



Advancing Systems of Care for  
Individuals with Serious Mental Illness: A  
Conversation with the National Quality  
Partners™ Serious Mental Illness Action  
Team

*April 15, 2019*

WELCOME

National Quality Partners™ CONVENED BY THE NATIONAL QUALITY FORUM

## National Quality Forum Welcome



Shantanu Agrawal, MD, MPhil  
President & CEO, National Quality Forum

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Evolving  
Measurement



Improving Care  
on the Frontlines



Achieving  
Health Equity



**NQP works to impact health and healthcare quality through collaboration and partnership that catalyzes action and accelerates improvement**

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## National Quality Partners

*NQP Initiatives and Action Team Topics*

 Readmissions	 Maternity Care	 Opioid Stewardship	 Antibiotic Stewardship
 Patient and Family Engagement	 Advanced Illness Care	 Shared Decision Making	 Serious Mental Illness

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# Serious Mental Illness (SMI)

## 2017 NQP Leadership Consortium Priority #2

### 2 PRIORITY FOR ACTION: SERIOUS MENTAL ILLNESS

#### Problem: Insufficient Improvement in Serious Mental Illness Outcomes

The NQP Leadership Consortium identified behavioral health—more specifically serious mental illness (SMI)—as a priority area for national action. SMI, which includes mental, behavioral, or emotional disorders that result in functional impairment or interfere with major life activities impacts as many as 10 million adults in the United States, many of whom have significant comorbidities, lower life expectancy, and higher suicide rates. Societal costs are also high in terms of lost earnings, homelessness, and the impact on law enforcement and the judicial system. NQP has identified behavioral health as an area in need of better quality measures, including SMI outcomes, screening composites, and behavioral and physical health integration, and healthcare providers need practical strategies for identifying at-risk populations and integrating behavioral health with primary care.

#### NQP Action: Develop Solutions in Quality Measurement and Improvement

The NQP Leadership Consortium recommends launching an initiative to form strategies to address the scarcity of measures in behavioral health, particularly for SMI. Efforts to prioritize measure concepts could accelerate the development of a needed suite of quality measures and serve as the foundation for a collaborative effort, such as an NQP SMI Action Team. An NQP Action Team could identify gaps in care practice, such as assessment and management of behavioral health symptoms, or identify goals for a collaborative effort, such as improving patient-reported outcomes or addressing behavioral health-related readmissions.

## NQP SMI Action Team

### Action Team Members

- Alliant Health Solutions
- American College of Emergency Physicians
- American Hospital Association
- American Occupational Therapy Association
- American Psychiatric Association Foundation
- American Psychiatric Nurses Association
- American Society of Health-System Pharmacists
- AmeriHealth Caritas
- BlueCross BlueShield Association
- Centers for Disease Control and Prevention
- Centers for Medicare & Medicaid Services
- Health Resources and Services Administration
- Henry Ford Hospital
- IBM Watson Health
- Institute for Behavioral Healthcare Improvement
- Kaiser Permanente
- Magellan Health, Inc.
- Mathematica Policy Research, Inc.
- Merck & Co., Inc.
- Mercy Health
- MHA Keystone Center for Patient Safety & Quality
- Molina Healthcare
- National Association for Behavioral Healthcare
- National Association of State Mental Health Program Directors
- New Jersey Hospital Association
- Northeast Business Group on Health (9/18-01/19)
- Northeast-Caribbean AIDS Education and Training Centers
- Northwell Health
- Otsuka Pharmaceutical Development and Commercialization, Inc.
- Partners Behavioral Health Management
- Patient & Family Centered Care Partners, Inc.
- Substance Abuse and Mental Health Services Administration
- The Joint Commission
- Veterans Health Administration
- WellCare Health Plans, Inc.

