

Convene.  
Strategize.  
**Activate.**

**TRANSFORMATION**  
TODAY & TOMORROW

# Shatterproof ATLAS™

Quality Measurement in Addiction Treatment



CENTER *for*  
INTEGRATIVE  
HEALTH

insight to innovation

**i2iCENTER.org**

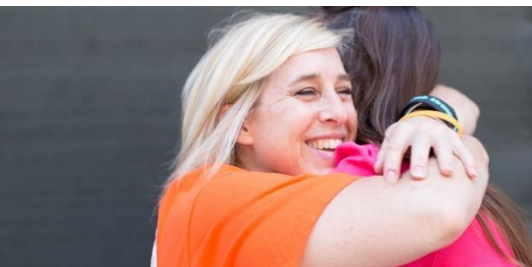


## Overview and Update on Progress

**Ken Schuesselin**

Assistant Director of State Engagement  
North Carolina, Delaware

# Shatterproof Overview



## Reversing the Course of the Addiction Crisis In America

Transforming  
Addiction Treatment

Shattering Stigma

Supporting & Educating  
Our Communities

Advocacy &  
Policy Change

# How do people find addiction treatment?

# Common Sources of Information



**Referral from a  
Medical Professional**



**Word of Mouth**



**The Internet**




**Referral from Another Source**

- Courts
- Schools
- Community Organizations
- Employer




**Television &  
Other Advertisements**

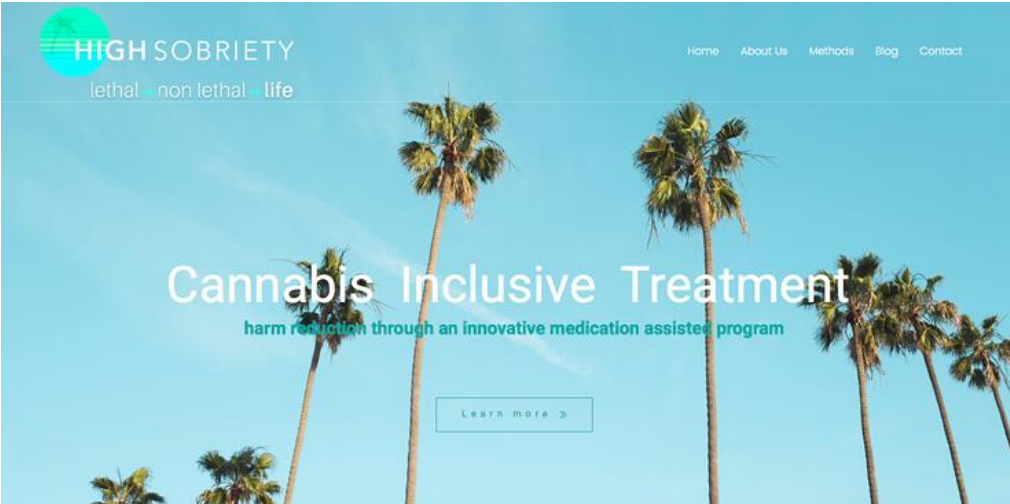
# What kind of things do they find?


A banner for addiction treatment centers in Florida. The background is a photograph of a person wearing a white hat, seen from behind, sitting on a rocky shore and looking out at the ocean. The text is overlaid on the image.

## Addiction Treatment Centers in FLORIDA

*"The tropical climate and warm ocean water make Florida a haven for residential addiction treatment, mixing residents among non-residents in many drug rehabs populating the coastline, cities, and rural areas of the state".*

 ALL TREATMENT

A banner for High Sobriety. The background is a photograph of several tall palm trees against a clear blue sky. The text is overlaid on the image.

