



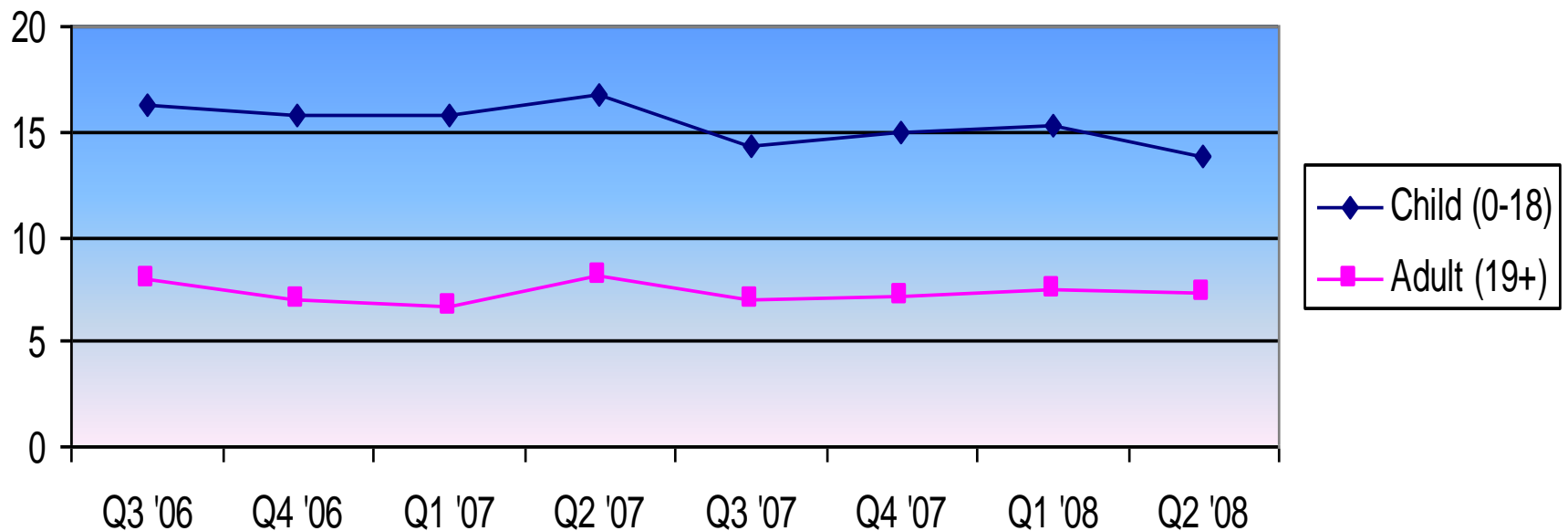
Report to the Operations
Sub-Committee
September 19, 2008

