



HOMewood
Health Centre

Evidence Based Management Using the RAI-MH



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Agenda

- Context: What is the Homewood Health Centre?
- Journey into Quality Systems
- Enhancing our Quality System with the RAI-MH
- Management Tools Within the RAI-MH
 - Describing Patterns of Who is Treated
 - Planning for Resource Utilization
 - Decision Support
 - Tracking Outcomes



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Who are we?



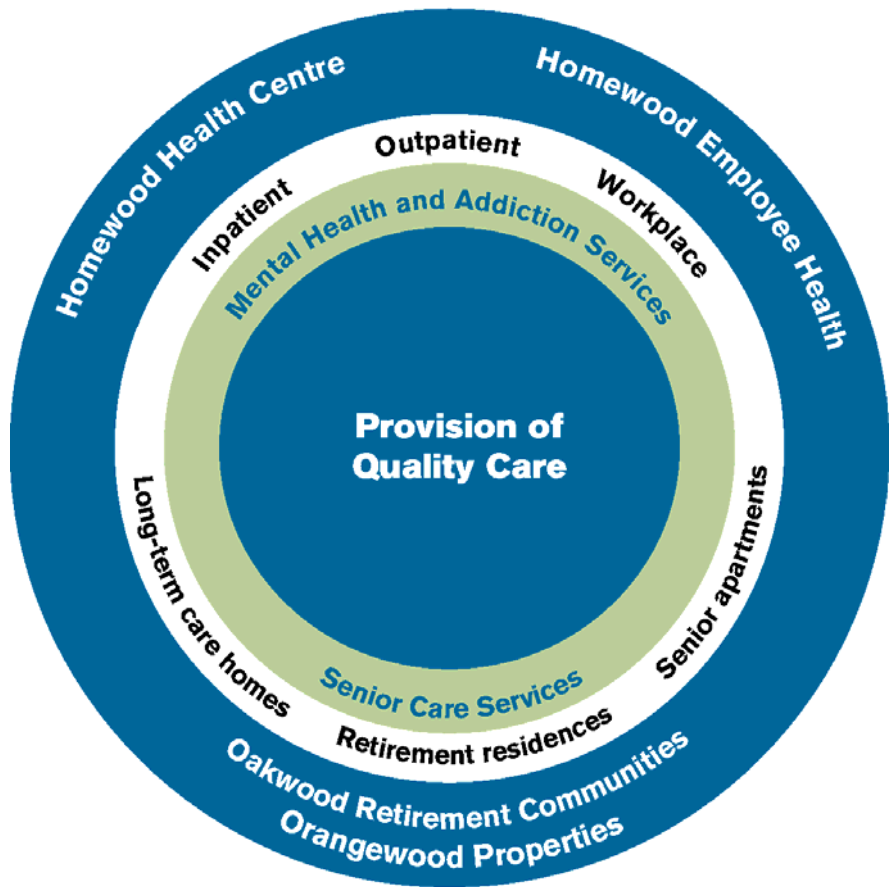


HOMEWOOD Corporation



improving life

improving life



A Health Care Company



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Health Centre



HOMWOOD



 **HOMWOOD**
Corporation

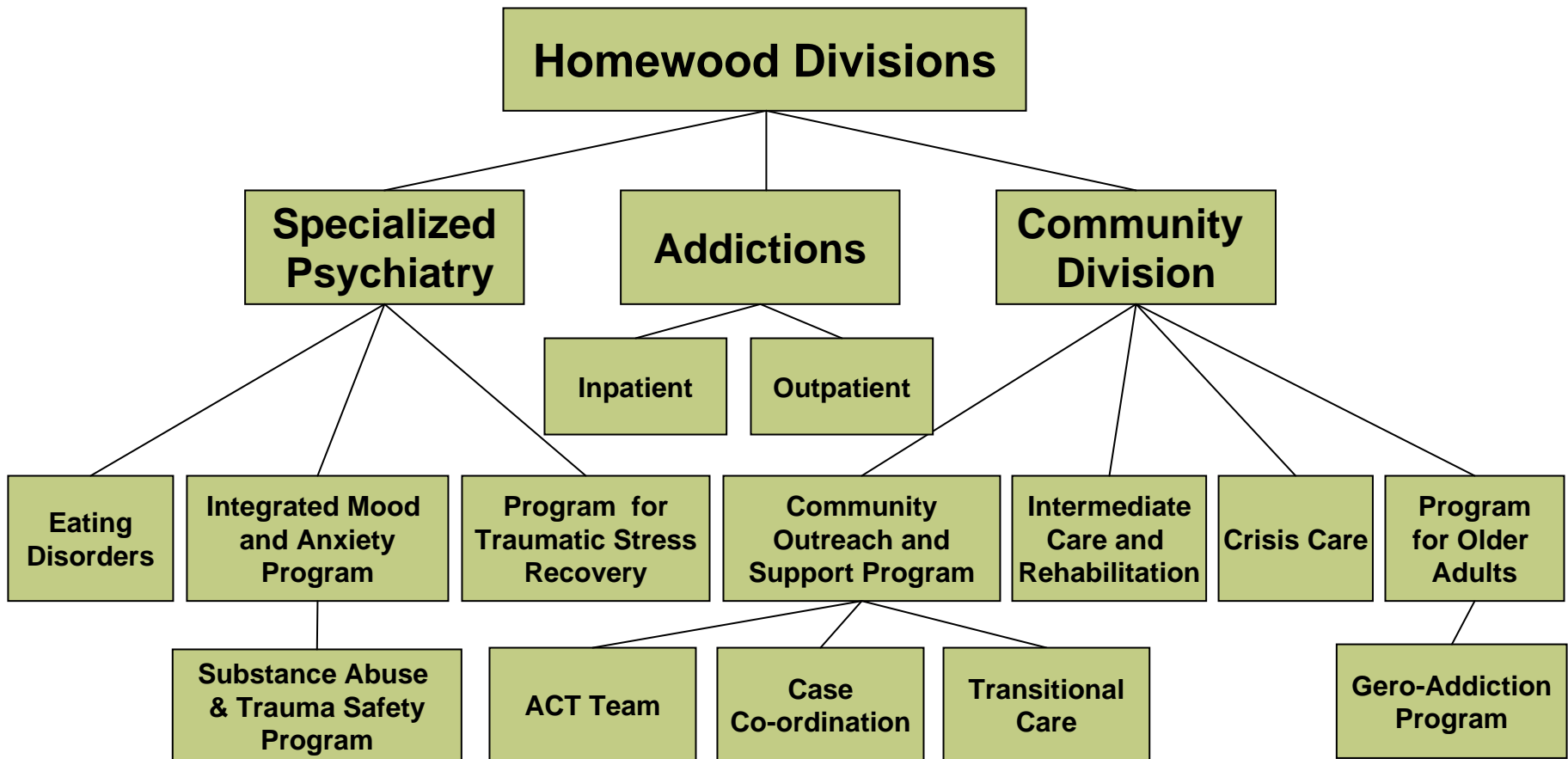
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Employee Health



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Homewood Health Centre Programs



Homewood Health Centre Inc.

- Rated for 312 beds
- 40% of our funding goes to ward beds and community programs
- Provides 98,000 inpatient days of treatment annually & outpatient services
- Homewood has consistently balanced its budget with the needs of its programs; the hospital has never operated at a deficit



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Our Journey into Quality Systems



Developing a Quality Culture

- Making a Difference CQI Program
 - Survey staff every 2 years on perceptions of workplace
 - Suggestions to improve the workplace as well as service delivery
- Instilled outcome management into programs
 - Patient perception of care at the program level
 - Behaviour Symptom Identification Scale (BASIS-32[®])
- Assess patient satisfaction hospital wide
 - Patient perception of hospital services monitored quarterly

Shortcomings of Quality System

- Needed a more comprehensive assessment system:
 - Lacked clinical observation in outcomes
 - Outcomes were not linked to care or program planning
 - Could not compare outcomes across all programs or between hospitals
- RAI-MH became an immediate solution