 HIGH SOBRIETY  
lethal · non lethal · life

Home About Us Methods Blog Contact

## Cannabis Inclusive Treatment

harm reduction through an innovative medication assisted program

[Learn more >](#)



# Finding Addiction Treatment

- **Misinformation**
- **Limited objective or unbiased information**
- **Unclear what to look for**
- **Predatory marketing practices**
- **Hijacking ad words**
- **Patient Brokering**



# Why should we standardize and improve quality online?

- People are increasingly using online ratings to make decisions across the board, and within healthcare
- Online report cards play a significant role in patient searches for hospitals, **80%** of users are influenced by report card results
- Facilities with higher ratings see increased market share
- Once reporting activities begin, measurement and performance improve
- Online ratings have an impact on patient care: more than **half** of physicians and other health care providers used online ratings to improve patient care, including:
  - Communication with patients
  - Appointment scheduling processes
  - Office workflows



# ATLAS vision

**A platform that provides reliable and transparent information on treatment quality.**



## **Key Audiences:**

- The Public
- Payers
- States
- Treatment Programs
- Referral Sources

**Set a standard of quality across all areas of addiction treatment**



# Standardize Quality Expectations

## Shatterproof National Principles of Care<sup>©</sup>



#1. Routine screenings in every medical setting



#5. Coordinated care for every illness



#2. A personal plan for every patient



#6. Behavioral health care from legitimate providers



#3. Fast access to treatment



#7. Medication for addiction treatment



#4. Long-term disease management



#8. Recovery support services beyond medical care

# How ATLAS™ will solve the problem

## Assess program quality at the facility level

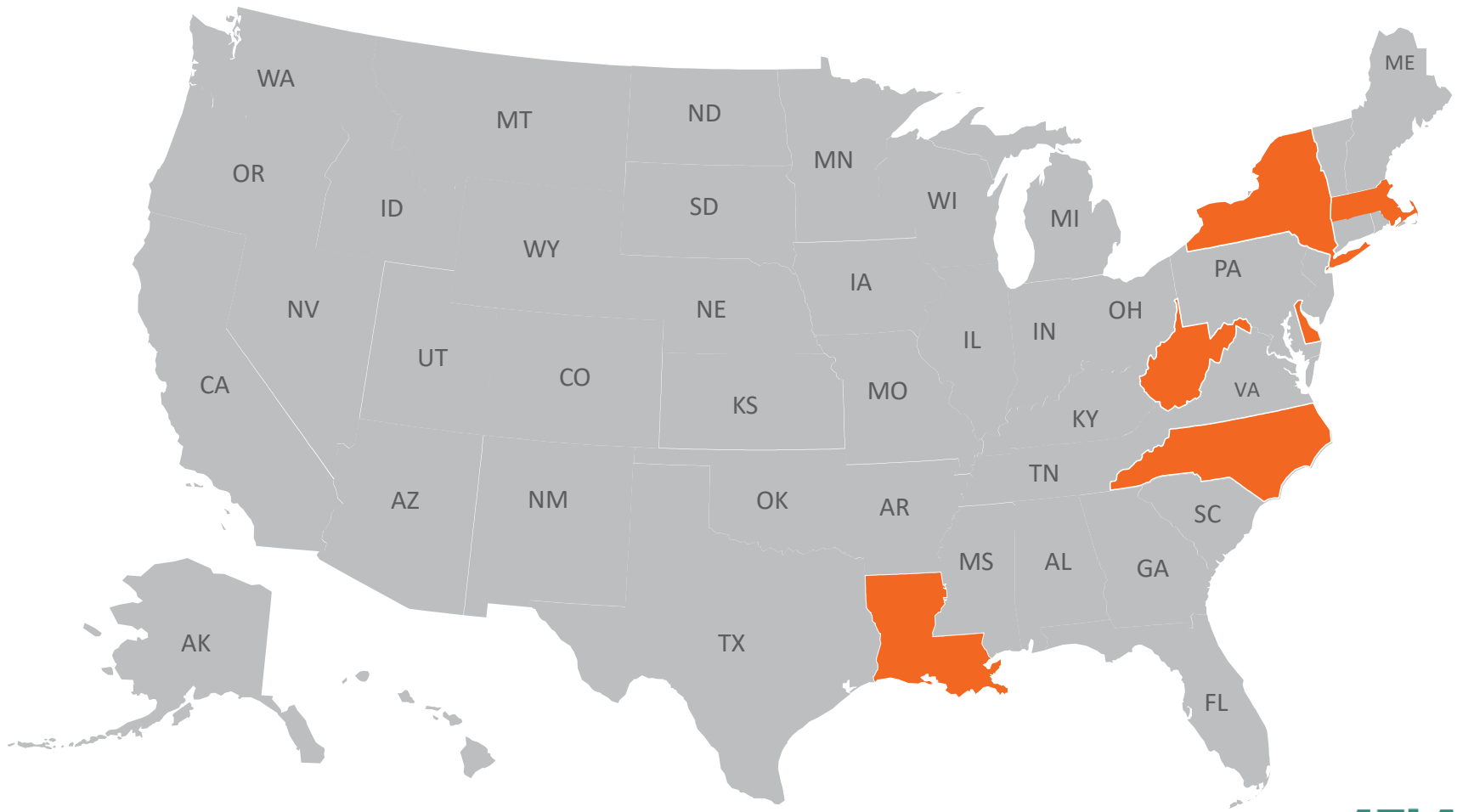
- Use of best practices
- Patient experience
- Outcomes

