



Thank you for joining!

We will begin our webinar shortly.

Before we begin please check that the sound levels on your computer or phone are turned up to hear clearly.

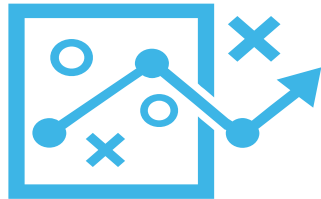


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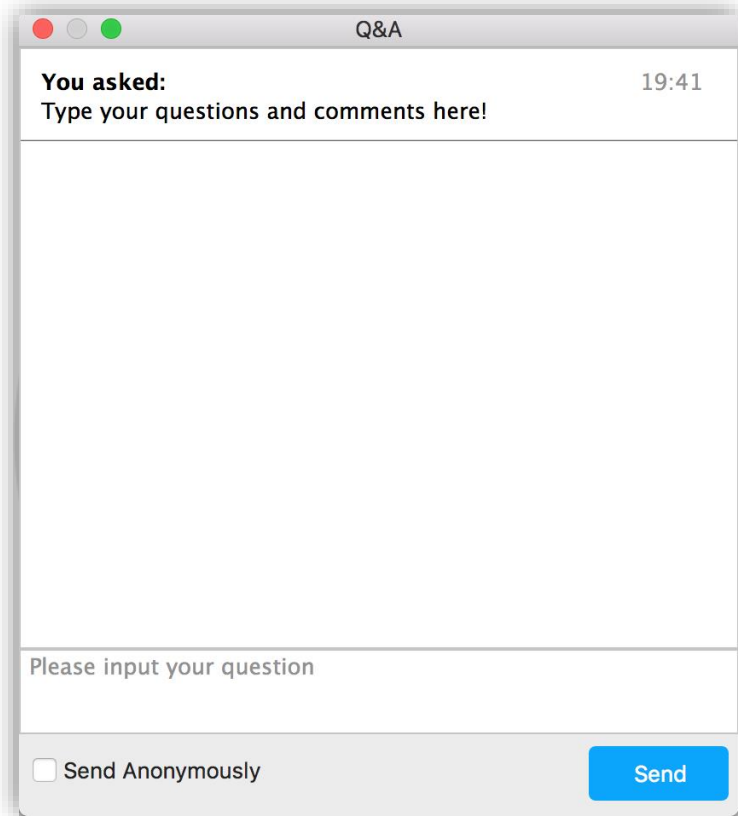
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Adult Outcomes Questionnaire Webinar: Where We've Come & How It's Going

Justin Oyler, LCSW
Provider Quality Manager



Housekeeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

☐ Send Anonymously Send

1. Today's webinar is 1 hour including Q&A.
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function. We will monitor questions throughout and answer as many as possible at the end.

PLEASE NOTE: This presentation provides some general information that is subject to change and updates. It should not be construed as including all information pertinent to your particular situation or providing legal advice or medical advice, diagnosis or treatment of any kind. For legal advice, we encourage you to consult with your legal counsel regarding the topics raised in this presentation. At all times, please use your own independent medical judgment in the diagnosis and treatment of your patients.

Today's speaker



Justin Oyler, LCSW
Provider Quality Manager



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Agenda

- 1 Evolution of the AOQ Program
- 2 Three Pillars of the AOQ
- 3 AOQ Outcomes Thus Far
- 4 Provider Feedback
- 5 Key Takeaways
- 6 Chat Discussion

Chapter

01

"We help people live their lives to the fullest potential."

Provider Training
December 2021

Evolution of the AOQ Program



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The AOQ Program Has Evolved With the Help of Provider Feedback

Started as:

- Internal Kaiser Tool Introduced for External Beacon Network
- Possibility of AOQ to impact utilization management

Currently is:

- Track patient outcomes via patient reported outcome measures (PROMs)
- Creating value for both providers and members

Chapter

02

“We help people live
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Three Pillars of the AOQ Program



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Program Overview - Tracking and Improving Patient Outcomes

MBC

- Repeated use of validated instruments
- Targeted, more effective treatment episodes

AOQ

- PROMs - PHQ9, GAD4, GOF
- Tool that drives MBC

POTT

- Online Beacon tracking system
- Submit AOQs via POTT annually or at discharge

MBC Improves Outcomes & Reducing Costs

The Quadruple Aim



MBC is the use of repeated, validated and reliable measures to track symptoms and outcomes to **monitor progress and inform clinical decision making** ¹



