



Report to the Operations
Sub-Committee
August 24, 2007

Network Status, Management and Development

Prescribing & Non-Prescribing Practitioners

January 2006 – June 2007

Beginning of Quarter	Initial CMAP Download	Added	Deleted	Current Status
Psychiatrists – 20/26	862	47	21	888
Psychiatric APRN – 23/26	210	48	9	249
Psychologist – 81/92	589	78	29	638
Social Workers – 81/9A	358	377	9	726
Marriage/Family Therapist – 81/9B	139	141	3	277
Alcohol/Drug Counselors – 81/9D	30	28	1	57
Totals	2,188	709	72	2,835

Provider Profiling

- CT BHP Senior Leadership, System Managers and Quality Department staff will outreach to providers over the next few months to:
 - Engage them in discussion on the topic of Provider Profiling
 - Elicit their input for the design of a Provider Profiling Program Initiative
 - Share how utilization and quality management data informs Provider Profiling

Local Area Development Plans

- Mid year review complete and submitted
- Themes remain consistent
- Discussion with DCF and local collaboratives and stakeholders regarding focus for year two
- Consensus: focus on Service Capacity Development and Quality and Access
- Enables available resources to be focused on key priorities of the Partnership

Clinical Operations

Efficiency Endeavors

- Pre-cert average call time: 18 minutes
- CCR average call time: 17 minutes
- Preparing web registration for additional usage:
 - CCR for meth maintenance, FST, etc.
- Reviewing average LOS to determine if adjustments to initial auth parameters may be indicated
- Evaluating opportunities for retro-review

ICM Program

- Recent staff hires now training internally prior to deployment
- Solidify training, decrease turnover
- Unduplicated cases 4/1/07-6/30/07: **683**
- Year to date total: **1090**
- Does not capture short term ED ICM cases

DCF Local Area Office	Serving Towns	CCM Team	Peer/ Family Specialist	Systems Manager	ICM
Bridgeport	Bridgeport, Easton, Fairfield, Monroe, Stratford, Trumbull	WEST	Victoria Cronin	Yadirah Haddock	Heidi Pugliese to cover
Norwalk	Norwalk, Weston, Westport and Wilton	WEST	Barbara Sheldon	Steven Paymer	Carol Berran Whitman
Stamford	Darien, Greenwich, New Canaan, and Stamford	WEST	Barbara Sheldon	Steven Paymer	Carol Berran Whitman
Meriden	Meriden and Wallingford	WEST	Zelphia Hunter	Allyson Nadeau	Erica Monts to cover
Middletown	Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Guilford, Haddam, Higganum, Killingworth, Lyme, Middlefield, Middletown, Old Lyme, Old Saybrook, Portland and Westbrook	EAST	Zelphia Hunter	Allyson Nadeau	Erica Monts to cover
Manchester	Andover, Bolton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Glastonbury, Granby, Hebron, Manchester, Marlborough, Somers, South Windsor, Stafford, Suffield, Tolland, Vernon, Windsor Locks	EAST	Robin Parisi	Doreen Marshall	Mike Asinias
New Britain	Avon, Berlin, Bristol, Burlington, Canton, Farmington, New Britain, Newington, Plainville, Plymouth/Terryville, Rocky Hill, Simsbury, Southington, Wethersfield	EAST	Roberta Parisi	Doreen Marshall	Mike Asinias
Danbury	Bethel, Bridgewater, Brookfield, Danbury, New Fairfield, New Milford, Newtown, Redding, Ridgefield and Sherman	WEST	Brenda Wilcox	Steven Paymer	Laura Dodge to cover Carol Berran Whitman
Torrington	Barkhamsted, Bethlehem, Canaan, Colebrook, Cornwall, Goshen, Hartland, Harwinton, Kent , Litchfield, Morris, New Hartford, Norfolk, North Canaan, Roxbury, Salisbury, Sharon, Thomaston, Torrington, Warren, Washington, Watertown, Winchester,	WEST	Brenda Wilcox	Barbara Stein	Laura Dodge to cover.
Waterbury	Beacon Falls, Cheshire, Middlebury, Naugatuck, Oxford, Prospect, Southbury, Waterbury, Wolcott and Woodbury	WEST	Brenda Wilcox	Barbara Stein	Laura Dodge to cover
Hartford	Bloomfield, Hartford, West Hartford and Windsor	EAST	Barbara Sheldon to cover.	Sarah Becker	Erica Monts.
New Haven (Greater)	Ansonia, Bethany, Branford, Derby, E. Haven, Hamden, Madison, Milford, N. Branford, North Haven, Northford, Orange, Seymour, Shelton, West Haven and Woodbridge	WEST	Tennile Gibbs	TBD	Heidi Pugliese
New Haven (Metro)	New Haven	WEST	Tennile Gibbs	TBD	Heidi Pugliese
Willimantic (between Windham, Mansfield, & Columbia)	Ashford, Brooklyn, Canterbury, Chaplin, Columbia, Coventry, Eastford, Hampton, Killingly, Mansfield, Plainfield, Pomfret, Putnam, Scotland, Sterling, Storrs, Thompson, Union, Willington, Windham and Woodstock	EAST	Barbara Sheldon to cover	Jeanne Marshall	Heather Warner
Norwich	Bozrah, Colchester, E. Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Montville, New London, N.Stonington, Norwich, Preston, Salem, Sprague, Stonington, Voluntown and Waterford	EAST	Barbara Sheldon to cover	Jeanne Marshall	Heather Warner
RIVERVIEW		RCT			Mike Asinas
OOS FACILITIES		EAST			
MCO	ALL	MCO	Robin Parisi		Alex Nadeau
RCT		RCT			