## Report program quality information to drive quality improvement

- **To the public** → to review quality information and compare treatment programs
- **To the treatment programs** → to inform quality improvement
- **To states** → to direct technical assistance resources and change policy
- **To payers** → to incentivize better care

Update measures, improve sophistication of measurement,  
expand nationally

# Phase 1 States



# Working with partner organizations to:



## Gather Data

Using claims data, **de-identified by patient, identifiable to treatment program** to inform the claims-based measures.



## Encourage Provider Participation

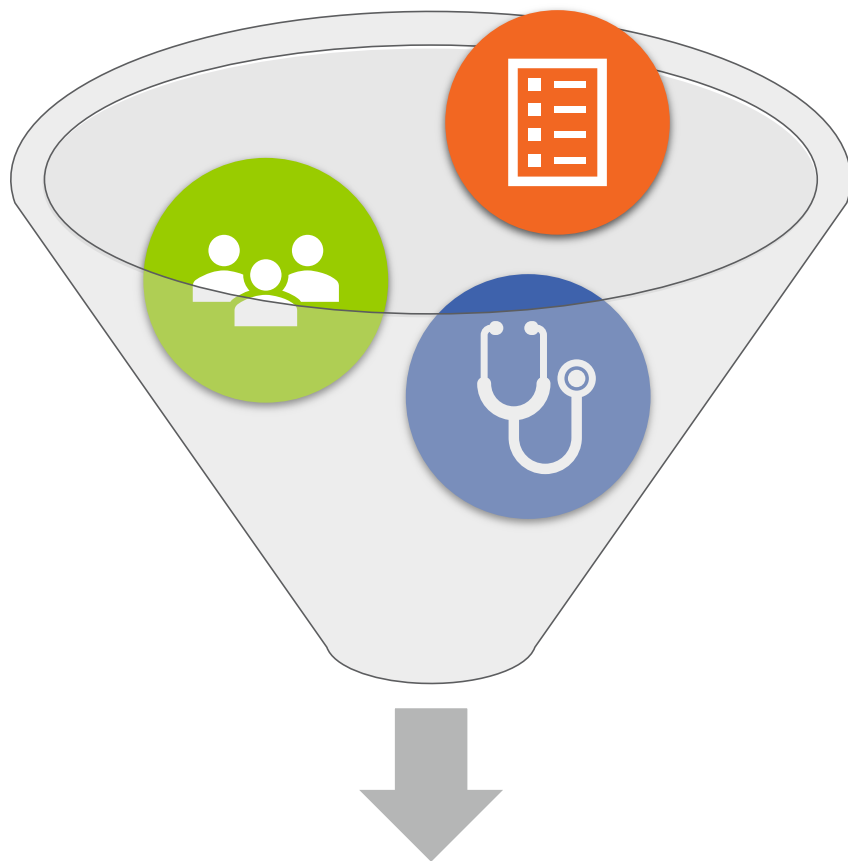
Work with Shatterproof to encourage treatment program participation, identify champions and key stakeholders.



