

Report Prepared By Beacon Health Options For the Department of Children and Families  
Submitted March 1, 2017



# **ACCESS** **Mental Health CT**

## **Quarterly Progress Report**

**October 1, 2016 – December 31, 2016**



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## Introduction

ACCESS Mental Health CT is a state funded program created 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. Beacon Health Options contracts with three behavioral health organizations to act as Hub teams and provide support across the state: Institute of Living at Hartford Hospital, Wheeler Clinic, and Yale Child Study Center. Each Hub team consists of board-certified child and adolescent psychiatrists, a behavioral health clinician, a program coordinator, and a half-time family peer specialist. The teams are charged with providing real-time psychiatric consultation and individualized, case-based education to PCPs over the phone. Phone conversations may entail diagnostic clarification, psychopharmacology recommendations, counseling recommendations and care coordination supporting youth and their family in connecting to community resources.

This report was prepared by Beacon Health Options for the Department of Children and Families and summarizes the progress made by the ACCESS Mental Health CT program. The primary reporting period for this report is October 1, 2016 through December 31, 2016 (Q2 SFY'17); in some metrics, totals covering the entire length of the program or "since inception" June 16, 2014 through December 31, 2016 are also provided. Date ranges are clearly labeled on each graph or table depicting the corresponding timeframes.

## Data Sources

The information included in this report represents data entered into Beacon Health Options' Encounter System showcasing ongoing activity provided by the three ACCESS Mental Health CT Hub teams.

The data and analyses in the body of this quarterly report are based on more formal reports that have been developed specifically for ACCESS Mental Health CT and are listed below.

CTAX14002:	Practice and PCP Enrollment
CTAX14003:	Practice Non-Utilization Report
CTAX14004:	Encounter Utilization Report
CTAX14005a:	Monthly Encounter Data Sheet
CTAX14005b:	Weekly Encounter Data Sheet
CTAX14007:	Episode of Care Report
CTAX14011:	PCP Satisfaction Summary
CTAX15001a:	Practice Utilization History Hartford Hospital Hub
CTAX15001b:	Practice Utilization History Wheeler Clinic Hub
CTAX15001c:	Practice Utilization History Yale Child Study Hub
CTAX15005:	Unique Members Served

## Methodology

The data for this report is refreshed for each subsequent set of quarterly and annual progress reports. Due to late submissions of some data reflecting practice and PCP enrollment, number of youth served, consultative activities and satisfaction rates; the results may differ from the previously reported values. In most instances, the changes do not create significant differences in the reported conclusions. However, on some occasions there is sufficient variation that changes the analysis. Any analysis affected by these variations will be noted in the narrative and implications will be described.

The specific methodology for particular measures can be found in the Definitions section that concludes this report.

## Enrollment

By December 31, 2016, 449 pediatric and family care practice sites statewide were identified as eligible for enrollment. This is a slight change from previously reported totals due to the closing of sites (both enrolled and not enrolled) as a result of retirement or change in type of care the practice provides.

The corresponding table depicts enrollment information both on statewide and Hub specific levels. Approximately **86%** (385) of pediatric and family care practice sites enrolled in the program statewide. By the end of Q2 SFY'17, one new practice site enrolled. Counts reported last quarter were adjusted; removing six sites added in error. Collectively, the enrolled practices employ 1,562 primary care providers. Hartford Hospital enrolled approximately 89% (158 out of 178) of the eligible practice sites within their designated service area. Wheeler Clinic enrolled 79% (127 out of 160) of their eligible practice sites and Yale Child Study Center enrolled approximately 90% (100 out of 111) of the eligible practice sites within their designated service area.

ACCESS Mental Health CT Enrolled Practice Sites: Breakout By Provider Type June 1, 2014 – December 31, 2016				
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center	Statewide
Total Eligible Practice Sites	178	160	111	449
Enrolled Practice Sites	<b>158</b>	<b>127</b>	<b>100</b>	<b>385</b>
Pediatrics	71	66	81	218
Family Practice	86	25	11	122
Pediatric/Family Practice	1	5	3	9
Not Specified	0	31	5	36

Approximately 57% (218) of the enrolled practice sites were identified as pediatric, 32% (122) were identified as family medicine treating the lifespan, 2% (9) of the sites formed practice groups that included a combination of pediatric and family medicine sites, and approximately 9% (36) of the practice sites were entered into the system without a specific provider type identified.

To date, approximately 14% (64) of the primary care practices across the state are not interested in the program, however, the Hub teams continue to outreach and offer enrollment.

## Youth Demographics

Collectively, the Hub teams are available to all youth in Connecticut. Demographic information is entered into the Encounter System the first time the PCP calls requesting support on that respective youth.

