NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

Using PSYCKES Quality Indicator Reports

We will begin shortly

To hear the webinar, click "Call Me" in the Audio Connection box and enter your phone number - the WebEx system will call your phone

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Hannah Ritz
Assistant Research Scientist, Implementation Team
April 19, 2023

Q&A via WebEx

- All phone lines are muted
- Access “Q&A” box in WebEx menu at the right of your screen; if you expanded the view of the webinar to full screen, hover cursor over green bar at top of screen to see menu
- Type questions using the “Q&A” feature
  - Submit to “all panelists” (default)
  - Please do not use Chat function for Q&A
- Note: slides will be emailed to attendees after the webinar

Overview

- What is PSYCKES?
- Quality Indicators “Flags”
- Demonstration using “High Utilization” Indicator
  - My QI Report
  - Recipient Search
  - Clinical Summary
- PSYCKES Training and Technical Assistance
- Question & Answer

What is PSYCKES?

- A secure, HIPAA-compliant web-based platform for sharing Medicaid claims and encounter data and other state administrative data
- Designed to support data-driven clinical decision-making and quality improvement
- Ongoing data updates
  - Quality Indicators refreshed monthly
  - Clinical Summary refreshed weekly

Who is Viewable in PSYCKES?

- Over 11 million NYS Medicaid enrollees (currently or previously enrolled)
  - Fee for service claims
  - Managed care encounter data
  - Dual-eligible (Medicare/Medicaid): Medicaid data only
- Behavioral Health Population, i.e., at least one of the following:
  - Psychiatric or substance use service,
  - Psychiatric or substance use diagnosis, OR
  - Psychotropic medication
- Provides all data – general medical, behavioral health, residential

What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data, updated weekly
- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
  - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
  - New York City Department of Homeless Services (NYC DHS)
  - Health Home enrollment & CMA provider (DOH MAPP)
  - Managed Care Plan & HARP status (MC Enrollment Table)
  - MC Plan assigned Primary Care Physician (Quarterly, DOH)
  - State Psychiatric Center EMR
  - Assisted Outpatient Treatment provider contact (OMH TACT)
  - Assertive Community Treatment provider contact (OMH CAIRS)
  - Adult Housing/Residential program Information (OMH CAIRS)
  - Suicide attempt (OMH NIMRS)
  - Safety plans/screenings and assessments entered by providers in PSYCKES MyCHOIS
  - IMT and AOT Referral Under Investigation (DOHMH)

Quality Indicators "Flags"

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider and to support clinical review and quality improvement
- When a client has a quality flag, the provider is allowed access to that individual's Clinical Summary
- My QI Report provides prevalence information at the program, agency, MC plan, region, and state levels
- Some examples of current quality flags include:
  - Health Home Plus-Related, e.g., Eligible for Health Home Plus, No Health Home Plus Service past year
  - Medication-Related, e.g., Polypharmacy, Medication Adherence
  - Acute Care Utilization, e.g., High utilization, Readmission
  - General Medical Health, e.g. No Diabetes Screening on an antipsychotic

What is the My QI Report?

- Tool for managing quality improvement efforts
- Updated monthly
- Eligible Population (denominator): clients served plus other parameters depending on quality indicator specifications
- Number with QI Flag (numerator): clients who meet criteria for the flag
- Compare prevalence rates for provider agency, region, state
- Filter report by: Program Type, MC Plan, Age
- Drill down into list of recipients who meet criteria for flag
- Reports can be exported to Excel and PDF

Understanding My QI Report

- Attributing clients to agency QI reports:
  - Billing: Clients linked to provider agency if billed by agency in the past 9 months
  - This rule is used to automatically link clients to providers so that current clients are included in the report each month
- Period of observation for the quality indicator:
  - Assessed by a measure, varies for each measure
  - For example, the period of observation for the High Utilization quality indicator is 13 months
- QI Reports trending over time:
  - QI Trends Past Year show the prevalence rates of quality flags by provider over time

New in My QI Report

- Now divided into two categories of indicator sets to help easily identify between "real time" measures versus "mature" measures
  - **Quality Improvement Indicators:**
    Considered more "real time" and are run on a monthly basis, as of the refresh date
  - **Performance Tracking Indicators:**
    Considered more mature data and are calculated monthly after a 6-month data maturation period to allow for services to be invoiced
- Reflected in Statewide Reports and the client-level Clinical Summary quality flag section
- The "BH QARR DOH Performance Tracking Measure" set was renamed to "**MH Performance Tracking Measure**" and the "Substance Use Disorders" set was renamed to "**SUD Performance Tracking Measure**"

New CORE Eligibility in Report Filters & Clinical Summary

- **Recipient Search**
  - New Filter: **CORE Eligible (Community Oriented Recovery and Empowerment)**
  - In the "Characteristics" section, within the existing "High Need Population" filter
- **Care Coordination Advanced View**
  - Two new columns added for **CORE Eligible** and **MC Product Line**
- **Clinical Summary**
  - When applicable, the client-level Clinical Summary will show the CORE eligibility message in the "Current Care Coordination" section
    - CORE Eligibility: This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core/

My QI Report

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set

Quality Improvement Indicators (as of 03/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - Improvement Measure	All	7,177	2,287	31.9	35.6	36.1
General Medical Health	All	188,973	15,956	8.4	12.2	12.3
Health Home Care Management - Adult	Adult 18+	10,405	8,283	79.6	79.7	86
High Utilization - Inpt/ER	All	189,067	52,022	27.5	23.1	21.4
Polypharmacy	All	17,216	2,377	13.8	15.8	12.2
Preventable Hospitalization	Adult	132,094	1,999	1.5	0.9	0.8
Readmission Post-Discharge from any Hospital	All	37,531	5,641	15	13.8	11.4
Readmission Post-Discharge from this Hospital	All	26,224	3,287	12.5	12.3	11.4
Treatment Engagement	Adult 18-64	5,777	1,848	32	30.7	33.4

Performance Tracking Indicators (as of 08/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
MH Performance Tracking Measure	All	10,532	5,356	50.9	51.6	52.8
SUD Performance Tracking Measure	Adol & Adult (13+)	12,978	10,454	80.6	78.3	80.1
Vital Signs Dashboard - Adult	Adult	33,294	14,774	44.4	47.9	47.7
Vital Signs Dashboard - Child	Child & Adol	55,191	14,687	26.6	35.3	33.6

My QI Report: Filter by Program Type

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set

Quality Improvement Indicators (as of 03/01/2023)

