

## The Online Performance Report

One of the best ways to measure behavioral health care results is to look at how individuals are doing during and after treatment. Montgomery County Behavioral Health and Magellan Behavioral Health of Pennsylvania, Inc. are working with providers to do this. We are using technology to look at the care provided to individuals in many areas through an “Online Performance Report.”

This Report helps us share information that is meaningful to you, your family, treatment providers and the community. It can help you:

- Choose the provider that is right for you.
- Understand what to talk to your provider about.
- Make better choices and take charge of your treatment.
- Understand what is important in your treatment.
- Understand which providers are doing a good job in these areas.

Our providers can see the Online Performance Report. They can help individuals in their care to get results from their treatment. Magellan works with these providers and uses this Report to:

- Improve quality of care.
- Focus on getting positive results from treatment.
- Develop best practices.

### What are the performance indicators that are measured?

Below is some basic information about what the Online Performance Report measures. You can print this information out, or keep it open on your computer to look at while you are using this Report..

Please ask your provider about this information. He or she can help you make it a part of your treatment plan.

### Coordination Performance Indicators

- **Average Length of Stay (ALOS).**\* This is the average number of days a person stays at the hospital or residential center for treatment. The average number of days helps to understand how long the average treatment lasts. The most common amount of time a person has been in the hospital is shown. **The length of time a person stays** in the hospital or residential center depends on his or her needs. **Be sure to ask your provider about how long you or your loved one might be in treatment.**
- **30-Day Readmission.**\*\* This is the percent of individuals who have gone back to a hospital or residential center within 30 days after leaving a hospital or residential center. The first 30 days after leaving the hospital are important. This time helps individuals to connect with daily activities, so they can stay well and live in the community. **Make an action plan for wellness and engage others to help you reconnect to family, friends, and your community during this time.**
- **Discharges to the Community.**\*\*\* This is the percent of individuals who have a plan to discharge from the hospital or residential center and go back to the community. **Talk to your provider about creating a discharge plan. Having a discharge plan is the first step toward successfully going back to the community.**

#### \* Average Length of Stay

Based on authorization by Magellan Medicaid  
**Not included:** Authorization by a payer other than Magellan Medicaid  
**Included:** In-network and out-of-network authorizations

#### \*\* Readmission Rate

Based on authorization by Magellan Medicaid  
**Not included:** Authorization by a payer other than Magellan Medicaid; Also not included are discharges to medical inpatient facilities.  
**Included:** In-network and out-of-network authorizations

#### \*\*\*Discharges to the Community

Based on authorization by Magellan Medicaid  
Discharges to the community are reported as a percentage. Discharges to non-24 hour levels of care are reported as a percentage of the total discharges.  
**Not included:** Discharges to 24-hour treatments and authorization by a payer other than Magellan Medicaid  
**Included:** In-network and out-of-network authorizations.

## Consumer Perspective Indicators

Individuals were surveyed by Montgomery County's consumer satisfaction teams to learn about their experience at the hospital of residential center. The survey questions are reported in the following categories.

- **Recovery Indicators.** These survey questions were asked to gain the consumer's perspective on how Recovery concepts are included in the treatment provided by the hospital or residential center. Including Recovery in treatment is important to help individuals continue moving toward wellness. **Talk to your provider about ways to include Recovery concepts into your treatment.**
- **Clinical Indicators.** These survey questions were asked to gain the consumer's perspective on their level of involvement in the development of their individual treatment and discharge plans. In order for an individual's wants and needs to be included, it is important that individuals are a part of developing their treatment and discharge plans. **Ask your provider how you and your support persons can be involved in this process.**
- **Perception of Care Indicators.** These three survey questions are asked by all consumer satisfaction teams across Pennsylvania. The goal is to learn how individuals feel about the treatment they receive. **This information can help you make a decision about where you or a family member receives treatment.**

## Accountability Indicator

- **Complaints per 1000 Members Served.** Information about the number of complaints filed with Magellan by consumers is reported. This is reported as the number of complaints for each 1000 members who received treatment from that provider. Reporting the information in this way allows you to compare providers' performance because the number of people they treat is not a factor.

**Disclaimer:** *These Online Performance Reports are intended to offer information to members related to member participation in treatment, but it should be noted that each includes a limited set of information. Additionally, Magellan relies on system data and data submitted by providers for its Online Performance Reports. Please note that the Online Performance Reports are not a recommendation or endorsement of any provider by Montgomery County or Magellan.*

To find a provider near you [click here](#) for Provider Search.

To find information on services and benefits [click here](#) for Member Handbook.

## [Partnering Providers](#)

## [Montgomery County Online Performance Report](#)