



Report to the Operations
Sub-Committee
February 15, 2008

Clinical Efficiency Endeavors

- Pre-cert average call time: 16 minutes *(improvement from 17.5 minutes in December, 2007)*
- Concurrent Review average call time: 12.5 minutes *(improvement from 13.5 minutes in December, 2007)*
- Clinical Care Managers fully staffed
- Adjustments to authorization timelines for other services (i.e. IOP, EDT) are under review

ICM Program

- Continuing to hire and train Intensive Care Managers
- Present staff is at 12 ICM Clinicians – all have identified Area Office assignments
- Training program well under way and several clinicians have begun attending facility based rounds
- ICM Director: Cheryl Sims – Coleman has been introducing herself and her new staff to our DCF Area Office staff as well as MSS meetings
- Majority of ICM clinicians already hired will be back out to areas in February

CCMC ED Plan

- CAREs Unit fully operational
- Average LOS < 3 days – successful impact on CCMC ED
- Web registration of CAREs services targeted for 3/1/08
- CT BHP Clinicians available 24 hours for assistance to ED
- Consultation on site (CCMC) 7 days a week
- Peer/Family Specialist consultation for family support
- Cont'd emphasis on EMPS inclusion and collaboration
- Cont'd emphasis on diversion from inpatient units utilizing community based services and supports

ED Update, cont'd

- 402 Members were reported as Discharge Delay in EDs in 2007
- Total Days in ED = 956 days
- ALOS in ED in 2007 was 2.39 days (does not include CAREs Unit stays)
- In Nov., 2007, 24 CARES cases were identified, 14 DCF and 10 Non DCF.
- In Dec., 2007, 23 CARES cases were identified, 14 DCF and 9 Non DCF

Quality Management Operations

Provider Quality Improvement Initiatives

- Provider Analysis and Reporting (PARs)
 - Child/Adolescent inpatient programs
 - Psychiatric Residential Treatment Facilities
 - Adult Inpatient programs
 - Enhanced Care Clinics
- Process to date
 - Initial focus: Child/Adolescent Inpt. Programs
 - Meeting with sub-group of inpt. providers to develop and finalize methodology

Provider Quality Improvement Initiatives, cont'd

- Process to date, cont'd
 - Final draft of Inpt. methodology complete, under review by the sub-group
 - Service Center transformation initiated to support initiative (see System's slides)
 - Staff training underway

Provider Quality Improvement Initiatives, cont'd

- Initial data on ECC performance under internal review/audit
- Facility Based QI initiatives
 - Currently working with two facilities
 - Identified opportunities for improvement through incident reporting, on-site presence and stakeholder feedback
 - Development of Quality Improvement Plans with defined roles to impact quality/service

System Management

A time of transformation

A Time of Transformation

- Contract changes made in 2008 to ensure resources at VO are in alignment with service center and state agency priorities
- System Management department resources realigned/transformed:
 - 6 Managers, Network Improvement Initiatives
 - 2 Clinicians
 - Leadership position eliminated

Transformation, cont'd

- Peer Department to report to Clinical Operations
- 2 new Clinical positions to report to Clinical Operations
- Manager, Network Improvement Initiatives will report to Quality Department
- Some changes already made, remainder to be complete by February 29, 2008

Transformation, cont'd

- LADPs – discussions underway throughout second half of 2007 to focus increasingly on service capacity and quality and access
- Organizational changes reflect the focus on the above
- LADP goals will continue as appropriate given the above focus
- Managers will be assigned to specific Areas/Collaboratives and programs/facilities

Transformation, cont'd

- Geographic Teams
 - Reinvigorated, refined structure
 - Clear focus on discharge delay, system improvement and accountability
 - Sr. Management Sponsor, Team Lead, ICM, Network, Peer and other clinical staff
 - Ad hoc members: DCF Area and Central Staff

Peer Support and Family Specialists

Peer Support Unit

- **Peer and Family Peer Specialists attended 33 community meetings, examples include:**
 - Home Visits with Members
 - Child Specific Team, Discharge Planning or Treatment Team Meetings with Family and Providers
 - School PPT Meetings
 - Support Member/Family at Court
 - Community Collaboratives
 - Community Meetings
 - Conferences
 - MSS
 - Planning meetings for D.C.F. walk and NAMI Walk
 - 120 Consultations in January 2008
- **New Peer Support specialist started January 14,2008**

Examples of Referrals Given by Peer Unit

Care Coordination

- System of Care Community Collaboratives
- Access Community Workshop Planning

Family Organizations

- FAVOR
- North Star Parent Support Group
- Together We Shine Parent Support

Housing

- Rental Deposit-D.S.S
- Temporary Financial Assistance Program

Faith-Based Organizations

(for basic needs-food, clothing, and financial)