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The RAI-MH as an Evidence Based Management (EVM) Tool



Key elements of RAI-MH for EVM

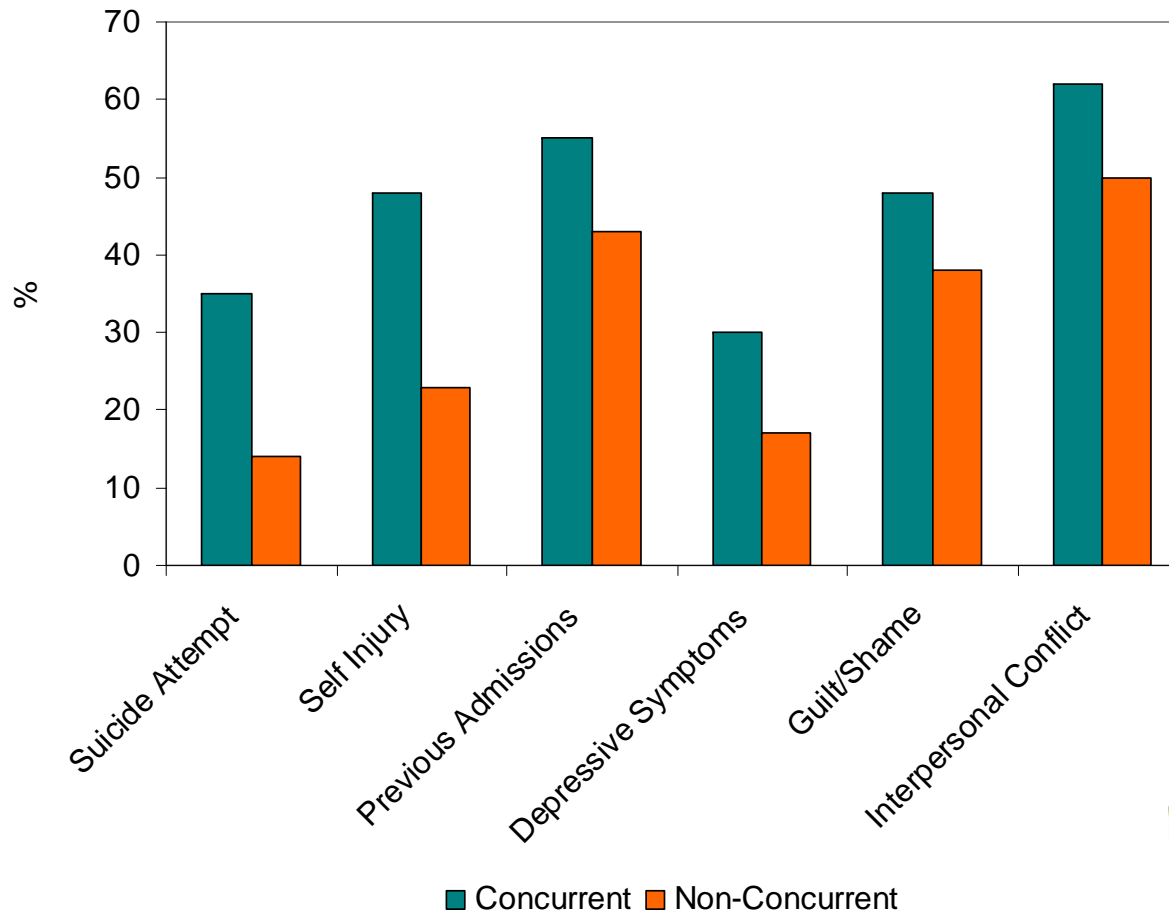
- Patient background and demographics
 - *Describing who you service*
- Mental Health Assessment Protocols
 - *Planning which services are needed*
- Embedded Outcome Scales
 - *Determining if services are effective*
- Mental Health Quality Indicators
 - *Evaluating and Comparing Performance*
- System for Classification of Inpatient Psychiatry (SCIPP)
 - *Tracking Resource Utilization*