## Promote ATLAS

Work with Shatterproof to promote ATLAS and increase patient and public awareness.

# Data sources informing ATLAS



Comprehensive view  
of quality

## Unit of measurement:

Addiction Treatment Facilities

## How?

Three data sources:

- **Commercial & Medicaid claims**
- **Treatment facility reporting**
- **Patient and family member reporting**



# Measure Development

## Step 1: Measure Crosswalk with the Principles of Care *Shatterproof Quality Measure Committee*

## Step 2: Key Informant Interviews with Payers & Provider Focus Groups



## Step 3: Expert Panel Strategy Session & Public Comment Period



# Claims-Based Measures

- **Claims-based measures will be reported for Medicaid and Commercial populations** at the facility level with state and commercial data contributors.
- **Claims-based measures are based on recommendations by the NQF panel**
- **Only claims-based measures ready for primetime will be reported publicly.**
  - For example – the overdose after treatment measure will not be reported publicly because it is not currently in use at another level. Further testing is required before the determination will be made to include it in the password protected portals



## Claims-based Measures

(Medicaid & Commercial Health Insurers)

# Treatment Facility Survey



- Gathers information on clinical processes
- Completed at the facility level
- Will also assess barriers to delivering high-quality care

# Patient Experience: 7 Measures + Patient Narrative



## Access to Treatment

When you needed treatment right away, how often did you see someone from this treatment program as soon as you wanted?

## Access to Behavioral Health

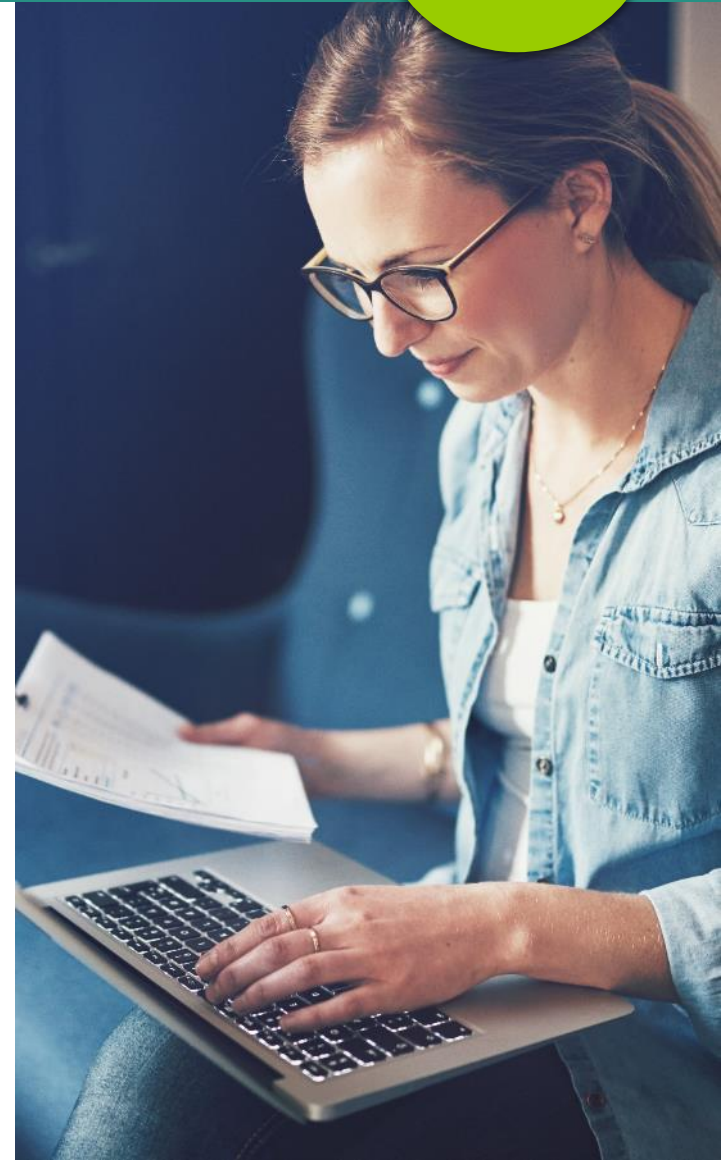
During your treatment, were you given information about different kinds of counseling or treatment that are available?

