

# MAGELLAN EXPLORER

QUALITY IMPROVEMENT QUARTERLY NEWSLETTER



## INSIDE THIS ISSUE

### FEATURED: PROVIDER CULTURAL COMPETENCE SELF-ASSESSMENTS

- MESSAGE TO PROVIDERS
- KUDOS OF THE QUARTER!
- SAFETY STANDOUTS: ASSESSMENT
- MAGELLAN IN THE MEDIA
- CLINICAL PRACTICE GUIDELINES: CY2023 REVIEW
- WALK-IN APPOINTMENTS: RESPONSE TO MEMBER REPORTED EXPERIENCE
- FREQUENTLY RECEIVED QUESTION
- UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)
- APRIL IS AUTISM ACCEPTANCE MONTH
- SEEKING COMMUNITY ADVOCATES, MEMBERS, PARENTS OF MEMBERS

## MESSAGE TO PROVIDERS

Greetings,

We are working through our first quarter and entering the changing season together. As we spring forward, we're finalizing our 2023 annual review and sharing successes and opportunities observed from last year.

In this edition, you'll learn about outcomes for the provider Cultural Competence/Health Equity Organizational Self-Assessments and the Clinical Practice Guidelines monitoring results.

Magellan is excited to announce a new process for recognizing the excellent HealthChoices work across Bucks, Cambria, Lehigh, Montgomery, and Northampton Counties. Please see our "Kudos of the Quarter" for more information.

Last, we'd ask that all readers consider the nomination of candidates who may be available to assist with review committee participation. We're seeking your support to help identify individuals who would appreciate the opportunity to advocate for members and share their experience/insight about the service delivery system in small-group meetings. For more information, please see "**Seeking Community Advocates, Members, Parents of Members.**"



Warm regards,

Maria Brachelli-Pigeon, LMFT, CPHQ,  
Director, Quality Improvement

## KUDOS OF THE QUARTER!

Magellan has developed a process to honor and recognize individuals and providers throughout the Magellan network who go above and beyond. Please keep an eye out in future editions of Magellan Explorer to see situations identified by Magellan staff where gratitude and acknowledgement is well-deserved for service providers going above and beyond.

We appreciate our partners in quality and regard this forum as one way Magellan can highlight exemplary acts of service for our members.

Thank you!





## FEATURED ARTICLE PROVIDER CULTURAL COMPETENCE SELF-ASSESSMENTS



### 2023 Year in Review

Magellan shared an organizational self-assessment for health equity and cultural competence activities with approximately 60 providers.

The tool assesses the strengths and opportunities around inclusivity, diversity, and equity practices, prioritizing the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (The National CLAS Standards).

### Items Addressed on the Organizational Self-Assessment

1. Agency Demographic Data
2. Policies, Procedures, and Governance
3. Services and Programs
  - a. Linguistic and Communication support
  - b. Treatment/Rehabilitation Planning
  - c. Cultural Assessments
  - d. Cultural/Sexual Orientation Accommodations
  - e. Program Accessibility
4. Care Management
5. Continuity of Care
6. Human Resources Development
7. Quality Monitoring and Improvement
8. Information Management System

### Areas of Identified Strength According to Respondents

- Recognition of gender-fluid identities rather than binary gender roles
- Consideration of the member's culture, ethnicity, sexual orientation, gender identity, and language in treatment planning
- Organizations have appointed executives, managers, and administrators who take responsibility for and have authority over the development, implementation, and monitoring of the Cultural Competence Plan
- Organizations have identified community resources (community councils, ethnic/cultural social entities, spiritual leaders, faith communities, voluntary associations, LGBTQ+ support groups, etc.) that can exchange information and services with staff, members, and family members
- Medical records indicate the preferred language of service recipients

### Areas of Identified Opportunity

- Data analysis to advance to monitor, survey, or otherwise assess the QI utilization patterns, Against Medical Advice (AMA) rates, or other clinical measures based on race, ethnicity, gender identity, and other demographic variables
- Have staff available who answer telephones after-hours and can communicate in the language of the caller
- Organizations to host multicultural advisory committees and maintain copies of minutes, recommendations, and accomplishments
- Organizational forms made available for service recipients to sign in their preferred language
- Have signs regarding language assistance posted at key locations throughout the organization

### Next Steps:

- Magellan will continue to request provider participation in organizational self-assessment
- Magellan's Quality Improvement Reviewers will review member records with attention to individual member needs and cultural sensitivity in treatment delivery
- Aggregate results of the organizational self-assessment will be shared at Magellan's Provider Quality Advisory and the Member Advisory Committees



