Shatterproof Rating System for Addiction Treatment Programs

Overview

Note: slides are adapted from materials provided by Shatterproof, Inc.

Shatterproof Background

The Issue

Substance use disorders can be treated with the same effectiveness as other chronic diseases, but:

- most treatment in the US is not delivered using these evidence-based practices

- Resources don't exist for the public to easily identify providers that are delivering evidence-based medical practices, versus those that are not

- Market forces are not currently aligned with best practices, slowing innovation and quality improvement

Project Overview
Shatterproof

- Shatterproof is a national nonprofit organization dedicated to ending the devastation addiction causes families

- Shatterproof assembled a Substance Use Disorder Treatment Task Force (the Task Force) to move the addiction treatment system to high quality, evidence-based care, bridge research and practice, and ensure implementation of the most up-to-date findings that increase access to quality treatment for SUDs and improve patient outcomes

- The Task Force developed the National Principles of Care© as the core elements (e.g., measures) of quality addiction treatment

- 19 payers have signed on to the Principles of Care, which form the foundation for the Task Force's initiatives:
    - To change payment by health insurance companies to incentivize quality care;
    - To engage providers and support them to provide quality care; and,
    - To educate consumers to identify and demand high quality care.

National Principles of Care©

Our Task Force of experts have identified these principles as the core elements of quality addiction treatment. The principles are derived from the Surgeon General's recent report, and are all backed by decades of research.

