

2007 Provider Benchmarking

On an annual basis, UPMC Health Plan Behavioral Health Services publishes Provider Benchmarking Reports to our high volume providers. The reports are based on claims and review indicators for inpatient mental health for both the Commercial and Medicare populations and hospital and non-hospital rehabilitation services for Commercial members. The reports also include network mean, benchmark and performance goals when available. The 2007 benchmarking reports, based on calendar year 2006 data, were sent to providers in September.

Commercial:

Indicator	Goal	Inpatient Mental Health	Inpatient Rehab
30 day readmission rate	≤10%	6.2%	N/A
Percentage of 7 day follow up	70%	45%	54%
Percentage of 30 day follow up	87%	70%	63%
Average days to follow up within 30 days	7	7.8	4.5

Medicare:

Indicator	Goal	Inpatient Mental Health
30 day readmission rate	≤10%	7.7%
Percentage of 7 day follow up	50%	27%
Percentage of 30 day follow up	75%	43%
Average days to follow up within 30 days	7	8.3

Providers identified two main barriers to timely follow up appointments after discharge:

- Availability of outpatient appointments with private mental health providers.
- Members' desire to wait for known provider instead of having a follow up appointment with someone they do not know.

To combat these issues, providers will increase education with members and family about the importance of timely aftercare and member and family input will be sought when scheduling follow up appointments. One provider plans to make a reminder call to members prior to their aftercare appointment and will save visit time in their outpatient clinic for members being discharged from inpatient.

If you have found other techniques that are effective in promoting follow up after inpatient stays or reducing the readmission rate, we would appreciate hearing from you. Please call us at 1-888-251-2224 and ask to speak to a Quality representative with your ideas and comments.