

## **MEMO**

**TO: Addiction treatment providers in Shatterproof 'Rating System' pilot states**

**FROM: Shatterproof National Treatment Quality Initiatives team**

**DATE: June 25, 2019**

## **SUBJECT: Project Updates - Data Display, Treatment Program Survey, Timeline**

Thank you for the time and feedback that you have contributed to the [Rating System for Addiction Treatment Programs](#) pilot project thus far, and in particular to the more than 450 addiction treatment providers across the five pilot states who participated in Provider Roundtables last month.

To be responsive to feedback gathered through these forums and other processes, Shatterproof and Research Triangle Institute (RTI), the data analytics contractor for the Rating System pilot, have decided to shift steps for the pilot project. The changes allow a clear presentation of how data and information will be displayed on the Rating System to be developed and reviewed by both pilot stakeholders (state partners, providers, and others) and a national panel of experts *before* data collection begins.

**These decisions will affect the timeline for data collection, specifically delaying the fielding of the Treatment Program Survey to mid-October through mid-December (previously August-October).**

Following data collection, analysis will occur in Q1 of 2020, followed by a one-month review process for providers and data contributors before the website is launched publicly, as early as May 2020.

These changes were informed by input during feasibility testing and Provider Roundtables that highlighted the importance of sharing how data will be used and displayed to the public in advance of data collection. In addition to *sharing* website 'mockups', and to remain true to our philosophy that an iterative and inclusive process will generate the strongest result, Shatterproof has also decided to *solicit input* on data display from both pilot stakeholders and national experts through formal processes.

We hope these updates are welcome. We have described them in greater detail below.

## **DATA DISPLAY**

***No composite score will be displayed in the first iteration (pilot phase) of the Rating System***

Early focus groups revealed individuals and families impacted by substance use disorders found facility-level composite scores, such as a letter grade or star rating, desirable when sorting through addiction treatment programs. However, given the subjectivity of weighting measures and ensuring apples-to-apples comparisons needed for a reliable composite score, Shatterproof and RTI have made the decision to not calculate a composite score in the pilot phase of the Rating System.

Instead of a composite score or establishment of benchmarks, individuals and families using the online dashboard will be able to compare programs directly, but not to an overall standard. The comparison will also display the programs' description and available services to provide necessary contextual information. The website mockup will show program-level information on quality gathered during the pilot grouped by [Shatterproof's National Principles of Care](#). Lay-friendly educational content will be included to inform the public of why these are important elements of care and to define terms as needed.

### ***New input processes on measures display***

In an effort to address questions and concerns on how data and information will be displayed on the public facing website, Shatterproof and RTI will conduct processes to 1) solicit input on display from a panel of national experts; and 2) run a 'comment period' to gather input from pilot state stakeholders on website mockups. These processes will be run before the Treatment Program Survey is fielded.

The display 'mockups' will focus on how information captured through pilot data collection is reported to the public. For example, if a survey question asks about the types of behavioral health services available and professionals on staff, the display will focus on how this information is conveyed to the public to show that a program either does or does not offer behavioral health services on-site. Importantly, these processes do not take the place of user experience testing, which will happen later in the website development process, and will inform display layout and user navigation.

## TREATMENT PROGRAM SURVEY

### ***Timing***

Shatterproof and RTI are in the process of revising the Treatment Program Survey following feasibility testing and Provider Roundtables held in all pilot states. The Treatment Program Survey will be revised concurrently with development of the display 'mockups.' These will be shared with providers in pilot states in August, one month later than was previously communicated, to allow for this change.