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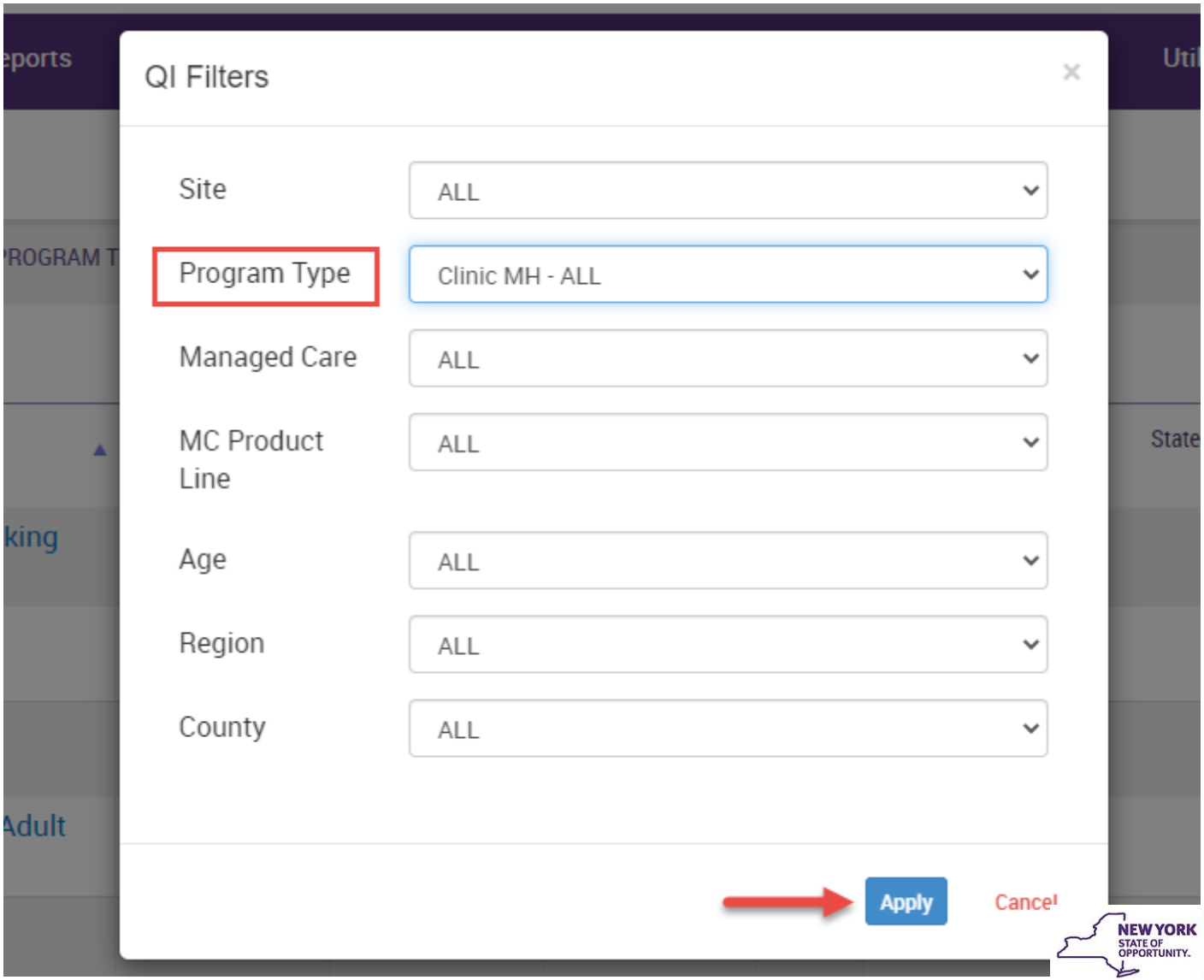
Vital Signs Dashboard - Adult	Adult	33,294	14,774	44.4	47.9	47.7
Vital Signs Dashboard - Child	Child & Adol	55,191	14,687	26.6	35.3	33.6

My QI Report: Filter by Program Type



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My QI Report: Drill into Indicator Set

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters | Reset

Indicator Set

Quality Improvement Indicators (as of 03/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - Improvement Measure	All	2,191	719	32.8	39.1	38.7	32.80 39.10 38.70
General Medical Health	All	17,742	2,174	12.3	20	18.8	12.30 20.00 18.80
Health Home Care Management - Adult	Adult 18+	2,216	1,757	79.3	77.9	81.2	79.30 77.90 81.20
High Utilization - Inpt/ER	All	17,744	3,672	20.7	19.1	20.1	20.70 19.10 20.10
Polypharmacy	All	3,972	585	14.7	19.9	17.2	14.70 19.90 17.20
Preventable Hospitalization	Adult	11,145	101	0.9	0.6	0.6	0.90 0.60 0.60
Readmission Post-Discharge from any Hospital	All	2,589	337	13	13.3	13.5	13.00 13.30 13.50
Readmission Post-Discharge from this Hospital	All	1,515	199	13.1	13.7	13.4	13.10 13.70 13.40
Treatment Engagement	Adult 18-64	1,969	590	30	28.7	32.6	30.00 28.70 32.60

Performance Tracking Indicators (as of 08/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
MH Performance Tracking Measure	All	2,834	1,231	43.4	45	46.6	43.40 45.00 46.60
SUD Performance Tracking Measure	Adol & Adult (13+)	1,628	1,306	80.2	79.1	79	80.20 79.10 79.00
Vital Signs Dashboard - Adult	Adult	3,844	1,630	42.4	46.4	46.6	42.40 46.40 46.60
Vital Signs Dashboard - Child	Child & Adol	6,125	1,791	29.2	35.2	33.6	29.20 35.20 33.60

High Utilization - Inpatient/ER

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

PROGRAM TYPE: CLINIC MH - ALL | Filters | Reset

Indicator Set: High Utilization - Inpt/ER

Indicator Set | Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
10+ ER - All Cause	All	17,744	102	0.6	1	1
10+ ER - MH	All	17,744	13	0.1	0.1	0.1
2+ ER - BH	All	17,744	381	2.1	3.2	3.2
2+ ER - Medical	All	17,744	3,093	17.4	15.2	16.3
2+ ER - MH	All	17,744	315	1.8	2.6	2.5
2+ Inpatient - BH	All	17,744	221	1.2	2.5	2.3
2+ Inpatient - Medical	All	17,744	526	3	2.2	2.2
2+ Inpatient - MH	All	17,744	160	0.9	1.7	1.4
4+ Inpatient/ER - MH	All	17,744	146	0.8	1.5	1.3
Clozapine Candidate with 4+ Inpatient/ER - MH	0-64		44	97.8	87	91.6
POP : High User	18+		102	1.3	1.7	1.5
POP : Potential Clozapine Candidate	18+		54	100	91.3	94.4
2+ Inpatient / 2+ ER - Summary	**All**	**17,744**	**3,672**	**20.7**	**19.1**	**20.1**

