
 - Dehydration

Applications of Utilization Indicators

- Coordinate care with other service providers
- Identify clients who could benefit from engagement in outpatient services
 - Example: Use of ER services for less serious conditions may be due to lack of primary care provider
- Identify clients with serious medical conditions
 - Clients flagged by these indicators often have multiple comorbidities

Demo

<http://www.psyckes.org>