Clinical Operations

Clinical Efficiency Endeavors

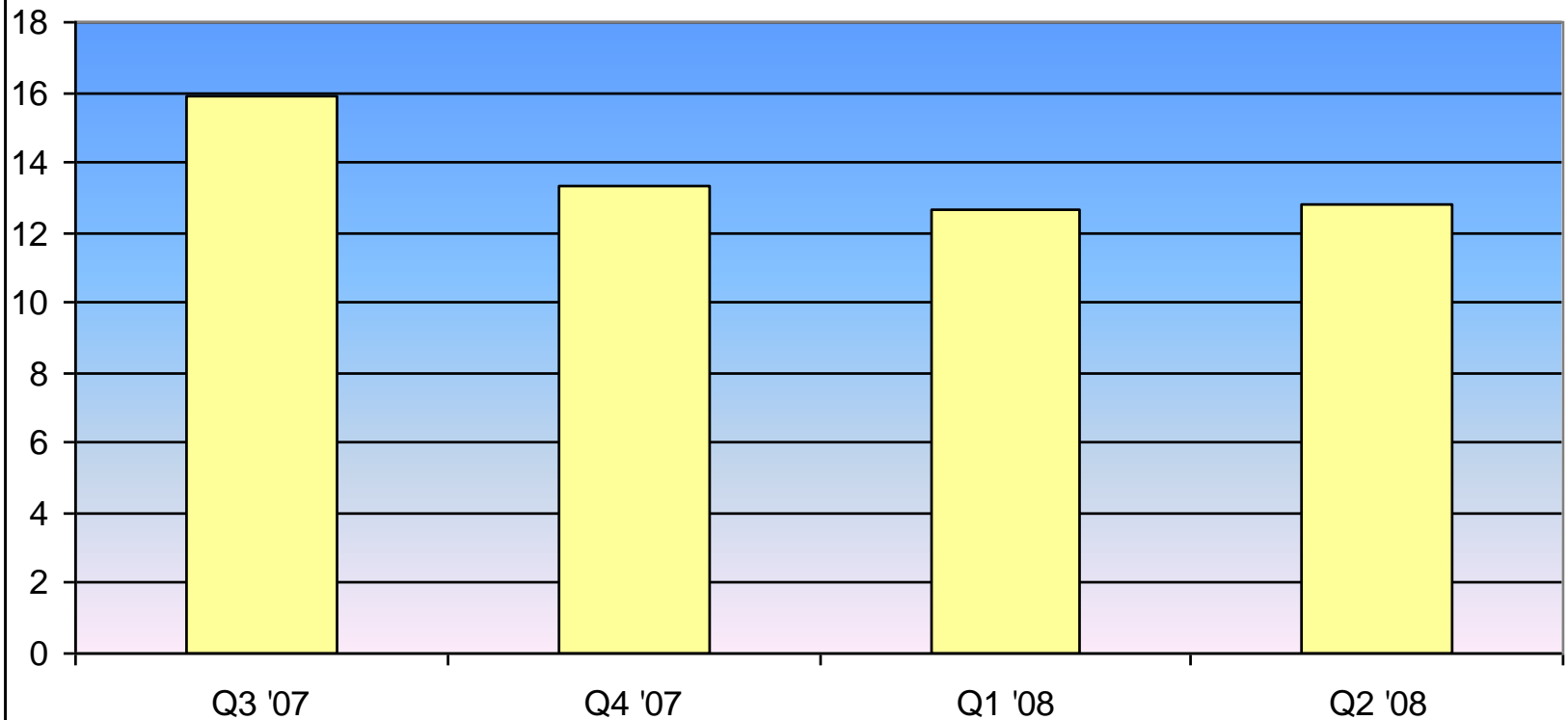
- Pre-cert average call time: 16 minutes
- Concurrent Review average call time: 15 minutes (*remains static since beginning of the year 2008*)
- On-site reviews for PRTF are now in progress
- On-site reviews for Residential programs have begun

Inpatient Psychiatric Days/1000 (Adult vs Child)



Includes: Adults 19+, Children 0-18, IPF only
Excludes: Riverview

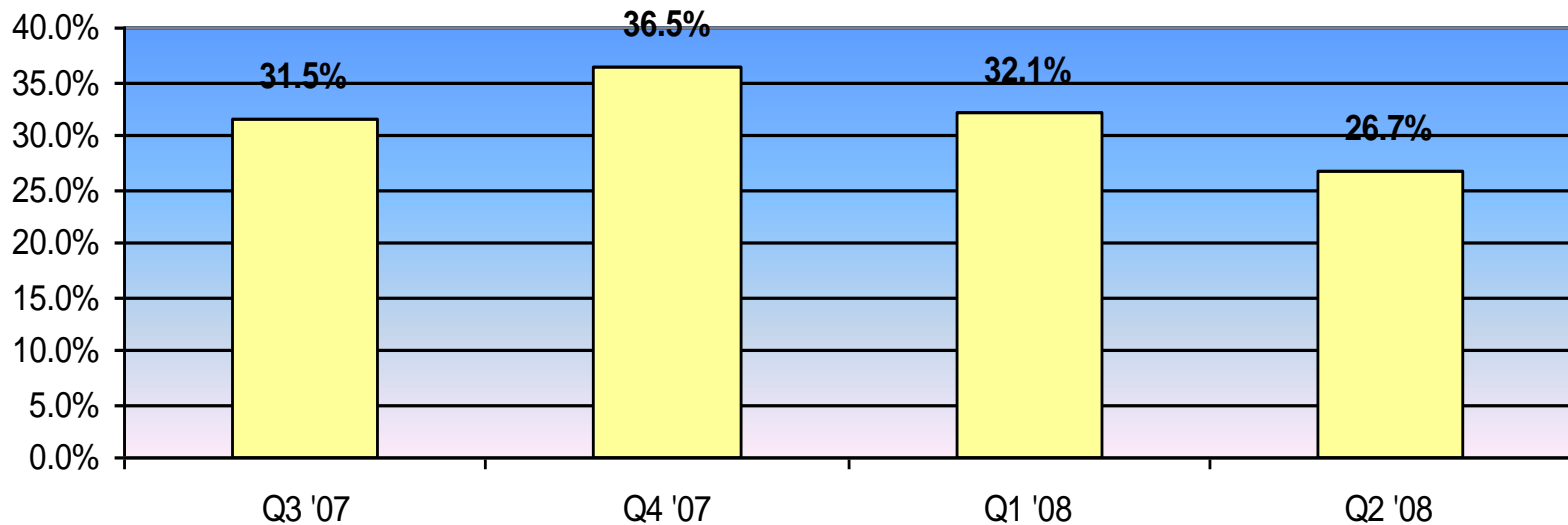
Average Acute Length of Stay



Includes: All child (0-18) IPF cases discharged within the quarter

Excludes: Riverview

Percent of Inpatient Days in Delay Status