Since inception of the program to date, June 16, 2014 through December 31, 2016, enrolled PCPs contacted their respective Hub teams requesting consultation for **2,885** unduplicated youth presenting with mental health concerns. This is an increase of 284 unique youth since last quarter where the program to date (June 16, 2014 – September 30, 2016) total was noted as 2,601 unduplicated youth.

The following table depicts a quarterly comparison of youth served by the program from Q2 SFY'16 to Q2 SFY'17; counts are unique per quarter but are not unique across state fiscal years. Approximately 306 youth were supported by the program in Q2 SFY'17 which is an increase of 30 youth as compared to the same quarter in the previous state fiscal year (276 in Q2 SFY'16).

The demographic breakout remains fairly stable across quarters. Among those served, males maintain a slightly higher representation and the 13 to 18-year-old adolescent group maintains the highest volume. It is important to note, however, the volume of young adults (19 years and older) remains at 6% of the total youth served with approximately 18 young adults in Q2 SFY'17. White youth maintain the highest representation with 60% of the youth served in this quarter. A further exploration regarding health equity and program utilization will be provided in the annual report.

ACCESS Mental Health CT Statewide Youth Demographics October 1, 2015 – December 31, 2016										
	Q2 SFY'16		Q3 SFY'16		Q4 SFY'16		Q1 SFY'17		Q2 SFY'17	
Total Youth Served*	276		282		347		365		306	
Gender	No.	Pct.								
Male	150	54%	174	62%	198	57%	203	56%	159	52%
Female	126	46%	108	38%	149	43%	162	44%	147	48%
Age										
0-5	23	8%	25	9%	46	13%	35	10%	26	8%
6-12	104	38%	106	38%	130	37%	133	36%	127	42%
13-18	138	50%	130	46%	155	45%	175	48%	135	44%
19+	11	4%	21	7%	16	5%	22	6%	18	6%
Race										
White	187	68%	171	61%	205	59%	241	66%	184	60%
Black	31	11%	37	13%	47	14%	45	12%	52	17%
Hispanic	29	10%	37	13%	51	15%	51	14%	47	15%
Asian	2	1%	6	2%	12	3%	7	2%	4	1%
Other	8	3%	5	2%	7	2%	7	2%	9	3%
Unknown	19	7%	26	9%	25	7%	14	4%	10	3%
DCF Involvement										
	32	12%	38	13%	49	14%	41	11%	45	15%

\*Quarterly counts represent unduplicated youth per quarter but are not unique across state fiscal years.

Of the 306 youth served in Q2 SFY'17, approximately 38% (115) youth were supported by Hartford Hospital, 33% (103) were supported by Wheeler Clinic and 29% (88) youth were supported by Yale Child Study Center.

