



Ohio Behavioral Healthcare Provider Network  
**Balanced Scorecard - Updated Monthly**  
 01/01/2024 - 12/31/2025  
 Last Updated: DRAFT

Parking Lot (P)	Meeting Target (3)
Slightly Behind Target (2)	Significantly Behind Target (1)

Perspectives	Strategic Objectives	Key Performance Indicators	Targets	Update	Status	Metric Calculation	
<b>Financial</b> Increase our collective members' and our Network's revenue through defining and implementing desired state for APMs and aligned fee-based programs	F1 – Develop APM Roadmap	F1 - VBR Agreements	F1 - 3+ HLAN Level 3a+	F1 - ACOH in process. Optum and Humanna PCP are 3a.	●	3	Count contracts in effect at end of MY
	F3 - Supplemental Programs Offerings	F3 - Revenue + Savings	F3 - 2+ fee based programs	F3 – Phase II providers onboarding	●	2	Count contracts in effect at end of MY
<b>Customer</b> Ensure that each of our members, and the Network, have the programs, structures and resources to be accountable for whole-person health (Behavioral, Physical, Relational)	C1 - Network-wide whole-person care model	C1 -All Members have an operational model for (direct/partnership) whole person care	C1 - Published standards and process for attestation by Q2 2025	C1 – Mentor/Mentee list is being prepared to post on the OBHPN website.	●	2	Attestations are on file and members are in compliance.
	C2 – Network-wide contracting model to support whole-person care	C2 - Ensure all current and future contract structures supports payment for physical health	C2 -Integrated care contracting for > 75% of MCP agreements	C2 – all current agreements provide reimbursement for integrated care, except Optum/UHC which must remain separate. However, OBHPN does have avenue and support to implement direct Med/Surg agreements with UHC on behalf of members.	●	3	Count eligible integrated care agreements.
	C3 – Identify and execute on 3+ targeted QI priorities (whole-person)	C3 - 3 Integrated Care HEDIS Metrics	C3 - Top Quartile+	C3 – On target	●	2	Calculated via Quality Committee report.

Perspectives	Strategic Objectives	Key Performance Indicators	Targets	Update	Status	Metric Calculation
<b>Internal Process</b> Establish shared data and analytics capacity through ongoing support, management and maintenance for our EDW.	I1 – Impelemt Network-wide shared Enterprised Data Warehouse (EDW)	I1 - Create and implement the EDW (RFP Q3 2023) and ensure functionality through reporting and user accessibility.	I1 - Completed UAT testing and implementation deployed at all member facilities.	I1 - Paused due to EOM.	P	Manual reporting.
	I2 – EDW Resource Roadmap	I2 - Define the EDW fiscal and resource roadmap for ongoing support by Q3 2024	I2 - Publish roadmap to support EDW sustainability.	I2 – Paused due to EOM	P	Published EDW Sustainability Document.
	I3 - Establish EDW Governance Committee	I3 - Establish by Q4 2024, and execute an EDW analytics/use case governance processes and committee for QI and revenue/contract management by Q1 2025.	I3 - EDW Data Governance Committee is established, with Charter and roles defined.	I3 – Paused due to EOM	P	Charter and Roles
<b>Learning &amp; Growth</b> Implement an enhanced legal/operating model to support new payments and positon Network as the market leader through regulatory participation and innovate partnerships.	L1 - Enhanced OBHPN Operating Model (EOM) selected.	L1 - Develop understanding of enhanced op model, and needed supports and resources by Q3 2024.	L1 - Board and Membership approval of chosen model by Q3 2024.	L1 – In process.	● 3	Board and Membership approval.
	L2 - Organizational support of EOM.	L2 - Align member participation with EOM.	L2 - Members attest annually to compliance with standards.	L2 – Dependent upon L2	P	Manually compiled.
	L3 - Continued Network engagement and leadership.	L3 - Engage in strategic partnerships & regulatory development	L3 - >2 partnerships and >1 regulatory initiative is driven by network leadership	L3 – In process. Jonas Thom is leading efforts on collaborative engagement state-wide.	● 3	Manually compiled.