

# ACCESS Mental Health CT Progress Report

## Review of Enrollment and Utilization

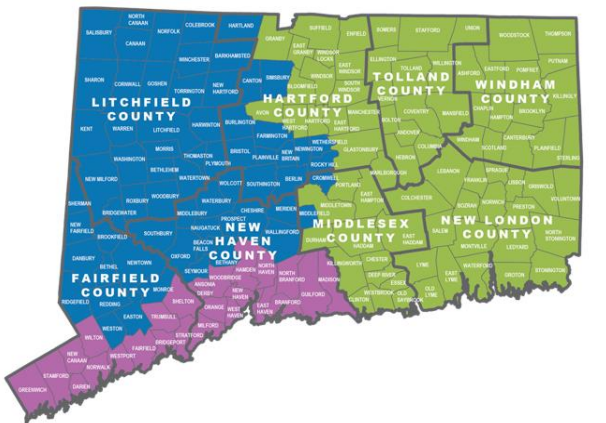
This report was prepared for the Department of Children and Families to meet the second of the ACCESS Mental Health CT program startup goals and January 19, 2015 deliverable demonstrating statewide efforts in enrolling pediatric and family care practices in the program. In addition to this deliverable, this report will also focus on utilization of the ACCESS Mental Health program. This was made possible through the collaborative effort of ValueOptions CT, the Department of Children and Families, and the three ACCESS Mental Health Hub teams.



### Overview

ACCESS Mental Health CT is a state funded program designed to ensure that all youth under 19 years of age, irrespective of insurance coverage, have access to psychiatric and behavioral health services through contact with their primary care providers (PCP). The program is designed to increase PCPs' behavioral health knowledge base so they can identify and treat behavioral health disorders more effectively and expand their awareness of local resources. Each Hub team consists of a full-time equivalent child and adolescent psychiatrist(s), behavioral health clinician(s), program coordinator, and a half-time family peer specialist. The teams are charged with providing to PCPs real-time phone consultations that include education on assessment, treatment, and access to community resources.

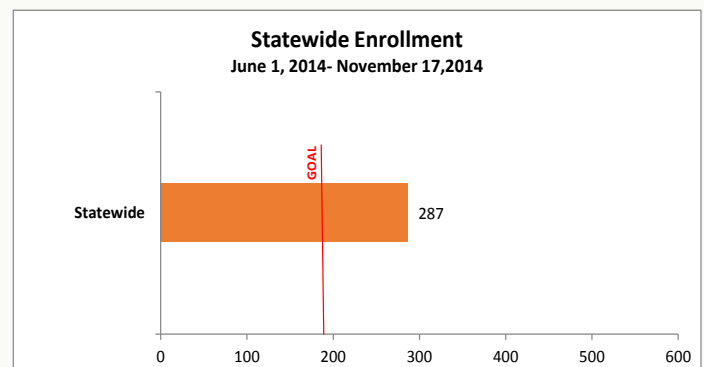
▪ Hartford Hospital ▪ Wheeler Clinic, Inc. ▪ Yale Child Study Center



To ensure adequate coverage, the state is divided into three geographic service areas (approximately 272,000 youth per Hub). Hartford Hospital, Wheeler Clinic, and Yale Child Study Center were contracted as Hub teams with a program start date of June 16, 2014. At that time, 504 pediatric and family care practices were identified and assigned a Hub team based on the location of the practice within the Hub service area.

