



Provider Forum

March 10, 2015

1:00 PM

Agenda

Welcome and Updates Introduction of the NC TOPPS Improvement Team	Beth Lackey, Provider Network Director
2 nd quarter NC TOPPS Compliance 2 nd quarter NC TOPPS Superstars	Peggy Oates/Sheila Wall
CNDS number Requirement Effective July 1, 2015	Jackie Copeland
Navigating the NC TOPPS System	Sheila Wall/Janet Noblett
NC TOPPS Simple Query Demonstrations	Sheila Wall/Janet Noblett
How Our Agency Turned Around Our NC TOPPS...True Stories	Outreach Management, Representative A Caring Alternative, Representative
Opportunities for Upcoming Training	Peggy Oates/Sheila Wall
Partners BHM Expectations Partners BHM 2014 Episode Completion Outcomes from the Simple Query	Beth Lackey/Janet Noblett
Scoring Less Than 90% on the Quarterly Report	Beth Lackey
Questions	Beth Lackey
Closing and Thanks for Attending	Beth Lackey

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[NC-TOPPs Help Desk: Center for Urban Affairs & Community Services, NC State University: 919-515-1310;](#)

2014 calendar year reasons for Episode Completion of NC TOPPS for Partners BHM	Number of Episode Completions	% Completed Treatment	% Discharged by program	% Refused Tx	% Did not return for 60 days	% Jail	% Died	% Admitted to hospital	% Received no tx	% Changed to no NC TOPPS Service	% Moved	% other	% Admin. D/C
Adult Mental Health													
Adult Substance Abuse													
Adolescent Mental Health													
Adolescent Substance Abuse													
Child Mental Health													

How Episode Completion was completed

% In-Person	% Telephone interview	% Chart Review

2014 calendar year reasons for Episode Completion of NC TOPPS for Partners BHM	Number of Episode Completions	% Completed Treatment	% Discharged by program	% Refused Tx	% Did not return for 60 days	% Jail	% Died	% Admitted to hospital	% Received no tx	% Changed to no NC TOPPS Service	% Moved	% other
Adult Mental Health	1,239	14.6	2.3	7.2	43.7	1	0.7	0.2	2.8	4.6	4.1	8.6
Adult Substance Abuse	2,703	14.3	2.1	4.5	68.1	0.9	0.4	0.1	3.2	1.2	1.3	3.2
Adolescent MH	854	47.9	4.1	7.4	5.7	1.2	0	1.9	0.9	4.9	4.4	17.6
Adolescent SA	70	38.6	4.3	10	21.4	1.4	0	7.1	0	0	1.4	14.3
Child Mental Health	375	50.7	5.1	10.9	4.5	0	0	0.8	0	6.1	4	11.2

% Admin. D/C	How EC was completed	How EC was completed		
		% In-Person	% Telephone interview	% Chart Review
10		18.7	6.8	79.4
0.7		7	2.3	92.1
4		41.1	15.4	61.1
1.4		11.1	3.7	87
6.7		43.2	14.75	56.8

2014 calendar year method used to update the 3 month NC TOPPS for Partners BHM	# of 3 month NC TOPPS updates completed	% completed In Person	% completed by Telephone	% completed by Chart Review
Adult Mental Health	1052	35.8	6.9	63.5
Adult Substance Abuse				
Adolescent Mental Health	698	64.1	13.2	43.9
Adolescent Substance Abuse	61	28.6	0	73.5
Child Mental Health	325	64.7	15.5	40.4

2014 calendar year method used to update the 6 month NC TOPPS for Partners BHM	# of 6 month NC TOPPS updates completed	% completed In Person	% completed by Telephone	% completed by Chart Review
Adult Mental Health				
Adult Substance Abuse				
Adolescent Mental Health				
Adolescent Substance Abuse	16.0	35.7	7.1	57.1
Child Mental Health				

2014 calendar year method used to update the 12 month NC TOPPS for Partners BHM	# of 12 month NC TOPPS updates completed	% completed In Person	% completed by Telephone	% completed by Chart Review
Adult Mental Health				
Adult Substance Abuse				
Adolescent Mental Health				
Adolescent Substance Abuse	4	33.3	33.3	66.7
Child Mental Health				