Select indicator to generate report of flagged clients

List of Clients who Meet Criteria: Export to Excel/PDF

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

Report can be exported to PDF or Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters | Reset

Indicator Set: High Utilization - Inpt/ER **Indicator:** 2+ Inpatient / 2+ ER - Summary

Indicator Set | Indicator | Site | HH/CM Site(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Recipient	Medicaid ID	DOB	Race & Ethnicity	Quality Flags	Most Recent BH Outpatient Attending	Clinical Summary Last Viewed
QVbBTEE TUFSWQ	WVeuMTQrOFU	MTIlM9UlMTarN6	Hispanic or Latinx	2+ ER-Medical	None Identified	No
QUJSRVU SbVMSUy Qm		6	Hispanic or Latinx	2+ ER-Medical	None Identified	No
RqFSQqbB RURXQVJETm		6	Hispanic or Latinx	2+ Inpt-Medical, Colorectal Screen Overdue (DOH)	LEE JONATHAN JONG-JIN	No
TEFSQQ SUFO R6	Wa6vM9MmMFU	MTAlM92lM9AnN6	Hispanic or Latinx	2+ ER-Medical, 2+ Inpt-Medical, Readmit 30d - Medical to Medical	SOSHNICK SARA HOPE	No
Ta3VWUVO SEzBTa2 V6	TbIrMpEvMUi	MTIlMDQlM9AmN6	Asian	2+ ER-Medical	None Identified	No
VVfFSVJPUqjJ UqFCUaa	UqQoOTIvMEu	MDYlMTalMTauMA	White	2+ ER-Medical, 3AD, 4PP(A)	RAMACHANDRAN JESSICA	No
QbJPVqu TabDTqnF TQ	VqqtODaqNq6	MD6lM9AlMTasOQ	Black	2+ ER-Medical	MARKOVA NATALIA	No
UqFOQq7FW6 REU TEE QrJVRUnJQUvZ	SqQuODEpMFI	MDIlMDalM9AnM6	Unknown	2+ ER-Medical	TIZER KAREN	No

Click on a client's name to review their Clinical Summary

First | Previous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Next | Last

New QI Flag & Dropped QI Flag Tabs

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters | Reset

Indicator Set: High Utilization - Inpt/ER **Indicator:** 2+ Inpatient / 2+ ER - Summary

Show new/dropped for last: 1 Month | 3 Months

Indicator Set | Indicator | Site | HH/CM Site(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Recipient	Medicaid ID	DOB	Current Quality Flags	New Quality Flags	Medications (BH;excludes enhanced PHI)	Most Recent BHOutpatient Attending
QU7NRUQ QUFJUaE QQ	Sr2tMpQvOUM	MDElMD2lM9AnNQ	2+ ER-Medical	2+ ER-Medical		SOKOLOFF WILLIAM COLE
TEzQRVfGRUnJQqbBTay TUbMRUbOWQ RQ	VVErN9aqMbQ	MTIlMTIlM9AoMA	2+ ER-Medical	2+ ER-Medical		KOKOTOS FAYE
RUm QUnMQU6	VFEoODUuOEY	MTIlM92lMTarNQ	2+ ER-Medical	2+ ER-Medical		DRAKES SHANE MARIO ANDRE
RqFOVFQ UqFVREbB TA	UFMoODIqNVa	MD2lMDElM9AmOQ	2+ ER-Medical	2+ ER-Medical		
TUFEUabHQUm SazTSFVB	VaQsOTUnOVY	MDalMT2lMTavNQ	2+ ER-BH, 2+ ER-MH, HARP No Assessment for HCBS, HARP No Health Home	2+ ER-BH, 2+ ER-MH		
UqFOVEFOQQ UaFTSEVM TQ	SrUrNTAnNE2	MDMlM9UlM9AnNQ	2+ ER-Medical, No Well-Care Visit (DOH)	2+ ER-Medical		None Identified

Identify clients who are new to your list or dropped from your list since the last QI report refresh

HH/CM Sites Tab for Health Homes & CMAs

My QI Report · Statewide Reports · Recipient Search · Provider Search · Registrar · Usage · Utilization Reports · Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard · PDF · Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters · Reset

Indicator Set: High Utilization - Inpt/ER **Indicator:** 2+ Inpatient / 2+ ER - Summary

Indicator Set | Indicator | Site | HH/CM Site(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Site Name (Source:DOH)	Site Address	ProgramType (Enrollment Status)	Eligible Population	# with QI Flag	%
ST MARYS HEALTHCARE	427 GUY PARK AVE	Care	382	100	26.2
AIDS COUNCIL OF NENY AI	927 BROADWAY	Care	57	15	26.3
CATHOLIC CHARITIES/ALBANY AI	100 SLINGERLAND ST	Care	34	9	26.5
ST ANNE INSTITUTE	160 N MAIN AVE	Care Management - Enrolled (Source: DOH MAPP)	11	2	18.2
BUILDING BLOCKS LEARNING CENTER LLC	19 ROBINSON RD	Care Management - Enrolled (Source: DOH MAPP)	32	8	25
ST MARYS HEALTHCARE	427 GUY PARK AVE	Health Home - Enrolled (Source: DOH MAPP)	516	134	26

Select HH or CMA to view a list of clients in that program who meet criteria for the indicator

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HH/CM's Recipients

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

PROGRAM TYPE: CLINIC MH - ALL

Filters | Reset

Indicator Set: High Utilization - Inpt/ER **Indicator:** 2+ Inpatient / 2+ ER - Summary

Indicator Set | Indicator | Site | HH/CM Site(s) | HH/CM's Recipient(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Recipient	Medicaid ID	DOB	Quality Flags	Attending	Site Address	Program Type
QaFMQbVFTaE QUJSQU7BTQ SA	UF2mN9UpNaE	MDMIMTYIMTarMQ	2+ ER-Medical	EGBUNA WINIFRED OBIAGELI	115 E STEVENS AVE STE 104 & 105	Care Management - Enrolled (Source: DOH MAPP)
QaFTQUJF TUFHREFMRUvB	WbAqMTQsMUE	MDIIMDMIMTarMQ	2+ ER-Medical	None Identified	115 E STEVENS AVE STE 104 & 105	Care Management - Enrolled (Source: DOH MAPP)
QaFUSVNUQQ QUvB TQ	WaiqNpEnMra	MDQIMpAIMTarMQ	2+ ER-Medical, 2+ Inpt-Medical, PrevHosp-Asthma, Readmit 30d - Medical to Medical	FAROOQ SAMEEN	115 E STEVENS AVE STE 104 & 105	Care Management - Enrolled (Source: DOH MAPP)
QbJBTaNI WUFOSUNL	VUEuMDYpME2	MDEIM9aIMTatN6	2+ ER-Medical	SHAH VIPUL LALITKUMAR	115 E STEVENS AVE STE 104 & 105	Care Management - Enrolled (Source: DOH MAPP)

