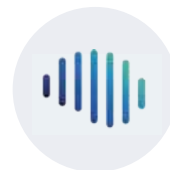


 Case Study

**Measurement-based care study reveals a clinical impact on adverse events— resulting in a **28% reduction in total cost of care** for Colorado health plan**



## INTRODUCTION:

Aurora Mental Health & Recovery (AMHR) is a certified community behavioral health clinic committed to using measurement-based care (MBC) to get their clients better, faster. When their payor, Colorado Access, witnessed the positive outcomes from AMHR using Owl, now a NeuroFlow product, they embarked on an innovative collaboration to analyze client spend, utilization, and outcomes across patient cohorts and timelines over two years. The results demonstrated that measurement-based care using NeuroFlow's solution has a clinical impact on adverse events while reducing cost.

## Measurement-based care impact study key results

Consistent Owl use results in dramatic reductions in inpatient admissions, ER visits, and total cost of care



Reduced psychiatric IP admits



Reduced ER visits



PMPM savings

## Aurora Mental Health & Recovery & measurement-based care

For 15 years, AMHR explored myriad solutions to collect, report, and track patient outcomes data to implement measurement-based care. From using paper forms to creating in-house measures to creating processes to fulfill grant requirements, each solution resulted in substantial barriers to system-wide implementation of measurement-based care.

Ultimately, they chose Owl as their MBC solution and implemented it throughout their large and diverse organization.

## About Aurora Mental Health & Recovery

AMHR is a Certified Community Behavioral Health Clinic (CCBHC) with a broad array of mental health services in Aurora, Colorado, operating six outpatient facilities and five residential facilities.

## About Colorado Access

Colorado Access is a nonprofit healthcare company, serving over 500,000 Medicaid and CHP (Colorado Access Child Health Plan) members with the mission to partner with communities and empower people through access to quality, equitable, and affordable care.

## About NeuroFlow

NeuroFlow's measurement-based care solution, Owl, systematically measures patient progress, giving behavioral health organizations consistent data and insights to deliver care that improves outcomes and significantly reduces costs. It's measurement-based care—made easy.

**Better Data.**  
**Better Insights.**  
**Better Outcomes.**



# Measurement-based care impact at Aurora Mental Health & Recovery

## Clients are highly engaged

AMHR achieves 87% patient engagement rate—reaching as high as 95% of clients completing all measures assigned to them.



Patient engagement, faster time to remission

## Clients get better, faster

Clients at AMHR see a 56% faster time to remission compared to clients that don't consistently use Owl to report their symptoms and outcomes.



Faster time to remission

## Opportunities to expand access with existing resources

Not only is AMHR getting clients better faster, but they also have data insights to help understand patients who have reached remission and recovery—revealing **30% of visits are potential candidates for stepped-down care or discharge.**



Potential increase in access

## Quick responsiveness to suicidal ideation and self-harm alerts

Owl alerts the AMHR team of patients with suicidal ideation or those at risk for self-harm. The AMHR team has a **99%+ acknowledgment rate for first-time patient suicide alerts**, and over 90% of these had a new or modified schedule change within a week of the alert, indicating that AMHR staff immediately responded to maintain the safety and well-being of their clients.



Schedule change within a week of a alert

## Results caught the attention of Colorado Access

The published results of AMHR's MBC implementation caught the attention of key Colorado stakeholders, including Colorado Access, the largest public sector health plan in the state. While Colorado Access utilizes several different value-based models in their provider network, implementing value-based reimbursement models in behavioral health has been challenging. Using claims data doesn't show the quality of care or the outcomes of services delivered by their network providers. Measurement-based care offers Colorado Access the opportunity to incentivize providers in a completely different manner than the standard claims-based metrics, directly impacting the quality of services being delivered.

*“By having outcomes data in addition to HEDIS and other state measures, Colorado Access can directly incentivize the quality of services our providers are offering to our members. It's powerful to understand what's happening at the point of care, and we don't get this information with other measure sets.”*

Lindsay Cowee  
Senior Director of Behavioral Health Network Performance, Colorado Access

**Better Data.  
Better Insights.  
Better Outcomes.**



# Measurement-based care data impact study

With a collaboration between Aurora Mental Health & Recovery, Colorado Access, and Owl, it was time to put it to the test. Using comprehensive claims data from Colorado Access and aligning them with AMHR outcomes data, the impact study analyzed client spend, utilization patterns, and treatment outcomes across different patient cohorts & timelines spanning over two years.

