Introduction

Mid-State Health Network (MSHN) provided services to approximately 50,000 individuals in FY22Q1Q2. It is the expectation of the Michigan Department of Health and Human Services (MDHHS) that MSHN will identify beneficiaries who may be eligible for services through the Veteran's Administration (VA). This will be completed through the quarterly submission of the Veteran Navigator (VN) Data Collection form, improving, and maintaining the data quality of the BH-TEDS military and veteran fields, and monitoring and analyzing the data discrepancies between the VN and the BH-TEDS data. A narrative report on the comparison findings of the veterans reported on the VN form and BH-TEDS, including actions taken to improve the quality of the data will be completed twice a year and submitted to MDHHS by July 1, and January 31.

Data Quality/Completeness

The data used for this quality review include the total reported BH-TEDS A and M records for the measurement period of 10/01/21 through 3/31/22. BH-TEDS Q records were not included in the analysis. The following BH-TEDS fields were reviewed for completeness and potential illogical combinations: Veteran Status, Military Service Era, Branch Served, Family Service, and VA Enrollment.

Findings: A total of 12,663 A and M BH-TEDS records were submitted during the measurement period. Figure 1 demonstrates the percentage of acceptable and unacceptable records submitted. Unacceptable records are defined as records with a response choice of "Not Collected-Full Record Exception (FRE)". Those records with a "Not Collected-Full Record Exception" were excluded from the calculations for the remaining veteran fields. For the Veteran Status there were two-hundred and six FRE. Sixty-eight percent indicated a reason of "Other". The reason "Other" includes jail services, OBRA Assessments, nursing home services, those who have a different county of financial responsibility (COFR), or who have been hospitalized either in a state facility or community hospital. The data was reviewed for any potential illogical combinations. Illogical combinations are defined as records that may not make logical sense based on a combination of responses. The validations put in place have eliminated potential illogical combinations.

Figure 1: Status of Submitted BH-TEDS Records During the Measurement Period-Veteran Description

	Veteran Status		
	FY21 Q1Q2	**FY21 Q3Q4**	**FY22Q1Q2**
Total A and M Records	**11301**	**11690**	**12663**
% Acceptable	**99.27%**	**98.73%**	**98.37%**
% Unacceptable	**0.73%**	**1.27%**	**1.63%**
SUD A Records	**3655**	**3441**	**3630**
% Acceptable	100%	100%	100%
MH M Records	**7646**	**8249**	**9033**
% Acceptable	98.93%	98.21%	97.72%
% Unacceptable	1.07%	1.79%	2.28%

Figure 2. Status of Submitted BH-TEDS Records During the Measurement Period-Veteran Fields

	Most Recent Military Era			Branch Served			Client/Family Military Service			VA/Other Support Services		
	FY21 Q1Q2	FY21 Q3Q4	FY22 Q1Q2	FY21 Q1Q2	FY21 Q3Q4	FY22 Q1Q2	FY21 Q1Q2	FY21 Q3Q4	FY22 Q1Q2	FY21 Q1Q2	FY21 Q3Q4	FY22 Q1Q2
Total A and M Records	**11219**	**11542**	**12457**	**11219**	**11542**	**12457**	**11219**	**11542**	**12457**	**11219**	**11542**	**12457**
Acceptable	**99.74%**	**99.67%**	**99.81%**	**99.76%**	**99.72%**	**99.80%**	**99.77%**	**99.59%**	**98.84%**	**99.63%**	**99.52%**	**98.74%**
Unacceptable	**0.26%**	**0.33%**	**0.19%**	**0.24%**	**0.28%**	**0.20%**	**0.23%**	**0.41%**	**1.16%**	**0.37%**	**0.48%**	**1.26%**
SUD A Records	**3655**	**3441**	**3630**	**3655**	**3441**	**3630**	**3655**	**3441**	**3630**	**3655**	**3441**	**3630**
Acceptable	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MH M Records	**7564**	**8101**	**8827**	**7564**	**8101**	**8827**	**7564**	**8101**	**8827**	**7564**	**8101**	**8827**
Acceptable	99.62%	99.53%	99.73%	99.64%	99.60%	99.72%	99.66%	99.42%	98.37%	99.44%	99.32%	98.22%
Unacceptable	0.38%	0.47%	0.27%	0.36%	0.40%	.28%	0.34%	0.58%	1.63%	0.56%	0.68%	1.78%

Veteran Navigator and BH-TEDS Report Comparison

The data used for the Veteran Navigator and the BH-TEDS comparison include the BH-TEDS A and M records submitted, and the number of contacts reported on the Veteran Navigator Report submitted during the measurement period. BH-TEDS Q records were excluded from the analysis. The total percentage and number of BH-TEDS records indicating a Veteran Status of "Yes" were compared to the number of individuals reported on the VN contact data collection form submitted to MDHHS for the same measurement period. All BH-TEDS records indicating Veteran Status of "Yes" that did not have a contact through the VN were further investigated to determine the cause and identify improvement efforts.