My QI Report: Race & Ethnicity View

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard (Standard / Race & Ethnicity) | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set

Quality Improvement Indicators (as of 03/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - Improvement Measure	All	7,177	2,287	31.9	35.6	36.1
General Medical Health	All	188,973	15,956	8.4	12.2	12.3
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Performance Tracking Indicators (as of 08/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
MH Performance Tracking Measure	All	10,532	5,356	50.9	51.6	52.8
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Race & Ethnicity – High Utilization – Inpt/ER

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Race & Ethnicity | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

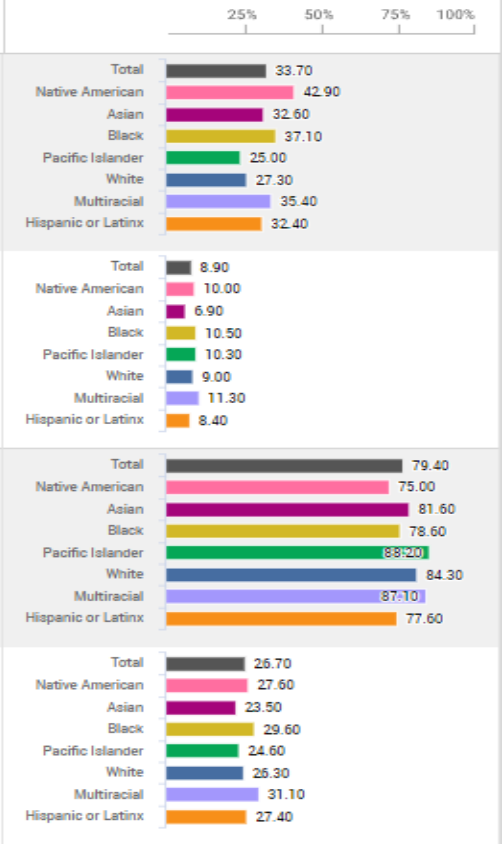
Filters | Reset

Indicator Set: High Utilization - Inpt/ER **Indicator**: 2+ Inpatient / 2+ ER - Summary

Indicator Set | Indicator | Site | HH/CM's Recipient(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Quality Improvement Indicators (as of 05/01/2023) Run monthly on all available data as of run date

		Clients with QI Flags by Percentage (%) and Number							
Indicator Set	Population	Total	Native American	Asian	Black	Pacific Islander	White	Multiracial	Hispanic or Latinx
BH QARR - Improvement Measure	All	33.7% 2,346	42.9% 6	32.6% 43	37.1% 791	25% 2	27.3% 115	35.4% 40	32.4% 1,042
General Medical Health	All	8.9% 16,550	10% 38	6.9% 478	10.5% 4,481	10.3% 34	9% 876	11.3% 229	8.4% 6,806
Health Home Care Management - Adult	Adult 18+	79.4% 8,029	75% 15	81.6% 84	78.6% 2,543	88.2% 15	84.3% 598	87.1% 149	77.6% 4,061
High Utilization - Inpt/ER	All	26.7% 49,906	27.6% 105	23.5% 1,638	29.6% 12,671	24.6% 81	26.3% 2,566	31.1% 632	27.4% 22,165



Race & Ethnicity View – 2 + ER - Medical

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Race & Ethnicity | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set: High Utilization - Inpt/ER

Indicator Set | Indicator | HH/CM's Recipient(s)

Indicator	Population	Clients with QI Flags by Percentage (%) and Number							
		Total	Native American	Asian	Black	Pacific Islander	White	Multiracial	Hispanic or Latinx
10+ ER - All Cause	All	0.8% 1,588	1.8% 7	0.4% 29	1.4% 598	0.9% 3	1.3% 130	1.9% 39	0.7% 604
10+ ER - MH	All	0.1% 163	0.5% 2	0% 0	0.1% 63	0.6% 2	0.2% 17	0.2% 4	0.1% 60
2+ ER - BH	All	1.5% 2,746	2.6% 10	0.7% 52	2.1% 917	1.8% 6	2.2% 219	2.9% 59	1.4% 1,101
2+ ER - Medical	All	22.7% 42,501	23.1% 88	20% 1,394	24.5% 10,465	19.5% 64	19.7% 1,922	26% 529	23.4% 18,942

Race & Ethnicity View Results

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Race & Ethnicity | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set: High Utilization - Inpt/ER **Indicator**: 2+ ER - Medical

Indicator Set | Indicator | Site | HH/CM Site(s) | HH/CM's Recipient(s) | MCO | Attending | Recipients | New QI Flag | Dropped QI Flag

Recipient	Medicaid ID	DOB	Race & Ethnicity	Quality Flags	Most Recent BH Outpatient Attending	Clinical Summary Last Viewed
TUFOWbVFVEE WaFORQ QQ	WVerM9YtMVY	MTAIM9MIM9AnNm	Hispanic or Latinx	2+ ER-Medical, No Well-Care Visit (DOH)	None Identified	No
QVbVREFOVA SaVTVVM RQ	VVIpNpUmME2	MD6IMTMIMTarMA	Hispanic or Latinx	10+ ER, 2+ ER-Medical, 2+ Inpt-Medical	AVANZATO CHRISTOPHER PATRICK	No
UqzMSVM SaFERQ	WUMpNDApNaU	MD6IMT6IM9AnOQ	Multiracial	2+ ER-Medical, 2+ Inpt-Medical	SERRA THERESA MARIE	No
QqFSREzOQU3PTbfBTEV0 QqFSTUVO	WUiuN9YnMr6	MDMIMTAIMTasNA	Hispanic or Latinx	2+ ER-Medical	CATAQUET DAVID	No
VqbMTEbBTVM RqVPUa3JRUu Qm	WUMpODAqOVe	MDMIM9MIMTauNm	Unknown	2+ ER-Medical	IYER SHWETHA	No
TUFSVEbORVe SEVOQq7BVVNUSQ	VqUpMT6mMEM	MDEIMDaIMTatMA	Hispanic or Latinx	2+ ER-Medical	None Identified	No
TUFSVEbO TVbLQQ QUvEUaVJ	WUEnOTaoMFI	MTAIMTIIM9AnMQ	Asian	2+ ER-Medical, No Well-Care Visit (DOH)	None Identified	No
VaFMRUvUSUu QUvEUaVT	VqUqNpYsMra	MDaIM9YIMTarMm	Hispanic or Latinx	2+ ER-Medical, 2+ Inpt-Medical	None Identified	No

