

Improving the Performance Curve ~ Fall 2006

Newsletter of the



Institute for
Behavioral
Healthcare
Improvement

*Improving the Performance Curve
in Behavioral Healthcare*

www.ibhcci.org

Perspective

This is our second publication of *Improving the Performance Curve*, the Newsletter of the Institute for Behavioral Healthcare Improvement (IBHI). IBHI is a recently organized, not-for-profit and tax exempt organization, dedicated exclusively to improving the quality of mental health and substance use care. In July, 2006 the Board of Directors met and established a work plan for the next 18 months, which is summarized below.

The Board also established the IBHI Aim: **To create a national learning organization and movement, that invites organizations out of their silos. IBHI brings people together to translate a passion for quality Improvement into sustained action that dramatically improves behavioral health care outcomes.**

To learn more about translating a passion for Quality Improvement and inviting organizations out of their silos, read further, and perhaps even more important join us, share the passion and help dramatically improve outcomes in behavioral health care. To learn more check out our web page www.ibhcci.org

In this issue you will find news on:

Board of Directors Planning Meeting July, 2006, and Action Plan

***Respond We Must* – Leadership Forum, Minneapolis Oct 27, 2006**

Colloquium on Behavioral Health Care Integration and Behavioral Health Program in conjunction with IHI Forum Orlando Dec 10-13, 2006

Proposed Collaborative on Emergency Department Care of Behavioral Health Clients

Planned Bell Curve Calls

Colloquium on integration and quality improvement June, Ann Arbor, Michigan

Echoes of the need to translate passion for Quality Improvement into Action

A report issued by NCQA on Sept 27, 2006 describing the improvement in the quality of health care in the United States in the last year ended by saying: ***The committee noted that one important exception to a pattern of improvement was the quality of care for Americans with mental health problems. Patients in insurance plans who are hospitalized for mental illness are only marginally more likely to get appropriate follow-up care than they were***

when the insurers began collecting quality data in 1998.

http://news.yahoo.com/s/ap/20060927/ap_on_go_co/health_care_quality

Board Planning Meeting July, 2006

The board of directors met for two days in July and developed an ambitious program for advancing the work of the Institute. IBHI is a new organization with limited resources. The Board established an assertive Action Plan to begin the process of engaging members in learning and sharing the “how of” improving outcomes and a passion for Quality to begin to build wider recognition and participation.

Action Plan: The Board meeting produced a work plan for the immediate future: More details are on our web-site, www.ibhci.org

- 1. Build Leadership Understanding and Capabilities**
- 2. Sponsor and Facilitate Learning Collaboratives; solo and with Partners**
- 3. Encourage Innovation and advance “cutting edge” change**
 - Sponsor Monthly “Bell-Curve” calls. Scheduled to beginning February, 2007
Goals: Build connection, introduce learning opportunities, serve/engage membership Please suggest potential topics
 - Create web-site Reference Library on Methods, tools and Best Practices
- 4. Create reference on outcomes and aggregate Data: Engage and Enroll Membership**
- 5. Sustain a Communication Plan**
- 6. Continue Board Connection and Organizational Development:**

Leadership Forum, *Respond We Must*, Minneapolis Oct 27, 2006

Local and national mental health care experts will meet to discuss concrete solutions for improving the quality of care for behavioral health patients on Fri. Oct. 27 at the Holiday Inn Metrodome, Minneapolis http://www.metrodome.com/?src=ppc_google_brand. Leaders will focus on the Institute of Medicine’s recent report offering recommendations for better care. The IOM recommendations will be used to focus the region’s key mental health issues. IBHI has been intimately involved with a group from Minnesota in developing this program and it promises to be a groundbreaking effort to bring theory to practice. A full description of the program is available at the website http://www.ibhci.org/HP_RespondWeMust.pdf

Partnership with IHI Colloquium on Integration and Behavioral Health Program in conjunction with IHI National Forum Orlando, FL, December, 10-13, 2006

Please join us at the IHI National Forum December 10-13 in Orlando. At the National Forum, you will “*learn how your organization can step up the pace in implementing real-world solutions to improve patient outcomes, population health and costs.*” (Donald Berwick, MD) For the second time there will be a behavioral health program as part of the Forum. IBHI will be offering a Colloquium on Integration of Behavioral and General Healthcare on Monday Dec 11 at the Courtyard Orlando Lake Buena Vista in the Marriott Village a short distance from the Marriott Convention Center. IBHI will also offer an orientation program Sunday Morning Dec 10, a special dinner with Richard Hermann, M.D. on Tuesday evening and opportunities to debrief the day’s events each evening as part of the IHI forum offerings. Information on the registration for these activities, and links to register for the IHI Forum are available on the IBHI Website. Click here to go to the website www.ibhci.org. Click here to go directly to the IHI website WWW.IHI.ORG. Be sure to visit pages 7, 9 and 10 of the brochure about the IHI forum: <http://www.ihf.org/NR/rdonlyres/621E8429-54CE-476C-9E14->

[729CF81B3C63/0/IHINationalForum2006FinalBrochure91206LOWRESnofastwebview.pdf](http://www.ibhci.org/729CF81B3C63/0/IHINationalForum2006FinalBrochure91206LOWRESnofastwebview.pdf) to learn more about the behavioral health program.

A special reduced rate is available for members of IBHI and qualified other registrants. Please contact Peter at Brownpcmd@att.net to register for the reduced rate. In addition a special rate per night has been obtained for registrants at Courtyard Orlando Lake Buena Vista in the Marriott Village a short distance from the Marriott Convention Center. To receive this rate call 1-877-682-8552 by Nov 17, and identify your participation in the IBHI program.