## SAFETY STANDOUTS ASSESSMENT



**Recent Treatment Record Review (TRR) trending analysis has shown an opportunity to clarify co-occurring competent care. The following items are assessed routinely during TRRs and are being shared in this edition of Magellan Explorer to encourage discussion and raise awareness of service delivery expectations.**

- ➔ There is evidence of a co-occurring substance use disorder assessment.
- ➔ In cases where substance use is a treatment need, there is evidence of ongoing assessment in progress notes.
- ➔ All providers are to be co-occurring competent. If substance use is identified, referral/recommendations, and documentation of those activities is expected. Members should receive a full substance use assessment during intake. If substance use was endorsed, documentation should address the needs. The member may refuse recommendations; however, any refusals should be documented.

## MAGELLAN IN THE MEDIA

"Behavioral Health Matters" Podcast hosted by John Lees, Magellan's member and family advocate for Lehigh County and Northampton County. The show aims to promote positive mental health, increase our understanding of behavioral health topics and services, and reduce stigma. Listen in [here](#).

Recently, Magellan's Medical Director, Dr. Christopher Squillaro, was in the news talking about the benefits of a family approach to treating bipolar disorder. Read more [here](#).





# CLINICAL PRACTICE GUIDELINES: CY2023 REVIEW

Magellan uses evidence-based clinical practice guidelines (CPGs) as clinical decision support tools that guide providers, members, and Magellan's clinical staff in determining the management and clinical appropriateness of services in specific clinical circumstances for the treatment of acute and chronic behavioral health conditions relevant to the needs of Magellan's member population.

## Why reference CPG's?

- CPGs exist in all of healthcare, not just behavioral health
- Based on scientific evidence, review of the medical/psychiatric literature, or appropriately established authority
- A means to standardize treatment options with the most effective interventions available
- Help ensure quality care and care management
- Support the use of evidence-based practices
- Ideal for helping both practitioners and patients make healthcare decisions in specific circumstances
- Systematically developed, based on the best evidence and the most current data
- Identify what is a standard, acceptable practice or intervention vs what is outdated, experimental, speculative, or on the "fringe"
- Licensing regulations only establish the minimum standards

## Conditions for Which Magellan Promotes CPGS

- Acute Stress Disorder and PTSD
- ADHD
- Autism Spectrum Disorders
- Depression
- Managing Suicidal Patients
- Schizophrenia
- Substance Use Disorders

## Previously Adopted Guidelines

- Bipolar Disorder
- Eating Disorders
- Generalized Anxiety Disorder
- OCD
- Panic Disorder

**Part of the TRR process includes review of CPGs to applicable member records. For all CPG TRRs, there is an 85% or higher goal for scoring.**

- 👉 In 2023, 85% benchmark was met across 3 of the 6 audit tools
  - SUD was not met at 80%
  - ADHD was not met at 75%
- 👉 Variability trend continues when compared to the last four years of CPG audits
  - ↑ Scores: CPG, Suicide Risk, Major Depression, Schizophrenia, Substance Use Disorder
  - ↓ Scores: ADHD

**The areas for the ADHD scores that were identified as opportunities include:**

- Confirmed symptoms across settings received from multiple informants
- Assessments of whether symptoms are not better explained by another mental disorder
- If behavior therapy is prescribed, training provided to parents in specific techniques to improve their abilities to modify and shape their child's behavior while improving the child's ability to regulate their behavior

**The areas for the SUD scores that were identified as opportunities include:**

- Evidence of attempting to collaborate with any physician prescribing pain medication
- If provider is a physician, evidence of considering abstinence-aiding medication (i.e., Medication Assisted Treatment)

More information about the CPGs, including the actual guidelines Magellan supports can be found [here](#).



# WALK-IN APPOINTMENTS: RESPONSE TO MEMBER REPORTED EXPERIENCE

## Aftercare Appointments Following Discharge from 24-Hour Treatment Settings

Magellan would like to remind our outpatient providers and 24-hour providers about appointment expectations for members transitioning back to the community following inpatient psychiatric hospitalization or high-intensity 24-hour substance use disorder services (levels 3.5 and higher).



Open-access visits are not appropriate for individuals returning to the community from 24-hour levels of care. Feedback from members and families about barriers to attending aftercare has indicated that open-access/walk-in arrangements are difficult for these individuals.