Findings: MSHN submitted 12,663 BH-TEDS A and M records during the measurement period of 10/1/2021 through 3/31/2022. Of the BH-TEDS records submitted 231 (1.82%) reported a veteran status of "Yes". Of the 231 who identified themselves as veterans 84 (36%) reported being connected to a veteran related service.

The MSHN Veteran Navigator Data Collection form reported one-hundred and twenty-six individuals that had contact with the Veteran Navigator during the measurement period. Forty percent (50/126) of those individuals had a BH-TEDS record submitted within 90 days before or after the measurement period. Seventy-six did not have an open BH-TEDS record.

Figure 3: VN Contacts compared to BH-TEDS records

SUD A and MH M Records	FY21 Q1Q2	FY21 Q3Q4	FY22 Q1Q2
BH-TEDS Records Submitted	11301	11690	12663
Veteran Status "Yes" (%)	178 (1.58%)	150 (1.28%)	231(1.82%)
Connected to VA Related Services (%)	36 (20%)	48 (32%)	84(36%)
VN Contact (#)	81	54	126
VN Contact (#) with BH-TEDS Record	3	27	50

Data Quality Issues
- The definition of veterans in the BH-TEDS excludes individuals that may have military service history.
- Unable to confirm the validity of the responses in the military fields i.e., those reporting "Enrolled in VA Services" are engaged in services, or a veteran response of "Yes" or "No".
- Unable to match those from the VN report to BH-TEDS as a result of incomplete information provided.

Veteran Access Issues
- Veterans do not always identify as veterans in the BH-TEDS.
- Veterans may be receiving assistance through alternate resources in the community such as a county veteran service officer, therefore would not be captured in the activity reported by the VN.
- The MSHN Veteran Navigator Position was vacant from July through November. Referrals began in January 2022.

Summary
MSHN continues to perform at a high-level for the completion and accuracy of the Military Fields in the BH-TEDS data. The performance rate indicates that actions taken to improve the FY20 and FY21 quality and completeness of the BH-TEDS Military data have been effective.

Veteran Navigator services were provided to 22% (50/231) of those who identified themselves as a veteran within the BH-TEDS. This is an increase from previous measurement period of 18%. Thirty-six percent (84/231) are or have been connected to VA related services during the measurement period, which is an increase from 32%.

Action Steps
The following recommendations were made, and actions taken to improve data quality and completeness for FY22 based on the analysis of the FY21Q3Q4 data.

- MSHN will work with MDHHS to better define a process to eliminate or accept a BH-TEDS record that is out of range for individuals who have received Medication Assisted Treatment (MAT).

   Status 1: In Progress. MSHN staff assisted MDHHS staff to exclude the out-of-range BH-TEDS records due to MAT individuals. Phil C. agreed after a lengthy discussion that it is more important to maintain those individual admission records as they remain open for multiple years versus admitting and discharging every year in order to have an in-range record.

   Status 2: In Progress. MDHHS is planning to start an Update Record for SUD individuals over the course of FY23. By the end of FY23 everyone should have a BH TEDS within the previous year.

- MSHN will work with MDHHS to better define a process or eliminate the submission of records for jail services, OBRA Assessments, nursing home services, those who have a different county of financial responsibility (COFR), or who have been hospitalized either in a state facility or community hospital.

   Status 1: In Progress. MSHN staff actively participate on a statewide BH-TEDS workgroup where issues like jail services, OBRA assessments and such are discussed and determined how to handle those as exceptions in reporting. Carol H. is responsible for submitting change recommendations for BH-TEDS record exceptions and did so with several of these events, including most recently to remove transportation only services.

Status 2: No current plan to modify this process. The categories of the Full Record Exceptions will continue to be reviewed to monitor for any opportunities for improvement.

The following recommendations were made, and actions taken to improve data quality and completeness for FY21/FY22 based on the analysis of the FY21Q1Q2 data.

- Build a referral process into the screening and assessment process for the Mental Health and Substance Use providers for notification to the Veteran Navigator when a person identifies as a veteran.
  Status: In Progress. A process for a referral to the Veteran Navigator has been developed. Incorporation into REMI (the managed care information system) has not been fully developed or operationalized at this point.
- Establish a process for regional collaboration with the submission and analysis of the quarterly VN Report.
  Status: Complete. MSHN receives the quarterly report from each Veteran Navigator within the MSHN Region. MSHN submits each report through egrams.
- Provide Education to the provider organizations related to VN services available.
  Status: Completed and ongoing.
- Advocate for the use of a 1115 waiver process for veterans to access VA services and participate in CMHSP/SUD services within our network.
  Status: In Progress/Continue. A white paper and recommendation have been made to MDHHS. A response from MDHHS related to the use of a waiver has not been received.
- Monitor the quality and completion of the veteran and military field values.
  Status: Completed and ongoing. This will be removed until a problem is noted within the quality of the data.
- Monitor utilization of services for veterans through performance measure.
  Status: Complete. Utilization of services for veterans is currently being monitored on a quarterly basis. MSHN demonstrated an increase in the penetration rate for those who identified as a veteran on the BH TEDS and received more than one service for FY21 (75.9%) and FY22Q2 (78.2%).

Date Completed: 6/27/2022