MBC leads to enhanced therapeutic alignment, mutual understanding, and increased engagement ²



MBC allows for patients to identify problems and goals in their own words and provide ratings over time

The AOQ is a tool that drives MBC

PHQ-9 & GAD-4

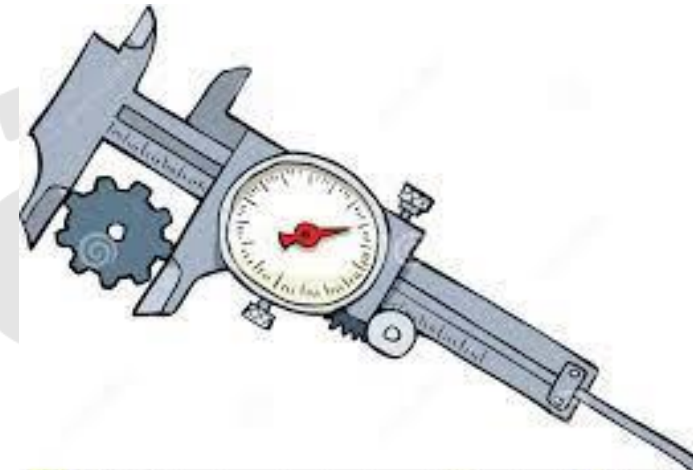
- Gold standards for assessment and diagnostic best practices
- Largest number of mild-moderate member diagnoses for pilot

Goodness of Fit

- Tool for clinicians to measure therapeutic alliance and discuss with patients as needed

Administration

- Once per month to track and understand progress as well as symptom reduction
- Done prior to session by patient
- Resultant information should be reviewed with the patient and used to mutually inform their care



Adult Outcomes Questionnaire 1.4

Name Jane Smith DOB 12/16/1970 Today's Date 12/16/2021

PHQ-9 Over the last two weeks, how often have you been bothered by any of the following problems? (Select the best fitting option per line)		Not at all	Several Days	More than half the days	Nearly every day
1.	Little interest or pleasure in doing things	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Feeling down depressed or hopeless	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Trouble falling or staying asleep, or sleeping too much	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4.	Feeling tired or having little energy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
5.	Poor appetite or overeating	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
6.	Feeling bad about yourself – or that you are a failure or have let yourself or your family down	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Trouble concentrating on things, such as reading the newspaper or watching television	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8.	Moving or speaking so slowly that other people could have noticed. Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
9.	Thoughts that you would be better off dead, or of hurting yourself in some way	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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Total values of Questions 1 - 9:

16

A

Adult Outcomes Questionnaire 1.4

Name _____ Medical Record # _____ Date _____

PHQ-9 Over the last two weeks, how often have you been bothered by any of the following problems? (Circle only one number per line)		Not at all	Several Days	More than half the days	Nearly every day
1.	Little interest or pleasure in doing things	0	1	2	3
2.	Feeling down depressed or hopeless	0	1	2	3
3.	Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4.	Feeling tired or having little energy	0	1	2	3
5.	Poor appetite or overeating	0	1	2	3
6.	Feeling bad about yourself – or that you are a failure or have let yourself or your family down	0	1	2	3
7.	Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8.	Moving or speaking so slowly that other people could have noticed. Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9.	Thoughts that you would be better off dead, or of hurting yourself in some way	0	1	2	3

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Add the circled numbers in each column, then add the sums: 0 + + + = A

10.	Feeling nervous, anxious or on edge	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	Not being able to stop or control worrying	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
12.	Feeling unproductive at work or other daily activities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	Having trouble focusing on achieving your goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Total values of Questions 10 - 13:

6 B

TOTAL (A + B) =

22

If you have had a visit in the Mental Health Department, select the option that BEST matches your feelings about your most recent visit		Only a little or not at all	Sometimes	Quite a bit	Totally
1.	In the session, we discuss the things that are most important to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2.	I feel understood and respected by my clinician.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3.	I understand and agree with my treatment plan.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Reset Form

Goodness of Fit score:

6 C

10.	Feeling nervous, anxious or on edge	0	1	2	3
11.	Not being able to stop or control worrying	0	1	2	3
12.	Feeling unproductive at work or other daily activities	0	1	2	3
13.	Having trouble focusing on achieving your goals	0	1	2	3

Add the circled numbers in each column, then add the sums: 0 + = B

TOTAL (A + B) =

If you have had a visit in the Mental Health Department, circle the number that BEST matches your feelings about your most recent visit		Only a little or not at all	Sometimes	Quite a bit	Totally
1.	In the session, we discuss the things that are most important to me.	0	1	2	3
2.	I feel understood and respected by my clinician.	0	1	2	3
3.	I understand and agree with my treatment plan.	0	1	2	3

Goodness of Fit score: 0 + = F

It All Comes Together With the Patient Outcomes Tracking Tool (POTT)

- Where AOQ data is input
- Beacon extracts & aggregates
 - No member level AOQ shared with Kaiser
- No Impact on UM based on AOQ scores
- **New POTT URL**
 - Going live 1/1/2022



Patient Outcomes Tracking Tool

Instructions: Please complete this form within 45 days prior to the expiration of current authorization period if planning to continue treating member further; OR complete at time of member discharge from practice.

EXAMPLE

* Provider Information

NPI Number	0123456789
First Name	John
Last Name	Doe
Phone Number	555-555-5555

* Member Information

ID Number	9876543210
First Name	Test
Last Name	Name

Authorization Expiration Date

24 November, 2021

* Has the member been discharged from your practice?

No

Next »

Please provide Adult Outcome Questionnaire (AOQ) scores and dates administered during the current authorization period:

	Month/Year (MM/YYYY)	PHQ 9 (0-27)	GAD 4 (0-12)	Goodness of Fit (0-9)
AOQ 1	08/2021	27	12	8
AOQ 2	09/2021	20	8	8
AOQ 3	10/2021	12	5	9
AOQ 4	11/2021	18	8	9
AOQ 5	12/2021	10	4	9
AOQ 6				
AOQ 7				
AOQ 8				
AOQ 9				
AOQ 10				

Back

Next »

How influential has the AOQ data been to the treatment episode?
(0 = Not influential, 10 = Incredibly Influential)



How useful has the AOQ been to developing the treatment plan?
(0 = Not useful, 10 = Incredibly useful)



* Submit

☒ I certify that all information provided by me is current, correct, accurate, and complete to the best of my knowledge and belief, and is furnished in good faith.

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Finish

Chapter

03

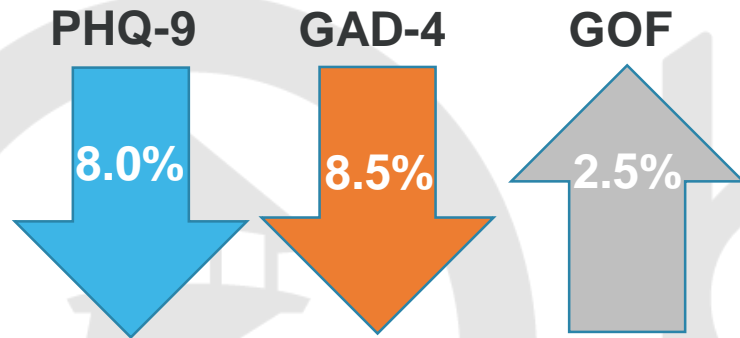
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AOQ Outcomes Thus Far