**The Treatment Program Survey will now be fielded in mid-October, and close on December 20.**

### ***Key revisions to the Survey following provider roundtables***

- RTI will be adding definitions and specificity to the questions throughout.
- RTI is reviewing the unit of analysis, but anticipates the Survey will still be disseminated at the facility/location level; however, some questions will be revised to allow for responses by level of care. Information will also be captured on any parent organizations or systems.
- A question will be added asking for a program (facility-level) description, allowing providers to describe the programs and services in which they specialize in their own words.
- A question will be added allowing programs to specify the substance(s) they offer treatment for.
- Furthermore, some questions flagged as unclear will be removed; those flagged as redundant will be simplified or combined; questions will be changed to better align with existing standards or research (such as The Surgeon General's Report on Alcohol, Drugs, and Health); answer choices will be expanded as needed (e.g. recovery support services offered, populations served)
- Several questions set to be revised were previously drawn from N-SSATS. Given necessary changes to these questions, it is likely that not as many Survey fields, if any, can be prepopulated from N-SSATS data. This is still being explored and is a trade-off between pre-populating questions or strengthening them. Facilities not in the SAMHSA Treatment Locator will still be asked to complete these fields themselves.

## OTHER DATA SOURCES

### ***Claims-based measures being tested***

Shatterproof and RTI are testing the specifications for claims-based measures at the addiction-program level, with state and commercial data-contributors. This testing involves determining the best way to identify treatment providers in claims data across different claims databases, and ensuring that the resulting measures demonstrate meaningful differences between provider types.

To reiterate, Shatterproof and RTI are committed to ensuring that only those claims-based measures that are 'ready for primetime' based on testing processes will be reported publicly.

The claims-based quality measures being tested for inclusion in the Shatterproof pilot are:

- Follow-up after SUD inpatient/residential treatment
- Percentage of OUD patients receiving medications for OUD (buprenorphine, methadone, or naltrexone)
- Continuity of medication use for OUD among patients with OUD
- Overdose after treatment

Following the testing phase, Shatterproof and RTI will provide updates if there are major modifications to the claims-based measures. Shatterproof will also share a memo describing the feasibility of claims-based measures following data analysis in Q1 of 2020.

### ***Consumer Experience Survey instrument being tested***

RTI is currently testing the Consumer Experience Survey in 50 facilities in NY through July 2019.

Following the testing phase, RTI will analyze data collected from the 50-facility pilot to refine the model that will be used across pilot states when the website launches in 2020. We recognize that providers have a lot of questions about how input from the public will be gathered, monitored, and displayed and are committed to addressing these items through the testing process. Shatterproof and RTI will share a memo describing these processes, and the rollout plan for public-reported feedback, based on the results of the testing process. Shatterproof will hold related webinars and information sessions at the request of state partners or providers.

## RENAMING

Given the changes summarized here and suggestions by stakeholders who highlight that our commitment is to quality transparency rather than 'rating' per se, the *Rating System* will also undergo official renaming before the public launch to better reflect the intention to serve as a quality measurement system.

## TIMELINE

Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Shatterproof & RTI Revise Treatment Program Survey						
Shatterproof and RTI Develop Display 'Mockups'						
		Pilot state stakeholders review display 'mockups,' comment period				
		National Expert Panel reviews display 'mockups'				
			Shatterproof and RTI revise 'Mockups', finalize Survey			
				Survey and display mockups shared publicly		
				Data collection		
						Analysis Begins (into 2020)

## KEY DATES AND OPPORTUNITIES FOR INPUT

- Early August 2019 – September 6, 2019: Review of data display**  
 Shatterproof and RTI will share the revised Treatment Program Survey and ‘mockup’ of data display, and invite feedback on display.
  - Shatterproof and RTI will convene a national expert panel to review the website display.
  - Shatterproof and RTI will open an online platform for providers and other stakeholders to provide input on the ‘mockup’ of data display. Shatterproof will also run provider roundtables, in-person or virtual, in pilot states during this time period to talk through the proposed approach to data display and the feedback processes.
- Early October 2019:** Shatterproof and RTI will share the final data display mockups and Treatment Program Survey.
- Mid-October 2019 – December 20, 2019\*: Data collection**
  - Treatment Program Survey is fielded
  - RTI collects claims-data analyses

\*Note the change in these dates from previous communications to accommodate the input process on how data will display on the website.