



# ATLAS™

ADDICTION TREATMENT LOCATOR,  
ANALYSIS, AND STANDARDS TOOL

CREATED BY SHATTERPROOF

## Supporting High-Quality Addiction Treatment for All

*ATLAS™ Pilot Overview*

October 2019

# Agenda

About Shatterproof

Introducing ATLAS™

Shatterproof Principles of Care

Implementing ATLAS

Data Sources & Measure Development

ATLAS Display

Project Timeline & Key Milestones

# Speakers



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**State Portfolio:**

North Carolina

# About Shatterproof



# Quality Measurement System

# ATLAS™

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*Helping people navigate to high-quality addiction treatment;  
helping providers navigate to better quality care.*

# Barriers to Finding Addiction Treatment...



- **Misinformation**
- **Predatory marketing practices**
- **Limited objective or unbiased information**
- **Unclear what to look for**
- **Hijacking ad words**
- **Patient Brokering**
- **Stigma**

# ATLAS vision

**A platform that provides reliable and transparent information on treatment quality.**



## **Key Audiences:**

- The Public
- Payers
- States
- Treatment Programs
- Referral Sources

**Set a standard of quality across all areas of addiction treatment**



# Standardize Quality Expectations

## Shatterproof National Principles of Care<sup>©</sup>



#1. Routine screenings in every medical setting



#5. Coordinated care for every illness



#2. A personal plan for every patient



#6. Behavioral health care from legitimate providers



#3. Fast access to treatment



#7. Medication for addiction treatment



#4. Long-term disease management



#8. Recovery support services beyond medical care



# Payer Sign-On to National Principles of Care

21 health insurers - covering 250 million lives - agree to identify, promote, and reward care aligned with the Principles.



# How ATLAS™ will help

## Assess program quality at the facility level

- Use of best practices
- Patient experience
- Outcomes

## Report program quality information to drive quality improvement

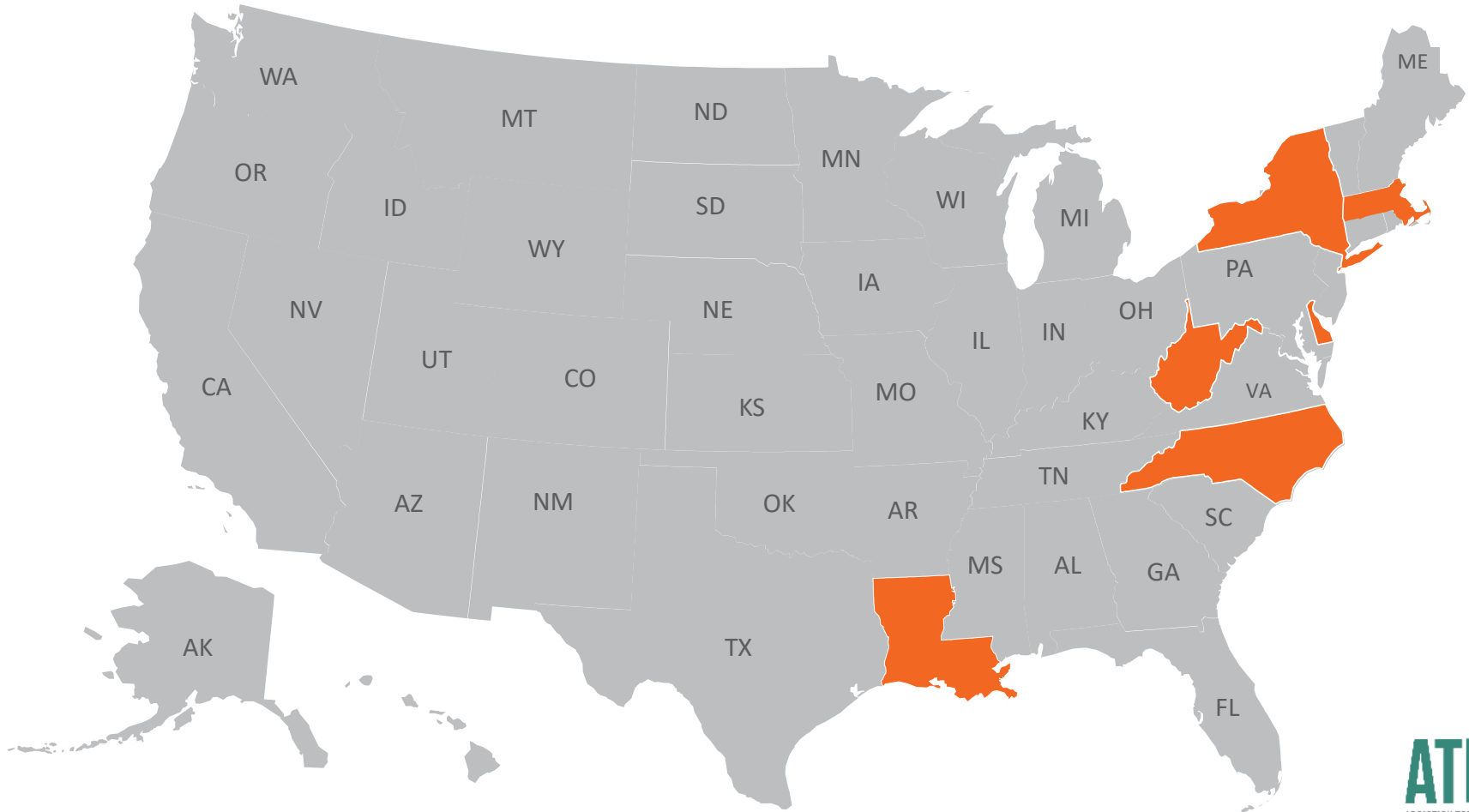
- **To the public** → to review quality information and compare treatment programs
- **To the treatment programs** → to inform quality improvement
- **To states** → to direct technical assistance resources and change policy
- **To payers** → to incentivize better care