Service Planning Example

- *Issue:* Is there a need for a specific program for PTSD w/ concurrent substance abuse?
- *Approach:* Use RAI-MH data to compare the characteristics/outcomes of concurrent patients with non-concurrent patients across programs
- *Intention:* If consistent differences, would justify the creation of new program

Service Planning Example Continued

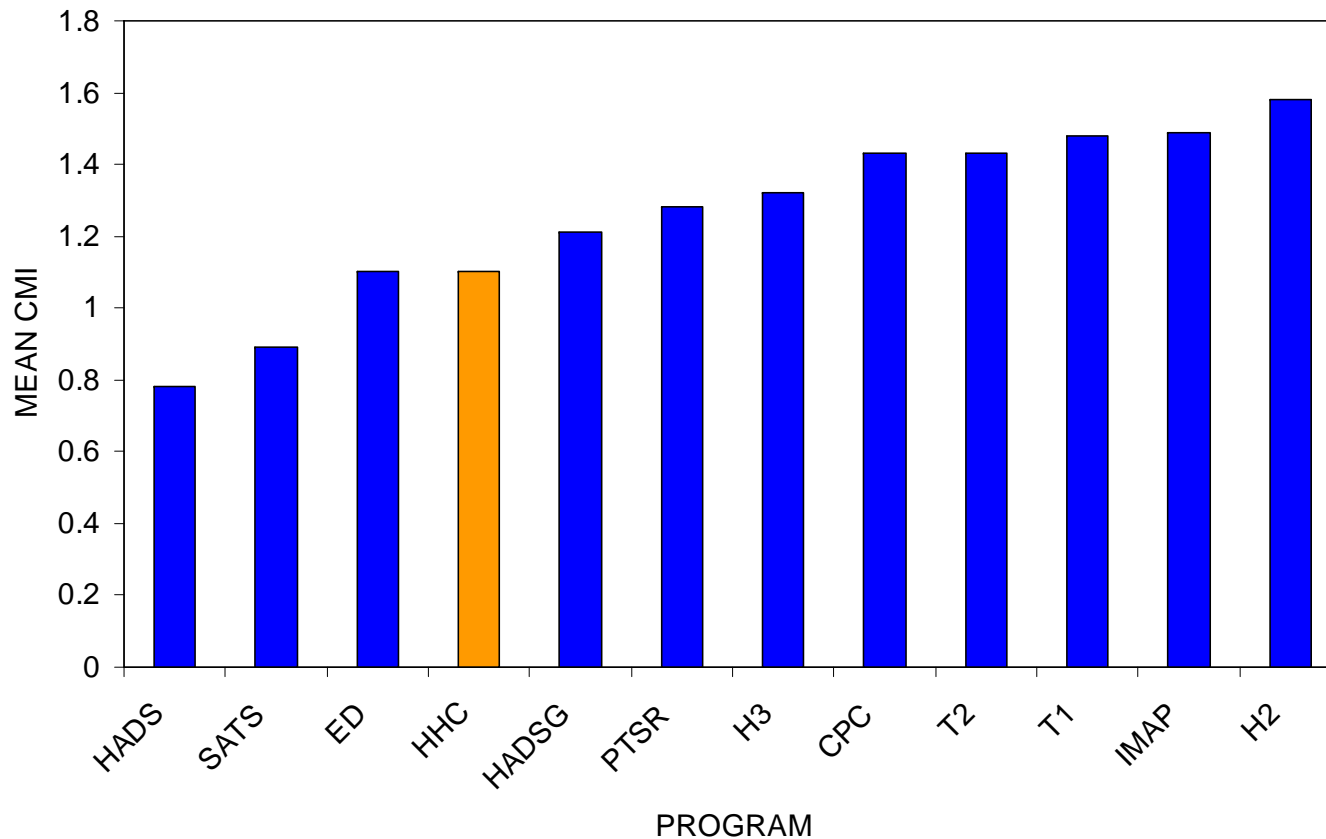
- *Findings:* Consistent differences found....SATS Program Created