First Previous 1 2 3 4 5 6 7 8 9 10 ... 86 Next Last

My QI Report: QI Trends Past Year

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

My QI Report
QI Trends Past Year

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 03/01/2023

View: Standard | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set

Quality Improvement Indicators (as of 03/01/2023)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - Improvement Measure	All	7,177	2,287	31.9	35.6	36.1
General Medical Health	All	188,973	15,956	8.4	12.2	12.3
Health Home Care Management - Adult	Adult 18+	10,405	8,283	79.6	79.7	86
High Utilization - Inpt/ER	All	189,067	52,022	27.5	23.1	21.4
Polypharmacy	All	17,216	2,377	13.8	15.8	12.2
Preventable Hospitalization	Adult	132,094	1,999	1.5	0.9	0.8
Readmission Post-Discharge from any Hospital	All	37,531	5,641	15	13.8	11.4
Readmission Post-Discharge from this Hospital	All	26,224	3,287	12.5	12.3	11.4
Treatment Engagement	Adult 18-64	5,777	1,848	32	30.7	33.4

Performance Tracking Indicators (as of 08/01/2022)

Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
MH Performance Tracking Measure	All	10,532	5,356	50.9	51.6	52.8
SUD Performance Tracking Measure	Adol & Adult (13+)	12,978	10,454	80.6	78.3	80.1
Vital Signs Dashboard - Adult	Adult	33,294	14,774	44.4	47.9	47.7
Vital Signs Dashboard - Child	Child & Adol	55,191	14,687	26.6	35.3	33.6

My QI Report: QI Trends Past Year

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

QI Trends Past Year

Select organization, indicator set, and indicator

Organization: Provider, Network, Plan: Main Street Mental Health Clinic

Indicator Set: High Utilization - Inpt/ER

Indicator: 2+ ER - Medical

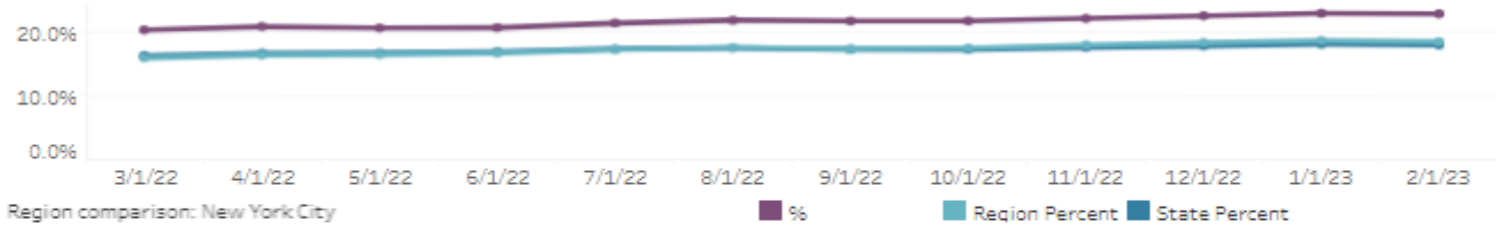
Modify filters (optional)

Program Type: ALL

Age Group: ALL

Managed Care: ALL

MC Product Line: ALL



2+ ER - Medical: The percentage of individuals with 2 or more Medical ER visits in the past 13 months.

	Eligible Population	# with QI flag	%	Region Percent	State Percent
3/1/22	178,965	36,125	20.2%	15.9%	16.2%
4/1/22	179,397	37,127	20.7%	16.3%	16.6%
5/1/22	180,325	36,930	20.5%	16.4%	16.6%
6/1/22	180,794	37,123	20.5%	16.6%	16.8%
7/1/22	183,780	39,033	21.2%	17.1%	17.2%
8/1/22	182,677	39,592	21.7%	17.4%	17.4%
9/1/22	181,033	39,024	21.6%	17.2%	17.2%
10/1/22	178,102	38,415	21.6%	17.4%	17.2%
11/1/22	182,451	40,069	22.0%	17.8%	17.5%
12/1/22	187,467	41,922	22.4%	18.2%	17.7%
1/1/23	187,870	42,735	22.7%	18.5%	18.0%
2/1/23	187,156	42,428	22.7%	18.3%	17.9%

Recipient Search

NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

Recipient Search: Search for Clients Flagged for High Utilization

1. Select “Recipient Search” from navigation bar
2. Select one of the High Utilization flags (2+ or 4+ Inpatient or ER) from “Quality Flag” filter box
3. Choose from other filter options, if desired
4. Consider expanding “Limit results to” option in order to see more than 50 names in results page
5. Click Search

Select “2+” or “4+” High Utilization flag and click “Search”

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | MyCHOIS | Adult Home

Recipient Search

Limit results to 50 | Search | Reset

Recipient Identifiers

Search in: Full Database / MAIN STREET MENTAL HEALTH CLINIC

Medicaid ID | SSN

AB00000A

First Name | Last Name | DOB MM/DD/YYYY

Characteristics as of 05/23/2023

Age Range | To | Gender

Race

Ethnicity

Region

County

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Managed Care Plan & Medicaid

Managed Care

MC Product Line

Medicaid Enrollment Status

Medicaid Restrictions

Children’s Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

Quality Flag as of 03/01/2023

Definitions

10+ ER - MH
2+ ER - BH
2+ ER - MH
2+ ER - Medical
2+ Inpatient - BH
2+ Inpatient - MH
2+ Inpatient - Medical

Services: Specific Provider as of 03/01/2023 | Past 1 Year

Provider: MAIN STREET MENTAL HEALTH CLINIC

Region | County

Current Access

Service Utilization | Number of Visits

Select other filter options and click "Search"

Quality Flag as of 03/01/2023 — Definitions

HARP Enrolled - Not Health Home Enrolled - (updated weekly)
HARP-Enrolled - No Assessment for HCBS - (updated weekly)
Eligible for Health Home Plus - Not Health Home Enrolled
Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months
Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months
HH Enrolled, Eligible for Health Home Plus - Not Entered as Eligible in DOH MAPP Past 3 Months
High Mental Health Need
Antipsychotic Polypharmacy (2+ >90days) Children
Antipsychotic Two Plus
Antipsychotic Three Plus
Antidepressant Two Plus - SC
Antidepressant Three Plus
Psychotropics Three Plus
Psychotropics Four Plus
Polypharmacy Summary
Discontinuation - Antidepressant <12 weeks (MDE)
Adherence - Mood Stabilizer (Bipolar)
Adherence - Antipsychotic (Schiz)
Treatment Engagement - Summary
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (Child)