Update measures, improve sophistication of measurement,  
expand nationally

# Implementing ATLAS

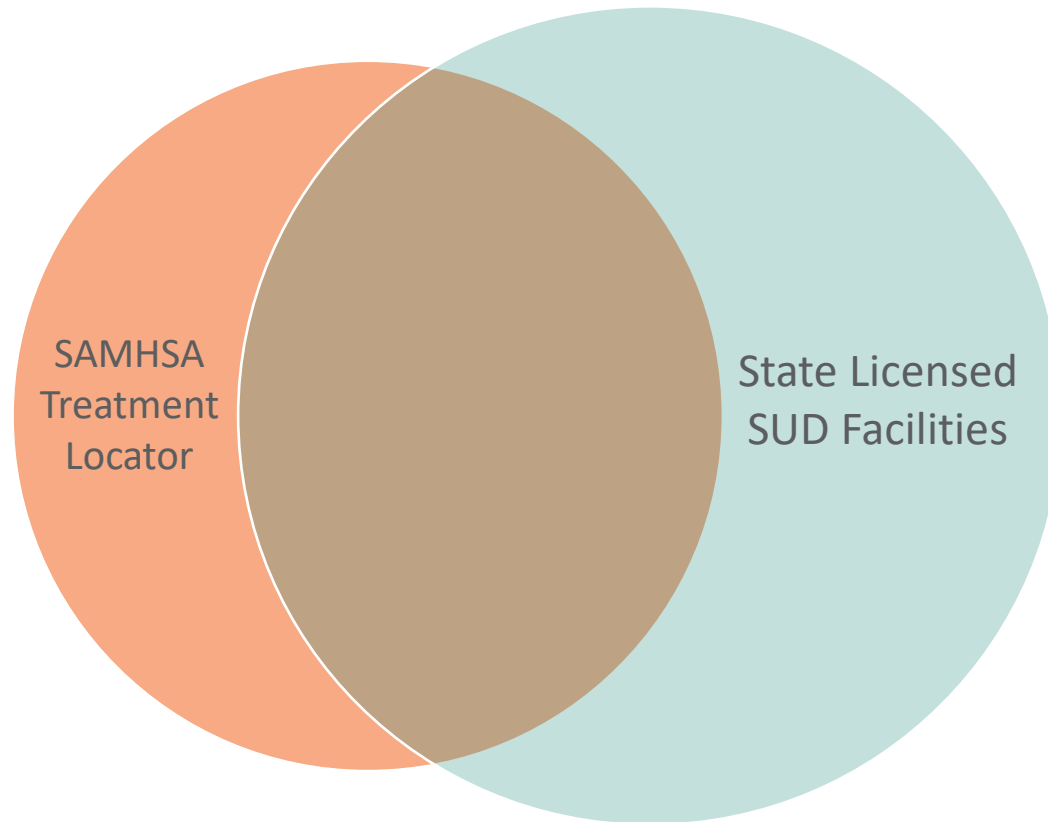
# Phase 1

## Pilot in Select States (2019-2020) & Phased Expansion



# Which programs are included in ATLAS?

## Specialty Addiction Treatment Programs (At the Facility Level)



# Data and Analytics

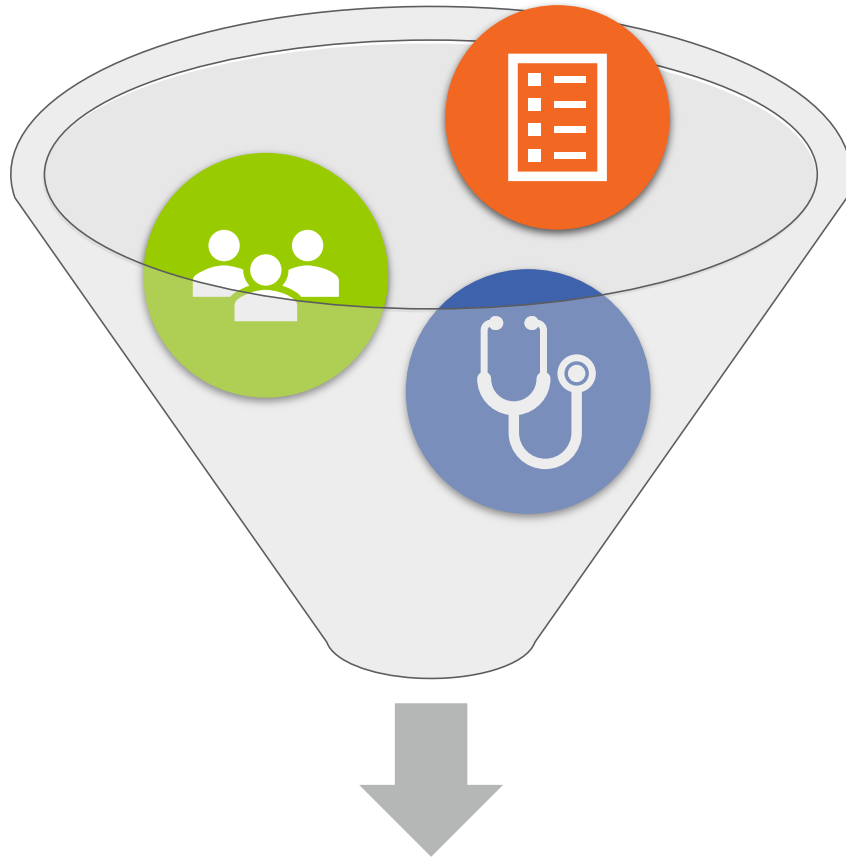


+



RTI supports 5 national health quality reporting efforts and employs over 250 staff focused on substance use research, including addiction psychiatrists, former behavioral health directors, economists, epidemiologists, psychologists, and survey researchers.

