



STAR-SI: Developing State-wide Systems To Improve Performance

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CSAT, RWJF, NIATx and SSA Partnership:



CSAT, RWJF, NIATx and SSA Partnership:

- Improve access and retention
- Diffuse of NIATx process improvement methods
- Develop performance management systems that drive improvement

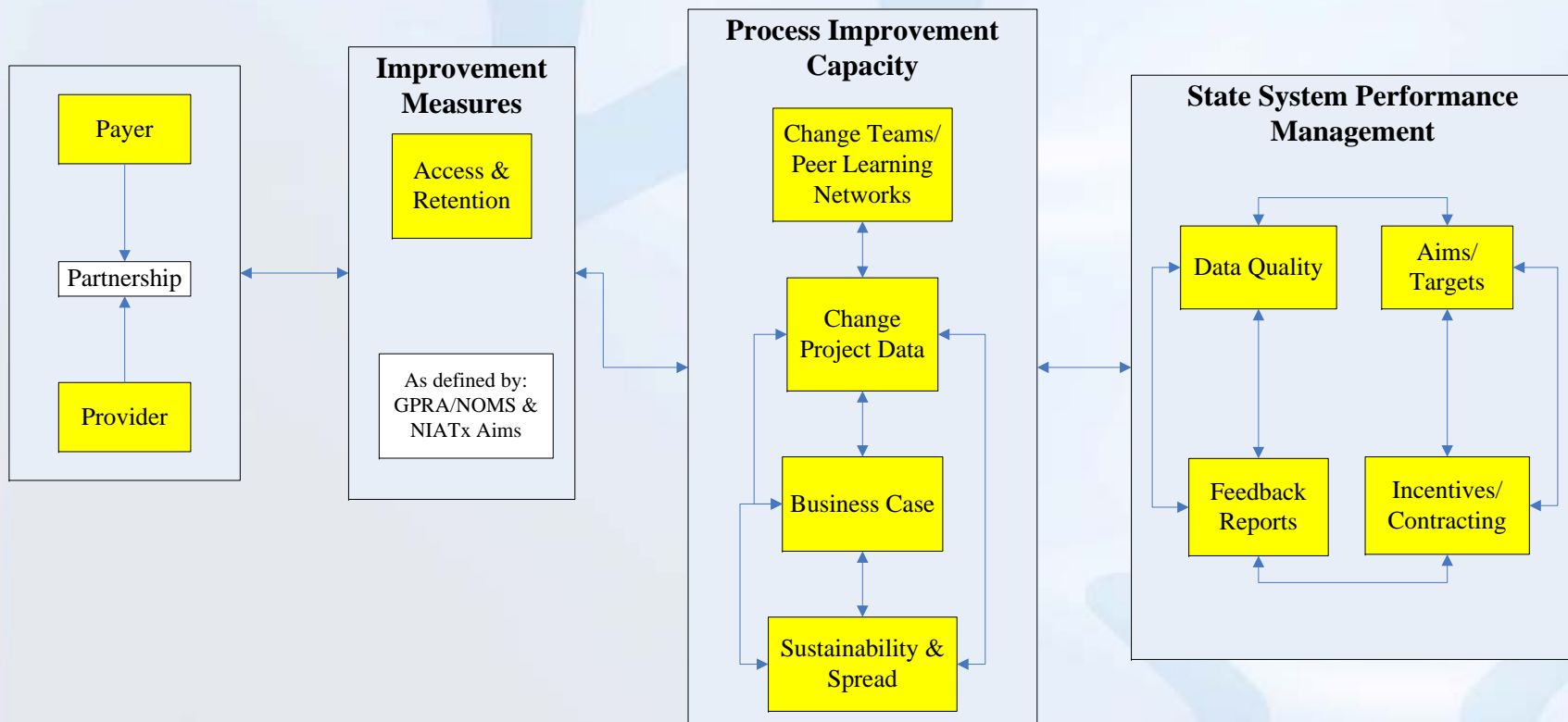


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STAR-SI Grantees

- **CSAT Funded**
 - Illinois
 - Maine
 - South Carolina
 - Wisconsin
 - Iowa
 - Florida
 - Ohio
- **RWJF Funded**
 - New York
 - Oklahoma
- **Self Funded**
 - Montana

Performance Improvement Framework





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Performance Management

SSA/Provider Partnership Role:

- Identifies improvement measures and set performance targets
- Develops standard data definitions
- Ensures the accuracy of administrative data