Family/Peer Specialist Activity

Peer Support Unit

- Peer and Family Peer Specialists attended 31 community meetings, examples include:
 - **Home Visits with Member**
 - **DCF Meetings with Members/Families**
 - **Discharge Planning or Treatment Team**
 - **Meetings with Family and Providers**
 - **Community Collaboratives, Area Advisory**
 - **Councils, and MSS Meetings**
 - **Local Area Development Plans Workgroups**
 - **Community Outreach Meetings**
 - **Trainings and Conferences**
- 197 Consultations in July 2007
- 614 unduplicated members served from 6/30/06-7/1/07

CT BHP Peer Specialists at the “Cutting Edge”

After attending the NAMI National Conference in June 2007 and the First Annual National Association of Peer/Family Specialists in August 2007, it has become clear that in less than two years the CT BHP Peer/Family Specialists are “cutting edge” in the field.

CT BHP Peer/Family Specialists:

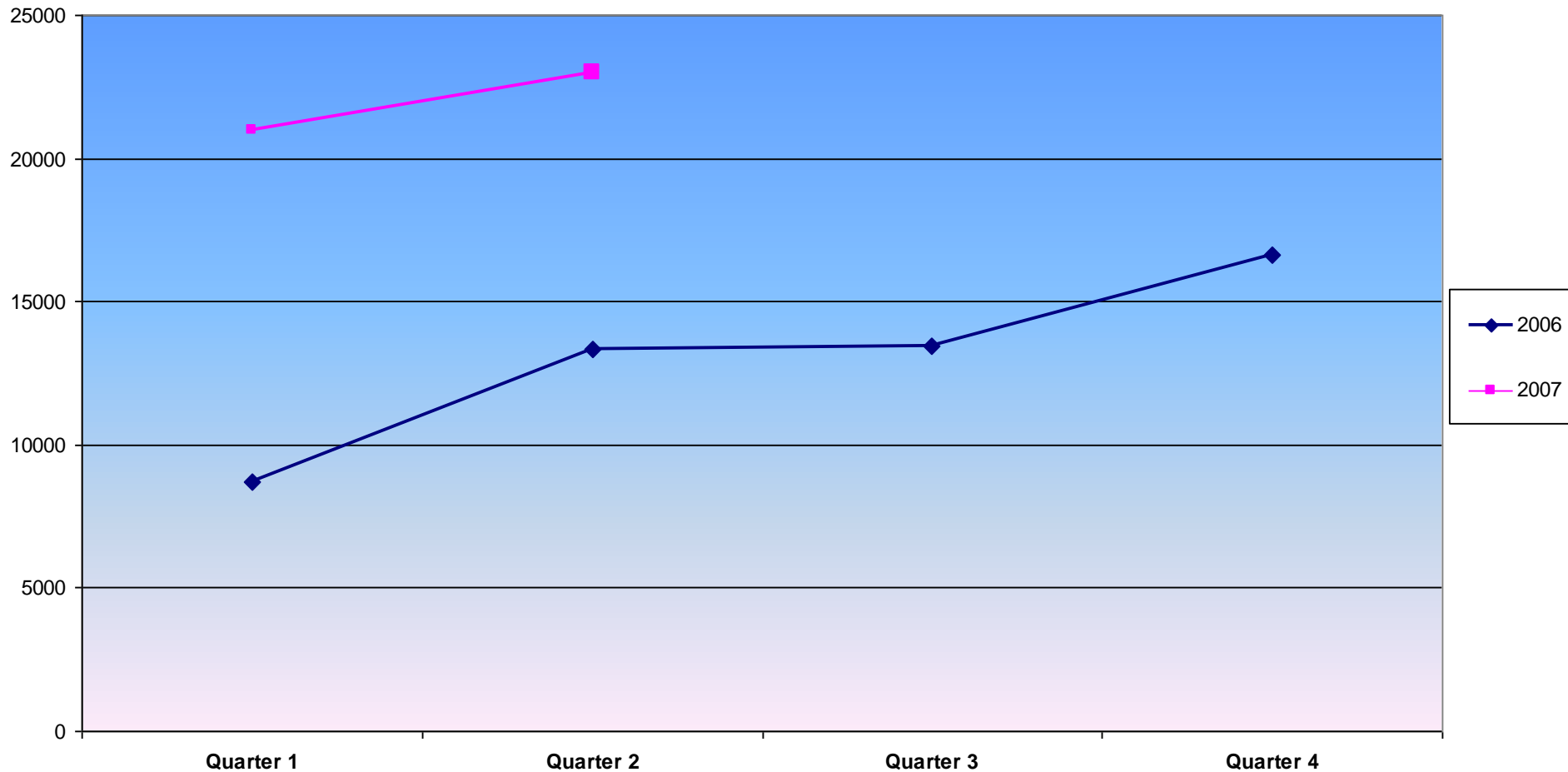
- Work directly with members/families either on the phone or face to face.
- Represent and support members/families at the behavioral health Managed Care Organization.
- Are contacted by hospital emergency room staff to support the member/family and then participate at meetings regarding the member.
- Are members of the team co-managing members' care and participate in the monthly Managed Care Organization meetings.
- Participate in treatment and discharge planning meetings with DCF, facilities and providers
- Participate in clinical rounds at CT BHP.
- Participate at Residential Care Team Pre-Rounds and Rounds.
- Outreach to the community and provide education to members/families, providers and others in the community .