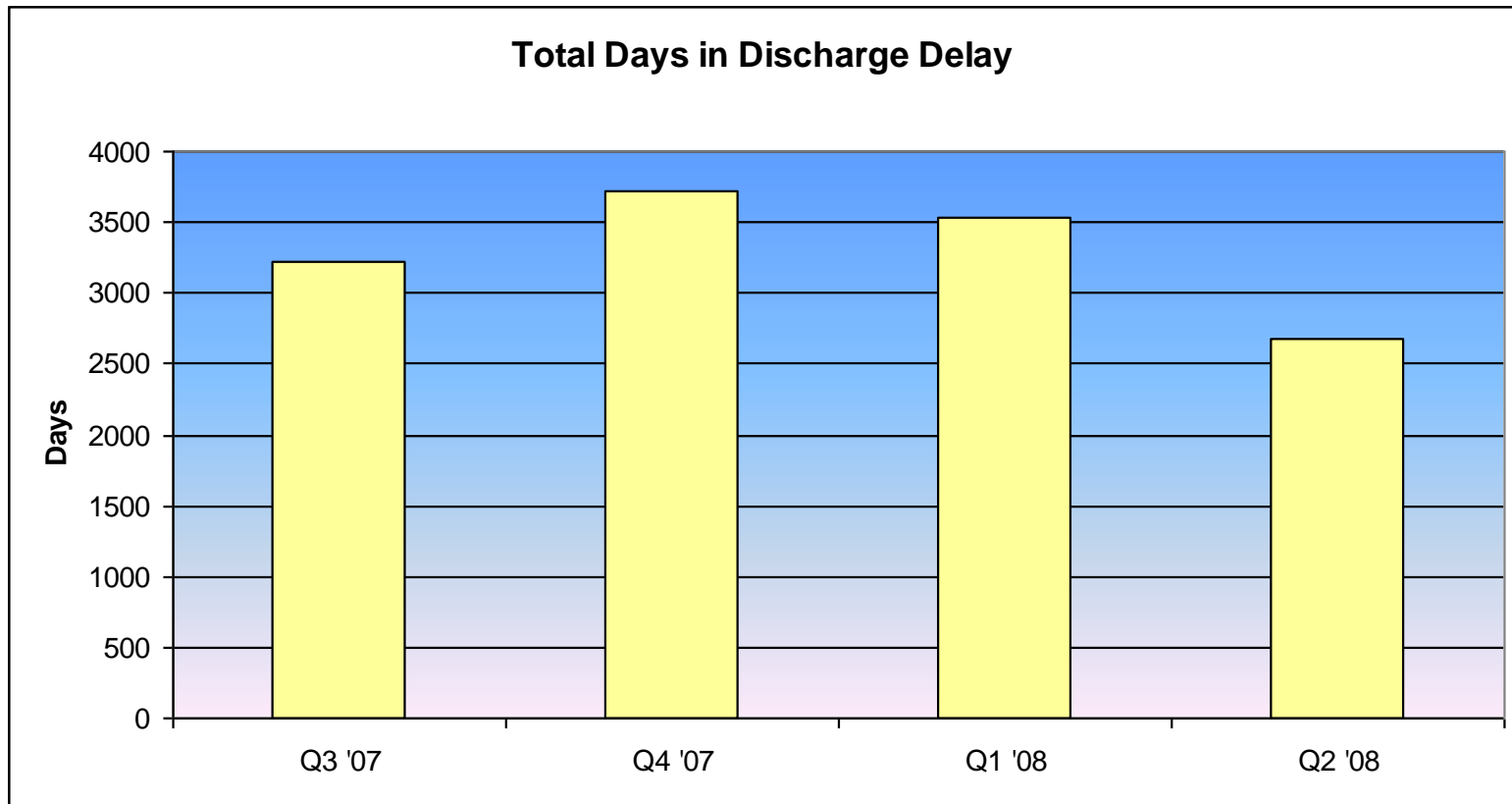


Includes: All cases discharged within the quarter or in care at the end of the quarter

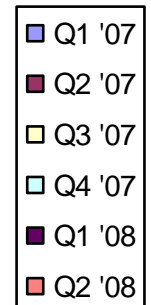
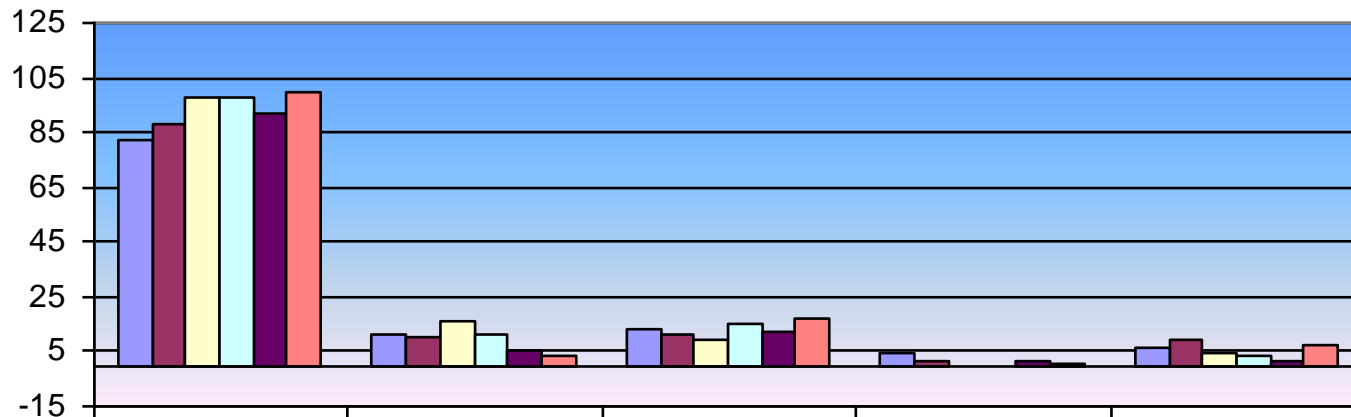
Excludes: Riverview

