



Quality Symposium:  
Behavioral Health Fireside Chat  
May 08, 2024

## Behavioral Health Among SCAN Members

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**40% of SCAN members have a mental health or substance abuse diagnosis**

Depression is the most common (30% of members)

Only ~10% of those members received therapy or psychiatry in the past 3 years

69% of those members received BH medications in the past 3 years

38% of SCAN members with heart disease also have depression

35% of SCAN members with diabetes also have depression

# Managing Behavioral Health Among Medicare Members

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What **challenges** have you or your clinic/group encountered in **managing behavioral health** for Medicare patients?

# What is the Health Outcome Survey (HOS)?

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## Definition

Survey that asks consumers and patients to report on and evaluate their healthcare experiences

## What it does

- Goal to gather valid, reliable, clinically meaningful health status data to improve health
- Used in QI, Performance, Program Oversight, Public Reporting

## What's the connection to patient health outcomes?

Good communication between providers and patients is key to positive healthcare processes and outcomes.

- Improved patient adherence to treatment plan
- Improved clinical outcomes, patient safety practices

# What is the Health Outcome Survey (HOS)?

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The HOS measures are essential in helping seniors stay **healthy & independent**:

- ❖ Monitoring physical activity
- ❖ Improving bladder control
- ❖ Reducing risk of falling
- ❖ **Improving & maintaining mental health**
- ❖ Improving & maintaining physical health

The better the health plan performs on HOS; the higher the Star Rating.

With higher Star Ratings, the health plan can provide better **benefits and services** to its members.

# Survey Questions: Improving/Maintaining Mental Health

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During the **past 4 weeks**, have you had any of the following problems with your work or other regular daily activities **as a result of any emotional problems** (such as feeling depressed or anxious)?

- a. Accomplished less than you would like
- b. Didn't do work or other activities as carefully as usual

How much of the time in the **past 4 weeks**:

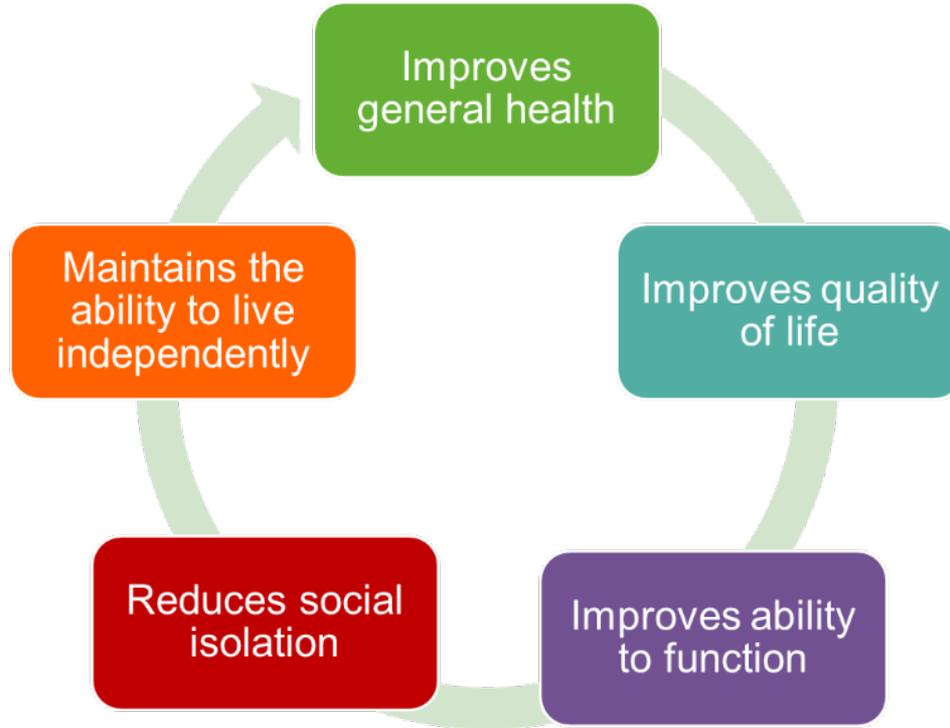
- a. Have you felt calm and peaceful?
- b. Did you have a lot of energy?
- c. Have you felt downhearted and blue?

During the **past 4 weeks**, how much of the time has your **physical health or emotional problems** interfered with your social activities (like visiting with friends, relatives, etc.?)

Responses are on a 5 or 6-point scale from "none of the time" to "all of the time"

# Importance of Mental Health

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# Strategies to Improve Mental Health

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Which **strategies** have you or your clinic/group successfully implemented to **manage behavioral health**?

# Fireside Chat

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