

# Distinct Pathways: Comparative Analysis of PCO Implementation Outcomes in Certified Community Behavioral Health Clinics and Long-Term Services and Supports/Primary Care settings

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## Background

The National Committee for Quality Assurance (NCQA) developed person-centered outcome (PCO) measures to work in tandem with clinical care to help individuals with complex health needs identify a goal that matters most to them and document and track progress in a standardized way using either a patient-reported outcome measure or goal attainment scaling.

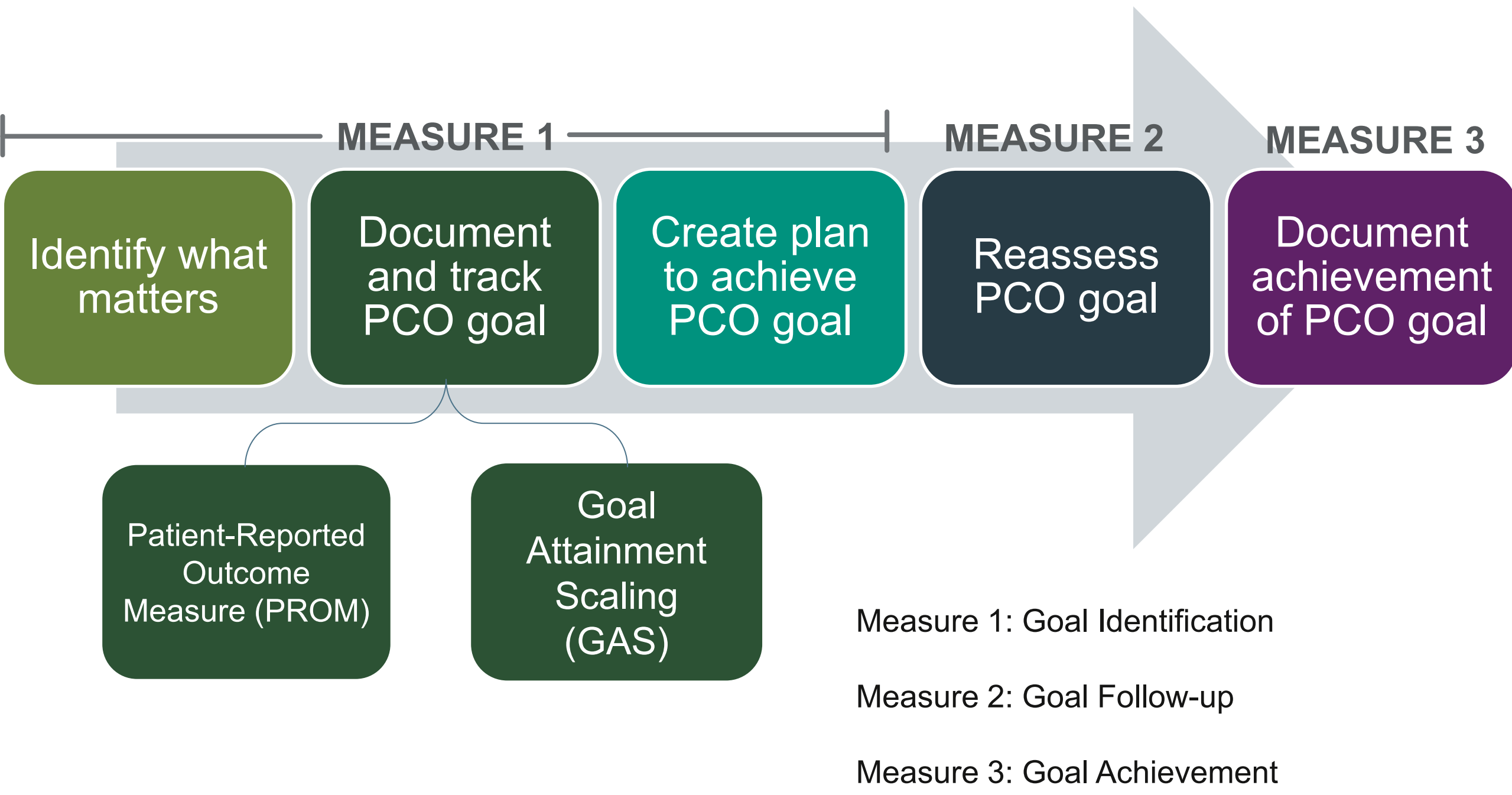
### Study Objectives:

**Examine** differences in goal identification, follow-up, and goal achievement

**Identify** contextual factors contributing to variations

**Compare** PCO implementation in Certified Community Behavioral Health Clinics (CCBHCs) and Long-Term Services and Supports/Primary Care (LTSS/PC)

### Person-Centered Outcomes Approach



## Data and Methods

- Comparative analysis 5 CCBHCs & 5 LTSS/PC sites participated in a 12-month quality improvement intervention
- Intervention included:
  - Infrastructure modifications
  - Clinician training
  - Technical assistance webinars
  - Standardized protocols
- Data sources: Electronic Health Record (EHR) abstraction, unstructured interviews
- Analysis: Descriptive statistics, two-tailed t-tests, chi-square tests, site-level performance

**Table 1:** Comparison of Site Characteristics by Setting

	CCBHCs	LTSS/PC
Clinician count	140	57
Participants count	5,216	2,651
Location	Southwest	Nationwide
Population focus	BH Outpatient, Serious Mental Illness, Justice-Involved Adults	Home-based Primary Care, AAAs*, community organizations
Providers type	CHWs, PNs, SWs**	Nurses, CHWs, PNs, SWs, Physicians

\*AAA=Area Agencies on Aging

\*\*CHW=Community Health Worker; PN=Peer Navigator, SW=Social Worker

## Acknowledgements

This work was supported by The John A. Hartford Foundation and The SCAN Foundation.

## Results

**Demographics:** CCBHC participants were younger, more likely to be Hispanic, and predominantly English-speaking, while LTSS/PC participants were more racially and linguistically diverse.

**Table 2:** Participant Demographic Characteristics by Setting

	CCBHCs	LTSS/PC
Age (Mean)	41	65
Non-white (%)	27.5%	49.8%
Hispanic (%)	44.2%	8.1%
English-speaking (%)	91%	72.6%
Preferred other language (%)	8%	24%

### Implementation Challenges:

#### Behavioral Health (CCBHCs)

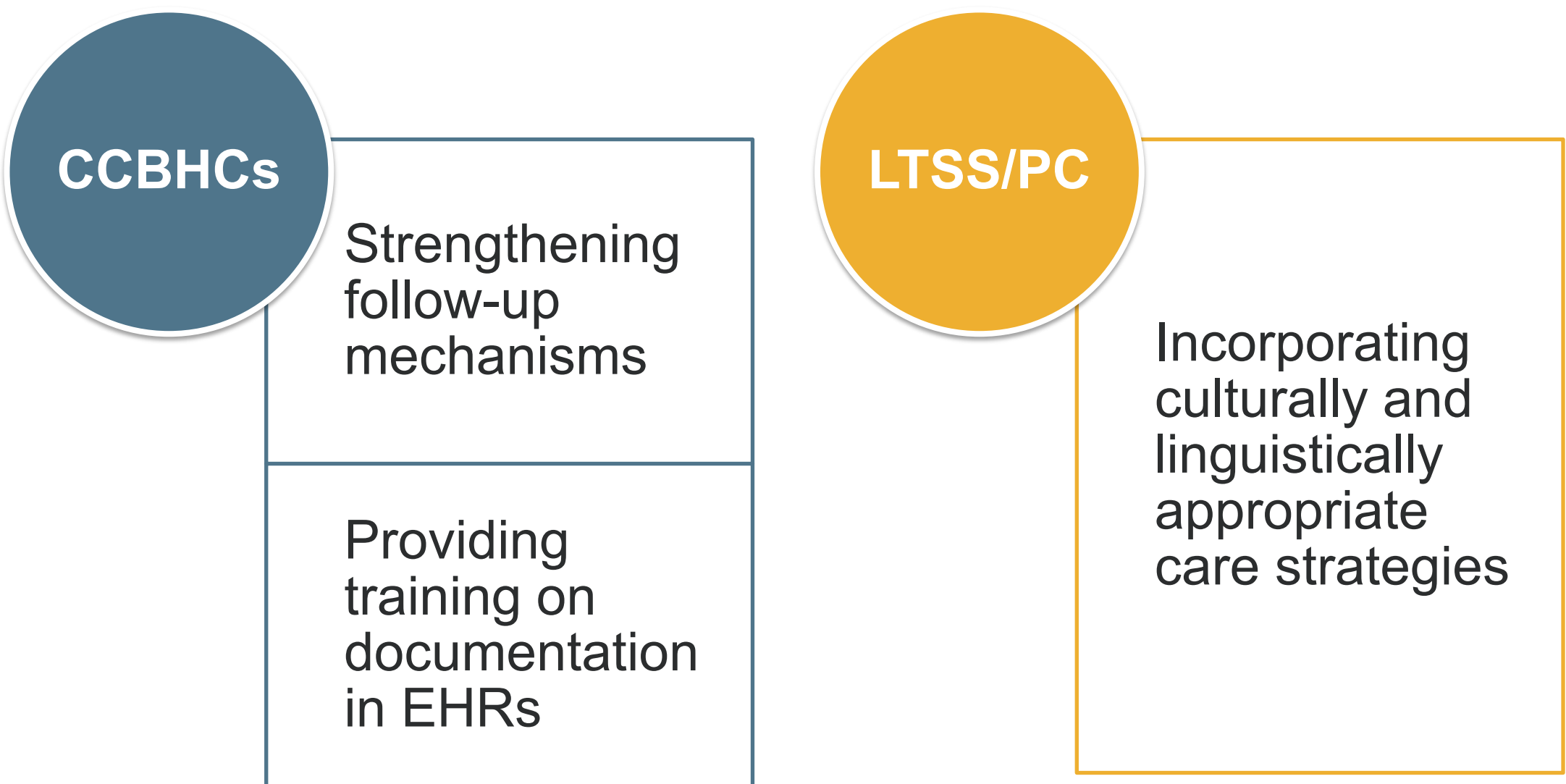
Staff turnover      EHR Documentation      Loss to follow-up