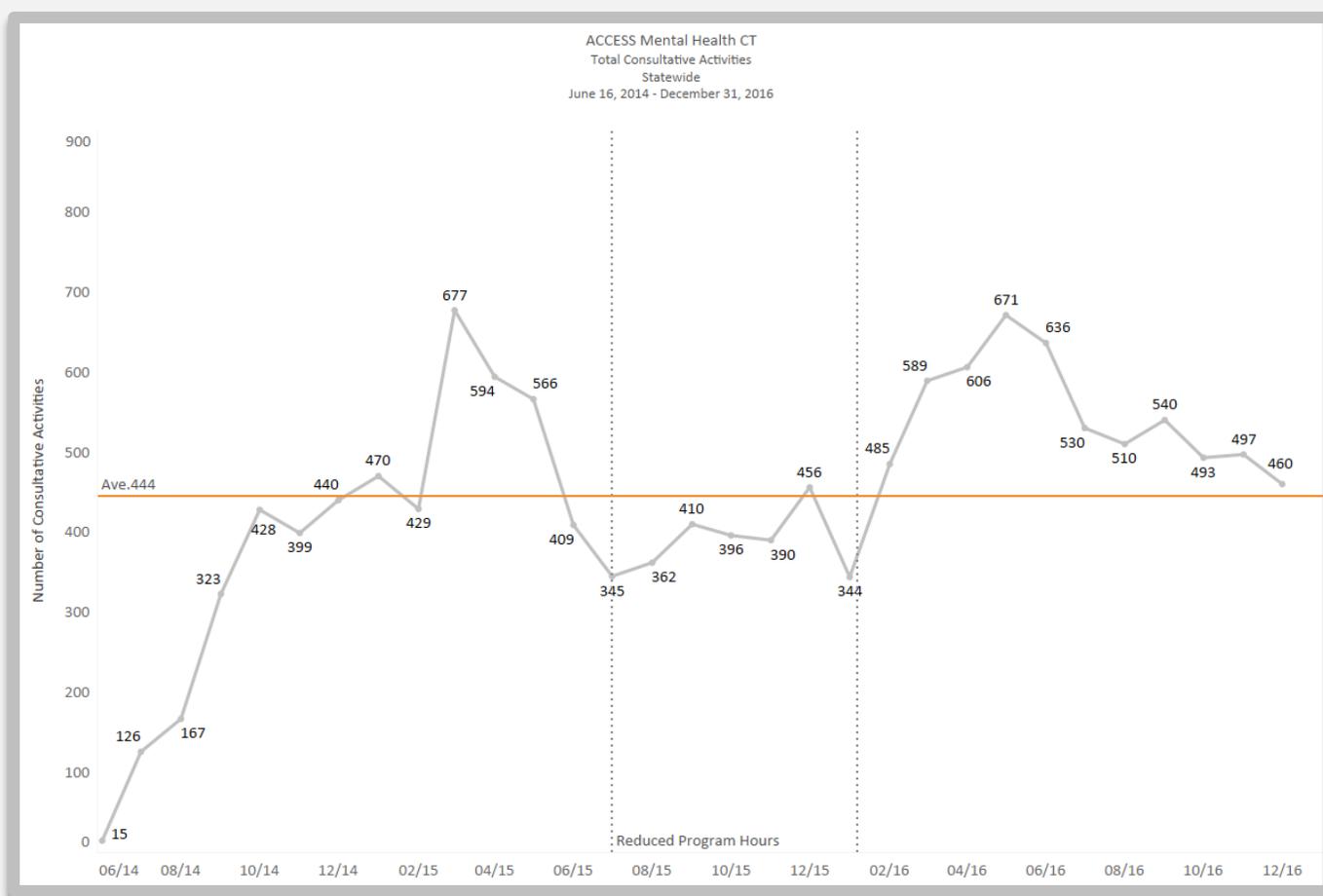
ACCESS Mental Health CT Youth Demographics: Hub Breakout Q2 SFY'17									
	Hartford Hospital		Wheeler Clinic		Yale Child Study Center		Statewide		
Total Youth Served	115		103		88		306		
Gender	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
Male	58	50%	56	54%	45	51%	159	52%	
Female	57	50%	47	46%	43	49%	147	48%	
Age									
0-5	12	10%	7	7%	7	8%	26	8%	
6-12	46	40%	43	42%	38	43%	127	42%	
13-18	53	46%	44	42%	38	43%	135	44%	
19+	4	4%	9	9%	5	6%	18	6%	
Race									
White	71	62%	67	65%	46	52%	184	60%	
Black	23	20%	6	6%	23	26%	52	17%	
Hispanic	15	13%	19	18%	13	15%	47	15%	
Asian	1	1%	3	3%	0	0%	4	1%	
Other	3	2%	4	4%	2	2%	9	3%	
Unknown	2	2%	4	4%	4	5%	10	3%	
DCF Involvement									
	9	8%	14	14%	22	25%	45	15%	

## Consultative Activities

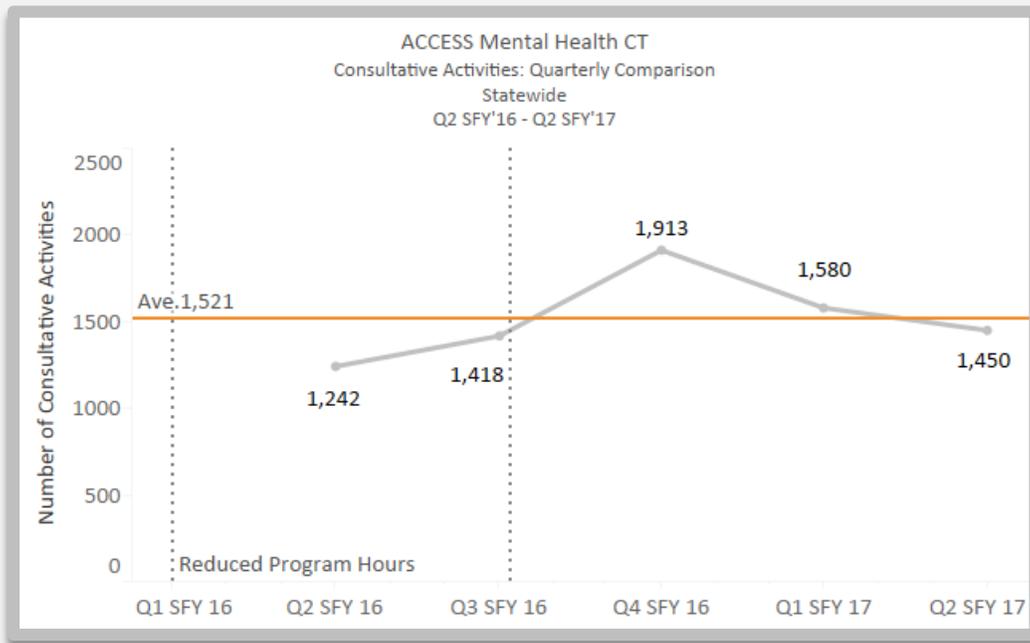
Consultative activities are calls that include: telephone consultation, assistance with finding community behavioral health services, and connect to care follow up. One-time diagnostic assessments are also included in this measure.