Resource Utilization Example: Supporting Clinical Program Profiles

- Use case mix index (CMI) to ensure programs:
 - Have appropriate resources in place to match clinical profiles
 - Can track trends in patient case mix
 - Are compared fairly by adjusting outcomes based on their CMI

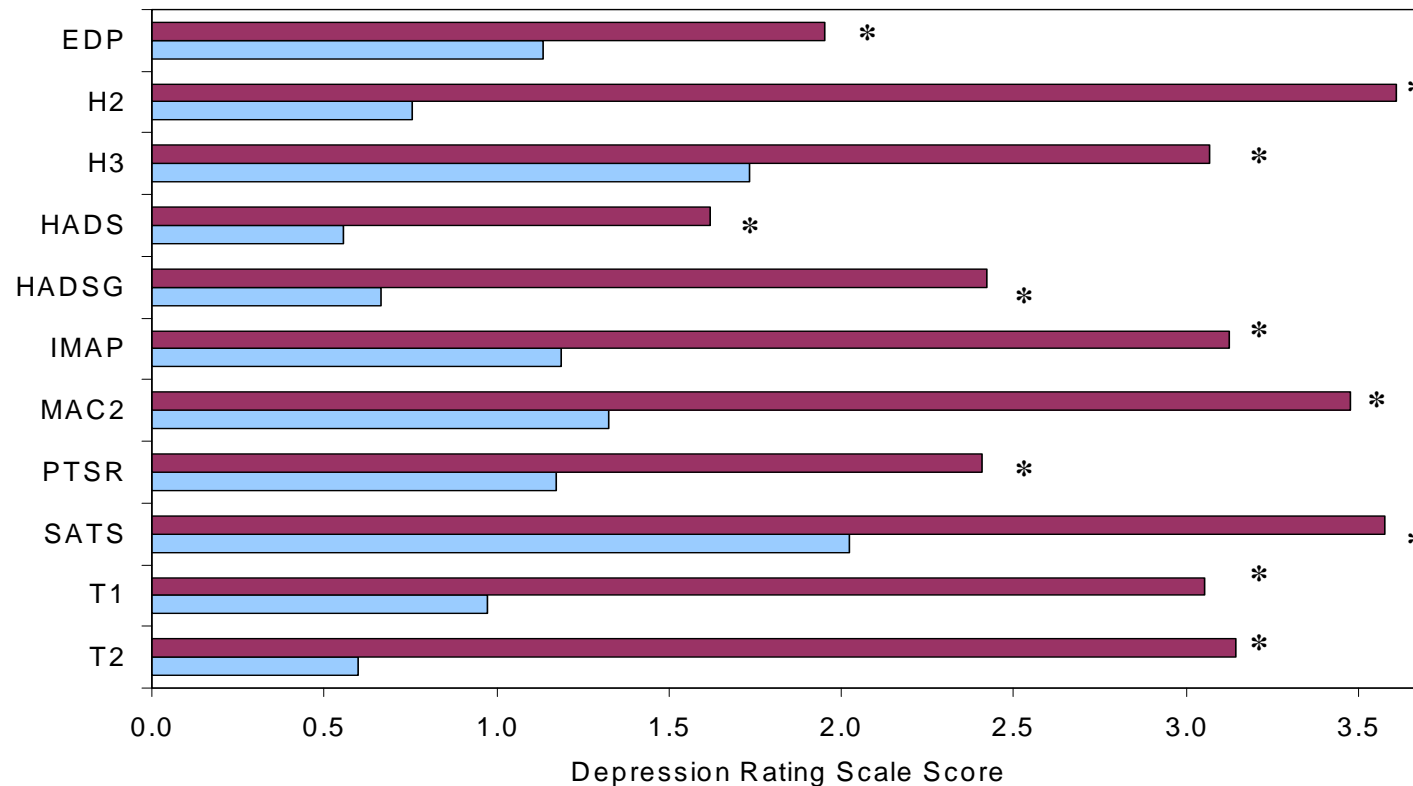
Average CMI Scores by Program



Ensuring Quality and Performance: Homewood's Quality Management System

- Monitor outcome scales on a quarterly basis
- Developed an inventory of outcome indicators to monitor performance
 - Core hospital indicators
 - Program specific indicators
- Present results at Quality Management Forum, CEO Advisory, Board of Directors