Proposed Collaborative on Emergency Department Care of Behavioral Health Clients

IBHI Board and Co-Executive Directors are working on development of a collaborative initiative on care of behavioral health clients in emergency departments. Emergency care has been a source of concern for some time. In recent months with the issuance of the IOM report on emergency care (<http://www.iom.edu/CMS/3809/16107/35010.aspx>) the subject of emergency service has been more widely recognized as needing attention. IBHI was already working on the behavioral side of this issue when the IOM report was issued. Plans are now in development for a collaborative initiative either in conjunction with IHI or on a free standing basis. If you are interested in this initiative write to Peter Brown or Joe Doolittle (Peter@ibhci.org or Joe@ibhci.org)

Planned Bell Curve Calls

These calls take their name and encouragement from the Article we have on the IBHI web site by Atul Gawande by this name. Gawande explains the difference between a great care system and a good care system. IBHI hopes to help create in behavioral health the sort of difference in care QI has made in treating cystic fibrosis. If you haven't read the article it is worth the time. Our plan is to offer a series of conference calls which help create understanding of the importance of, and the process of developing quality improvement in the field of behavioral health. A survey on interest in this initiative and readiness to participate and support the proposed calls is attached to this newsletter. Please complete and return this at your earliest opportunity. We will review the answers and then make plans for the future. Our target for the initial call is February, 2007

Colloquium on integration and quality improvement June, 2007 in Ann Arbor, Michigan

Planning for this program has just begun. It is anticipated this will be a major offering designed to advance the integration of care and the quality of care in behavioral health. It is being developed in conjunction with University of Michigan Health System and Washtenaw Community Health Organization. A new curriculum is being developed and should provide an exciting and innovative program of interest to the field. Watch for further announcements and mark your calendar for June 2007.

Accept the invitation and Join IBHI!

Membership in IBHI is open to any person or organizations interested in development of quality improvement in the outcomes of mental and substance use treatment, and the integration of special and general health care services.

Benefits of Membership in IBHI

Shared passion and participation with others in the development of quality improvement efforts; Reduced cost for IBHI portion of the Behavioral Healthcare Program at the IHI Forum; Free participation in monthly IBHI "Bell-Curve" calls; Regular newsletters Frequent alerts to coming events.

Membership Categories

Given these benefits, the following is offered as Membership Categories for the current period through December 31, 2007.

Membership Categories	Dues Guidelines *	
	Regular ***	Charter **
Individual	\$100	\$500
Organizational		
Budget to \$10M	\$1,500	\$5,000
Budget to \$25M	\$3,000	\$10,000
Budget \$25M+	\$10,000	\$20,000

* Guidelines are suggested, recognizing the significant variation in size and scale. Smaller and larger organizations will be considered individually.

** Charter memberships extend through the program year ending June 30, 2008, and recognize a contribution to start-up, with continuing membership thereafter at Regular or Sustaining levels.

*** Students, recipients and non-paid providers receive membership for two years for the price of one year.

Please fill out the form below and send the form and your membership check (made out to "Institute for Behavioral Healthcare Improvement") to:

Institute for Behavioral Healthcare Improvement
 18 Clove Road
 Castleton, New York 12033

Name	<input type="text"/>
Degrees	<input type="text"/>
Job Title	<input type="text"/>
Organization	<input type="text"/>
Street Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
ZIP code	<input type="text"/>
Telephone	<input type="text"/>
FAX	<input type="text"/>
E-mail	<input type="text"/>
Membership Category and Level	<input type="text"/>

Dear Friend of IBHI:

We are planning to organize a series of Information Calls to move the “Bell Curve” or “Bell Curves.” These calls will bring current information and the opportunity for dialogue to members and other stakeholders, on key Behavioral Healthcare issues. The title is inspired by the article the *Bell Curve*, by Atul Gawande, MD published in *The New Yorker*, December, 2004. The article describes the work of the collaborative model to markedly improve care of patients with cystic fibrosis. As we have shared the article, it has helped shape a program which would establish a similar Quality capability and state of mind in behavioral health care. (To read the article and other current information on IBHI please see our web site www.ibhcci.org)The calls are an early step towards fulfilling:

IBHI's AIM: To create a national learning organization and movement that invites organizations out of their silos. IBHI seeks to bring people together to translate a passion for Quality Improvement into sustained action that will dramatically improve behavioral health care outcomes.

To make these “Bell Curve” Calls successful we need your help. Please take a few minutes to provide guidance and respond via email to the questions below Thank you.

1. Are you interested in participating in a series of learning/information calls of special interest to the behavioral healthcare community?
 Yes No

2. What is the best day of the week for you?
Monday Tuesday Wednesday Thursday Friday

3. What time of day would be best? (We do require a reference so please assume east cost time-me culpa Central, Mountain and Pacific)
10:00 AM Noon 3:00 PM

4. Please indicate the three topics that are of most interest to you and /or suggest other topics in number 5.
 Poly-Pharmacy
 Poly-Pharmacy- in children
 Achieving Measurable outcomes
 Generating and sustaining real change in outcomes
 Addressing Eating Disorders
 Treating the spectrum of Autism

5. What other topics would be of interest to you?

6. What would you expect to pay for this service?
 - a. Less than \$50
 - b. Less than \$100
 - c. I would expect it to be at no charge.
 - d. other

Please return via email to Peter@ibhcci.org

Much good cheer,

IBHI