**DATA IMPACT STUDY HYPOTHESIS:**  
MBC has a clinical impact on adverse events while reducing cost

## The results

### Reduced IP admits

Consistent Owl users show a **75% reduction in psychiatric IP admits**. The control group displays no significant change.



75% reduction in psychiatric IP admits.

### Reduced ER visits

Consistent Owl users show a **63% reduction in psychiatric ER visits**. Control group displays no significant change.



63% reduction in psychiatric ER visits

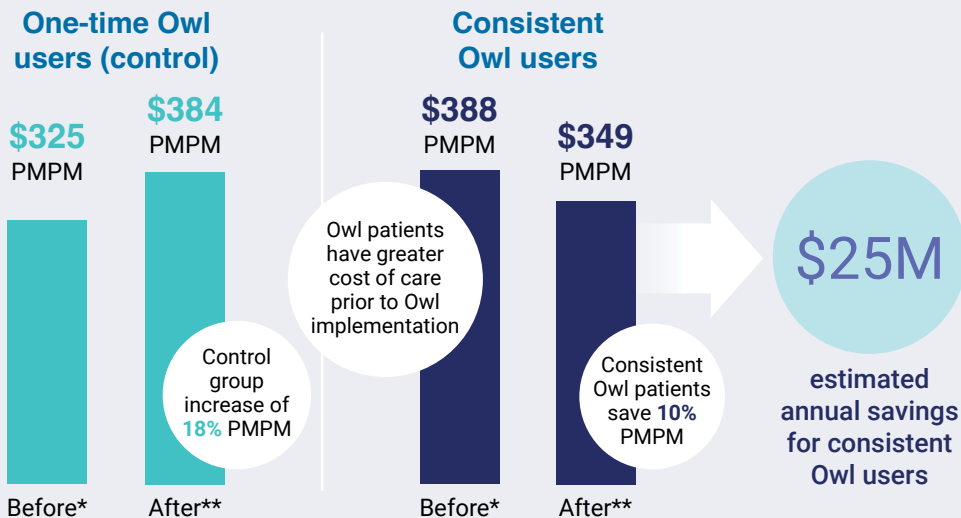
### Per member per month savings

Consistent Owl users display a **28% PMPM decrease**. Control group displays an 18% PMPM increase.



28% PMPM decrease

## Measurement-based care impacts total cost of care



The results of the data impact study show Colorado Access Medicaid sees a net **estimated annual savings of \$25M** for patients using Owl consistently. In fact, clients who use Owl consistently entered behavioral health treatment at AMHR with a *greater* total cost of care. Four-12 months later these clients have a *lower* cost of care than those who are not participating in measurement-based care with Owl.

\*12 mos. prior to Owl use | \*\* Mos. 4 to 14 after Owl use  
For modeling assumptions and more information on data analysis, contact us at owl.health.

**Better Data.  
Better Insights.  
Better Outcomes.**



*The data overwhelmingly supports what research has shown for decades—**measurement-based care improves patient care and clinical outcomes while significantly reducing the cost of care.***

Research has consistently shown that the practice of measurement-based care (MBC) improves patient outcomes among various treatments, populations, and settings. It also shows MBC enhances clinical decision-making and quality of care, enriches communications between patient and provider, and can demonstrate the value of treatment.

The collaborative efforts between AMHR, Owl, and Colorado Access validate the significant impact of MBC on both patient outcomes and cost savings. By integrating MBC into their care delivery model, AMHR has not only improved treatment effectiveness but also positioned themselves favorably for value-based reimbursement discussions with payors like Colorado Access.

For the first time ever, Colorado Access has real-world data on treatment outcomes to build value-based and alternative payment models that incentivize and attract provider to deliver high-quality, cost-effective care to their members.



***Better engagement in behavioral health care leads to total cost of care savings across the healthcare spectrum***

To learn more about the measurement-based care impact study or how NeuroFlow can help your payor or provider organization get the outcomes data you need to improve outcomes and significantly reduce costs, contact us at [www.neuroflow.com](http://www.neuroflow.com).

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