# Data sources informing ATLAS



Comprehensive view  
of care delivery

**Unit of measurement:**  
Addiction treatment  
programs at the facility level

**How?**

Three data sources:

**Commercial & Medicaid  
claims**

**Patient and family member  
reporting**

**Treatment facility reporting**

# Measure Development

## Step 1: Measure Crosswalk with the Principles of Care *Shatterproof Quality Measure Committee*

## Step 2: Key Informant Interviews with Payers & Provider Focus Groups



## Step 3: Expert Panel Strategy Session & Public Comment Period





# Claims-Based Measures

- **Claims-based measures will be reported for Medicaid and Commercial populations** at the facility level with state and commercial data contributors.
- **Claims-based measures are based on recommendations by the NQF panel**
- **Only claims-based measures ready for primetime will be reported publicly.**
  - For example – the overdose after treatment measure will not be reported publicly because it is not currently in use at another level. Further testing is required before the determination will be made to include it in the password protected portals



## Claims-based Measures

(Medicaid & Commercial Health Insurers)

# Patient Experience: 7 Measures + Patient Narrative



## **Access to Treatment**

When you needed treatment right away, how often did you see someone from this treatment program as soon as you wanted?

## **Access to Behavioral Health**

During your treatment, were you given information about different kinds of counseling or treatment that are available?

## **Overall Rating of Treatment Program**

Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program?

## **Respect**

During your treatment, how often did the treatment staff show respect for what you had to say?



# Patient Experience: 7 Measures + Patient Narrative



## **Family and Friends Support**

Have staff in this treatment program talked with you about including your family or friends in your counseling or treatment?

## **Amount Helped by Treatment**

How much have you been helped by the treatment you got here?

## **Improvement in Ability to Function**

Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now?

## **Patient Narrative Treatment Experience**

Please think about some treatment experiences at this program. What is the program doing right? What could be done to improve this program?



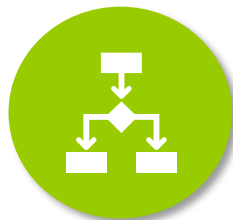
# Results from 50 facility pilot of *Patient Experience Survey*



**20 PES responses** must be submitted for patient feedback to be publicly displayed in a facility's profile



Facilities will be encouraged to **engage staff** in PES implementation and to request **patient participation** in the PES



**Natural Language Processing (NLP)** will be used as a tool to monitor open-ended responses before publishing to ATLAS

# Treatment Facility Survey



- Gathers information on clinical processes
- Completed at the facility level
- Will also assess barriers to delivering high-quality care

# ATLAS Public-Facing Display

- **No composite score**  
Website visitors can compare programs directly to one another, but not to an overall standard
- **Ability to Filter** by factors important to the public
- **Lay-friendly educational content** will be included to inform the public about important elements of care




# ATLAS Mockup – Home Page

**ATLAS** ADDICTION TREATMENT LOCATOR, ANALYSIS, AND STANDARDS TOOL. CREATED BY SHATTERPROOF

Search [contact us](#) [account](#)

[Find Treatment](#) [Learn about Treatment](#) [National Principles of Care](#) [About](#)



## FIND HIGH QUALITY ADDICTION TREATMENT NEAR YOU

Browse and compare treatment facilities using standards based on research.  
It's free and confidential.

Type ZIP code or City, State  Substance  Type facility name (optional)  [Search](#)

Find treatment within **25** miles

NOTE: ATLAS only includes facilities in 6 states: Delaware, Louisiana, Massachusetts, New York, North Carolina, West Virginia.

### What treatment is right for you?

Take a quick assessment to discover treatment options that meet your exact needs.

[Take Assessment](#)


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#### WHAT DOES HIGH QUALITY CARE LOOK LIKE?