- Salvation Army

Recreation

- Montano Learning center
- Recreation Access and Development
- Torrington Youth Services
- Jewish Family services/ mentoring

Vocational Programs

- CT Job Works

Heating Programs

- New opportunities energy assistance
- North East Winter protection

Training

- Transitioning Youth to Adult Behavioral Health and Services
December 6, 2007

Legal Services

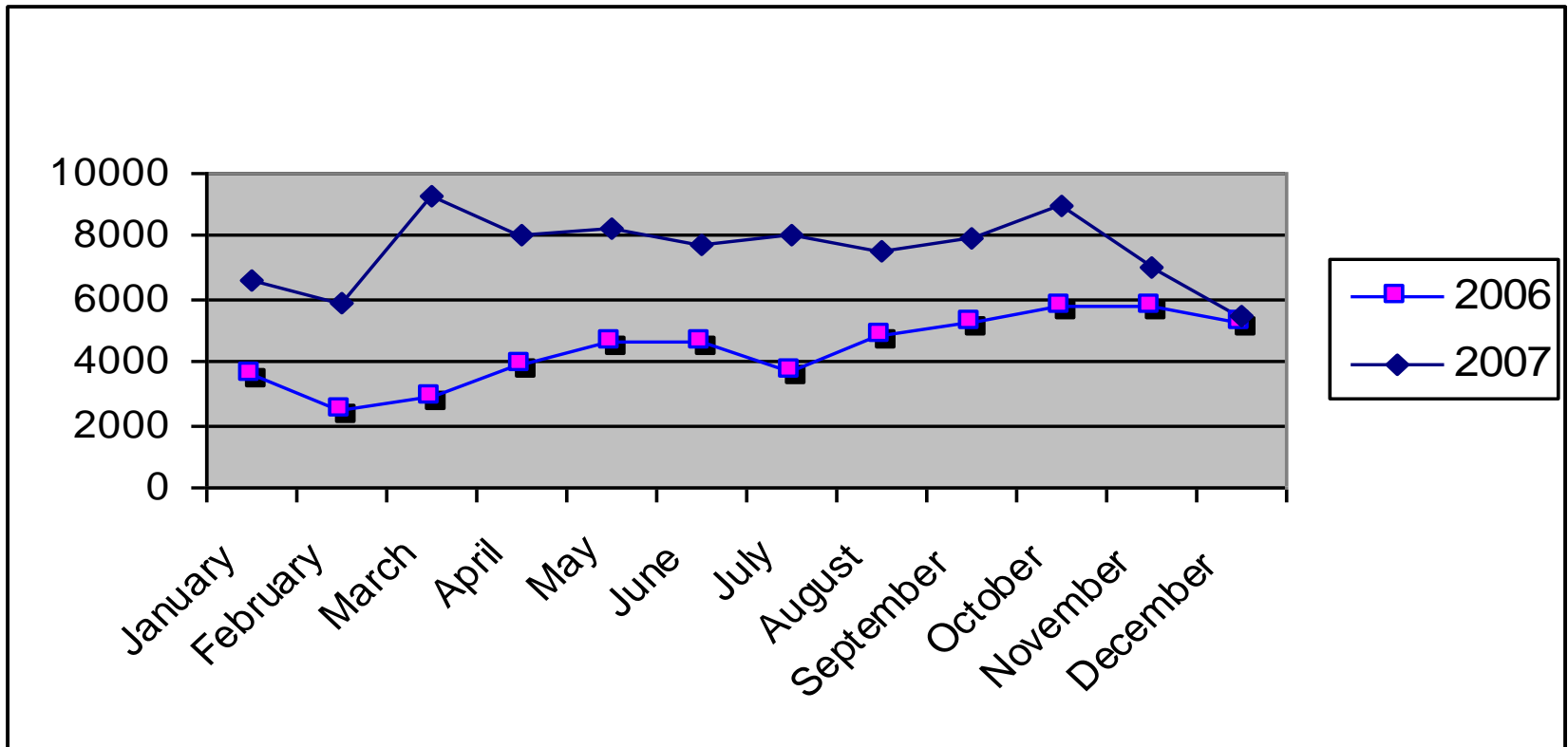
- CT Legal Aid
- Teen Legal Advocacy Clinic

Provider and Customer Relations

Provider Relations

- 2008 Provider Training Workshops
 - Spring through November 2008
 - Topics Include:
 - Web Registration/Re-registration
 - Medication Reconciliation
 - Focal Treatment Planning
 - PARS (Provider Analysis & Reporting)
 - Peer Support Program
- Rapid Response Team
 - Q4: Outreach to 105 providers (*61 MD; 25 PhD; 17 APRN; 2 DO*)
 - Q4: 1,639 recruitment letters to MD and PhD practitioners