Access or "Walk-In" intake assessments can improve access to behavioral health services for individuals already in the community, and this setup should continue to be used for these individuals when appropriate.

All aftercare providers are expected to offer a set appointment, with a date and time, for members discharged from 24-hour levels of care (unless open access is the member's stated and documented preference) to help prevent readmission.

All 24-hour service providers should ensure that a set appointment with a date, time, and contact person, is made for the member as part of the discharge/aftercare plan.

In the rare situation where a member has stated a preference for a walk-in option, please ensure this has been clearly documented and communicate that to your Magellan Care Manager.

If the aftercare provider will not schedule an appointment, please inform your Care Manager. Magellan will follow up with the organization to encourage access to specific appointment availability.

Additional information about best practices for discharge planning can be found [here](#) on the Magellan or PA website.



# ? FREQUENTLY RECEIVED QUESTION



**Q:** Why are Magellan Care Managers asking for member demographic updates like sexual orientation and gender identity?

**A:** Magellan is making extensive efforts to collect member demographic data directly to supplement the information received from the state eligibility files. This data will be instrumental in analyzing health outcomes and promoting quality of care and individualized treatment.

To learn more, please continue reading on the [CDC website](#).

# UPCOMING TRAININGS OFFERED BY MAGELLAN (ALL)

• **Best Practices in Suicide Risk Reduction - Assessment and Crisis Planning**

Date: Thursday, April 18, 2024 (Part 1)  
Thursday, April 25, 2024 (Part 2), 1:00 pm to 2:30 pm  
Location: Zoom

• **Using Motivational Interviewing (MI) to Prevent Against Medical Advice (AMA) Discharges Across the Behavioral Healthcare Continuum**

Date: Tuesday, May 21st 1:30 pm-4:30 pm  
Location: Zoom

• **Using Motivational Interviewing (MI) With Individuals Who have Experienced Trauma**

Date: Tuesday, August 20th 1:30 pm-4:30 pm  
Location: Zoom

• **Using Motivational Interviewing (MI) with Individuals in Precontemplation about a Mental Health (MH) Condition**

Date: Tuesday, November 5th 1:30 pm-4:30 pm  
Location: Zoom

### Other Trainings in 2024

Save-the-date announcements will be shared in future editions of Magellan Explorer

- CPS Training, July 2024, Time/Location TBD
- Children's Crisis Training, Fall 2024, Time/Location TBD
- Bucks County Network Gap Analysis Co-Occurring Disorders Training, 9/12/2024, Time/Location TBD
- ISPT Purposes and Practices (IBHS), 9/19/2024, Time/Location TBD
- Assessment & Reassessment (IBHS), 10/17/2024, Time/Location TBD



For more information, please email Chasie Kearney at [kearneyc@magellanhealth.com](mailto:kearneyc@magellanhealth.com)

# APRIL IS AUTISM ACCEPTANCE MONTH



## Celebrating all minds

Individuals naturally approach thinking in various ways. For neurodivergent individuals, this diversity may extend to social, physical and verbal behavior. Different ways of thinking make life more interesting.

**Nearly 3%** of children have ASD

**20 million** individuals are impacted by dyspraxia

**Over 13 million** children and adults have ADHD

**1 in 5 children** have dyslexia

**Nearly 20%** of individuals have mental health needs

**Between 350,000 – 450,000** children and adults have Tourette syndrome

For additional resources about autism, please consider this list.

- [Autism Resources | Magellan of PA](#)
- [IBHS-2023-D on Vimeo](#)
- [Intensive Behavioral Health Services \(IBHS\) | Magellan of PA](#)

# SEEKING COMMUNITY ADVOCATES, MEMBERS, PARENTS OF MEMBERS

Magellan is seeking to expand the number of representatives in Bucks, Lehigh, Montgomery, and Northampton Counties that participate in quality improvement activities. Specifically, members with lived experience in substance use treatment, parents of members utilizing behavioral health services, and individuals seeking to advocate for HealthChoices-funded programming are needed. The various activities' hours, days, and time commitments are flexible. There are stipends available for participation in these activities. Participation may be from a remote location.

Most immediately, Magellan is looking for individuals to support the Complaint and Grievance committee by serving as a panel member and help decide the outcome of the complaint or grievance. This perspective is extremely valuable in understanding each member's concerns and helps shape positive outcomes.

If you or someone you know is interested in learning more about this opportunity to serve on this committee please go [here](#).

Questions may be directed to John Bottger, Appeals and Comments Manager, at 215-504-3900.