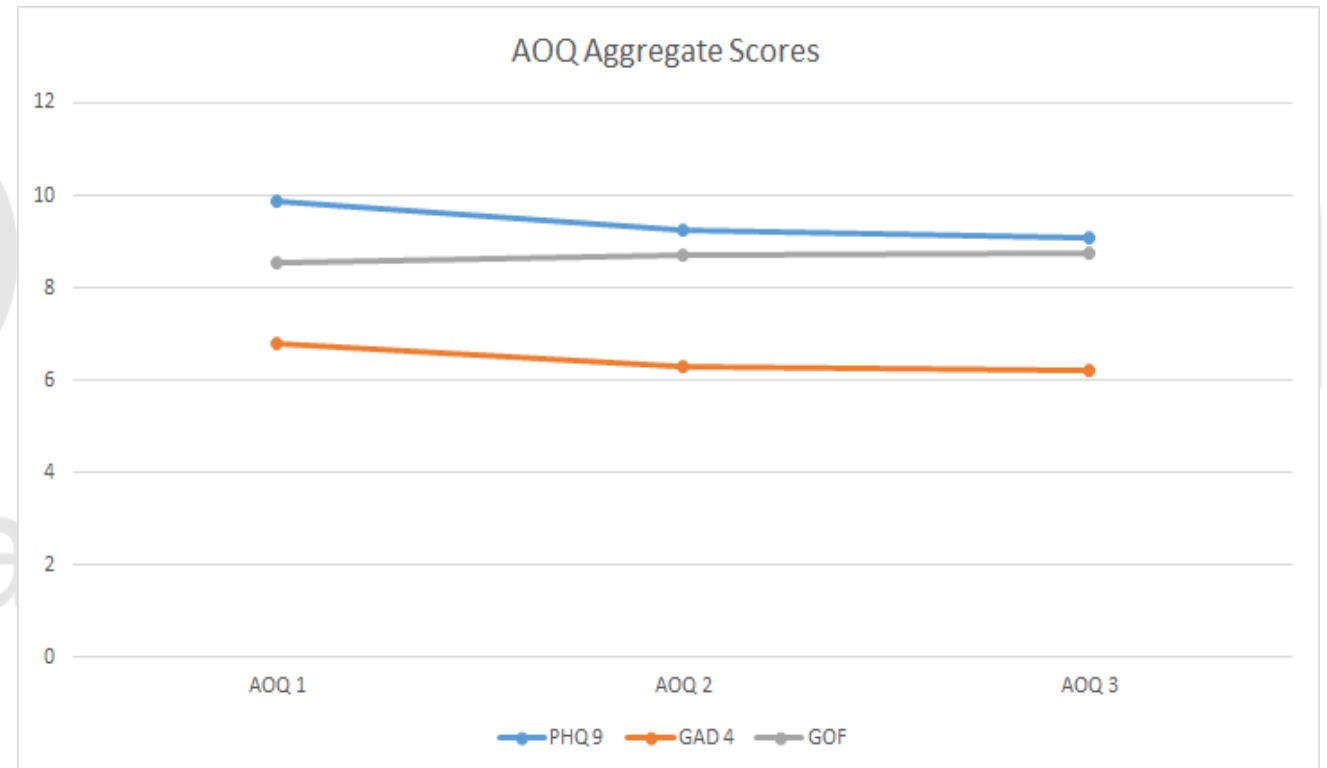
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Depression & Anxiety Scores Decrease While Therapeutic Alliance Improves Month Over Month



Engaged Providers Are Seeing
Positive Results

- Adoption Rate: **8.9%** (adj.)
- **86%** Incorporated AOQ into Treatment
- **76%** Believe AOQ Positively Influenced Treatment Episode



