

NMBHPA Metrics That Matter Template for Quality Initiatives

Purpose and Instructions

Purpose

This template is designed to help your organizations clearly define, document, and implement a strategic quality initiative that aligns with the Metrics That Matter (MTM) framework. It serves as a guide to help organizations define the initiative, identify key teams and partners, outline proposed changes, and establish a plan for implementation, monitoring, and sustainability. By completing each section, you'll clarify goals, address barriers, and ensure accountability.

Note: The document is a guide and we anticipate that some organizations will have additional or different steps in the process while others will need to take fewer steps. These are suggested areas of work rather than a process that is required.

Instructions

Complete each section with detailed, thoughtful responses. Please collaborate with team members including leadership, clinical, data, and IT. The more clearly your initiative is defined, the better positioned your organization will be to drive improvements.

Quality Initiatives

Intent of Initiative

- In 2-3 sentences, describe your strategic quality initiative:
- Provide Additional Background needed: (Additional context such as why this initiative was chosen, why it is important to your organization, or other context to support clarity).
- What specific MTM metric are you wanting to impact? In what direction?
- Can you briefly describe what you are planning to implement to improve the measure?

Team and Practice Change Information

- What parts of your organization (or partnering organizations) are working on this together?
 - Quality team members?
 - Data team members?
 - IT members?
 - Clinical team members?
 - Clinical supervisor?
 - Clinical therapists?
 - Community partners (i.e., state health department, food bank)
 - Others?

Design for the Change

Understanding the Current State

- What research or exploration has been done on what's not working to meet the metric?
 - What clinical factors are contributing to the current performance?
 - What specific clinical factors will impact performance?
 - What has already been tried to improve the metric?
 - What lessons came from these efforts?
 - What processes or workflow components have been identified as contributing to the performance (e.g., documentation, protocols, etc.)
 - Has there been review of best practice approaches for improving similar metrics? Please describe if you have.
- Provide a detailed description of the measure(s) that you want to improve.

- Has your organization selected specific measures for this quality improvement? If yes, what is the intermediate (define time x,y,z) and long-term goal (define time x,y,z)? For example: Intermediate: increase the # of patients with PHQ-9 screening in the next x,y,z months.
- What data are you tracking outside of MTM to support this work (if any)?
- What is the specific clinical or programmatic change(s) proposed? Outline in detail (administrative changes, workflow changes, data flow, communication, etc.)
 - What barriers or challenges have you identified (e.g., time, training, lack of data, etc.)?
 - What supports are already in place to facilitate these changes?
 - What data flow or administrative changes are needed to support the change?
 - Who do you need to make this work? Who will be impacted (clinicians, administrative staff, etc.)?

Data and Reporting Information

- Metric Definition and Tracking
 - What specific MTM metric(s) are we trying to improve? How will we know if the initiative is successful?
 - What is the baseline performance for this metric?
 - What thresholds or targets have been set for improvement?

- What is your target performance for this metric?
- Are there other organizational metrics you are also working to improve in this effort? What are those?
- Are you looking at any other metrics in addition to the MTM metric identified above?
- Are there early indicators or proxy measures we can monitor?
- Data Sources
 - Are there any considerations or changes needed within the data sources or how data is being collected to improve performance?
 - Is there a need to integrate data from multiple systems?
- Data Collection and Frequency
 - How often is the data collected and updated?
 - Is the data collection process automated or manual?
 - Are there any delays or gaps in data availability?
- Reporting and Visualization
 - How will progress be reported (e.g., MTM dashboard, individual therapist reports)?

- Who will receive the reports and how frequently?
- What visualizations will help stakeholders understand the data?
- Data Quality and Integrity
 - Are there known issues with data accuracy or consistency?
 - What steps are being taken to validate or clean the data?
 - Are there any data governance protocols that need to be developed for this initiative?

Implementation, Monitoring and Change Management

Change Management

- Who is responsible for leading the change?
- Who is responsible for implementing the change (e.g., clinical supervisors, therapists, team leaders)?
- Are there change management elements to consider?
 - How has this change been communicated to the people who will need to implement a new protocol?
 - Has there been engagement of the right people to inform the change?

Monitoring and Accountability to Initiative

- What monitoring needs to be in place to ensure the programmatic changes are maintained?
 - What feedback mechanisms will be used to monitor how the change is working?
 - Are there early indicators we can monitor before the metric shifts?

- How will data be used to inform ongoing adjustments to the initiative?
 - What team will be responsible for review and decisions on modifications?

 - What is the feedback loop between data analysis and clinical/programmatic teams?

 - Will there be regular review meetings to discuss data trends?

- What's the plan for sustaining the change over time?