## Overall Rating of Treatment Program

Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program?

## Respect

During your treatment, how often did the treatment staff show respect for what you had to say?



# Patient Experience: 7 Measures + Patient Narrative



## Family and Friends Support

Have staff in this treatment program talked with you about including your family or friends in your counseling or treatment?

## Amount Helped by Treatment

How much have you been helped by the treatment you got here?

## Improvement in Ability to Function

Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now?

## Patient Narrative Treatment Experience

Please think about some treatment experiences at this program. What is the program doing right? What could be done to improve this program?





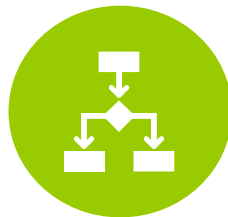
# Results from 50 facility pilot of PES



**20 PES responses** must be submitted for patient feedback to be publicly displayed in a facility's profile



Facilities will be encouraged to **engage staff** in PES implementation and to request **patient participation** in the PES



**Natural Language Processing (NLP)** will be used as a tool to monitor open-ended responses before publishing to ATLAS





## What patients and family members want from the Quality Measurement System:

**Objective, reliable information** on approach to treatment and quality of care

**Simplicity**, intuitive format to guide understanding and preference with ability to dig in for more information

**Filters** to sort through facilities by factors most important to them

**Ability to compare** facilities side-by-side

# ATLAS Public-Facing Display

- **No composite score**  
Website visitors can compare programs directly to one another, but not to an overall standard
- **Lay-friendly educational content** will be included to inform the public about important elements of care
- **Differentiates between descriptive information and quality measures**



# ATLAS Mockups:

## Home Page

ATLAS

ADDICTION TREATMENT LOCATOR,  
ANALYSIS, AND STANDARDS TOOL

CREATED BY SHATTERPROOF

Search

contact us


login/register

Find Treatment

Learn about Treatment

National Principles of Care

About



### FIND HIGH QUALITY ADDICTION TREATMENT NEAR YOU.

Browse and compare treatment facilities using standards based on research. It's **free** and **confidential**.

Your ZIP Code or City

Substance 

select

Facility Name (optional)

Search

Within

5

miles

NOTE: ATLAS only includes facilities in 6 states: Delaware, Louisiana, Massachusetts, New York, North Carolina, West Virginia. [Learn more](#).

### Identify the treatment that is right for you.

Answer a few questions to discover treatment options that meet your exact needs.

Take Assessment

If you're having a medical emergency call 911 or this hotline: 1-800-662-HELP (4357).


#### WHAT DOES QUALITY TREATMENT LOOK LIKE?

High quality addiction treatment facilities should include **ALL** of the following Shatterproof National Principles of Care®.


- Ability to get treatment fast**  
You need to be able to get treatment as soon as you are ready.
- A personalized treatment plan**  
One size does NOT fit all. Treatment must consider your unique needs.
- Long-term care and follow-up**  
Tracking and reviewing your progress with your health care provider is key to long-term recovery.
- Ability to get care for other health conditions**  
Your treatment plan should include treatment for **ALL** of your illnesses, including mental and physical conditions.
- Tested and proven treatment from qualified providers**  
Behavioral therapies offered by properly trained and accredited providers help keep your addiction under control.
- Ability to get medications for addiction treatment**  
If medication is appropriate for treating your addiction, then you should be able to access that medication.
- Support for recovery outside the doctor's office**  
Facilities should help connect you to community services that can support your journey to recovery.

