

Treatment Record Review 2017 Annual Results

Magellan of Virginia supports your ongoing dedication to provide quality services for members. This summary shares the 2017 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.

Appropriate treatment record documentation, based on established treatment record standards, helps facilitate communication, coordination and continuity, as well as promotes efficient, confidential and effective care. The performance goal for the TRR is 80%.

These results represent calendar year 2017, Magellan of Virginia's third year for the TRR process. The 2017 overall score is 76.06%, decreased by 4.28% from 2016's 79.46% score.

TRR Year	2017	2016	2015
# Treatment Records Reviewed	168	155	252
TRR: Overall Score	76.06%	79.46%	78.26%
Section	Score	Score	Score
General	95.68%	92.26%	88.05%
Consumer Rights and Confidentiality	80.83%	79.60%	59.28%
Initial Evaluation	86.23%	89.00%	76.97%
Individualized Treatment Plan	73.21%	86.58%	65.14%
Ongoing Treatment	61.24%	68.60%	65.39%
Addendum for Special Populations	94.67%	92.34%	87.64%
Coordination of Care	50.00%	49.55%	40.16%
Medication Management	100.00%	56.25%	100%
Addendum - Adverse Incidents	N/A	N/A	N/A

The 2017 TRR results highlight areas of strength:

Section	2017	2016	2015
General (record keeping practices)	95.68%	92.26%	88.05%
Addendum for Special Populations	94.67%	92.34%	87.64%

Areas of Improvement:

Section	2017	2016	2015
Consumer Rights & Confidentiality	80.83%	79.60%	59.28%

Opportunities to improve:

Section	2017	2016	2015
Ongoing treatment (documentation)	61.24%	68.60%	65.39%
Coordination of care (Primary Care Provider communication)	50.00%	49.55%	40.16%

During the 2017 TRR process, Magellan of Virginia focused on the Attention Deficit/Hyperactivity Disorder (ADHD), Major Depressive Disorder (MDD), and Schizophrenia CPGs. Each record review included assessment of compliance with 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. In 2017, a score of 3.1 to 6 required a provider's acknowledgement of the score, and the intent to work toward documentation improvement. Scores above 6 required a Corrective Action Plan (CAP) from the provider.

The following grids represent the CPG scores for 2017. The scores for the MDD and Suicide Risk Assessment & Management CPGs show improvement in 2017. The ADHD CPG scoring reflects a decrease in compliance from 2016's score (6.6). Adherence to the ADHD CPG has the most opportunity for improvement of the CPGs reviewed.

CPG ADHD	2017	2016	2015
# of Records Reviewed	55	57	82
Overall Score	7.36	6.6	6.8
Section	Score	Score	Score
Diagnostic Assessment	5.32	4.49	5
Therapeutic Interventions	2.03	2.07	1.7

CPG MDD	2017	2016	2015
# of Records Reviewed	58	49	88
Overall Score	2.2	2.5	3.2
Section	Score	Score	Score
Diagnostic Assessment	0.96	1.7	1.7
Therapeutic Interventions	1.22	0.77	1.4

CPG Schizophrenia	2017	2016	2015
# of Records Reviewed	55	49	82
Overall Score	1.8	1.39	4.7
Section	Score	Score	Score
Diagnostic Assessment	0.49	0.46	2.4
Therapeutic Interventions	1.34	0.92	2.3

CPG Suicide Risk Assessment and Management	2017	2016	2015
# of Records Reviewed	168	155	252
Overall Score	0.68	1.1	2.5
Section	Score	Score	Score
Suicide Risk Assessment and Management	0.7	1.1	2.5

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
- Assistance with CAP activities
- 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 as well as presentations for assessments, person-centered individualized service plans (ISPs), and suicide risk assessment. All recorded trainings and related presentation materials are available on www.magellanofvirginia.com.