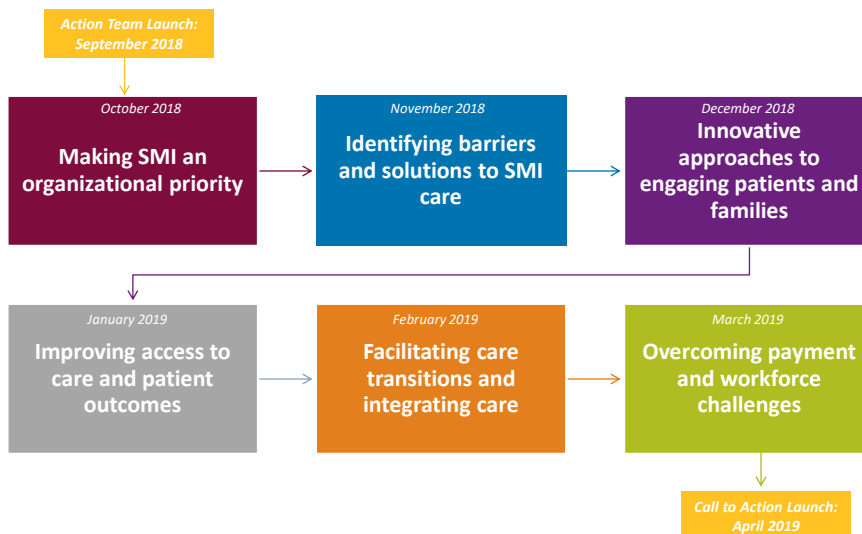
## NQP SMI Action Team

### *Sponsorship Acknowledgments*

- NQF gratefully acknowledges support from the following organizations towards the National Quality Partners (NQP) work on serious mental illness:
  - *Otsuka Pharmaceutical Development & Commercialization, Inc.*
  - *WellCare Health Plans, Inc.*
  - *American Psychiatric Association*

## NQP SMI Action Team

### *Action Team Timeline*



# NQP SMI Action Team

## Call to Action

NATIONAL QUALITY PARTNERS™

## Serious Mental Illness Action Team's Call to Action



NATIONAL QUALITY FORUM

The NQP Serious Mental Illness Action Team is issuing a national call to action for all healthcare organizations, patient advocacy organizations, community partners, payers, and policymakers to work together to remove barriers that currently prohibit individuals with SMI from getting the high-quality care they need. To improve health outcomes of individuals with SMI, diverse organizations must take collaborative action to:

- fight stigma and discrimination;
- promote early intervention;
- advance clinical education and knowledge to support effective behavioral health treatment and practices;
- improve client and caregiver engagement;
- reinforce parity; and,
- address behavioral health workforce shortages.



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# NQP SMI Action Team Discussion

## Action Team Panel



**Karen Amstutz**

*Chair of the NQP Serious Mental Illness Action Team*



**Caitlin Gillooley**

*Associate Director, Policy  
American Hospital Association*



**Glenn Kopelson**

*Patient Family Advisor  
representing Patient and Family  
Centered Care Partners, Inc.*



**Marketa Wills**

*Senior Corporate Medical Director,  
WellCare Health Plans, Inc.*



**Brian Ahmedani**

*Director, Center for Health Policy  
& Health Services Research,  
Henry Ford Hospital*

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## NQP SMI Action Team Discussion

### Audience Q&A



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*Please add your questions for the Panel to the chat box*

## Next Steps

# NQP Serious Mental Illness Call to Action is available now!

- Download the *NQP Serious Mental Illness Action Team Call to Action* on the NQF Website at [http://www.qualityforum.org/NQP\\_Serious\\_Mental\\_Illness.aspx](http://www.qualityforum.org/NQP_Serious_Mental_Illness.aspx)



## NQP Playbook is Coming Soon!

- The *NQP Playbook™: Improving Access to High Quality Care for Individuals with SMI* will be released on May 6<sup>th</sup> on the NQF Store at [http://www.qualityforum.org/nqf\\_store.aspx](http://www.qualityforum.org/nqf_store.aspx)
  - All webinar attendees will receive a special discount code the week of May 6<sup>th</sup>