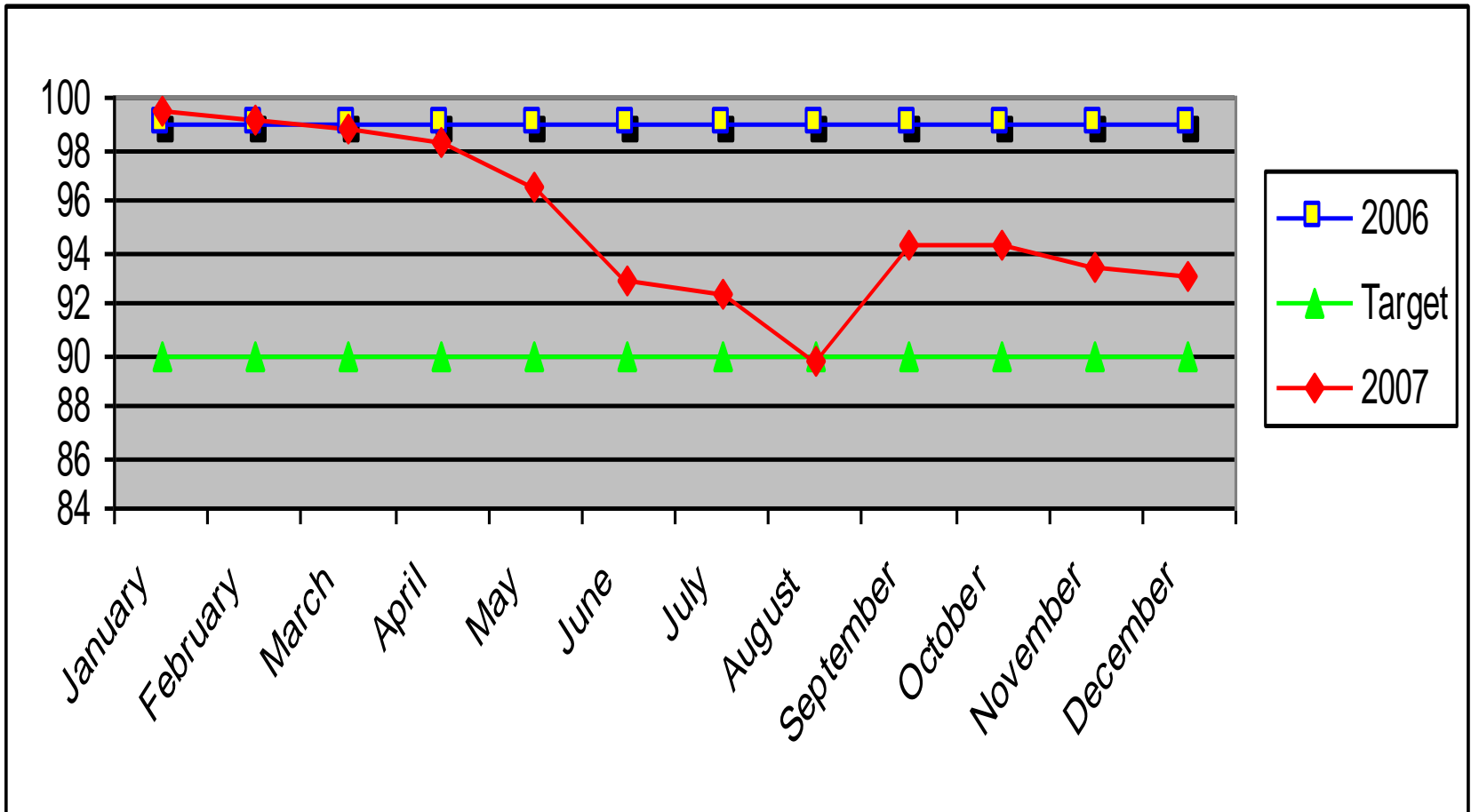
CT BHP Customer Service Call Volume Annual Results



CT BHP Call Center

% Answered in < 30 Seconds

Annual Results



interChange Implementation

- New claims system live January 25, 2008
- First claims cycle processed weekend of 2/9
- System down Sunday midnight
 - iC unavailable for eligibility determination
 - Workaround implemented Monday
 - System resumed Monday evening
- Claims issues have been identified and are being addressed
- Providers with issues should contact EDS Provider Assistance Center at 800.842.8440 (860.269.2028,local)
- If unable to reach EDS, providers may call DSS Provider Relations at 866.277.5321