



Report to the Operations
Sub-Committee
October 19, 2007

Clinical Operations

Efficiency Endeavors

IOP/EDT Authorization Update

- Adjustment to authorization timelines Implemented October 1, 2007
 - EDT up to 120 days (4 months) for Initial Authorization
 - Concurrent Review up to additional 60 days
 - (1 -2 months) when clinically appropriate
 - IOP up to 4 weeks (1 month) for Initial Authorization
 - Concurrent Review up to additional 2 week intervals when clinically appropriate
 - Provider specific decisions may be made regarding length of auths in the event there are quality of care concerns

Efficiency Endeavors Cont'd.

- Pre-cert average call time: 22 minutes
- Concurrent Review average call time: 34 minutes
- Training of new staff impacting length of time as well as documentation standards post Mercer review
- Another round of AIS modifications to streamline in the works
- Round 2 testing initiated for CCR within the web registration system – anticipate availability mid-November
- 3 Clinical Care Managers hired with start dates in early October
- Review of additional authorization guidelines for adjustment and/or inclusion in web registration

ICM Program

- New ICM Director: Cheryl Sims – Coleman has started at CT BHP
- 3 additional Clinical Care Managers hired in September - once training is complete, will assume ICM work
- Training program for clinical staff has been further formalized to enhance the experience and preparedness of staff prior to external activities

CCMC ED Plan for Autumn Volume

- On call coverage began September 24, 2007 as increase in ED visits has begun
- Clinicians available 24 hours for assistance to ED
- Consultation on site 7 days a week
- Peer/Family Specialist consultation for family support
- Emphasis on EMPS inclusion and collaboration
- Emphasis on diversion from inpatient units utilizing community based services and supports
- Maintaining support of *all* Emergency Departments for assistance with disposition
- Enhanced reporting in development
- CAREs go-live October 15, 2007

Systems Management Operations

System Managers

Year One LADPs

- Final Reports for all LADPs were submitted on September 25, 2007
- The Departments have reviewed compliance binders for all 15 LADPs
- Currently Awaiting feedback
- Executive summary of program development and expansion needs is being developed

System Management, con't.d

Year Two LADPs

- Meetings between CT BHP and Local Office Area Directors have begun to receive additional input for the LADPs and the role of the System Managers

Provider Profiling (Analysis)

- Met with the CHA to review initial thoughts and garner feedback on 9/28/2007
- CT BHP hosted a meeting on 10/16/07 with PRTF providers and shared LOS information
- Next steps: meet with inpatient focus group, hire Director

Quality Management Operations

Quality Improvement Activity: Follow-Up Care within 30 Days of Inpatient Discharge – Status Review

Goal: Improve the ambulatory follow-up rate of members discharged from inpatient and PRTF Interventions:

- Informational packet mailed to every member/family within 24-48 hours of admission includes:
 - Cover letter describing importance of ambulatory follow-up
 - Pamphlet with tips for arranging ambulatory follow-up and how to prepare for those visits
 - Information about the Peer Support Program

Improving Ambulatory Follow-up Cont'd

- Increased focus on Discharge Planning during inpatient stay
 - Case Managers obtaining information about discharge plan at each review
 - Treating outpatient providers are contacted to determine if member attended follow-up treatment
- Best Practices in Discharge Planning Seminars to be held with high volume child/adolescent inpatient facilities in November - December

Peer and Family Support

Peer Support Unit

Peer and Family Peer Specialists attended
42 community meetings

Examples of types of meetings attended include:

- Home Visits with Members
- Child Specific Team, Discharge Planning or Treatment Team Meetings with Families who have members in the hospital
- Community Collaboratives, Area Advisory Councils, and MSS Meetings
- Community Meetings and Trainings/Conferences
- Local Area Development Plan Workgroups

Peer Support Unit, con't.d

- Actively interviewing for Manager and open staff positions
- 140 consultations occurred with members or their families
- Manager and CEO presented at the NY Recovery and Rehabilitation conference in early October
- The unit coordinated Mental Health Awareness activities in the Service Center and in the Community
 - “unmasking the face of mental illness”

Outreach Activities for Peer Unit

- Area Advisory Committees
- Community Collaborative Monthly and Sub-Committee Meetings
- CT BHP Consumer and Family Advisory Sub-Committee
- CT Community for Addiction Recovery (CCAR) Walk Sponsor and Vendor Table
- CT Health Foundation's Juvenile Justice Grant Meeting
- CT Parent Power Meeting
- Parent Forum in Bridgeport
- CT BHP Presentation at Middletown Ministerial Alliance Meeting
- Local Area Development Plan Workgroups
- Mental Health and Engaging the Latino Population Training
- Riverview Advisory Committee
- Youth Suicide Advisory Board (YSAB) Meeting

Examples of Referrals Given by Peer Unit

- AFCAMP
- Alcoholics Anonymous
- Autism Spectrum Resource Center
- AWAKE (Alert, Well & Keeping Energetic)
- Behavioral Management
- Better Breathers Club
- Birthright
- Blue Care Family Plan
- Care 4 Kids
- Careerbuilder.com
- CCAR
- CCMC Teen Cancer Support Group
- Celebrate Recovery
- Coordinated Transportation Solutions
- CT Job Bank
- DCF Voluntary Services
- DMHAS
- DSS New Britain Office
- DSS Waterbury Office
- East Hartford Community Center
- Emergency Mobile Psychiatric Services (EMPS)
- Families United for Children's Mental Health
- FAVOR
- Helping Hands Support Group
- Home Depot
- Homelessness in CT
- Hope Line
- HUSKY
- 211 Info line
- 211 Childcare
- Logisticare
- Montano Assistive Technology Center
- Narcotics Anonymous
- New Britain Housing
- Nutmeg Big Brothers Big Sisters
- Plymouth Board of Education
- Prader Willi Web Site
- Salvation Army
- Spanish Speaking Center
- Special Care Breath Takers
- Support Group for People with Type 2 Diabetes- Hospital Central CT
- Systems of Care - Care Coordination/Collaborative
- Together We Shine Support Group
- Tri-County Support Network for Families Raising Children with Bipolar –The Connecticut Group
- Waterbury Housing Authority
- WIC
- YWCA- Hartford

Customer and Provider Relations

CT BHP Community Meetings

Enhanced Care Clinics

Dates

Locations*

October 16, 2007	Winsted:	Northwestern CT. Comm. College
October 23, 2007	Hartford:	The Village for Families & Children
October 30, 2007	Danielson:	Quinnebaug Valley Comm. College
November 1, 2007	Waterbury:	Timexpo Museum
November 6, 2007	Meriden:	Augusta Curtis Cultural Center
November 12, 2007	Bridgeport:	Child Guidance of Bridgeport
November 13, 2007	New Haven:	Hill Regional Career High School

**** All meetings will be held from 6:30 p.m. – 8:30 p.m. ****

TOTAL NUMBER OF CALLS

2007

