



Report to the Operations
Sub-Committee
November 21, 2008

Clinical Operations

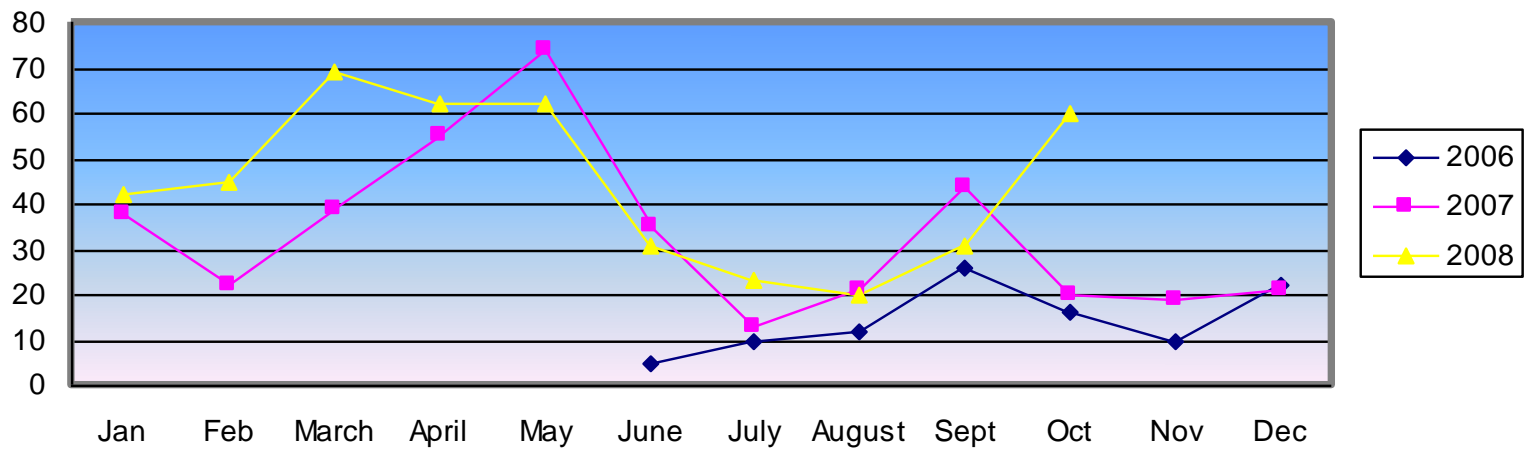
Clinical Efficiency Endeavors

- Pre-cert average call time: 16 minutes (remains static since March, 2008)
- Concurrent Review average call time: 16 minutes (*remains static since beginning of the year 2008*)
- On-site reviews for PRTF are now in progress
- On-site reviews for Residential programs are in progress
- Generic PRTF Referral form approved and implemented
- Meeting held @ CTBHP with PRTFs and Inpatient Facilities to coordinate the implementation of the new form

Clinical Efficiencies (Cont.)