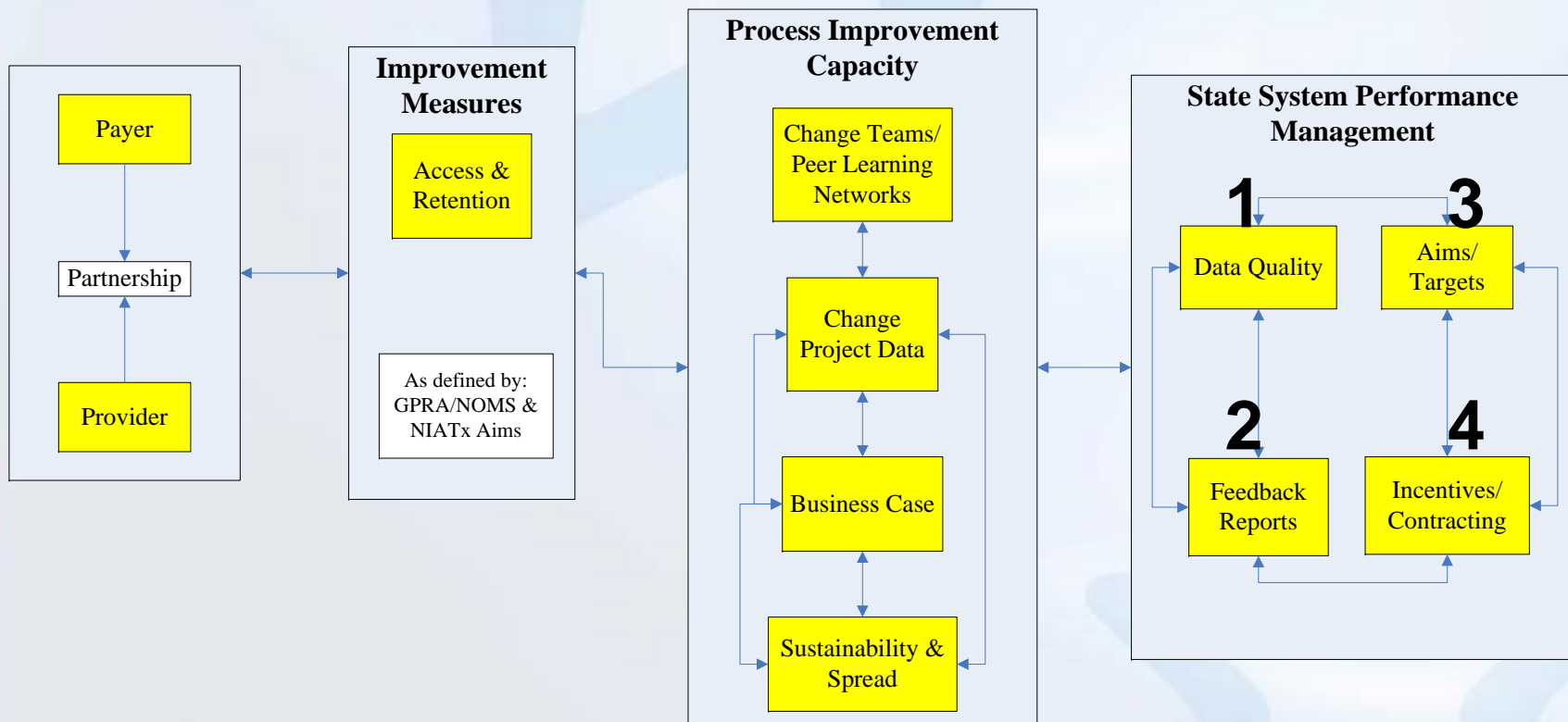
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Performance Management

