# Quality Improvement Activity (QIA): Magellan and Project RED

Developing a Behavioral Health Model of Project RED: Focus on Provider Collaborations

Role of Providers in Developing a RED Model for Behavioral Health

* Completion of the Organizational Readiness for Implementing Change (ORIC) to assess organization’s readiness for implementation of a behavioral health model of RED (see page 3)
* Participation in all stages of the scope of work to include pre-implementation, implementation, and post-implementation of the quality improvement activity
* Key responsibilities include participation in focus groups to inform the behavioral health model of RED, participation in a “consensus-building meeting” to determine if the model developed is hypothesized to strategically influence a member’s return to the community from high intensity services with adequate resources and supports established, implementation of RED components at the provider location to best of provider’s ability with practices in place to monitor adherence to model and barriers to fidelity. Responsibilities also include participation in the “Learning Community” webinars to process challenges that present in implementation and triage to modify model as needed, collection of data and process measures to monitor the progress during implementation. Providers will participate in program sustainability planning.

Functions of Provider Participation for the Project RED QIA

* Establishing priorities and specialty considerations for the behavioral health model of Project RED
* Identify areas of opportunity related to cultural needs, including linguistic needs and health disparities to further support development of a behavioral health model of Project RED
* Participate and provide oversight and monitoring of implementation activities at provider location
* Identification of best practices and monitor systematic implementation of the RED model for behavioral health, including effective mechanisms for communication, distribution, and training
* Providers are valuable subject matter experts (SMEs) for this project due to their unique connection to members

Composition of Provider Participation

* A team identified “Champion”
* Social work staff, discharge planners, and/or case management
* Leadership
* Nursing staff
* Certified Peer Specialist(s), as applicable
* Medical team members
* Other team members determined by the provider organization

Anticipated Outcomes

* Improvement of readmission rates, follow-up after hospitalization and high-intensity services rates at participating provider locations
* Improvement in engagement measurements for individuals engaged in substance use disorder treatment services
* Leaner processes for discharge planning
* Improvement in member satisfaction at provider locations
* Improved collaboration with Magellan regarding discharge planning practices
* Participation in an innovative project that may be impactful not only for the Pennsylvania delivery system, but nationally for behavioral health quality improvement practices for member care
* Additional training opportunities for quality management staff at the provider organization
* Fiscal benefits based on performance measure outcomes and incentives through value-based purchasing arrangements

Table

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