



County of San Diego

ERIC C. MCDONALD, MD, MPH, FACEP
INTERIM AGENCY DIRECTOR

HEALTH AND HUMAN SERVICES AGENCY
BEHAVIORAL HEALTH SERVICES
3255 CAMINO DEL RIO SOUTH, MAIL STOP P-531
SAN DIEGO, CA 92108-3806
(619) 563-2700 • FAX (619) 563-2705

LUKE BERGMANN, Ph.D.
DIRECTOR, BEHAVIORAL HEALTH SERVICES

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TO: Behavioral Health Advisory Board (BHAB)

FROM: Luke Bergmann, Ph.D., Director, Behavioral Health Services

BEHAVIORAL HEALTH SERVICES (BHS) DIRECTOR'S REPORT – OCTOBER 2023

POPULATION HEALTH NETWORK QUALITY AND PLANNING UPDATES

Quality Improvement is the framework used to improve systems, processes, and care systematically and deliberately. Population Health Network Quality and Planning (NQP) seeks to standardize processes and structure to reduce variation, achieve predictable results, and improve outcomes for patients, healthcare systems, and organizations. The NQP team is responsible for identifying important practices and processes where improvement is needed to achieve excellence and meet standards, especially in the areas of equity, quality, access, and timeliness.

Community Experience Partnership (CEP) Updates

- **Community Experience Dashboards:**

- The Community Experience Dashboards (CEDs) are interactive Power BI dashboards comprised of custom behavioral health datasets, including mapping overlays for spatial indicators.
- There have been over 2,100 visits to the CED website since it was launched over a year ago.
- The University of California, San Diego (UCSD) continues to monitor and maintain the website and is preparing to update all dashboards with new data.
- To explore the dashboards, visit the CED webpage at the following link: <https://www.communityexperiencepartnership.com/>

- **The Behavioral Health Equity Index:**

The Behavioral Health Equity Index (BHEI) are descriptive, data-driven tools that allow users to explore the underlying, or root causes, of behavioral health inequities across neighborhoods and regions in San Diego County. The indices are constructed from over 30 indicators, organized into eight (8) domains that map to five (5) social determinants of behavioral health. Areas with higher BHEI scores are relatively less likely to have access to the resources, opportunities, and conditions that promote behavioral health as compared to neighborhoods with lower BHEI scores. Areas with higher BHEI scores may benefit from behavioral health service enhancements or quality improvement efforts.

- **BHEI:** The UCSD Research Centers have drafted indices to estimate behavioral health equity for census tracts, zip codes, subregional areas (SRA), and the County of San

Diego Health and Human Services (HHSA) regional geographies. These indices are in the final stages of quality review.

- **BHEI Technical Report:** The BHEI Technical Report details the methodologies used to create and validate the BHEI and will also include preliminary results. To promote transparency and reproducibility, the report will be provided in HTML format so that users may download raw and processed data files, explore BHEI rankings, and interact with maps, plots, and tables. These reports will be available upon finalization of the BHEI and the Service Planning Tool in December 2023.
- **BHS Service Planning Tool:**
 - The BHS Service Planning Tool uses a population health approach to identify communities that may have been historically underrepresented and are at risk for behavioral health inequity. The goal of the tool is to help ensure service provision is informed by data, based in cultural and regional considerations, and focused on communities that may be at greatest risk for unmet behavioral health need. Over 50 “populations of focus” can be selected, including many historically underrepresented populations (e.g., racial/ethnic minorities, limited English speaking populations, individuals experiencing extreme housing cost burden, those living in poverty, etc.). The tool also includes rankings for the BHEI. Once a population is selected, the percentage or count of the selected population residing in each area is ranked from lowest to highest and displayed on the maps and data table. Users can then filter data to specific areas. Additionally, customized reports can be generated to provide more information about the selected areas.
 - The Key Findings Report is a summary report providing key statistics for the selected areas compared to San Diego County. This report is expected to be ready in December 2023.
 - The Detailed Report is a comprehensive description of all populations of focus for the selected areas and any comparison areas.

Restructuring of the Quality Review Committee

The BHS led Quality Review Committee (QRC) has transitioned to the Population Health Unit under the leadership of Dr. Nicole Esposito, Chief Population Health Officer. This shift will impact the focus of the QRC from a compliance focus to a focus on continuous quality improvement. The vision is to address findings and recommendations of the External Quality Review Organization (EQRO), with a focus on access, timeliness, quality, and equity across all domains. Group discussions are focused on the recommendations received from the EQRO. For example, the BHS Population Health Unit reviewed all five (5) Mental Health EQRO recommendations and provided an in-depth presentation/data analysis and structured quality improvement exercise (a Why Tree analysis of recommendations focused on access and timeliness). Topics include both the mental health and the DMC-ODS systems of care.

Expanding the Quality Improvement Discussion

The Network Quality and Planning (NQP) team strives to engage BHS stakeholders to increase awareness about quality improvement processes. NQP presents at both the Mental Health Contractors Association (MHCA) and Alcohol and Drug Services Provider Association (ADSPA) Executive Committees to discuss the data analysis completed in response to the EQRO recommendations. Additionally, the CEP has been presented at the Adult Council and the Cultural Competence Resource Team. As a new team, NQP is excited to broaden discussions about opportunities for continuous quality improvement to enhance behavioral health services.

BHS SPECIAL EVENTS AND ANNOUNCEMENTS

Check Your Mood Day

Check Your Mood Day will take place on Thursday, October 5, 2023, in conjunction with National Depression Screening Day. The purpose of this annual event is to engage and encourage San Diegans to monitor and assess their emotional well-being. Getting screened for depression is an important part of healthcare checkups, much like getting your blood pressure checked or being screened for heart disease or diabetes.

For information on National Depression Screening Day go to the following link:

<https://www.mhanational.org/national-depression-screening-day>

Additional information on Check Your Mood Day can be obtained at the following link:

<https://www.livewellsd.org/events/check-your-mood>

CARE Act Program

The County of San Diego, along with other key partners involved in the process, will commence the CARE Act program on October 1, 2023, as one of the counties participating in the phase one implementation. BHS continues planning efforts to support successful implementation of the program, including hiring new County staff to provide services. A new BHS CARE Act webpage provides general information and frequently asked questions and responses. The CARE Act webpage can be found at the following link:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/CARE_act_program.html.

Respectfully submitted,



LUKE BERGMANN, Ph.D., Director
Behavioral Health Services

c: Eric C. McDonald M.D., Interim Agency Director
Aurora Kiviat Nudd, Assistant Director and Chief Operations Officer
Cecily Thornton-Stearns, Assistant Director and Chief Program Officer
Nadia Privara Brahms, Assistant Director, Chief Strategy and Finance Officer