

## Meadows Mental Health Policy Institute

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### Top 5 Collaborative Care Model (CoCM) Recommended Metrics

#### Introduction

Tracking metrics is essential for understanding how your CoCM program is performing, in terms of program process and clinical patient outcomes. Metrics help identify areas for improvement, support continuous quality improvement efforts, and provide a clear picture of progress over time. Performance data can be tracked monthly, quarterly, or across other defined periods. The sample metrics below are based on composite examples from the Meadows Mental Health Policy Institute's experiences with CoCM programs. Below, we provide our top five recommended metrics. You are welcome to adapt these metrics to better align with your health system processes and goals.

#### Definition of Key Terms

**Referral Date and Enrollment Date:** The date a referring provider (e.g., PCP, OB/GYN or other specialty medical provider) places a referral order to enroll a patient in CoCM. We consider the referral date and the enrollment date to be the same.

**Initial Assessment Date:** The date a Behavioral Health Care Manager (BHCM) completes an initial 30-45 minute assessment with the patient, including presenting problem(s), psychosocial history, and treatment preferences. Initial assessments can be completed in-person, via telephone, or video platform, subject to payor restrictions.

#### Top 5 Recommended Metrics

- 1. Measure Name:** Depression and/or Anxiety Screening Rate  
**Measure Description:** Number (#) and proportion (%) of unique patients seen during a given month who received PHQ-9 and/or GAD-7 screening  
**Numerator:** Patients that received the PHQ-9 and/or GAD-7 during the month or have been screened in the last 12 months  
**Denominator:** All patients seen in the practice for any reason during the month  
**Benchmark:** 90%

**2. Measure Name:** Overall Referral Rate

**Measure Description:** Among patients screened for depression and/or anxiety during a given month, number (#) and proportion (%) of patients referred to CoCM

**Numerator:** Total number of unique patients referred to CoCM during the month. Patients referred to CoCM more than one time during the month will be counted one time.

**Denominator:** Total number of unique patients screened with the PHQ-9 and/or GAD-7 during the month. Patients with multiple screening scores during the month will only be counted once.

**Benchmark:** 15%

**3. Measure Name:** CoCM Initial Assessment Rate

**Measure Description:** Among patients who were referred to CoCM during the month, number (#) and proportion (%) of patients who completed an initial assessment with the BHCM

**Numerator:** Total number of unique patients who completed initial assessment with the BHCM

**Denominator:** Total number of unique patients who were referred to CoCM during the month

**Benchmark:** 75%

**4. Measure Name:** Depression (or Anxiety) Treatment Response (Adults)

**Measure Description:** Number (#) and proportion (%) of patients with depression (or anxiety) with an initial PHQ-9 (or GAD-7) score of 10 or greater who have a reduction in PHQ-9 (or GAD-7) score of greater than or equal to 50% or an absolute reduction of 5 or more points

**Numerator:** Total number of unique patients enrolled in CoCM ages 18+ with depression (or anxiety) who have a PHQ-9 (or GAD-7) score 50% lower or 5 or more points lower than their index score, when the index score was 10 or greater and the reassessment score was calculated 60 or more days after the index score

**Denominator:** Number of unique patients enrolled in CoCM 18 years or older who had an index event of a score of 10 or higher on a PHQ-9 in the 2-14 months preceding the reassessment scoring event

**Benchmark:** 50%

**5. Measure Name:** Depression (or Anxiety) Treatment Remission (Adults)

**Measure Description:** Number (#) and proportion (%) of patients with depression (or anxiety) with an initial PHQ-9 (or GAD-7) score of 10 or greater who have a PHQ-9 (or GAD-7) score below 5

**Numerator:** Total number of unique patients enrolled in CoCM 18 years or older with depression (or anxiety) who have a PHQ-9 (or GAD-7) score below 5, when the index score was 10 or greater at least 60 days prior to the follow-up assessment.

**Denominator:** Number of unique patients enrolled in CoCM 18 years or older who had an index event of a score of 10 or higher on a PHQ-9 in the 2-14 months preceding the reassessment scoring event

**Benchmark:** 35%