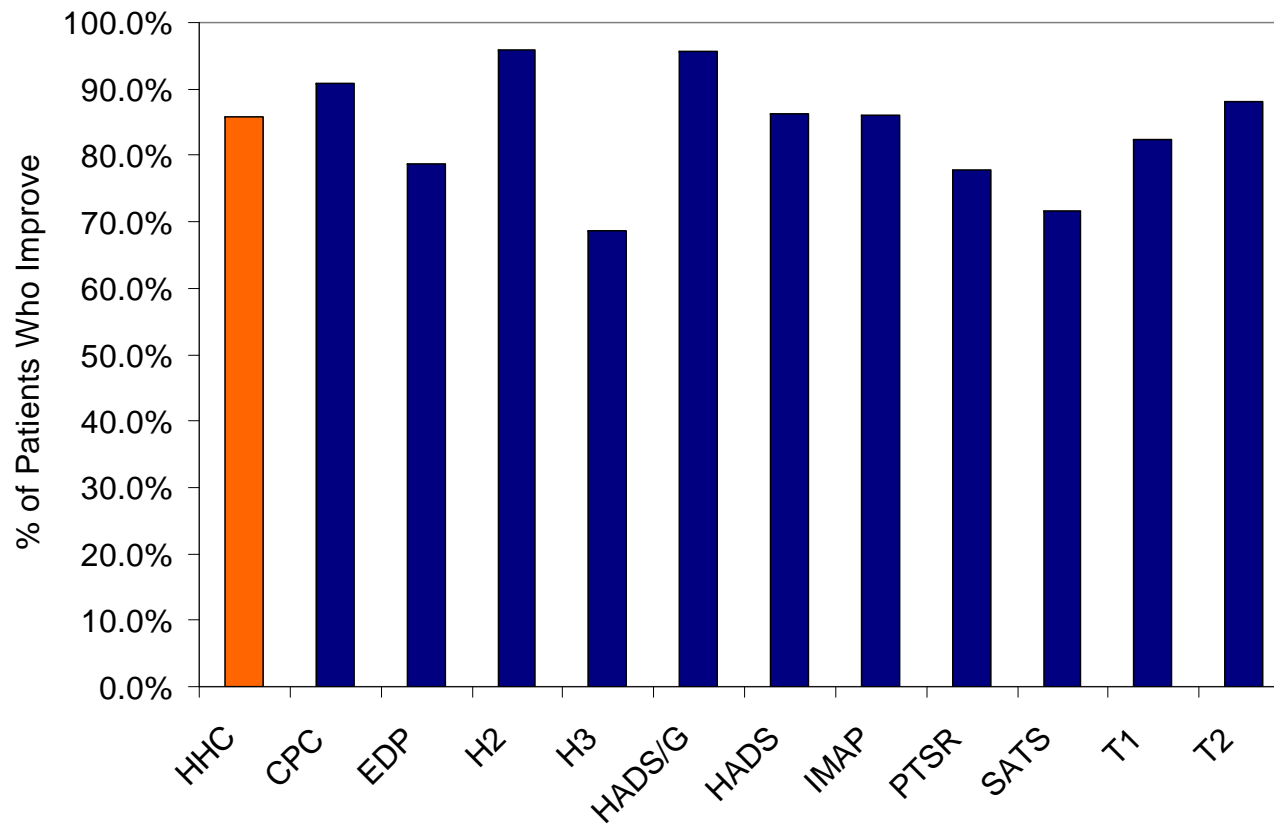
Depression Rating Scale Scores at Admission and Discharge for HHC Programs



* Indicates $p < 0.05$

■ Discharge ■ Admission

Example of Core Hospital Outcome Indicator: Rates of Improvement in Social Withdrawal



Summary of the Utility of RAI-MH for EVM:

