

Measurement-Based Care Implementation Work Group

Year 3 Report | April 28, 2023



It's been almost three years since the Community Behavioral Health Association of Maryland launched its coordinated Measurement-Based Care (MBC) implementation across sixteen member clinics, and CBH has many new members join since the project's launch. With that, we thought it was a good time to re-share the goals of the project what we've accomplished thus far.

While the project is complex, our goals are simple; use Patient-Reported Outcome Measures (PROMs) to improve the quality of behavioral health services, and have the outcome data needed to share the impact of our members services and strengthen our positioning in advocacy discussions with the state and payors.

Learn more about this initiative and what we've accomplished each year.

What is Measurement-Based Care?

Measurement-based care (MBC) is the systematic evaluation of patient symptoms before or during an encounter to inform behavioral health treatment. Despite MBC's demonstrated ability to enhance usual care by expediting improvements and rapidly detecting patients whose health would otherwise deteriorate, it is underused, with typically less than 20% of behavioral health practitioners integrating it into their practice.

Why did CBH partner with Greenspace Health for this initiative?

In 2019, several CBH members expressed interest in adopting a platform to support MBC. After a lengthy review process led by members, CBH launched the project in partnership with Greenspace Health, a best-in-class MBC technology provider that is working to drive its implementation across hundreds of clinics, hospitals and health systems in North America. Participating providers agreed to collect the same core assessments in order to support effective cross-agency benchmarking for quality and performance.

What has CBH's coordinated work group accomplished?

Year 1

- Fulsome review of available MBC providers, culminating with choosing Greenspace to support the project
- Determine shared implementation strategy and data to be collected across participating organizations
- Implementation of Greenspace's MBC platform across 16 members clinics, including 690 clinicians and over 10,000 clients
- Participating clinics saw strong clinical adoption, high client engagement a meaningful impact on the therapeutic relationship, with client assessment completion above 78% and an average therapeutic alliance of 82% (indicating a strong alliance between client and therapist)

Year 2 and 3

- Expanded participating members, now sitting at 30 CBH members clinics and 859 clinicians using Greenspace, supporting almost 20,000 clients
- Identified strategies to expand reporting functionality and enhance insights available for QA and advocacy discussions
- In partnership with Greenspace, built an expanded Data Dashboard empowering us to dive deep into the data and understand strengths, areas for improvement and advocacy opportunities based on the effectiveness of member services
- Average therapeutic alliance has increased to 85%, alongside a 65% engagement rate and a 25% symptom improvement rate
- Of the 1,172 clients who have a recorded history of suicidality, more than half (69%) are no longer at risk, based on their most recent assessment

On average, participating member clinics have seen increased client engagement, enhanced client-clinician relationships, and improved clinical outcomes. Each organization has been empowered with visibility into real-time objective clinical outcomes to inform quality improvement, enhanced supervision, and the early identification of off-track clients.

CBH Coordinated Implementation: By the Numbers

- 30 Organizations
- 859 Clinicians
- 18,987 Clients
- 2,884 patients with recently completed assessments
- 25% Symptom improvement
- 65% Patient engagement
- 85% Therapeutic alliance
- 69% Suicidality recovery
- 47% PHQ-9 Recovery
- 50% GAD-7 Recovery
- 51% PSC-17 Recovery

Learn More

Short, Promotional Resources

- Dr. Jeb Brown, ACORN, "[Why Measure Outcomes](#)" (5 minute video)
- Greenspace, "[Maryland Coordinated Outcome Implementation](#)" (5 minute video)
- Yale Measurement-Based Care Collaborative, [The Basics of Measurement-Based Care with Yale - Q and A Clips](#)
- Greenspace, "[Leadership Perspectives on the System-Wide Impact of MBC](#)" (15 minute video)

In-Depth Resources

- Dr. Elizabeth Connors, "[Outcome Measurement as a Clinician Tool](#)" (1 hour video)
- Dr. Michael Murphy, "[Using Pediatric Symptom Inventory as Outcome Tool](#)" (1 hour video)
- Yale Measurement-Based Care Collaborative, [The Basics of MBC with the Yale Measurement-Based Care Collaborative Webinar](#)
- Yale Measurement-Based Care Collaborative, [The Collect, Share, Act Model with the Yale Measurement Based Care Collaborative](#)
- Lewis CC, Boyd M, Pspitasari A, et al. Implementing Measurement-Based Care in Behavioral Health: A Review. *JAMAPsychiatry*. 2019;76(3):324–335. doi:10.1001/jamapsychiatry.2018.3329