ShatterProof has developed 7 national principles of high-quality addiction treatment providers:

- Fast Access to Treatment**  
Addiction alters brain chemistry. You need to have access to treatment as soon as you are ready.
- A Personal Plan for Every Patient**  
One size does NOT fit all. Treatment must consider your unique needs—with frequent check-ins and adjustments from your provider.
- Long-term Disease Management**  
Unless your substance use disorder is severe, inpatient treatment may not be the best option for you. Long-term outpatient care is the key to recovery for everyone.
- Care Integrated with Mental and Physical Health**  
Many people with addiction also suffer from other mental or physical illnesses. Your treatment plan should include treatment for ALL of your illnesses.
- Evidence-based treatment from qualified providers**

#### WHY DOES QUALITY MATTER?



Donec id elit non mi porta gravida at eget metus. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus. Etiam porta sem malesuada magna mollis euismod. Donec sed odio dui.

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# ATLAS Mockup Facility Profile

Each treatment facility will have a profile that will include:

- Descriptive information
- Quality data from Facility Survey & claims
- Patient Reviews (next slide)

## ATLAS

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[contact us](#)
[login/register](#)

[Find Treatment](#)
[Learn about Treatment](#)
[National Principles of Care](#)
[About](#)


### Facility Name

Some space here for some about text for a facility if it is available. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit.

937 Fulton Street, 2nd and 3rd Floors  
Brooklyn, NY 11238

[718-789-1212](tel:7187891212)

<http://www.startny.org/>



<p><b>Facility Information and Features:</b></p> <p>Affiliated Organization: <b>PARENT ORG NAME</b></p> <p>Accreditation: <b>AODE - BHSO - CARF</b></p> <p>Smoking Policy: <b>XYZ</b></p> <p>Service Setting: <b>Residential; Inpatient Hospital (ER)</b></p> <p>Substance Focus: <b>Alcohol, Opioids</b></p> <p>Patient Focus: <b>Pregnant women; LGBTQ</b></p> <p>Languages Spoken: <b>English</b></p> <p>Translation Services: <b>Yes</b></p>	<p><b>Insurance and Payment Options:</b></p> <p>Insurance Accepted: <b>Medicare, Medicaid, Aetna, BlueCross BlueShield</b></p> <p>Payment Options: <b>cash and self-payment accepted</b></p> <p>Payment Assistance Available: <b>Yes</b></p>	<p><b>Facility Hours:</b></p> <p>Mon: <b>8am - 4pm</b></p> <p>Tue: <b>8am - 9pm</b></p> <p>Wed: <b>8am - 9pm</b></p> <p>Thu: <b>8am - 9pm</b></p> <p>Fri: <b>8am - 9pm</b></p> <p>Sat: <b>8am - 4pm</b></p> <p>Sun: <b>8am - 4pm</b></p>
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## SIGNS OF HIGH-QUALITY CARE

<b>Ability to Get Treatment Fast</b>	Offers same day or walk-in appointments <sup>i</sup> <span style="float: right;">✓</span>				
	Helps the patient find immediate alternative treatment if no beds are available <sup>i</sup> <span style="float: right;">✓ see more</span>				
<b>A Personalized Treatment Plan</b>	Collects and analyzes information about patient care needs on all important dimensions <sup>i</sup> <span style="float: right;">✓ see more</span>				
<b>Long-term Care and Follow-up</b>	Tracks patient progress over time on all important dimensions <sup>i</sup> <span style="float: right;">✗ see more</span>				
	Uses lab tests to track patient progress <sup>i</sup> <span style="float: right;">✓</span>				
	Provides follow-up care to patients within 14 days of being discharged. <sup>i</sup>				
	<table style="display: inline-table; border: none;"> <tr> <td style="padding: 0 10px;">facility</td> <td style="padding: 0 10px;">state avg</td> </tr> <tr> <td style="font-size: 1.2em; font-weight: bold;">28%</td> <td style="font-size: 1.2em; font-weight: bold;">34%</td> </tr> </table>	facility	state avg	28%	34%
facility	state avg				
28%	34%				
<b>Ability to Get Care For Other Health Conditions</b>	Offers primary health care <sup>i</sup> <span style="float: right;">✓ Onsite see more</span>				
	Offers mental health care <sup>i</sup> <span style="float: right;">✓ Onsite see more</span>				
<b>Tested and Proven Treatment from Qualified Providers</b>	Offers addiction therapy that has been tested and proven to work <sup>i</sup> <span style="float: right;">✓ see less</span>				