Since inception of the program to date, June 16, 2014 through December 31, 2016, the Hub teams have provided **13,763** consultative activities supporting PCPs treating youth within their medical home. This is an increase of 1,450 encounters since last quarter when the program to date (June 16, 2014 – September 30, 2016) total was noted as 12,313 consultative activities.

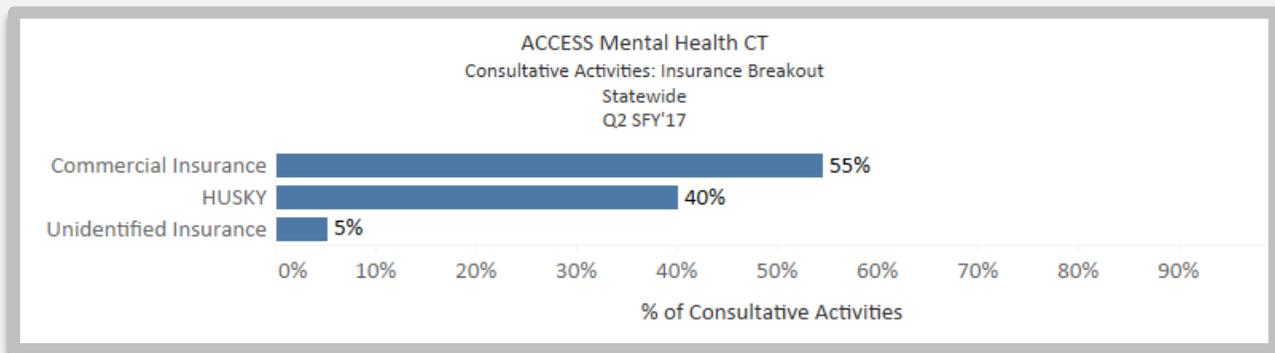
The following graph depicts a month to month comparison since inception of the program. As of December 31, 2016, the Hub teams provided an average of 444 consultative activities per month across the state.



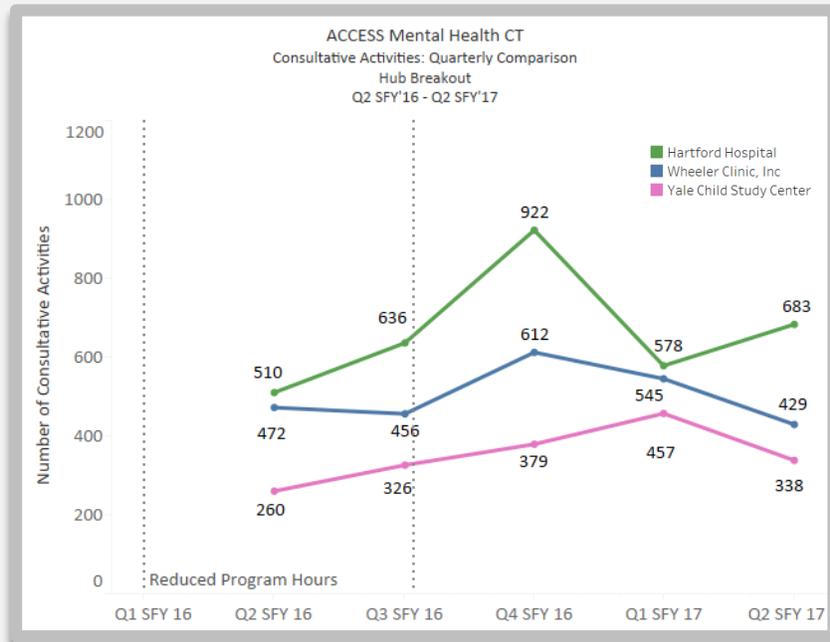
The 1,450 consults provided in Q2 SFY'17, represents an increase of 208 consults when compared to the same quarter in the previous state fiscal year (1,242 in Q2 SFY'16) when the program hours were reduced.



Of the 1,450 total consults provided in Q2 SFY'17, approximately 55% (792) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 40% (581) were for youth with HUSKY coverage. Approximately 5% (77) were consultative activities captured for youth with an unidentified insurance coverage and there were no consultative activities provided to youth without insurance during this quarter.



Of the 1,450 consults provided in Q2 SFY'17, Hartford Hospital provided the highest volume with 683 consults, Wheeler Clinic provided 429 consults, and Yale Child Study Center provided 338 consults in this quarter.



**Direct PCP Consultations:** Of the 1,450 consultative activities provided throughout the state in Q2 SFY'17, approximately 42% (602) were reported as direct contact with the PCPs. This includes both initial inquiries and follow up phone calls to the PCP.