Inpatient Days in Discharge Delay

All Children/Adolescents



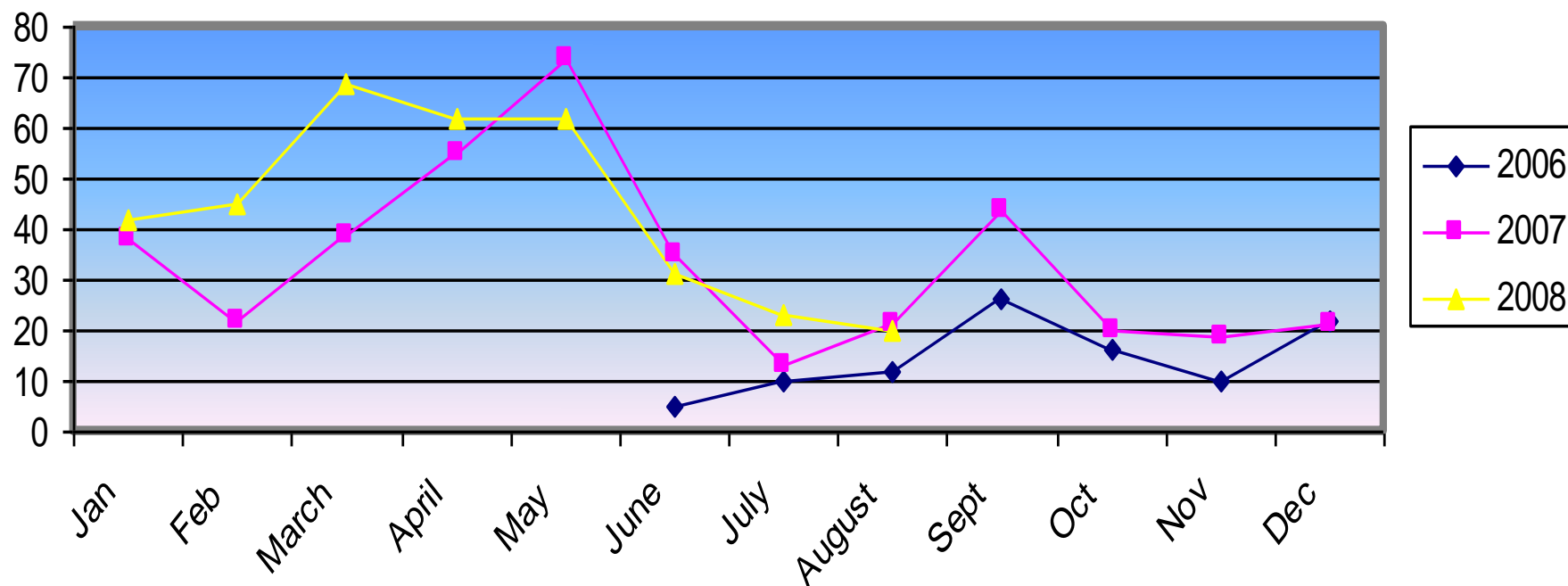
Inpatient Discharge Delay Reason Codes by Major Category Excluding Riverview



Includes: Discharges during the quarter or still in care at the end of the quarter

