



Magellan Healthcare of Virginia

2016 Annual Results Treatment Record Review

Magellan of Virginia supports providers' ongoing dedication to provide quality services for members. This summary shares the 2016 annual results of the Treatment Record Review (TRR) and Clinical Practice Guideline (CPG) review.

The TRR process is part of the Quality Improvement (QI) Program for evaluating the treatment record documentation as well as quality of member care and concordance of clinical care with approved CPGs. It allows Magellan to collect information through review of treatment records from randomly selected providers.

These results represent calendar year 2016, Magellan of Virginia's second full year for the TRR process. The overall score improved slightly from 2015's 78.26%, with significant increases seen in several sections of the TRR.

TRR: Overall Score- 2016	79.46%
155 Treatment Records Reviewed	
Section	Score
General	92.26%
Consumer Rights and Confidentiality	79.60%
Initial Evaluation	89.00%
Individualized Treatment Plan	86.58%
Ongoing Treatment	68.60%
Addendum for Special Populations	92.34%
Coordination of Care	49.55%
Medication Management	56.25%
Addendum - Adverse Incidents	N/A

The 2016 TRR results highlight areas of strength:

Section	2015	2016
General (record keeping practices)	88.05%	92.26%
Addendum for Special Populations	87.64%	92.34%

Areas of Improvement:

Section	2015	2016
Initial evaluation	76.97%	89.00%
Individualized treatment plan	65.14%	86.58%

Opportunities to improve:

Section	2015	2016
Ongoing treatment (documentation)	65.39%	68.60%
Coordination of care (Primary Care Provider (PCP) communication)	40.16%	49.55%

During the 2016 TRR process, Magellan of Virginia focused on the Attention Deficit/Hyperactivity Disorder (ADHD), Major Depression (MDD) and Schizophrenia CPGs. Each record review included review of the Suicide Risk Assessment and Management CPG, regardless of the diagnosis.

The CPG score report reflects a numeric value of the average score of all Not Met questions from the records reviewed. The CPG adherence goal is a score from 0 to 3. Scores of 3.1 to 6 or 6.1 and above indicate opportunities for improvement. The following grids represent the CPG scores for 2016. The scores for CPGs MDD, Schizophrenia and Suicide Risk Assessment and Management show improvement from 2015. While the ADHD CPG scoring reflects slight overall improvement from 2015 (6.8), adherence to the CPG has the most opportunity for improvement of the CPGs reviewed.

CPG ADHD: Overall Score- 2016	6.6
57 Records Reviewed	
Section	Score
Diagnostic Assessment	4.49
Therapeutic Interventions	2.07

CPG MDD: Overall Score- 2016	2.5
49 Records Reviewed	
Section	Score
Diagnostic Assessment	1.7
Therapeutic Interventions	0.77

CPG Schizophrenia: Overall Score- 2016	1.39
49 Records Reviewed	
Section	Score
Diagnostic Assessment	0.46
Therapeutic Interventions	0.92

CPG Suicide Risk Assessment and Management: Overall Score- 2016	1.1
155 Records Reviewed	
Section	Score
Suicide Risk Assessment and Management	1.1

Magellan of Virginia quality improvement staff will continue to collaborate with providers to offer assistance and training for treatment documentation improvement, such as:

- Provide personalized feedback to all providers participating in the TRR/CPG review process
- Continue the Outreach Process to review individual scores and tools with providers scoring below TRR and/or CPG score goals
- Provide aggregate score results of TRR and CPG reviews to all providers
- Develop and review educational activities and resources to assist providers in treatment record documentation
- Identify methods for sharing best practices
- Share information regarding the TRR/CPG review process with providers

Throughout 2016 and early 2017, Magellan of Virginia posted several TRR/CPG related presentations on the Magellan of Virginia website. All recorded trainings and related presentation materials are available on www.MagellanofVirginia.com.