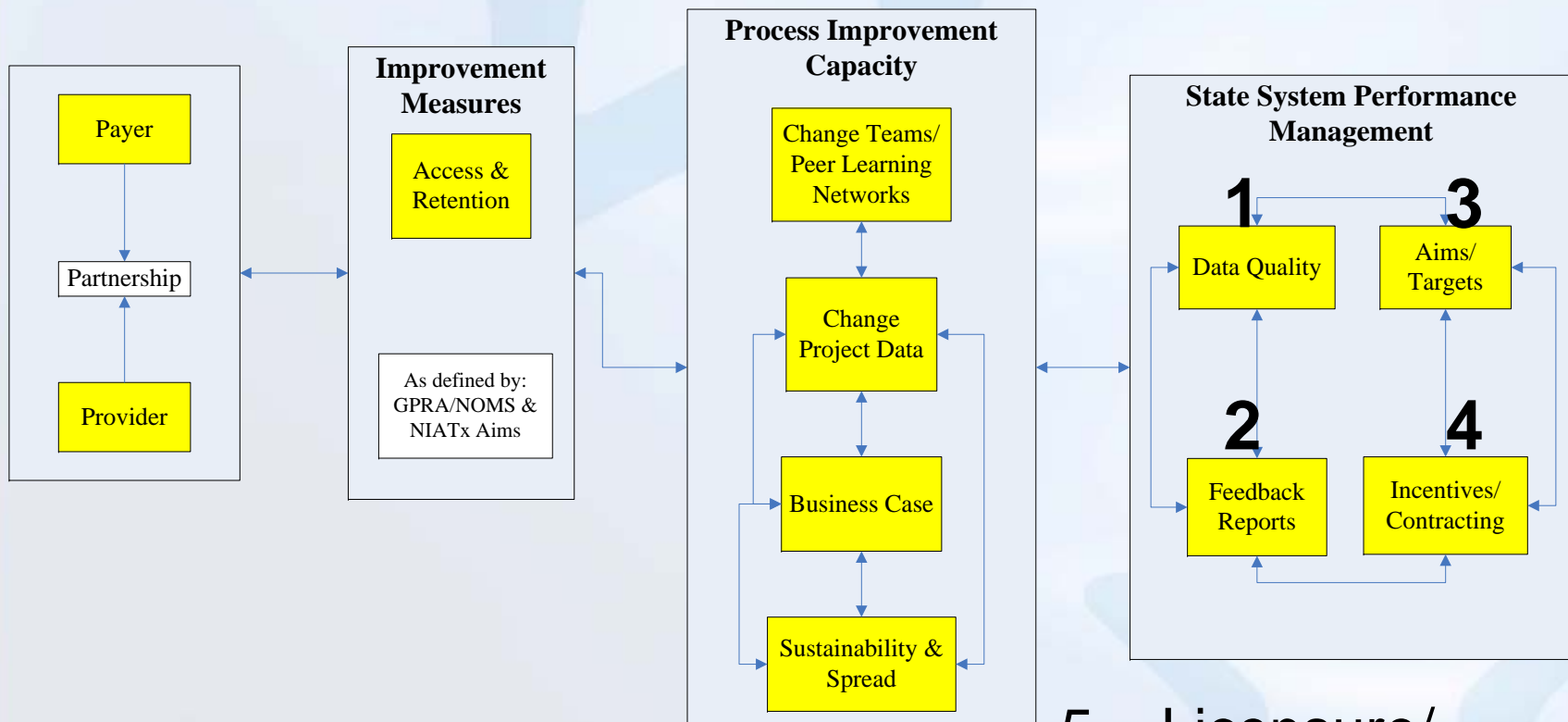
SSA/Payer Role:

- Ensure high standards of data quality
- Track provider performance
- Provide customer feedback reports
- Provide technical assistance to low performers
- Institute mechanisms to reward improvement

Performance Improvement Framework



Performance Improvement Framework



5 = Licensure/
Regulatory Practices

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At a Glance

State	Encounter data at state level	Contracting relationship with providers	Number of providers	Approximate annual admissions
FL	Yes	Intermediary	12	21,289
IA	Yes	Intermediary	16	7,152
IL	Yes	Direct	10	10,094
ME	No	Direct	14	3,233
MT	No	Direct	5	924
NY	No	Direct	10	2,839
OH	Yes	Intermediary	11	5,899
OK	Yes	Direct	11	5,313
SC	Yes	Direct	33	14,860
WI	No	Intermediary	23	13,122

Totals:	145	84,725
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Improvement Results: State Level Client Intake Paperwork Reduction

- South Carolina
 - Reduced # of pages by 85%
 - Cut time it took patients to complete by 50%
- Oklahoma
 - Reduced # of pages by 50%
 - Cut time it took patients to complete by 37%



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Improvement Results: State Administrative Rule Waivers

- Illinois allowed 3 rule exceptions to address Access
 - 29.2% Wait Time decrease from Admission to 1st Tx
- Maine revised rule requiring mailed Tx authorization (Timeliness)
 - 41% Wait Time decrease from 1st Contact to Assessment



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Improvement Results: State Performance Data Infrastructure

- New York
 - Used PI to develop a web-based, encounter data system (STAR-QI) that links to the existing Client Data System (designed for TEDS reporting)
 - Provides real-time feedback on 35 access and retention measures



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What We Will Learn

- Access and retention promising practices
- How state-level data systems can be used to foster improvement
- The business case for process improvement
- How state/provider partnerships can promote a culture of quality improvement