2015 monthly reasons for Episode Completion of NC TOPPS for Partners BHM	Number of Episode Completions	% Completed Treatment	% Discharged by program	% Refused Tx	% Did not return for 60 days	% Jail	% Died	% Admitted to hospital	% Received no tx	% Changed to no NC TOPPS Service	% Moved	% other	% Admin. D/C
Adult MH	80	17.5	6.3	10.0	45.0	1.3	2.5	0.0	3.8	6.3	2.5	5.0	0.0
Adult SA	261	12.6	5.4	4.2	70.1	0.8	0.8	0.0	2.7	1.1	0.8	1.5	0.0
Adol MH	52	48.1	3.8	7.7	5.8	3.8	0.0	5.8	0.0	5.8	7.7	11.5	0.0
Adol SA	2	50.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Child MH	32	46.9	0.0	3.1	15.6	0.0	0.0	6.3	0.0	0.0	0.0	28.1	0.0

How Episode Completion was completed

	% In-Person	% Telephone interview	% Chart Review
	17.9	17.9	89.7
	1.4	7.2	97.1
	36.7	22.4	65.3
	50.0	0.0	50.0
	59.3	18.5	59.3

2015 monthly reasons for Episode Completion of NC TOPPS for Partners BHM	Number of Episode Completions	% Completed Treatment	% Discharged by program	% Refused Tx	% Did not return for 60 days	% Jail	% Died	% Admitted to hospital	% Received no tx	% Changed to no NC TOPPS Service	% Moved	% other	% Admin. D/C
Adult MH													
Adult SA													
Adol MH													
Adol SA													
Child MH													

How Episode Completion was completed

% In-Person	% Telephone interview	% Chart Review

NORTH CAROLINA TREATMENT OUTCOMES AND PROGRAM PERFORMANCE SYSTEM (NC-TOPPS)

Simple Query

The NC-TOPPS Simple Query Report is an expanded outcomes dashboard which Superusers can access after logging into the system. Local Management Entity/Managed Care Organizations and provider Superusers can obtain aggregate data by consumer group, including demographics of the population served, treatment demographics, substance use, employment, education, housing, maternal/perinatal outcomes, and service needs/satisfaction.

The Simple Query Report is an excellent resource for monitoring service quality, assessing service and support needs based on consumer feedback and for monitoring outcomes for accreditation purposes.

General Guidelines for SQR Users

- A. To begin a query, SQR user first selects location(s) associated with their account, an interview date start range, consumer group, and interview type. The SQR will then return several charts, graphs and tables summarizing data collected based on the selections and will vary on the consumer group and interview type selected.
- B. If the user selects Initial as the Interview Type, the SQR returns Initial interview data that matches the search criteria and summarizes it in the various charts, graphs and tables.
- C. If the user selects an "Update" interview (3 month, 6 month, or 12 month Update, Episode Completion) as the interview type, the SQR first retrieves interview data based on selection criteria. Next, the SQR retrieves the corresponding Initial interview for each Update interview. If the corresponding Initial interview is not found for a specific Update interview (the Initial was done prior to SFY 2008-09), the Update interview's data is not included in the report. Some of the information displayed in the SQR for Update interviews provide a side-by-side comparison of Update interview data & Initial interview data.
- D. When a user selects an Update interview type other than Episode Completion, an Episode Completion interview may be substituted for the Update interview of a specific episode of care when the Episode Completion meets certain criteria:
 1. No matching Update interview type found for a specific episode of care
 2. The Episode Completion falls in the appropriate date range for the selected Update interview type
 3. Treatment was not suspended due to:
 - a. the consumer not returning for treatment
 - b. the consumer's death
 - c. the consumer never receiving treatment
 - d. administrative discharge
 4. Graphs will reflect a different number of interviews (N) where the interview was not completed in person
- E. When a user selects "Episode Completion" as the interview type and there is a chart, graph, or table providing comparison to the Initial interview data, there are two more checks done on the matched interview data before including it, since such graphs reflect a different N:
 1. Graphs will reflect a different N for the Episode Completions in which treatment was suspended due to:
 - a. the consumer not returning for treatment
 - b. the consumer's death
 - c. the consumer never receiving treatment
 - d. administrative discharge
 2. Graphs will reflect a different N for the Episode Completions where the interview was not completed in person, since Section 3 interview items are not answered.
- F. Some charts returned in the SQR reflect a subset of the total data in the SQR (example: a chart summarizing gender specific data). When this is the case, the N is included for the specific chart, graph, or table.