#1. Routine screenings in every medical setting

#5. Coordinated care for every illness

#2. A personal plan for every patient

#6. Behavioral health care from legitimate providers

#3. Fast access to treatment

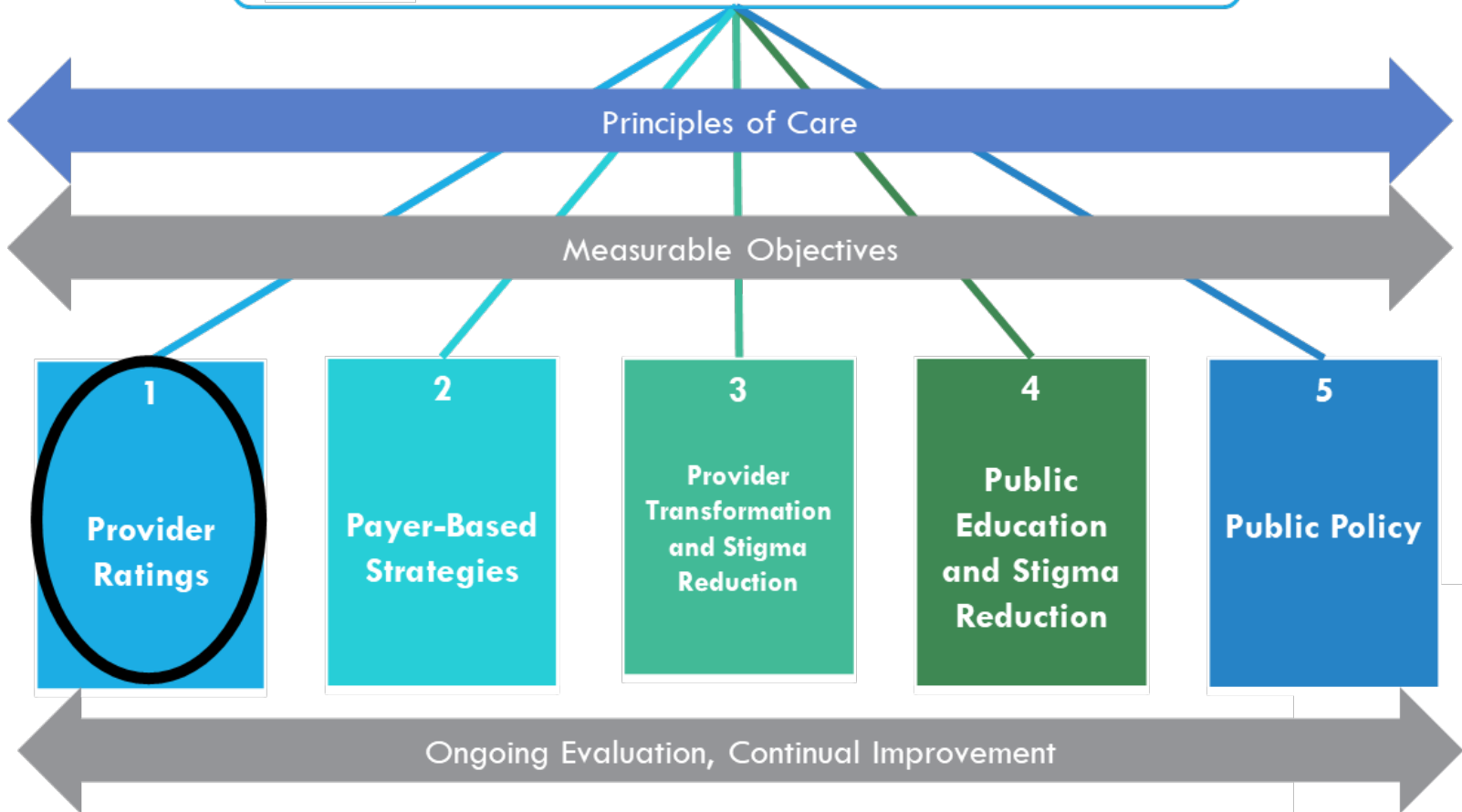#7. Medication-assisted treatment

#4. Disease management, rather than 28 days

#8. Recovery support services beyond medical care

Shatterproof Rating System for Addiction Treatment Programs

Project Goal

The ultimate goal is to improve the quality of the addiction treatment sector to align with best practices that improve patient outcomes.

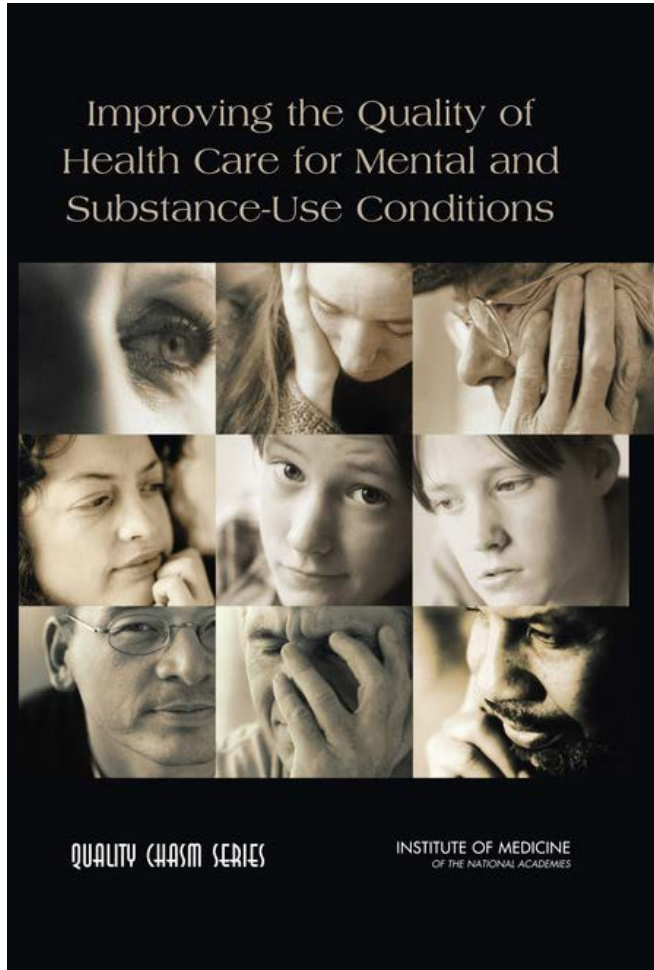Provide reliable and transparent information on the quality of addiction treatment programs to:

- **Payers** (public and private) to identify high-quality care
- **Consumers** to inform treatment selection
- **Providers** to improve quality and align with Principles
- **Referral Sources** to direct patients to high quality care
- **State Licensors** to identify high-quality care

Recommendation 4-3:

Reach consensus and implement…

 "…a common, continuously improving set of M/SU health care quality measures for providers, organizations, and systems of care. Participants in this consortium should commit to:

• Requiring the reporting and submission of the quality measures to a performance measure repository or repositories.

• Requiring validation of the measures for accuracy and adherence to specifications.

• Ensuring the analysis and display of measurement results in formats understandable by multiple audiences, including consumers, those reporting the measures, purchasers, and quality oversight organizations.

• Establishing models for the use of the measures for benchmarking and quality improvement purposes at sites of care delivery.

• Performing continuing review of the measures' effectiveness in improving care."