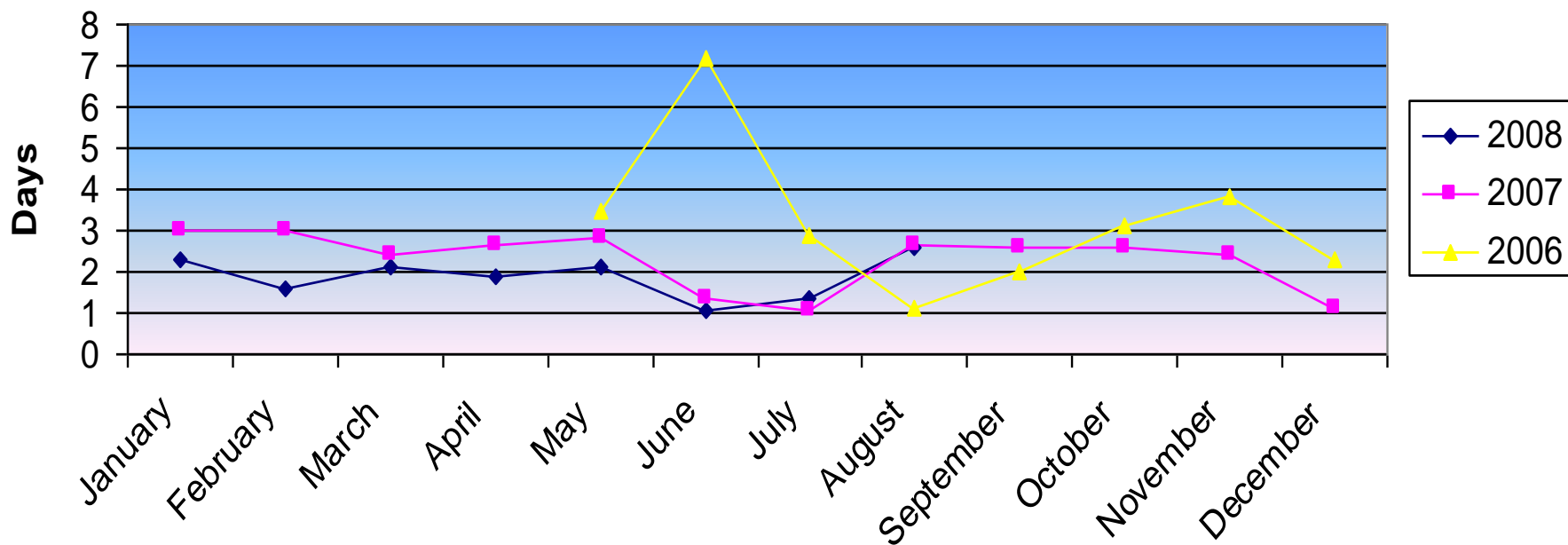
Excludes: Riverview

Members in ED Delay Tracking Status per Month (excludes CARES)



Average LOS in ED (all ED's)

(excludes CARES)