Per Hub team report, approximately 94% (359 out of 381) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry in Q2 SFY'17; 50% (190 out of 381) of which were connected directly at the time of the call. The program benchmark for year three is that 95% of all initial PCP calls requiring a call back will be returned within 30 minutes of initial inquiry unless an alternative time was requested by the PCP. While this quarter fell short of the 95% target, the state fiscal year to date (July 1, 2016 – December 31, 2016) data shows that approximately 96% (652 out of 681) of the initial PCPs calls were answered within 30 minutes of the initial call; demonstrating that this annual target is on track. Beacon Health Options' central administrative team will continue to monitor this; reviewing reports with the Hub teams both in statewide Hub meetings as well as on-site visits.

**Care Coordination and Family Support:** Approximately 57% (825 out of 1,450) of the total consultative activities for Q2 SFY'17 were activities related to care coordination and direct family support.

**Face to Face Assessments:** Approximately 1% (16 out of 1,450) of the total consultative activities were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided one face to face assessment, Wheeler Clinic provided seven, and Yale Child Study Center provided eight face to face assessments this quarter. Approximately 182 face to face assessments have occurred across the state since inception of the program.

## Consultative Episodes

A consultative episode captures the time from when a PCP first contacts their respective Hub team either by phone or in person and includes all consultative activities provided by the team necessary to support the PCP, the youth and their family. The end of an episode is determined once 60-days has passed without any Hub team support. At times, additional episodes occur for the youth. In the event a youth is noted to have multiple episodes, it means there was a period of 60 days that passed without needing Hub team support. Consultative episodes are intended to demonstrate average length of time and average number of consultative activities provided to support an individual youth.

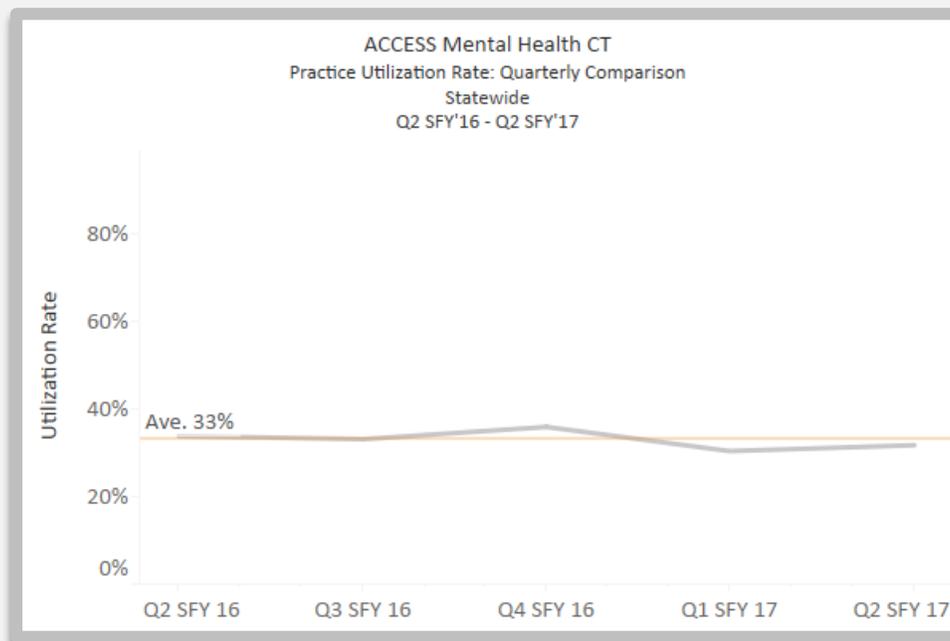
A total of **2,375** consultative episodes occurred between June 16, 2014 and December 31, 2016. The statewide average of days per episode increased by one day and is at 17 days with an average of 4 consultative activities per episode. As indicated in the table below, Hartford Hospital provided episodes of care with higher average number of days per episode as compared to the other two Hub teams. The average number of days has trended upward over the past two quarters; with an average of 20 days per episode by the close of Q2 SFY'17. When looking further at the frequency distribution, Hartford has three times as many episodes of 90 days or longer than either of the other two Hub teams. However, when looking at the length of time, all three teams are fairly similar in range of days per episode.