[Read more about our principles of care](#)

#### WHY DOES QUALITY TREATMENT MATTER?



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”

Speaker Ofthisquote

Title of the speaker goes here

Each treatment facility will have a profile that will include:

- 

ADDITION TREATMENT LOCATOR,  
ANALYSIS, AND STANDARDS TOOL

CREATED BY SMARTRECOVERY

[contact us](#)
[login/register](#)

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[National Principles of Care](#)
[About](#)


## Facility Name

Some space here for some about text for a facility if it is available. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit.

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

**718-789-1212**

<http://www.startny.org/>


- | Facility Information and Features: |                                      | Insurance and Payment Options: |   | Facility Hours: |           |
|------------------------------------|--------------------------------------|--------------------------------|---|-----------------|-----------|
| Affiliated Organization:           | PARENT ORG NAME                      | Insurance Accepted:            | Medicare, Medicaid, Aetna, BlueCross BlueShield | Mon:            | 8am - 4pm |
| Accreditation:                     | AODE - BHSO - CARF                   | Payment Options:               | cash and self-payment accepted                  | Tue:            | 8am - 9pm |
| Smoking Policy:                    | XYZ                                  | Payment Assistance Available:  | Yes   | Wed:            | 8am - 9pm |
| Service Setting:                   | Residential; Inpatient Hospital (ER) |                                |   | Thu:            | 8am - 9pm |
| Substance Focus:                   | Alcohol, Opioids                     |                                |   | Fri:            | 8am - 9pm |
| Patient Focus:                     | Pregnant women; LGBTQ                |                                |   | Sat:            | 8am - 4pm |
| Languages Spoken:                  | English                              |                                |   | Sun:            | 8am - 4pm |
| Translation Services:              | Yes                                  |                                |   |                 |           |

Category	Facility	State Avg
<b>Ability to Get Treatment Fast</b>	<p>Offers same day or walk-in appointments<sup>1</sup></p> <p>Helps the patient find immediate alternative treatment if no beds are available<sup>1</sup></p>	<p>see more</p>
<b>A Personalized Treatment Plan</b>	<p>Collects and analyzes information about patient care needs on all important dimensions<sup>1</sup></p>	<p>see more</p>
<b>Long-term Care and Follow-up</b>	<p>Tracks patient progress over time on all important dimensions<sup>1</sup></p> <p>Uses lab tests to track patient progress<sup>1</sup></p> <p>Provides follow-up care to patients within 14 days of being discharged.<sup>1</sup></p>	<p>see more</p> <p>facility: 28% state avg: 34%</p>
<b>Ability to Get Care For Other Health Conditions</b>	<p>Offers primary health care<sup>1</sup></p> <p>Offers mental health care<sup>1</sup></p>	<p>Onsite see more</p> <p>Onsite see more</p>
<b>Tested and Proven Treatment from Qualified Providers</b>	<p>Offers addiction therapy that has been tested and proven to work<sup>1</sup></p> <p>This facility offers the following therapies:</p> <ul style="list-style-type: none"> <li>Cognitive Behavioral Health Therapy (CBT)</li> <li>Contingency Management/Motivational Incentives</li> <li>Community Reinforcement Approach (CRA)</li> <li>Matrix Model</li> <li>Motivational Enhancement Therapy</li> <li>Twelve-Step Facilitation Therapy (TSF)</li> <li>Family Behavior Therapy</li> <li>Mindfulness-based relapse prevention</li> </ul> <p>Offers individual counseling<sup>1</sup></p>	<p>see less</p>
<b>Ability to Get Medications for Addiction Treatment</b>	<p>Offers FDA-approved medication for opioid use disorder:<sup>1</sup></p> <ul style="list-style-type: none"> <li>Methadone<sup>1</sup></li> <li>Buprenorphine (e.g., Suboxone, Subutex)<sup>1</sup></li> </ul>	<p>see less</p> <p>Does not offer but will help connect the patient with medication</p> <p>Onsite, used for maintenance</p>