Services: Specific Provider as of 03/01/2023 — Past 1 Year

Provider: MAIN STREET MENTAL HEALTH CLINIC
Region
County
Current Access
Service Utilization
Number of Visits

Service Setting:
- Care Coordination
- Crisis Service
- Foster Care
- Inpatient - ER
- Living Support/Residential
- Other
- Outpatient - DD

Service Detail: Selected

Medication & Diagnosis as of 03/01/2023 — Past 1 Year

Prescriber Last Name
Drug Name
☐ Active Drug
☐ Active medication (past 3 months) requiring Prior Authorization

Psychotropic Drug Class*
- ADHD Med
- Antidepressant
- Antipsychotic
- Antipsychotic - Long Acting Injectab

Non-Psychotropic Drug Class*
- Analgesics and Anesthetics
- Anti-Infective Agents
- Anti-Obesity Agents
- Antidiabetic

Diagnosis
Diagnosis given 1+ — ◉ Primary Only ○ Primary/Secondary

BH Diagnosis
- Any BH Diagnosis
- Any MH Diagnosis
- Anxiety Disorders
- Bipolar and Related Disorders

Medical Diagnosis
- Certain conditions originating in the perin
- Certain infectious and parasitic diseases
- Congenital malformations, deformations
- Diseases of the blood and blood-forming

Services by Any Provider as of 03/01/2023 — Past 1 Year

Provider
Region
County
Service Utilization
Number of Visits

Service Setting:
- Care Coordination
- Crisis Service
- Foster Care
- Inpatient - ER
- Living Support/Residential
- Other
- Outpatient - DD
- Outpatient - MH
- Outpatient - Medical
- Outpatient - Medical Specialty
- Outpatient - SU

Service Detail: Selected

- Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
- Search uses "OR" criteria within a list and "AND" criteria between lists.
- *To select multiple options within a list, hold down "CTRL" while making additional selections.

Limit results to 50 — Search — Reset

Search Results: Click on name to view Clinical Summary

My QI Report - | Statewide Reports | Recipient Search | Provider Search | Registrar - | Usage - | Utilization Reports | Adult Home

< Modify Search

1,291 Recipients Found

View: Standard | PDF | Excel

	Quality Flag	4+ Inpatient/ER - MH
AND	[Provider Specific] Provider	MAIN STREET MENTAL HEALTH CLINIC

Search results can be exported to PDF or Excel

...ber of Rows Displayed: 50

Name	Medicaid ID	DOB	Gender	Medicaid Quality Flag		Current PHI Access
QUJSRVU RUnJUq7B	RUEqNpMv NbY	NoytLpImM DY	R6 LQ MTY	2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, High MH Need, No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Child & Adol	Molina Healthcare of New York	Quality Flag
QUJSRVVGSVJQTm QUnCQQ SQ	Sr6tN9MqN rl	OCypMCyn OTat	R6 LQ M9U	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, HARP No Assessment for HCBS, HARP No Health Home, High MH Need, No MH ED F/U 7d (DOH), No MH ED F/U 7d (DOH) - Adult	Healthfirst PHSP, Inc.	Quality Flag
QUNPUrRB SazOQVRIQUu TQ	VbYtNTImO VM	NoyuLpEvO TM	TQ LQ M9a	2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AP, Adher-AP (DOH), Adher-MS, Cloz Candidate, HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, POP Cloz Candidate, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Adult	Fidelis Care New York	Quality Flag
QURBSVI UrRBTbZJTEnF	SqitNp6sM El	M8ynNoyo MDAr	TQ LQ MT2	2+ ER-BH, 2+ ER-MH, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, High MH Need, No Well-Care Visit (DOH), Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Child & Adol		Quality Flag
QURHRVJTTqu SqFNQUvUSQ RQ	VF6aNp6sM bQ	OCyoMoynO Tao	TQ LQ MpA	10+ ER, 10+ ER-MH, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, No Outpt Medical		Quality Flag
QURKTqjBVENIRVI	UbEsODEvN	OSyoNCynO	R6 LQ	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos,	Molina Healthcare of	

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

Recipient Search

Limit results to 50 Search Reset

Recipient Identifiers

Search in: Full Database MAIN STREET MENTAL HEALTH CLINIC

Medicaid ID | SSN

AB00000A

First Name | Last Name | DOB

MM/DD/YYYY

Characteristics as of 02/27/2023

Age Range To Gender

Race

Ethnicity

Region

County

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

CORE Eligible (Community Oriented Recovery and Empowerment)
POP : High User (All)
POP : High User (New)
POP : Potential Clozapine Candidate (All)
POP : Potential Clozapine Candidate (New)
High Medicaid Inpatient/ER Cost (Non-Duals) - Top 1%
High Medicaid Inpatient/ER Cost (Non-Duals) - Top 5%
OnTrackNY Early Psychosis Program : Enrolled
OnTrackNY Early Psychosis Program : Discharged < 3 years
OnTrackNY Early Psychosis Program : Enrolled or Discharged < 3 years
Transition Age Youth - Behavioral Health (TAY-BH)
OPWDD NYSTART - Eligible
Health Home Plus (HH+) - Eligible
HH+ Service - Received at least once in past 3 mo. (Source: DOH MAPP)
AOT - Active Court Order
AOT - Expired < 12 months
ACT - Enrolled
ACT - Discharged < 12 months
3+ Inpt MH < 12 months

Managed Care Plan & Medicaid

Managed Care

MC Product Line

Medicaid Enrollment Status

Medicaid Restrictions

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

Modify Search

12,942 Recipients Found

View: Standard
- Standard
- Care Coordination
- High Need/High Risk
- Hospital Utilization
- Outpatient Providers

PDF Excel

	High Need Population	CORE Eligible (Community Oriented Recovery and Empowerment)
AND	[Provider Specific] Provider	MAIN STREET MENTAL HEALTH CLINIC

Maximum Number of Rows Displayed: 50000

1 2 3 4 5 6 7 8 9 10 « »