ACCESS Mental Health CT Consultative Episodes June 16, 2014 – December 31, 2016				
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center	Statewide
Number of Youth with 1 Episode	826	846	451	2,123
Number of Youth with 2 Episodes	46	39	21	106
Number of Youth with 3 Episodes	2	2	0	4
<b>Total Number of Episodes</b>	<b>939</b>	<b>936</b>	<b>500</b>	<b>2,375</b>
Range of Days per Episode	1-168	1-172	1-152	<b>1-172</b>
Average Number of Days per Episode	20	15	15	<b>17</b>
Average Number of Consultative Activities per Episode	5	4	4	<b>4</b>

## Practice Utilization

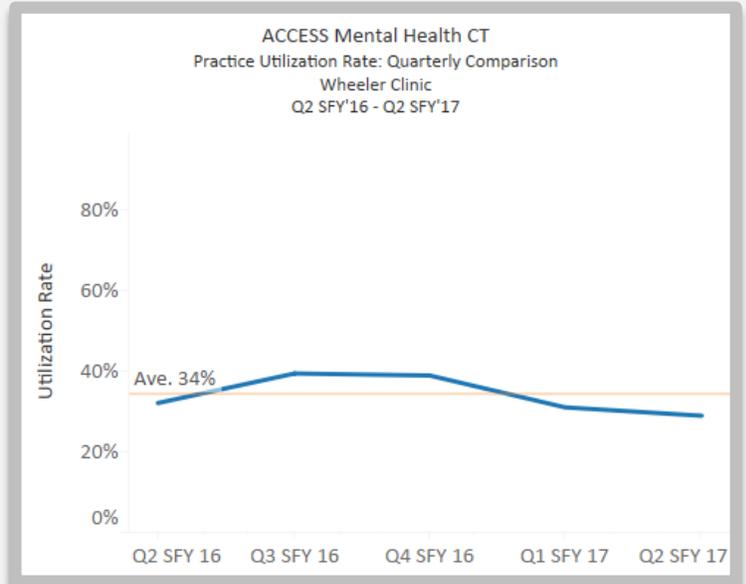
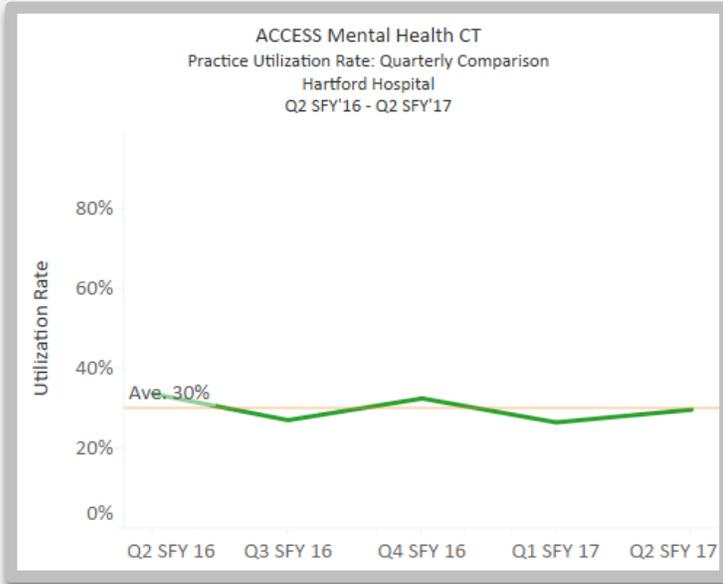
At enrollment, practice sites were asked to identify if they were a stand-alone practice or a practice with a primary site and additional satellite sites that shared physicians, patients, and policies and procedures. To eliminate the possibility of inflation, practice utilization is measured by practice groups; a stand-alone practice is counted once and a practice with multiple sites is also counted once. By the close of Q2 SFY'17, approximately **337 practice groups** with a total of 385 enrolled practice sites were identified.

The following graphs compare the rate of practice utilization by quarter. If a practice used the program at any time during the quarter it will be captured for that timeframe. From Q2 SFY'16 through Q2 SFY'17, the statewide average quarterly utilization rate was 33%. In Q2 SFY'17 the quarterly utilization rate was approximately 32% across the state. This is one percentage point lower when compared to the same timeframe in the previous state fiscal year (34% in Q2 SFY'16). Both volume of consults and volume of providers using the program are important as there are times when a PCP calls requesting a single consultation and times when support is needed for more than one youth. This particular measure demonstrates a consistency of program use across quarters with minimal variation.