Provider Dashboard Brings Value With Data Visualized



Work in progress

- Low volume volatility



Talking Trends



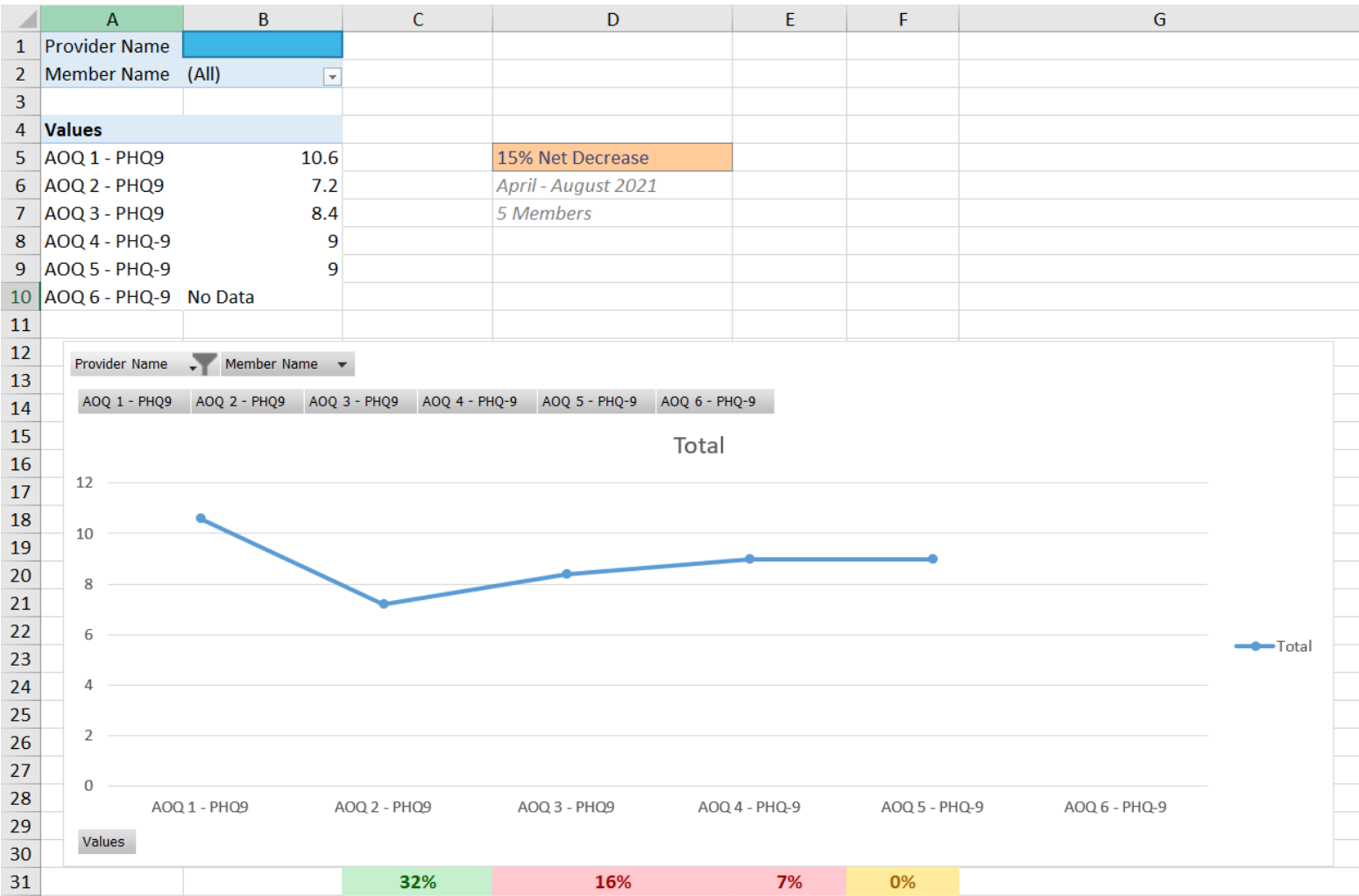
Percentile Variances



PROM Delineation



Targeted Strategies



Chapter

04

Provider Feedback
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Provider Feedback

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Positive Insights with using the AOQ



Discrepancy of Clinical Presentation vs AOQ scores



Positively impactful with treatment planning



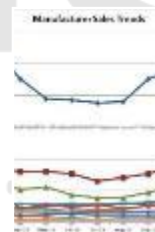
Empowering patients to better articulate their symptoms



Helpful with termination process



Instrumentation prompts clinically direct conversations



Discussion of trends over time

Honest Difficulties with using the AOQ



Patient triggers & abrasion



Fear of insurance
overreach into safe
space



Fear of denial of
services



Administrative
difficulties

- Telehealth
- Tracking and charting



Clinical fit of tool

Direct Conversations With Providers

- Dr. Reeta Hernes, Psy.D.
 - Berkeley
 - Holistic Healing Modalities
 - Multiple AOQ Submissions





Direct Conversations With Providers

- Vincenza Baldino, LMFT
 - Oakland
 - Trauma, Grief, Anxiety
 - Successful Integration of AOQs



Chapter

05

Key Takeaways
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Key Takeaways

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Key Takeaways



Program purpose is to track patient outcomes

- No UM integration at this time



The AOQ is the tool that drives MBC

- POTT is the data source



Engaged providers feel the AOQ adds value



Aggregate Data Dashboard & Support for Providers

- Individual meetings with Beacon Provider Quality



New POTT URL Goes Live Today



Chapter

06

Q&A We help people live their lives to the fullest potential.”
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Questions & Answers

Please enter questions
into the chat

Thank You

Contact Us



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