Name	Medicaid ID	DOB	Gender	Medicaid Quality Flags	Medicaid Managed Care Plan	Current PHI Access
	oMVe	TYr	N12			
QUNFVaVETm TFbOTaVUVEU	VqYmOD6oOUu	NCynN8ynOT6n	R6 LQ NDE	Adher-AP (DOH), HARP No Assessment for HCBS, HARP No Health Home, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP	Fidelis Care New York	Quality Flag
QUNFVaVETm TUFSSUE	WbMnNTarNEY	N8ypLpEvN9I	R6 LQ		Healthfirst PHSP, Inc.	PSYCKES Consent
QUNFVaVETm TUFSSUEQm	WUEvOTIsMal	N8yqLpEvN9a				
QUNFVaVETm TUFSSUERQ	WausMp6rOFY	MTEIMTMMTasMm				
QUNFVaVETm TUFSSUJFTA	WauqN9UuOVa	OSyrLpEvNE				
QUNFVaVETm TUFSSVNPTA	WUEqMDYqMqQ	NoyvLpEvN9U	R6 LQ NT2	HARP No Assessment for HCBS, HARP No Health Home	Healthfirst PHSP, Inc.	Quality Flag
QUNFVaVETm TUbHVUVM QQ	WbMuMDIuMaI	OCyoNCynOTYm	TQ LQ N9I	Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home	Fidelis Care New York	Quality Flag

When searching with the CORE Eligible (Community Oriented Recovery and Empowerment) filter, the results will be displayed in the Standard view. Change the View to **Care Coordination** Advanced View to view two new columns: **CORE Eligible** and **MC Product Line**

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

Modify Search

12,942 Recipients Found

View: Care Coordination

Excel

	High Need Population	CORE Eligible (Community Oriented Recovery and Empowerment)
AND	[Provider Specific] Provider	MAIN STREET MENTAL HEALTH CLINIC

Maximum Number of Rows Displayed: 50000

Applicable data is displayed for recipients with quality flag or consent.

1 2 3 4 5 6 7 8 9 10 « »

Name	MC Product Line	Current PHI Access	HARP Status (H Code)	CORE Eligible	HARP HCBS Ass re
QUNFVaVETm TFbOTaVUVEU	Health and Recovery Plan (HARP)	Quality Flag	HARP Enrolled (H1)	Yes	
QUNFVaVETm TUFSSUE	Health and Recovery Plan (HARP)	PSYCKES Consent	HARP Enrolled (H1)	Yes	7/19/2021
QUNFVaVETm TUFSSUE Qm	Medicaid Advantage Plus (MAP)	Health Home Consent	Eligible Pending Enrollment (H9)	Yes	
QUNFVaVETm TUFSSUE RQ	Health and Recovery Plan (HARP)	Quality Flag	HARP Enrolled (H1)	Yes	
QUNFVaVETm TUFSSUJFTA	Health and Recovery Plan (HARP)	Quality Flag	HARP Enrolled (H1)	Yes	
QUNFVaVETm TUFSSVNPTA	Health and Recovery Plan (HARP)	Quality Flag		Yes	

Click and drag here to scroll

Clinical Summary

Clinical Summary: Current Care Coordination

< Recipient Search

QaFGRabDTom TUbDSEFFTA

Clinical Summary as of 5/23/2023

PDF Excel CCD

Sections

Brief Overview | **1 Year Summary** | 5 Year Summary

This report does not contain clinical data with special protection - consent required.

General

Name
QaFGRabDTom TUbDSEFFTA

DOB
MTIIMT2IMTatN6 KDQs WVJTKQ

Address
NDag RqVPUa3JQQ QVZFTbVF Nami QbJPTqjMWUui Tbai MTEoMD2

Phone (Source: NYC DHS)
C6 KDanNoa NTMmLTQpNTYK

Medicaid ID
Uq6vND6rOEE

Medicaid Aid Category
SSI

Medicaid Eligibility Expires on

Medicare
No

Managed Care Plan
Fidelis Care New York (HARP)

MC Plan Assigned PCP
Benchabbat, Albert

HARP Status
HARP Enrolled (H1)

HARP HCBS Assessment Status
Never Assessed

Current Care Coordination

Prescription Prior Authorization: This client has been taking a prescription medication in the past 3 months that may require NYRx prior authorization: Fluticasone Propionate (Nasal) (Fluticasone Propionate), Omeprazole
To obtain a prior authorization call (877) 309- 9493 or fax the appropriate Prior Authorization Form to (800) 268-2990.
Standard PA Form: *https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf*
Other Specialized PA Forms: *https://newyork.fhsc.com/providers/pa_forms.asp*

AOT : (Enrolled Date: 22-MAR-23, Expiration Date: 22-SEP-23), Main Contact: Not Available

- This information is updated weekly from TACT.

ACT : JEWISH BOARD OF FAMILY & CHILDREN'S SERVICES (Admission Date: 03-JUN-19), Main Contact: Devorah Rubenstein, Phone: () -

- This information is updated weekly from CAIRS.

Housing/Residential Program: Supported Single Room occupancy, Livonia Commons, CAMBA, Inc. (Admission Date: 30-JUN-16), Program Contact Information: Not Available

- This information is updated weekly from CAIRS.

POP High User: In the event of emergency department/inpatient hospitalizations, client is eligible for intensive care transition services. To coordinate, please contact the client's managed care plan Fidelis Care New York Behavioral Health High Risk Alert Team, 718-896-6500 ext. 16077 for HARP members ext. 16072 for Non-HARP members (see HARP status above), BHHighRisk@fideliscare.org.

POP Potential Clozapine Candidate: Evaluate for potential clozapine initiation/referral due to schizophrenia, high psychiatric Inpatient/ER use, and no recent clozapine use. Identify a community-based clozapine prescriber and other supports for clozapine treatment by contacting the client's managed care plan Fidelis Care New York Behavioral Health High Risk Alert Team, 718-896-6500 ext. 16077 for HARP members or ext. 16072 for Non-HARP members (see HARP status above), BHHighRisk@fideliscare.org.