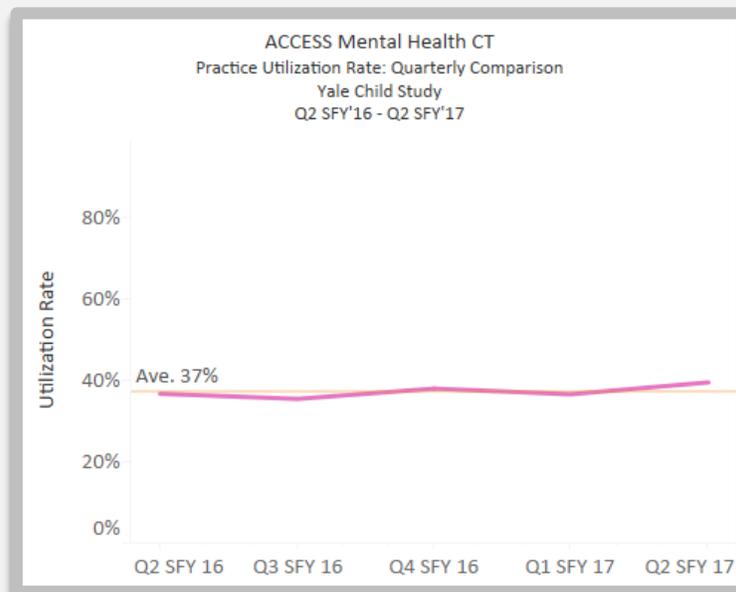
From Q2 SFY'16 through Q2 SFY'17, Hartford Hospital's average quarterly utilization rate was 30%. In Q2 SFY'17 their quarterly utilization rate was approximately 30%. This is four percentage points lower when compared to the same timeframe in the previous state fiscal year (34% in Q2 SFY'16).

Wheeler Clinic's average quarterly utilization rate was 34% (Q2 SFY'16 through Q2 SFY'17). In Q2 SFY'17 their quarterly utilization rate was approximately 29%. This is three percentage points lower when compared to the same timeframe in the previous state fiscal year (32% in Q2 SFY'16).



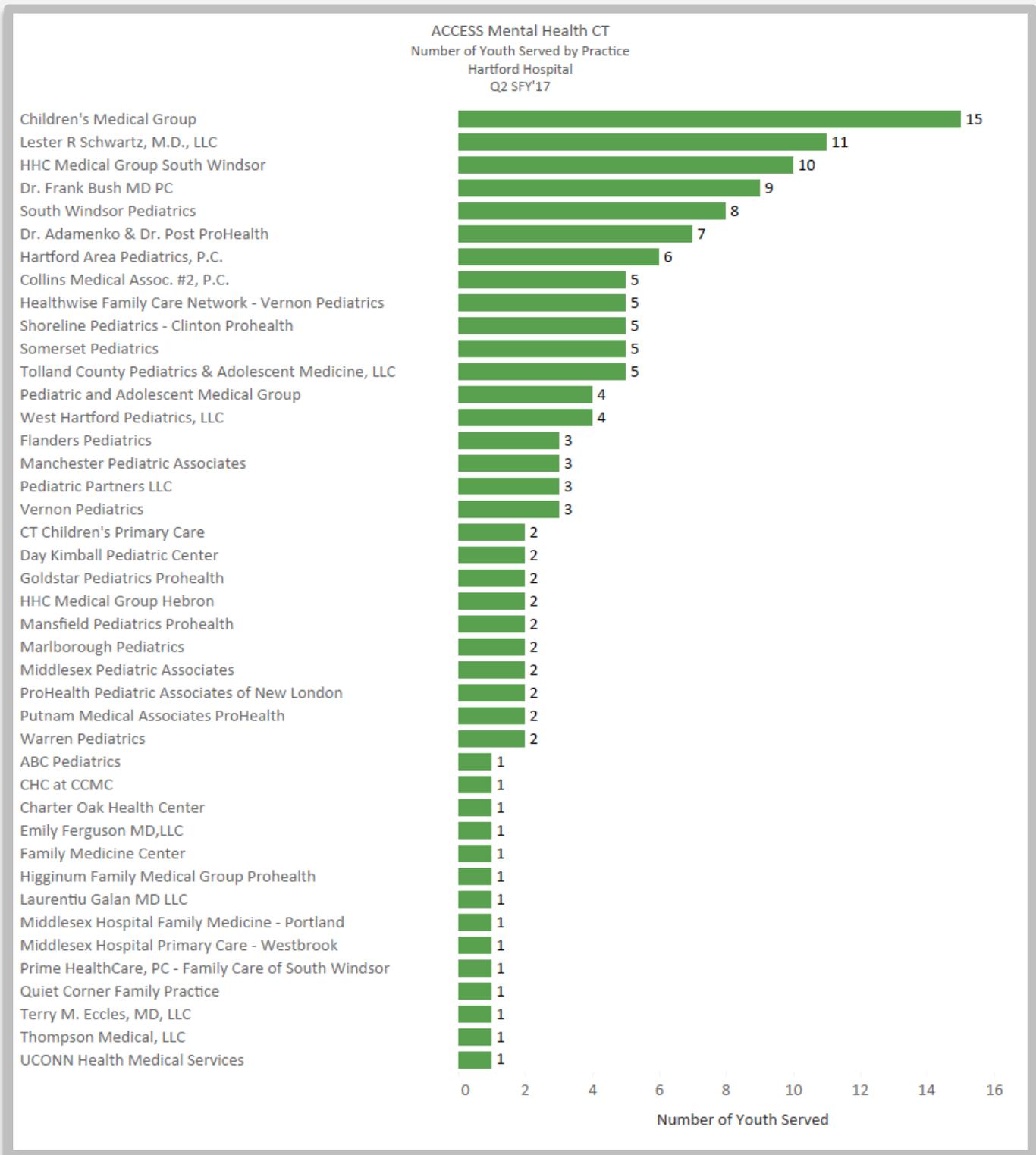
From Q2 SFY'16 through Q2 SFY'17, Yale Child Study Center's quarterly average rate was 37%. In Q2 SFY'17 their quarterly utilization rate was approximately 40%. This is three percentage points higher when compared to the same timeframe in the previous state fiscal year (37% in Q2 SFY'16).