#### LTSS/Primary Care

Staff turnover      Language and cultural barriers      Additional time added to visit

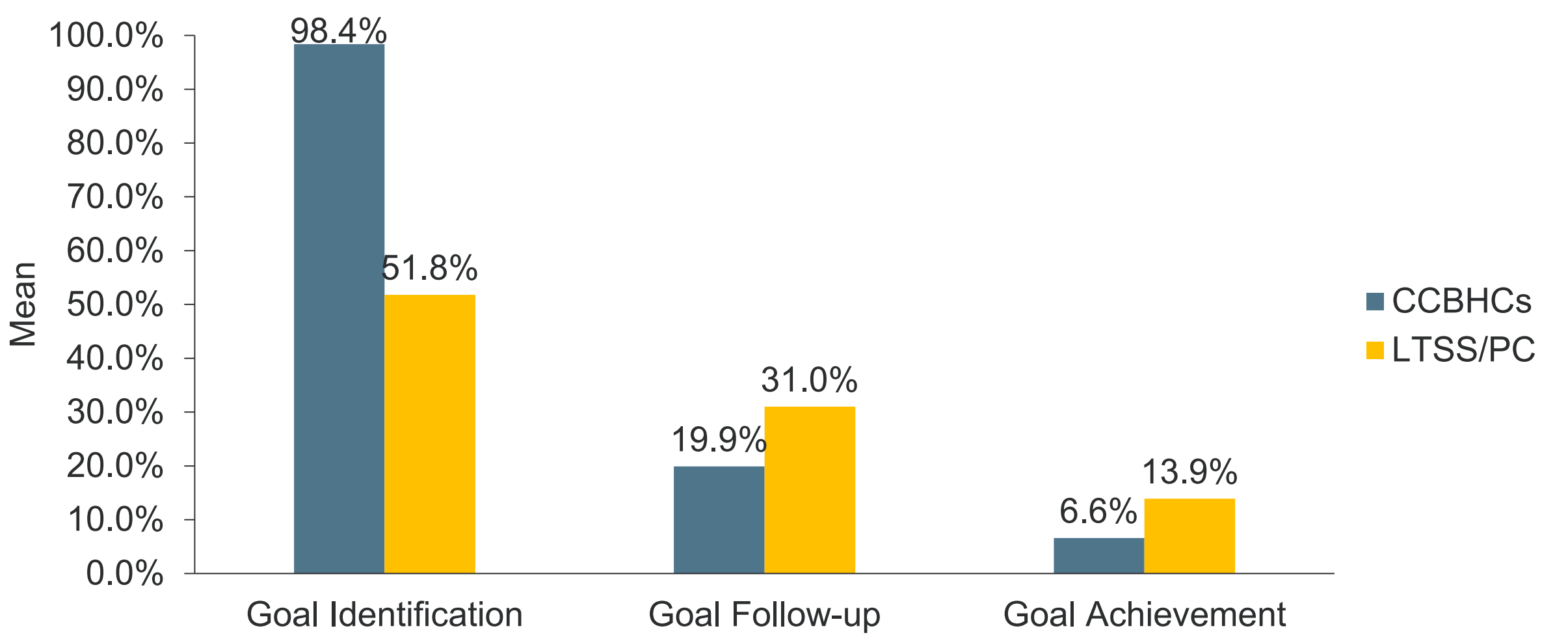
## Implications for Policy

### Tailoring interventions to the specific needs of the populations



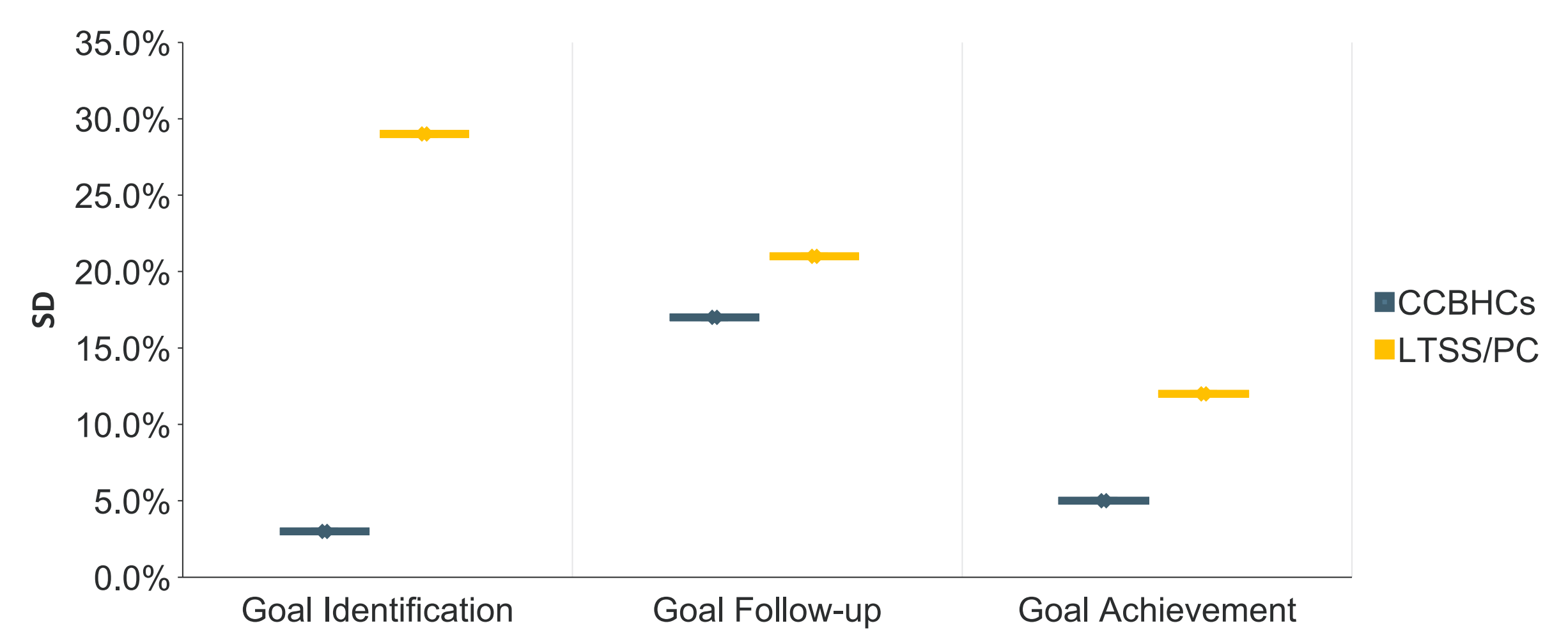
**Performance:** CCBHCs had nearly universal goal identification (98.4%) but lower follow-up (19.9%) and goal achievement (6.6%) compared to LTSS/PC (31.0% and 13.9%, respectively).

**Chart 1:** Performance Comparison by Setting (mean)



LTSS/PC showed more variability in site-level performance and were more affected by language, race, and ethnicity, with barriers differing between settings.

**Chart 2:** Performance Comparison by Setting (standard deviation)



## Conclusion

CCBHCs and LTSS/PC showed distinct differences in performance outcomes. CCBHCs performed consistently in goal identification but struggled with follow-up, while LTSS/PC achieved better follow-up and goal achievement despite greater challenges in goal setting. This aligns with the feedback on implementation barriers and highlights the potential influence of demographic and contextual factors on outcomes.

## References

Giovannetti ER, Clair CA, Jennings LA, et al. Standardised approach to measuring goal-based outcomes among older disabled adults: results from a multisite pilot. *BMJ Qual Saf*. Published online October 9, 2020. doi:10.1136/bmjqs-2019-010742

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