SUBSTANCE USE DISORDER (SUD) PROGRAM SUPPORTS

Leverage evidence-based best practices and tools that harness the power of data to develop, implement, and evaluate programs that improve the patient experience and health outcomes.

HEALTH PERFORMANCE ACCELERATOR by **HMA** | **HealthEC**

THE CHALLENGE

In response to the opioid use disorder (OUD) epidemic and concerns about the growing number of substance use disorder (SUD) cases across the country, the federal government has made billions of dollars available to states and localities in programs including State Opioid Response (SOR) grants in order to design and institute programs aimed at addressing the various aspects of this crisis. While the funding has been made available and dispersed, states and localities have struggled to optimize the design of these programs and how to measure their effectiveness. Moreover, the federal government has lagged in providing direction and establishing a program evaluation framework. As a result, concerns are growing about the "return on investment" on this sizable commitment of federal funds.

THE SOLUTION

Through the Health Performance Accelerator (HPA) collaborative, Health Management Associates (HMA) and HealthEC are uniquely positioned to provide supports to states, localities, managed care organizations, and providers engaged in SUD/OUD programs. HPA resources include:

» The HMA Institute on Addiction (hmaioa.com), home to some of the industry's foremost addiction experts with more than 200 years of collective experience in all aspects of addiction treatment.

» HealthEC's robust, highly scalable, and expandable single-platform solution that incorporates predictive analytics and modeling, care management, and performance management capabilities.

By leveraging HMA and HealthEC's collective OUD/SUD experience and expertise along with evidence-based best practices, the HPA can deliver strategic insights and powerful tools that can help clients improve program design, identify target populations, prioritize interventions, assess the impact of those interventions in near-real time, and engage in continuous performance improvement.

BENEFITS AND KEY FEATURES

» Convening stakeholders to establish community-wide goals and a plan for comprehensive prevention, treatment, and recovery approaches across the continuum of care

» Development of risk stratification and population health management models to identify populations which could benefit from targeted interventions

» Care management coaching and workflow development specifically aimed at managing members who can benefit from targeted interventions once they are identified

» Systematic identification of service delivery gaps to position providers from multiple disciplines to come together and deliver services in an "organized" system

» Design and implementation of a program evaluation framework that can demonstrate the efficacy of a program, ranging from a "lightweight" evaluation to rigorous assessments that comply with federal requirements

» Aggregation of data from across the healthcare ecosystem - any system, any care setting, and in any format – and presentation of that information in a more digestible, action-oriented manner

» Comprehensive, cloud-based, and mobile-accessible IT platform that provides powerful analytics capabilities for tracking, benchmarking, streamlining, and evaluating programs, care provided, and patient outcomes

» Development and tracking of key performance indicators to monitor the impact of various programs or specific interventions and generate quality measures

» Establishment of data governance for secure, yet unencumbered access, use and sharing of critical information

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PROVEN RESULTS

Our tailored consulting and advisory services and customizable analytics platforms have positioned an array of clients to succeed in the OUD/SUD landscape.

OUR WORK INCLUDES:

Department of Health Care Services

HMA was engaged to build a statewide coalition and used a population dashboard and program modeling supports to select counties that could most benefit from interventions and identify which interventions to deploy. By first bringing together community partners to perform value-stream mapping and identify gaps in care, the team then provided technical assistance coaching for identified counties and delivered webinars to all sites as well as tracked key performance indicators. This engagement resulted in the client and its partner counties implementing a statewide OUD system of care. HMA continues to provide coaching to improve the delivery of OUD treatment across the state.

Additionally, in order to provide visualization of services and relevant datasets, HMA led efforts to design and build a dashboard website which displays heat maps of services throughout the state. The website provides transparency to partners by identifying areas in need of OUD services, highlighting gaps in service delivery capacity, and outlining areas where service is being delivered. HealthEC has the expertise and ability to quickly and efficiently stand up similar Community Indicator Dashboards on existing or newly developed websites.

Division of Substance Abuse and Mental Health

Engaged to provide technical assistance and coaching, HMA worked with the client to select measurements and ensure goal and measure alignment at the state and provider level. Upon selecting measurements, HMA provided technical assistance and coaching in identified counties as well as developed alternative payment methodology in support of OUD initiatives.

HealthEC's Program Evaluation Dashboard identifies and supports more than 500 measures and can be customized to meet client needs. HealthEC also provides a suite of tools for helping organizations manage Total Cost of Care and Resource Utilization Bands (RUB).

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by HMA and HealthEC:
Consulting services you can trust –
IT solutions you can count on.