# Facility Profile Continued

## PATIENT EXPERIENCE

	[Facility Name] Average	[State Name] Average
click sections to expand		
How much have you been helped by the treatment you got here?	28% say "a lot"	34% say "a lot"
Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program?	8.2 average score	7.6 average score
Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now?	29% gave ratings of 9 or 10	36% gave ratings of 9 or 10
Have staff in this treatment program talked with you about including your family or friends in your counseling or treatment?	56% say "yes"	58% say "yes"
When you needed treatment right away, how often did you	65% say	57% say

Patient Experience  
Survey Data\*

\*Once 20 responses have  
been collected

## PATIENT REVIEWS

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January 12, 2019

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February 3, 2019

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May 16, 2019

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# Collaboration and Policy Advancement

**A platform that provides reliable and transparent information on treatment quality.**



## **Key Audiences:**

- The Public
- Payers
- States
- Treatment Programs
- Referral Sources

**Increased transparency and collaboration across the entire system**





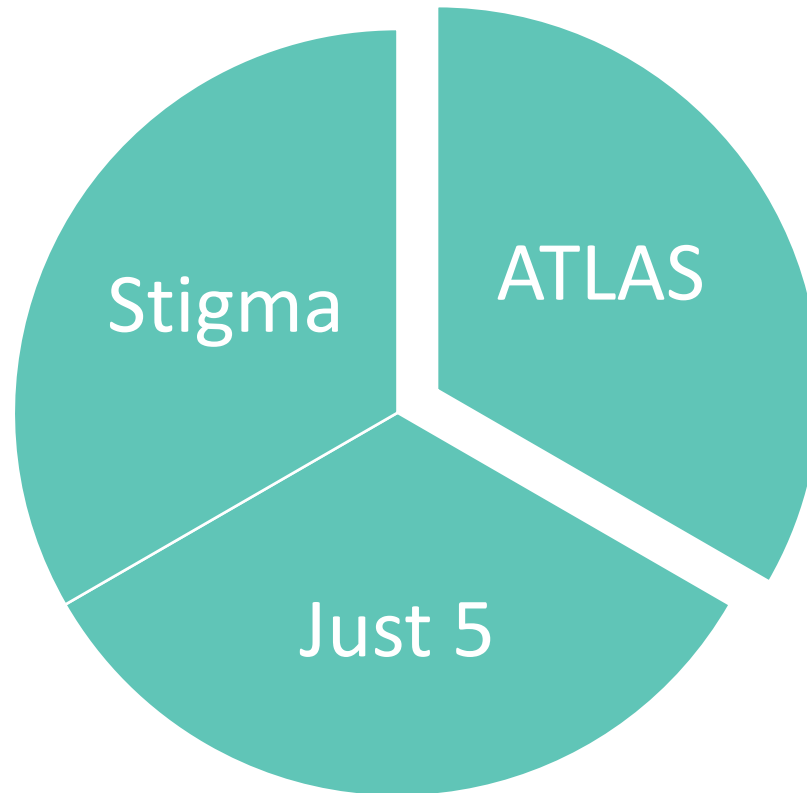
# 2020 & Beyond

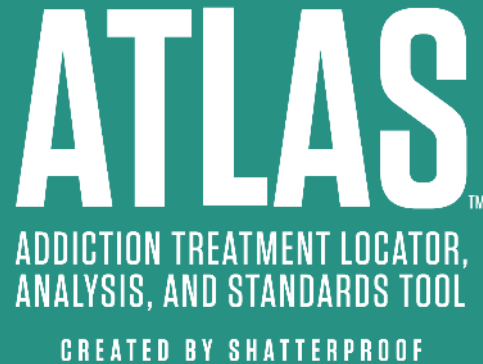
Use ATLAS data to identify opportunities and drive ongoing improvement in quality

Sustained implementation in phase 1 states, expansion to additional states

Ongoing refinement of measures and measure collection processes

# Opportunities and Action





# Thank you! Any Questions?

Find background, information, and FAQs at [shatterproof.org/atlas](https://shatterproof.org/atlas)

Contact [ATLAS@shatterproof.org](mailto:ATLAS@shatterproof.org) for more information