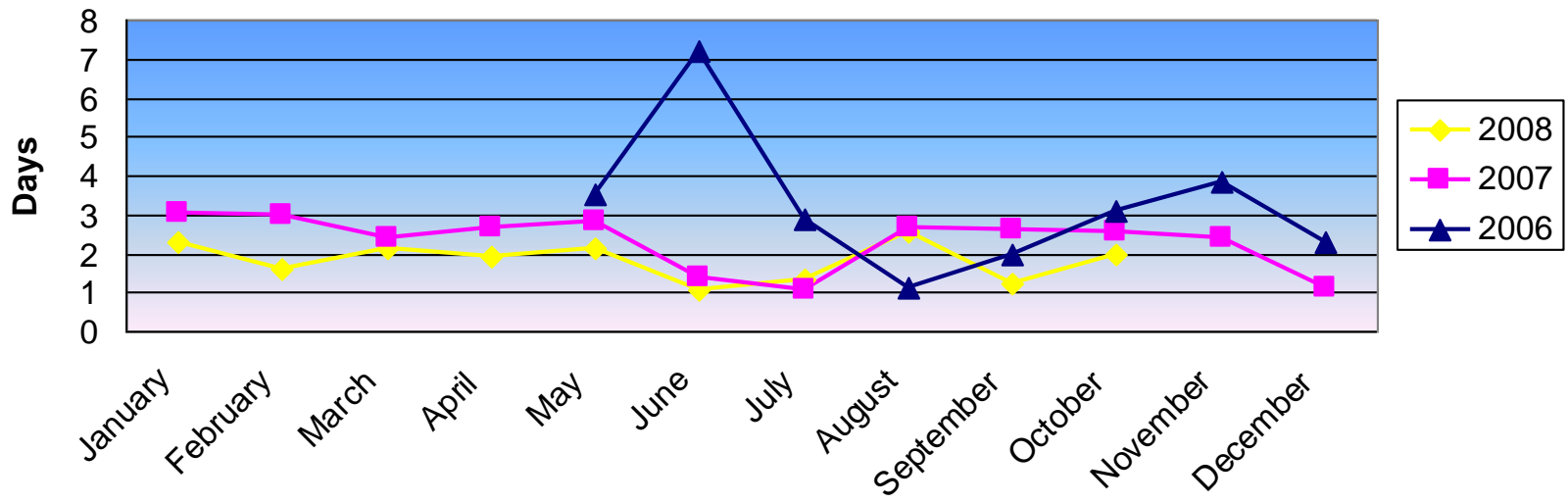
- Focal Treatment Planning Presentations to include CTBHP, Boys & Girls Village, Children's Center of Hamden, The Village for Children & Families, DCF area offices and Inpatient facilities will occur at the 3 PRTFs during the month of December
- Meetings currently underway to discuss objectives for pay for performance initiatives with PRTFs
- Bypass Program letters to Adult Inpatient Psychiatric facilities sent out today ~ Program to begin 12/1/08

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



Average LOS in ED (all ED's)

(excludes CARES)



Regional Network Management

Provider Analysis and Reporting Program Update

- Q2 08 PARs visits of the 8 Child/Adolescent CT facilities were completed.
- Q3 08 PARs visits begin next week
- The PRTF Performance Initiative indicators for Cycle I have been established
- The Performance Initiative regarding the improvement of Emergency Department diversions to community treatment is in development
- Working with DCF on joint residential profiling initiative

ECC Update

- 100% of the ECCs have MOUs in place with PCPs
- ECC 3rd quarter performance data will be used as basis for assessing contractual compliance with access standards
- Mystery Shopper program has been initiated

Peer Support and Family Specialists

Peer Support Unit

- Peer referrals continue to come from Emergency Departments, Pediatrician offices, Community Collaboratives, DCF Area Offices and Members.
- Peer/Family Peer Specialists have assisted members during PPT meetings, Juvenile court procedures and intake appointments.
- Peer/ Family Peer Specialist continue to work collaboratively with members who are co- managed by health Plans. Peer/Family Specialists participate in monthly MCO clinical meetings.
- Peer/ Family Peer Specialist provided trainings to Parent Support groups on the topic of proactive and reactive crisis planning and the use of EMPS services .

Peer/ Family Peer Specialists continue to be involved in the Wrap around initiative that is sponsored by a grant from CHDI. The model supports the collaborative effort of Parents, Providers and non- traditional supports to maintain children with behavioral health concerns in their community.

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

- **Friday, November 7th, 2008** –DCF-CANS/
Registration Overview & Navigation-Manchester
Office (*Rob Urban – Provider Relations*)
- **Tuesday, November 11th, 2008** –DCF-CANS/
Registration Overview & Navigation (*Rob Urban –
Provider Relations*)
- **Tuesday, November 18th, 2008** – Web
Registration Overview & Navigation (*Scott Greco,
Provider Relations*)
- **Tuesday, November 18th, 2008** – DCF-CANS/
Registration Overview & Navigation (*Rob Urban
Provider Relations*)