High Mental Health Need due to: 1+ Inpt MH in past 12 months ; ACT enrolled or discharged in past 5 years ; AOT active or expired in past 5 years

This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core

Clinical Summary: Quality Flags

Social Determinants of Health (SDH)

Problems related to employment and unemployment	Unemployment, Unspecified
Problems related to housing and economic circumstances	Sheltered Homelessness • Homelessness Unspecified

Quality Flag as of 03/01/2023 Definitions Recent | All (Graph) | All (Table)

Indicator Set	
BH QARR - Improvement Measure	No Metabolic Monitoring (Gluc/HbA1c) on Antipsychotic • No Metabolic Monitoring (LDL-C) on Antipsychotic
General Medical Health	No Diabetes Monitoring (HbA1c) Diabetes
Health Home Care Management - Adult	Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months • Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months • Eligible for Health Home Plus - Not Health Home Enrolled • HARP Enrolled - Not Health Home Enrolled
High Mental Health Need	1+ Inpt MH in past 12 months • AOT active or expired in past 5 years • Intensive Mobile Treatment (IMT) in past 5 years
High Utilization - Inpt/ER	10+ ER - All Cause • 2+ ER - BH • 2+ ER - MH • 2+ ER - Medical • 2+ Inpatient - BH • 2+ Inpatient - MH • 2+ Inpatient - Medical • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH • 4+ Inpatient/ER - Med • POP : High User • POP : Potential Clozapine Candidate
MH Performance Tracking Measure (as of 10/01/2022)	No Follow Up After MH ED Visit - 7 Days • No Follow Up after MH Inpatient - 30 Days • No Follow Up after MH Inpatient - 7 Days
Vital Signs Dashboard - Adult (as of 10/01/2022)	Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months (adult) • No Follow Up After MH ED Visit - 7 Days (adult) • No Follow Up after MH Inpatient - 30 Days (adult) • No Follow Up after MH Inpatient - 7 Days (adult) • Overdue for Colorectal Cancer Screening

Clinical Summary: Hospital/ER/Crisis Services

Hospital/ER/Crisis Services

Details

Table | Graph

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)
Inpatient - MH	SAMARITAN HOSPITAL OF TROY, NEW YOR	6/29/2022	11/9/2022	133		
CSIDD - Crisis Service - DD	CAPITAL DISTRICT DDSO CSIDD	7/1/2022	7/1/2022	1	Autistic Disorder	
Inpatient - MH	SAMARITAN HOSPITAL OF TROY, NEW YOR	6/26/2022	6/27/2022	1	Autistic Disorder	
ER - Medical - Physician Group	MANNING EMERGENCY MEDICAL	6/27/2022	6/27/2022	1	Violent Behavior	- Emergency Dept Visit Mod Mdm
ER - MH - Physician Group	MANNING EMERGENCY MEDICAL	6/22/2022	6/22/2022	1	Autistic Disorder	- Emergency Dept Visit Hi Mdm
ER - MH	ALBANY MEDICAL CTR HOSPITAL	6/7/2022	6/7/2022	1	Autistic Disorder	- Emergency Dept Visit Mod Mdm - Haloperidol Injection - Ther/Proph/Diag Inj Iv Push
ER - MH - Physician Group	ALBANY MEDICAL COLLEGE	6/7/2022	6/7/2022	1	Autistic Disorder	- Emergency Dept Visit Low Mdm
CSIDD - Crisis Service - DD	CAPITAL DISTRICT DDSO CSIDD	6/1/2022	6/1/2022	1	Autistic Disorder	
ER - Medical - Physician Group	MANNING EMERGENCY MEDICAL	5/10/2022	5/10/2022	1	Abrasion, Right Foot, Initial Encounter	- Emergency Dept Visit Low Mdm - Med Serv 10pm-8am 24 Hr Fac
ER - Medical	SAMARITAN HOSPITAL OF TROY, NEW YOR	5/10/2022	5/10/2022	1	Acute Upper Respiratory Infection, Unspecified	- Emergency Dept Visit Mod Mdm - Urinalysis Auto W/Scope

PSYCKES Training & Technical Assistance

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PSYCKES Training

- PSYCKES website: www.psyckes.org
- PSYCKES Training Webinars
  - Live webinars: Register on PSYCKES Training Webinars page
  - Recorded webinars: Slides and recordings available
    - Using PSYCKES Quality Indicator Reports
    - Navigating PSYCKES Recipient Search for Population Health
    - Using the PSYCKES Clinical Summary
    - Consent, Emergency, Quality Flag: PSYCKES Levels of Access
    - PSYCKES Mobile App for iPhones & iPads
    - MyCHOIS Consumer Access for “My Treatment Data”
    - Introduction to PSYCKES
    - Where to Start: Getting Access to PSYCKES
- PSYCKES User’s Guides & Short How-To Videos
  - www.psyckes.org > PSYCKES Training Materials

QI Technical Specifications

- Login to PSYCKES
- Login Instructions
- About PSYCKES
- PSYCKES Training Materials
- PSYCKES Training Webinars
- Quality Indicators
- Implementing PSYCKES
- Quality Improvement Collaboratives
- MyCHOIS
- Contact Us

Quality Indicators

What is a Quality Indicator/flag?

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider, network, or care manager and to support clinical review, care coordination, and quality improvement
- User-friendly Statewide Reports and My QI Reports, **updated monthly,** display quality indicator prevalence rates at the statewide, region, county, network, provider, program, managed care plan, and PPS level
- Over 80 quality indicators, such as:
  - No diabetes monitoring for individuals with diabetes and schizophrenia
  - Low medication adherence for individuals with schizophrenia
  - Antidepressant trial of < 12 weeks for individuals with depression
  - High Utilization of Inpatient/Emergency Room, Hospital Readmission, Preventable Hospitalization
  - HARP Enrolled-Not Health Home Enrolled, HARP Enrolled-Not Assessed for HCBS
- The BH QARR - DOH Performance Tracking Measures Indicator Set is a unique indicator set in PSYCKES because it is calculated by the NYS Department of Health (DOH) on "mature" Medicaid data and sent to OMH to display in the PSYCKES application. DOH calculates the QARR Performance Tracking Measures set after a 6-month billing data maturation period to allow for services to be invoiced. The measures are based on a 12-month period of services.

Technical Specifications Documents

- Health Home Care Management – Adult
- Quality Assurance Reporting Requirements (QARR) Improvement Measure
- Hospital Readmission
- High Utilization
- Preventable Hospitalization
- General Medical Health
- Treatment Engagement
- Polypharmacy

Comments or questions about the information on this page can be directed to the PSYCKES Team.

Have you heard about the Self-Service Console?

- The Self-Service Console is a way to manage your RSA token and PIN, for logging into secure OMH applications, including PSYCKES
- The console is accessed at: **mytoken.ny.gov**
- From within your Self-Service Console account, you can:
  - Set security questions
  - Reset your PINs
  - Activate tokens
  - Request a replacement token
- We recommend all users set up security questions in the console so that you can reset your own PIN if ever needed
- As of April 2022, the console must be used when new users need a token or existing users need a replacement token

Helpdesk Support

- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov

- ITS Help Desk (Token, Login & SMS support)
  - Provider Partner (for Non-OMH Employees) OMH Helpdesk:
    - 518-474-5554, option 2;healthhelp@its.ny.gov
  - OMH Employee ITS Helpdesk:
    - 1-844-891-1786;fixit@its.ny.gov