Bypass Program

Adult Hospital Inpatient

Bypass Program ~ Adult Inpatient Psychiatric Services

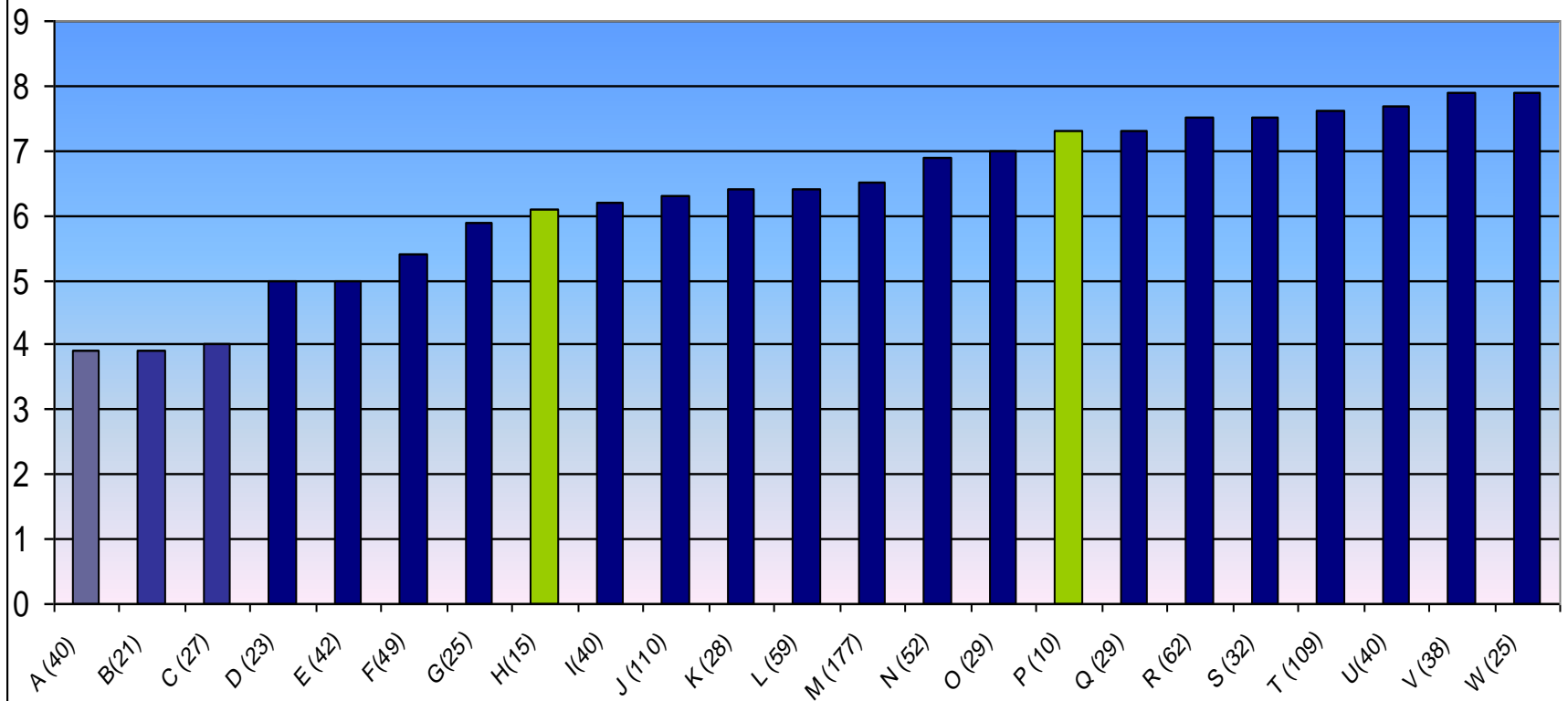
Eligibility for Bypass Program

- ★ Verification that the provider has no current quality improvement plans related to quality of care
- ★ An ALOS that is less than .5 standard deviations above the statewide average
- ★ Treatment of a minimum volume of members

Program Outcome Expectations

1. Administrative relief by authorizing care for longer periods of time, resulting in a decrease in the number of concurrent reviews
2. Discharge notification call providing accurate discharge data for follow up and reporting purposes

**2007 IPF Adult ALOS (Excluding Cedarcrest, Hallbrooke, Natchaug, and
Out of State)**
(State Average=6.5, SD=4.8, 0.5 SD=2.4, Range= 4.1-8.9)



Regional Network Management

Provider Analysis and Reporting Program Update

- Beginning the third cycle of inpatient provider visits week of September 22.
- RNM team will bring out 2nd quarter performance data and Pay for Performance base line data
- Goal is to have all visits complete by mid - October.
- PAR team continues to work on a performance profile for the state's Psychiatric Residential Treatment Facilities

ECC Update

- The Regional Network Managers (RNM's) continue to work closely with the Enhanced Care Clinics to help them both partner and establish their contractually required Memorandums of Understanding with local Primary Care groups.
- ECC 2nd quarter performance data is being distributed to all providers.
- Each ECC was personally contacted by a RNM about their most recent performance
- ECC's notified that their third quarter data is "live". Beginning this quarter they will be held accountable to the access standards in their contracts.
- RNM staff planning regional ECC meetings to discuss provider issues and best practices
- The Provider Advisory sub committee has been briefed on the evaluation tool and other details related to the Mystery shopper program.
- Mystery shopper program to begin this fall.

Peer Support and Family Specialists

Peer Support Unit

- Peer referrals continue to come from Emergency Departments, Pediatrician offices, Community collaboratives and DCF Area Offices.
- Consumer and Family Advisory Committee participated in work groups focusing on Discharge Delay, Foster Care and transportation issues
- Continued attendance at community collaborative meetings, MSS, DCF Area Advisory Council meetings and coordination of care meetings for members that are co-managed

Peer Support Unit (cont'd)

- Peer/ Family Peer Specialist are currently involved in two work groups focusing on Post Partum depression and resources for Foster Families
- Peer/ Family Peer Specialist continue to work in conjunction with the Intensive Care Managers to improve discharge delay by including Family members in the discharge planning process

Provider and Customer Relations

CT BHP Provider Training Workshops

- **Tuesday, October 21st**, Peer Support – Debra Gannon, *Director of Peer Support*
- **Tuesday, October 28th**, Perinatal Depression Workshop – *Yale University School of Medicine*
- **Tuesday, November 18th**, Outpatient Web Registration – *Scott Greco, Provider Relations*

Additional outpatient web registration training workshops will be made available for October – Invitations coming soon!