Call Center Activity

CT BHP CALL CENTER

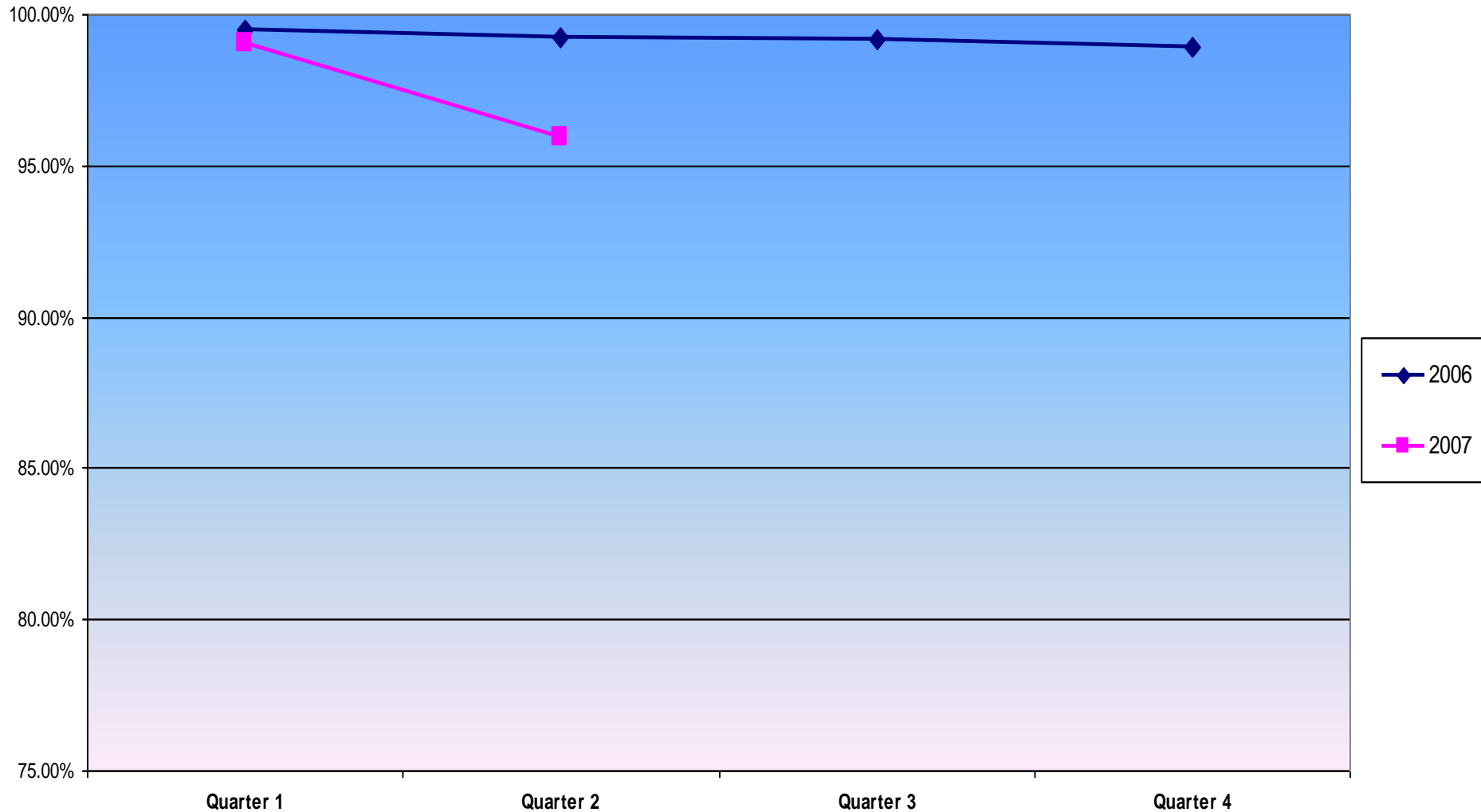
TOTAL NUMBER OF CALLS

2006 AND 2007



CT BHP CALL CENTER

CALLS ANSWERED IN <30 SECONDS



Quality Management Operations

2007 Provider Satisfaction Survey

Performance Target for 2006 and 2007

- 100 Individual /100 Facility Providers
- Conducted by third party vendor

5 Domains:

- Provider Relations/ Call Management
- Clinical Management
- Authorization information
- Denials/Appeals processes
- Complaints processes

Being fielded now; results expected in November

Center for Health Care Strategies

Foster Care Project

- Goal is to improve the rate of identification and treatment of foster children with behavioral health issues
- Two Local Area offices participating: Bridgeport and Waterbury
- 3 measures proposed:
 - Rate of identification of behavioral health needs resulting from Multidisciplinary Exam (MDE)
 - Rate of referral to behavioral health treatment in Treatment Planning meeting post-MDE
 - Rate of visit occurring within 90 days of referral
- File review and claims data will be used
- DCF IRB review underway

Performance Targets 2007

- 1) Data Management (Authorization and Payment)
- 2) Provider Satisfaction
- 3) Member Satisfaction
- 4) Improving Outcomes for Foster Care Children who disrupt from Placements
- 5) Improving Ambulatory Follow-up within 30 Days of Inpatient Discharge

Performance Targets 2007

6) Reducing Discharge Delay

Focus on reducing discharge delay for in-patient treatment

- Improve accuracy of identifying when DD begins via rounds, training, audits
- Implementation of ECCs to decrease waits for community services
- Development of Treatment Improvement Series for Discharge Planning
 - Based on input from Focus Groups including stakeholders and Literature Review
 - Statewide presentations to occur in Q4 07

Performance Targets 2007

- 7) Intensive Case Management; Case Load
- 8) Improving Clinical Documentation

Quality of Care

- Initiative Quality of Care Committee
- Structure in place to evaluate quality of care concerns
 - Site visits
 - Chart audits
 - Creation of Performance Improvement Plans
 - Follow up

Referral Connect Demo