

NMBHPA Metrics that Matter



Introduction

In 2022, the New Mexico Behavioral Health Providers Association (NMBHPA) leaders identified a set of process and outcome, uniform behavioral health (BH) metrics to inform quality improvement. This measurement framework lays the foundation for behavioral health providers to be meaningfully incentivized for demonstrating quality and value.

Currently, 16 participating behavioral health organizations submit monthly data to the state's HIE and a project dashboard featuring risk stratification and predictive analytics. Participating organizations meet regularly for technical assistance, office hours, and leadership sessions to monitor performance, share best practices, and drive improvements.

About Participating Organizations

- Project includes community-based organizations in urban, rural, and frontier communities.
- 5 of the 6 NM CCBHC organizations are part of the Metrics that Matter project.
- 7 of the 16 organizations are 42 CFR Part 2 organizations—only a minimal number of states' HIE are collecting these data.

See page 2 for more information on project benefits and goals.

How does the Metrics that Matter Project align with Senate Bill 3 (SB3)?

The NMBHPA network and Metrics that Matter program is uniquely positioned to support SB3 implementation by leveraging its statewide reach, established provider relationships, data infrastructure and experience with data-driven quality improvement. The NMBHPA project team could serve as key contributors, identify service gaps, monitor access to care and support the development of sustainable, community-informed and data-driven behavioral health strategies.

SB3

SB3 mandates annual reporting, performance monitoring, and data sharing.

SB3 introduces Behavioral Health Regions and Regional Planning Teams (RPTs) to tailor services to local needs.

HCA and LFC must publish statewide standards and evaluation guidelines that include evidence-based sources (such as clinical practice guidelines), which regional plans must align with.

SB3 prioritizes community-based, sustainable programs with a focus on disproportionately impacted communities.

SB3 tasks HCA to complete a statewide gap analysis of adult BH services.

Metrics that Matter (MTM)

MTM offers behavioral health measurement and data infrastructure supported by technical assistance and collaborative learning.¹

MTM engages with 16 BH organizations across 22 of the 33 counties in New Mexico. The project reaches the lives of about 104,355 individuals, including 21,466 children.

MTM established an evaluation and provider-driven measurement framework. Many of the participating organizations are approved by HCA/BHSD for evidence-based practices.

MTM promotes equity by incorporating SDOH measures and using data to help providers understand and respond to their patient populations. MTM engages community-based organizations and providers serving underserved communities.

NMBHPA providers offer connections and stakeholder input to inform service array planning and share quality updates across the continuum of care.

¹ The state CCBHC reporting dashboard was built off of the NMBHPA Metrics that Matter dashboard.

Project Benefits & Alignment

Organizational and Provider:

Establishes a foundational framework for behavioral health providers to measure, monitor, and improve quality through data-informed practice improvements. Designed to be flexible and inclusive to support non-traditional service models and foster a culture of continuous quality improvement across diverse provider, and patient, settings.

Patient:

Improves patient experiences, strengthens communication between provider and patient, and increases access to care. Supports improved clinical outcomes through more consistent use of screening tools, assessments, evidence-based practices, and follow-up protocols.

System/State:

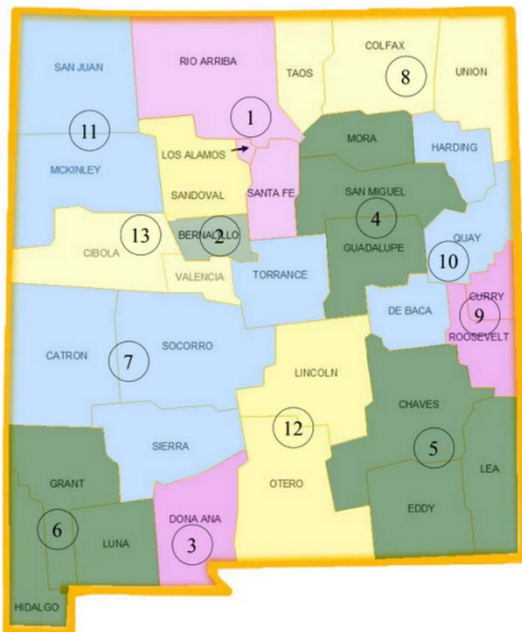
Establishes a standardized, provider-driven framework for behavioral health measurement and reporting. Built statewide data infrastructure to support outcome tracking, risk stratification, and predictive analytics. These capabilities empower providers to develop targeted interventions, inform system-level planning, and help reduce disparities in behavioral health outcomes across New Mexico communities.

Programmatic Goals

1. **Advance practice transformation** by supporting organizations in using data to improve performance on selected BH quality measures
2. **Strengthen care delivery** by promoting health equity, enhancing outcomes, and improving patient experience through targeted quality improvement strategies.
3. **Promote the use of evidence-based and community-informed practices** to address population needs and regional variation in behavioral health care.
4. **Strengthen data infrastructure and reporting capacity** by building sustainable systems for collecting, analyzing, and reporting quality data, enabling providers to track progress, identify gaps in patient care, and inform decision-making.
5. **Promote statewide alignment and shared learning** by fostering collaboration among providers, sharing best practices, and alignment on statewide priorities.

Metrics That Matter Providers

New Mexico Judicial Districts



- **Region 1** – Los Alamos, Rio Arriba, Santa Fe Counties: **9**
- **Region 2** – Bernalillo County: **38**
- **Region 3** – Doña Ana County: **8**
- **Region 4** – Guadalupe, Mora, San Miguel Counties: **3**
- **Region 5** – Chaves, Eddy, Lea Counties: **4**
- **Region 6** – Grant, Hidalgo, Luna Counties: **3**
- **Region 7** – Catron, Socorro, Sierra, Torrance Counties: **4**
- **Region 8** – Colfax, Taos, Union Counties: **3**
- **Region 9** – Curry, Roosevelt Counties: **3**
- **Region 10** – De Baca, Harding, Quay Counties: **2**
- **Region 11** – McKinley, San Juan Counties: **3**
- **Region 12** – Lincoln, Otero Counties: **4**
- **Region 13** – Cibola, Sandoval, Valencia Counties: **4**

• **Statewide Providers** (not counted toward region totals): **2**



Other Project Information

Funded by (Years 1-3): New Mexico Health Care Authority (HCA) Behavioral Health Services Division

Led by: New Mexico Behavioral Health Provider Association

Supported by: Health Management Associates, SYNCRONYS, HBI Solutions, New Mexico Behavioral Health Services Division

Other state and national alignments:

- Alignment with NM's [Turquoise Care](#)
- Integration with New Mexico's [Primary Care Payment Reform](#)
- National recognition and support from the National Council of Mental Wellbeing and Civitas.