

Behavioral Health Metrics

Successes, Challenges, and Lessons Learned

West Texas Centers

WEST TEXAS CENTERS

PROMOTING BEHAVIORAL AND DEVELOPMENTAL HEALTH



About Us

- ▶ Local Mental Health Authority in West Texas
- ▶ Serve 23 counties spanning 25,000 square miles
- ▶ Have 15 separate clinics
- ▶ Contract with 4 local Private Mental Health Facilities
- ▶ Contract with local jails for services



Success and Challenges

I believe most of our success is from over coming challenges

Challenges and Successes

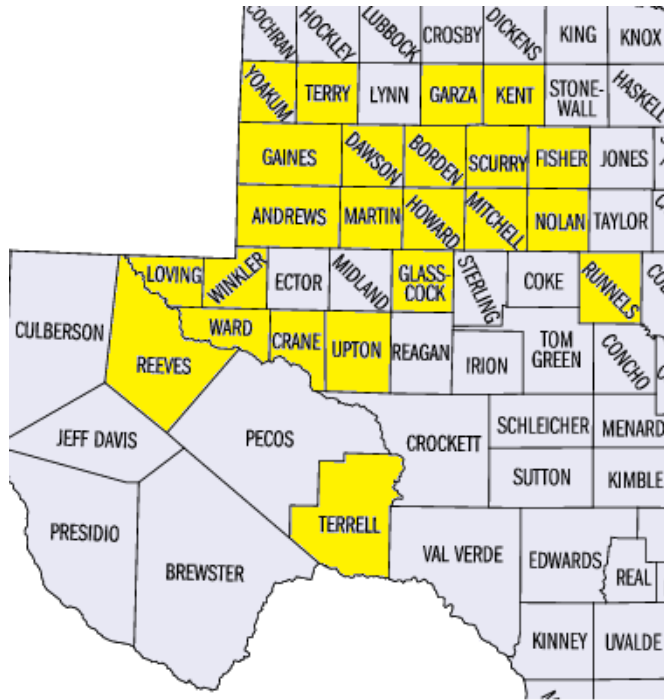
Challenge

- ▶ Having too many measures
- ▶ Not just doing the measure for funding.
- ▶ Getting staff on board

Success

- ▶ Cross checking measures across various funding sources. See what we are already doing.
- ▶ Making sure the measure will positively impact our consumers.
- ▶ Making the measures fit into the clinic process and work flow.

Challenges



- Coverage area
- Rural health care
- Capturing data in electronic health record
- Retrieving data elements from electronic health record

Lessons Learned

- ▶ It is better to initially have a larger workgroup with someone representing each area effected by the measures and changes
 - ▶ More people than you realize
 - ▶ Makes the process for change easier
 - ▶ Helps with getting staff on board

Any questions or comments?

Thank you!