# ATLAS Mockup – Facility Profile Continued

## PATIENT EXPERIENCE

[Facility Name]  
Average

[State Name]  
Average

click sections to expand

How much have you been helped by the treatment you got here?

facility  
**28%**  
say  
"a lot"

state average  
**34%**  
say  
"a lot"

Using any number from 0 to 10, where 0 is the worst treatment program possible and 10 is the best treatment program possible, what number would you use to rate this treatment program?

facility  
**8.2**  
average score

state average  
**7.6**  
average score

Compared to when you entered this treatment program, how would you rate your ability to deal with daily problems now?

facility  
**29%**  
gave ratings of  
9 or 10

state average  
**36%**  
gave ratings of  
9 or 10

Have staff in this treatment program talked with you about including your family or friends in your counseling or treatment?

facility  
**56%**  
say  
"yes"

state average  
**58%**  
say  
"yes"

## PATIENT REVIEWS

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January 12, 2019

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February 3, 2019

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## Patient Experience Survey Data\*

**\*Once 20 responses have been collected**

# Timeline 2019-2020

- **October 2019 – November 2019:** User testing of the ATLAS Website
- **October 14, 2019 – December 17, 2019:** Treatment Facility Survey portal open
- **October 14, 2019 – February 2020:** Patient Experience Survey open
- **April 2020:** Provider data preview period
- **May 2020:** ATLAS platform 'go live'

# Data collection opened October 14<sup>th</sup>!

Monday, October 14<sup>th</sup>...

- Treatment Facility Survey Portal opened (closes December 17<sup>th</sup>)
- Patient Experience Survey implantation began

*\*Please contact us if you have any questions about the designated point of contact for your facility/facilities*

# ATLAS data collection opened 10/14/19

## The point of contact for your facility/facilities received an email with:

- ✓ A facility-specific link to the Treatment Facility Survey
- ✓ The Patient Experience Survey Invitation Letter (includes PIN) in English and Spanish to:
  - Display in common spaces
  - Distribute to patients
- ✓ The Patient Experience Survey implementation instructions
- ✓ A copy of the Patient Experience Survey Questions
- ✓ Patient Experience Survey FAQs

# How we're engaging with stakeholders in NC



- **Provider roundtables** – Events specifically for providers held regularly in-person throughout the state. We will aim to make roundtables accessible to all by varying the location



- **Webinars** – Virtual events for providers and other stakeholders to hear project updates and ask questions. These may be NC-specific or cross-state



- **ATLAS NC State Advisory Committee** – This group will bring together stakeholders across the field to advise on the implementation of ATLAS in North Carolina



- **Conference attendance** – We hope you will stop by our booth at the upcoming Addiction Professionals of North Carolina conference this October, and we look forward to seeing you at future conferences!

# Upcoming NC Engagement Events

## **Shatterproof Presentation and Booth at i2i Conference**

**December 4<sup>th</sup> – 6<sup>th</sup>**

*Ken Schuesselin from the ATLAS team is speaking December 4<sup>th</sup>,  
4:15-5:15pm*

Pinehurst Resort, Pinehurst, NC 28374

# Upcoming Cross-State Events

**Webinar: ATLAS Treatment Facility Survey -  
Early Adopter Perspectives**

November 19th, 12:00-1:00pm

**Webinar: ATLAS Website and Data Display**

November [date and time TBC]

**Stay on top of all upcoming events with our new  
state-specific resource!**

*Please bookmark the link that will be shared following this session*

# 2020 & Beyond

Using ATLAS data to identify opportunities and drive ongoing improvement

Expansion to additional states

Ongoing refinement of measures





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