Improving the Quality of Health Care for Mental and Substance-Use Conditions

QUALITY CHASM SERIES

INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES

Rating System Implementation

1. Adopt Surgeon General Report Principles of Care

2. Secure Commitment by Payers

3. Identify Quality Measures

4. Secure Funding

5. Finalize Measure Set (NQF)

6. Pilot Rating System in Select States

7. Scale Rating System

8. Iterative Improvement

Shatterproof Rating System: Concept

Back End: Analytics

Front End: Website

Claims-Based Quality Measures

Consumer Experience Data

Provider Survey

Program Ratings

Platform for Consumer Reviews

Searchable Dashboard

Payer / State Systems Reports

Provider Feedback Loop
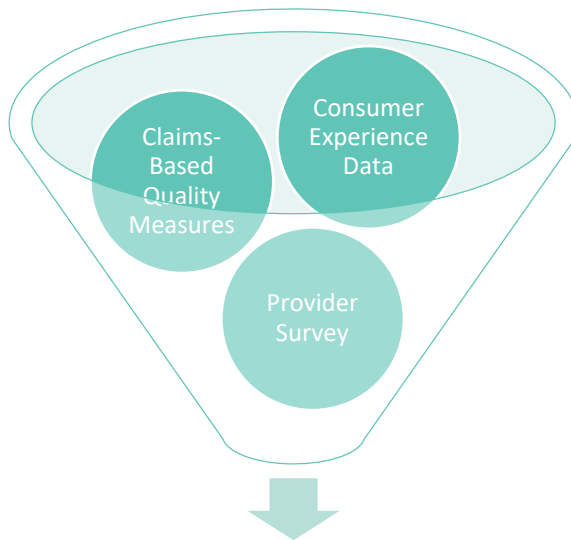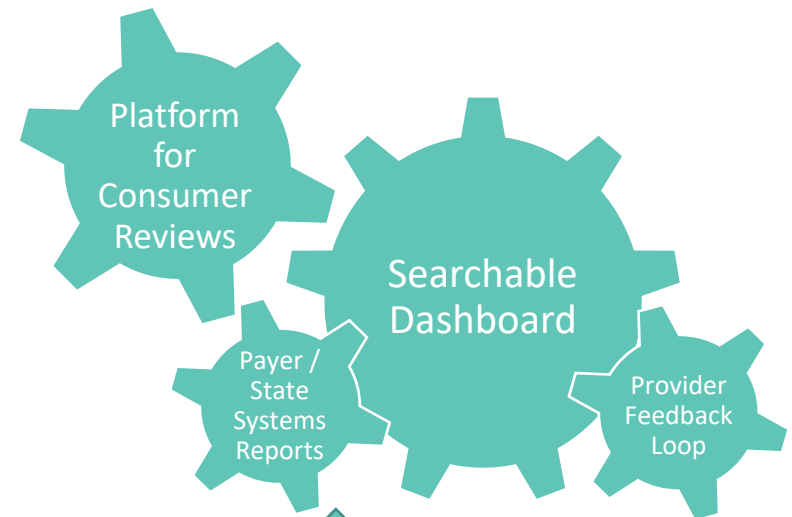
Where We Are Now - How Did We Get Here?

NQF Process Begins

Shatterproof Measure Refinement

Quality Measure Crosswalk

Payer Interviews

Provider Focus Groups

- Landscape Review
- Key Informant Interviews

QM Committee Meetings

Principles of Care/ Payer Sign On

- Aetna
- Anthem
- Beacon Health Options
- Cigna
- Magellan
- United / Optum

- Facilitated by TAC
- National Representation
  - AATOD
  - ASAM
  - NAATP
  - NABH
  - NCBH

- Crosswalk
- 5 Meetings to Refine

Fundraising

✓ Today

Project Announcement

State Selection

| Q4 | Q1 | Q2 | Q3 | Q4 | Q1 |

2017

2018

2019

Pilot Rating System: Scope

- Pilot will test viability and utility of 3 data sources for informing ratings
    1. Provider Survey
    2. Consumer Experience Survey (or crowd-sourcing)
    3. Insurance Claims (public and private)

- ~24 month pilot to design, build, and launch Rating System in select states
    - Data collection (provider survey and claims) begins summer 2019

Pilot Shatterproof Rating System Objectives:

- Finalize quality measures for Rating System

- Test utility and feasibility of the 3 data sources

- Finalize Rating System approach

- Collect and analyze data at the program level, generate ratings

- Design and build consumer-oriented website to display ratings

- Engage providers, payers, and consumers to beta-test Rating System

- Provide technical assistance to providers to improve care quality

- Test and select viable business model for sustaining and scaling the Rating System including the following potential revenue streams:
  - Data use agreements with value-add third-party administrators
  - Data use agreements with payers
  - Accolade licensure
  - Payer membership
  - Provider fees
- Develop recommendations for scaling the Rating System