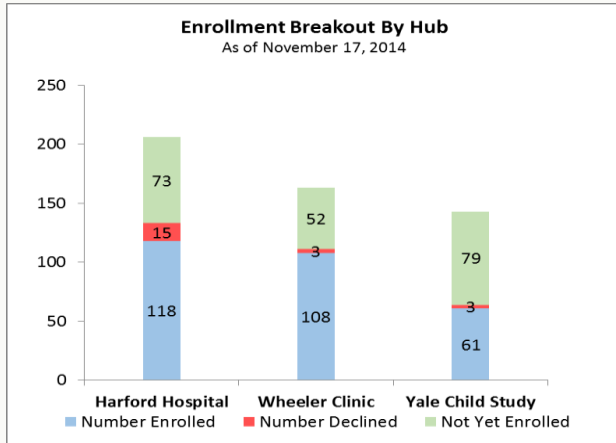
### Statewide Enrollment

As part of the statewide implementation, startup goals of educating 80% of pediatric and family care practices by August 18, 2014 and enrolling 50% of those practices by November 17, 2014 were set. From June 1<sup>st</sup> through August 18<sup>th</sup>, the Hubs connected with 93.8% (473) of the pediatric and family care practices across the state, educating them about the ACCESS Mental Health CT program and inviting them to enroll. This set the benchmark for our second start up goal to enroll 190 practices by November 17, 2014. The Hubs enrolled **287** practices, far exceeding the statewide target.



## Enrollment Breakout

After the Hubs' outreach, **512** pediatric and family care practices were identified as possible participants in the ACCESS Mental Health program. By November 17, 2014, 287 of those practices (56.1%) had enrolled in the program. Only 21 (4.1%) had declined to participate and the remaining 204 practices were still eligible to enroll. The graph below demonstrates this broken out by each Hub.

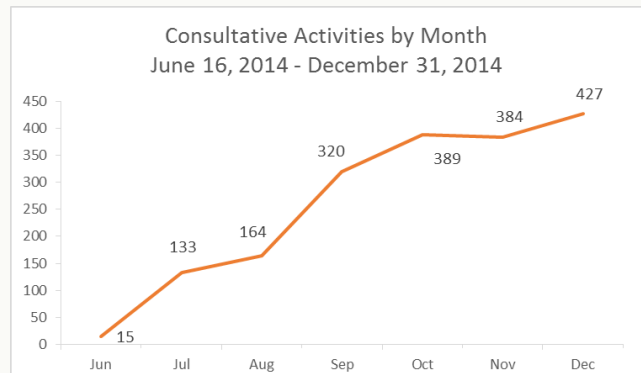


	Harford Hospital		Wheeler Clinic		Yale Child		Statewide	
Enrollment Benchmark	80		64		46		190	
Number Enrolled	118	57.3%	108	66.3%	61	42.7%	287	56.1%
Number Declined	15	7.3%	3	1.8%	3	2.1%	21	4.1%
Not Yet Enrolled	73	35.4%	52	31.9%	79	55.2%	204	39.8%

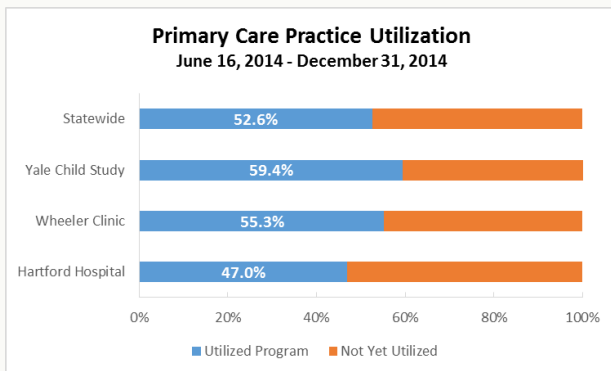
From November 18, 2014 - December 31, 2014, an additional 23 practices have enrolled in the program for a total of **310** practices with **1,247** practitioners.

## Consultative Activities

To summarize the first six months of the program, the Hub teams have completed a total of **1,832** consultative activities supporting enrolled PCPs across the state. Consultative activities include: telephone consultation, assistance with finding community behavioral health services, connect to care follow up, and one-time diagnostic assessments. From June through December 2014, the ACCESS Mental Health program has supported PCPs treating approximately **617** youth.



## Practice Utilization



As of December 31, 2014, of the total enrolled pediatric and family care practices across the state, **52.6%** (163) have utilized the program.

## PCP Satisfaction

Program satisfaction is a key measure that defines program success. Satisfaction surveys are collected at enrollment with annual surveys to follow. Additionally, feedback is captured after every consultative activity. On a satisfaction scale of 1-5 (5 being excellent); the statewide average satisfaction score to date is **4.87**.

Additionally, a PCP Advisory Group comprised of primary care physicians was established in August 2014. To date, three meetings have occurred. As users of the ACCESS Mental Health program, this group meets quarterly and provides feedback and suggestions that help to maintain successful functioning of the program.