

Annual Provider Root Cause Analysis Survey on OMHSAS-Required Performance Measures

The Quality Improvement (QI) Team at CBH is responsible for developing a quality improvement strategy to identify and address systemic issues that lead to performance gaps. Provider participation in identifying reasons for performance gaps and suggesting improvements is essential to enhancing quality healthcare across the CBH provider network related to these performance measures. The QI team will use survey responses to identify new or update existing systems, providers, or member interventions to improve each performance measure.

CBH is streamlining the provider root cause analysis survey into an annual process, replacing previous surveys requested throughout the year for various measures. This may mean there are more survey questions than in previous surveys. For efficiency, providers will be asked to identify the levels of care for which they are responding, and only questions relevant to those levels of care will be available for them to answer. Providers may choose to meet internally to discuss the questions and respond as one organization, or providers may choose to respond individually. More than one response per provider is acceptable.

All providers are invited to respond to this [root cause analysis survey](#), which will be available from October 30, 2025, to November 14, 2025. Providers with questions about this survey may contact CBH.PIP@phila.gov. A [PDF of this survey is included here](#), allowing providers to review it in advance.