Again, this particular measure demonstrates a consistency of program use across all three Hub teams with minimal variation.

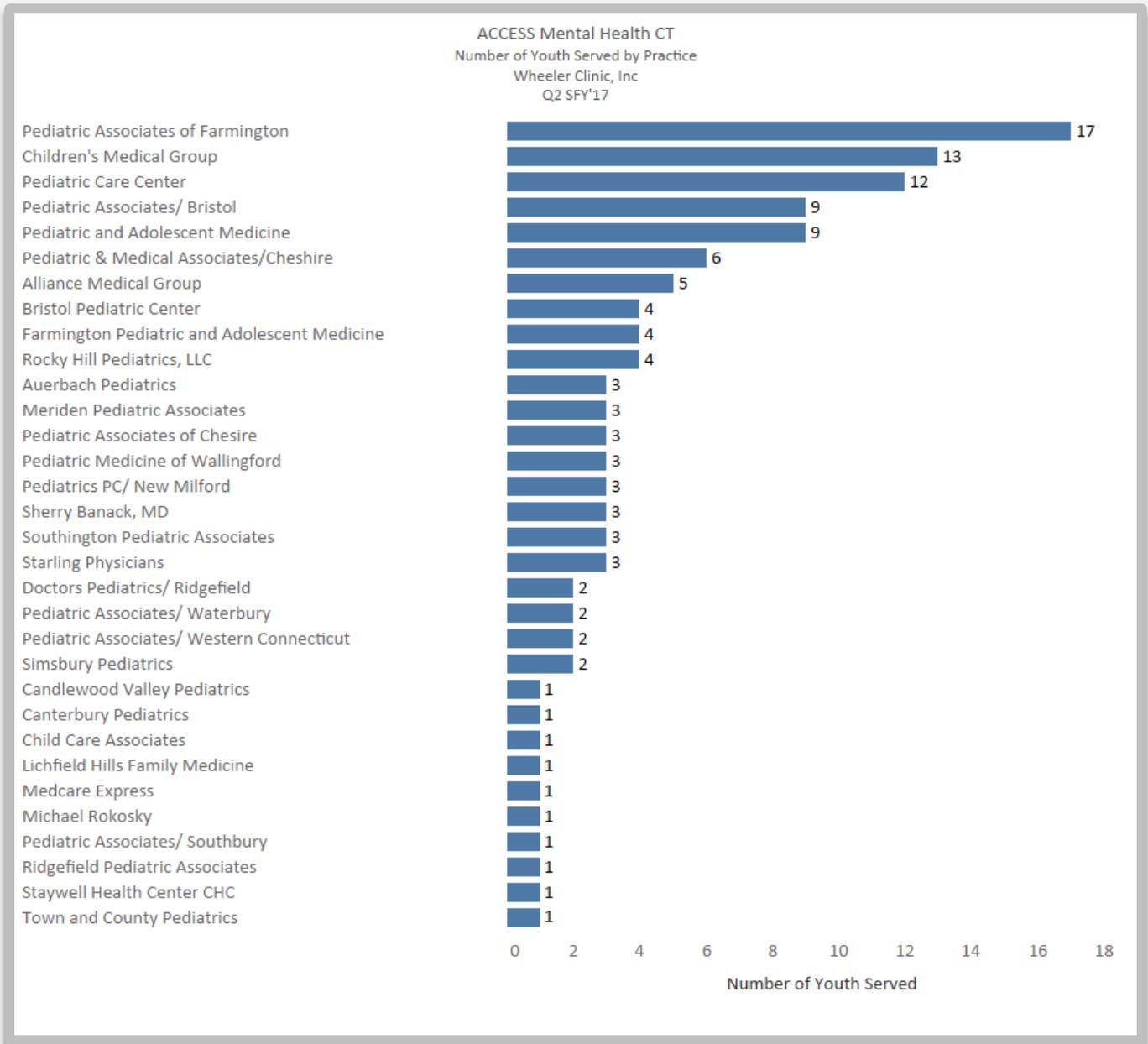


The following graphs demonstrate, by Hub team, a breakout of utilization by number of youth served per practice during Q2 SFY'17.

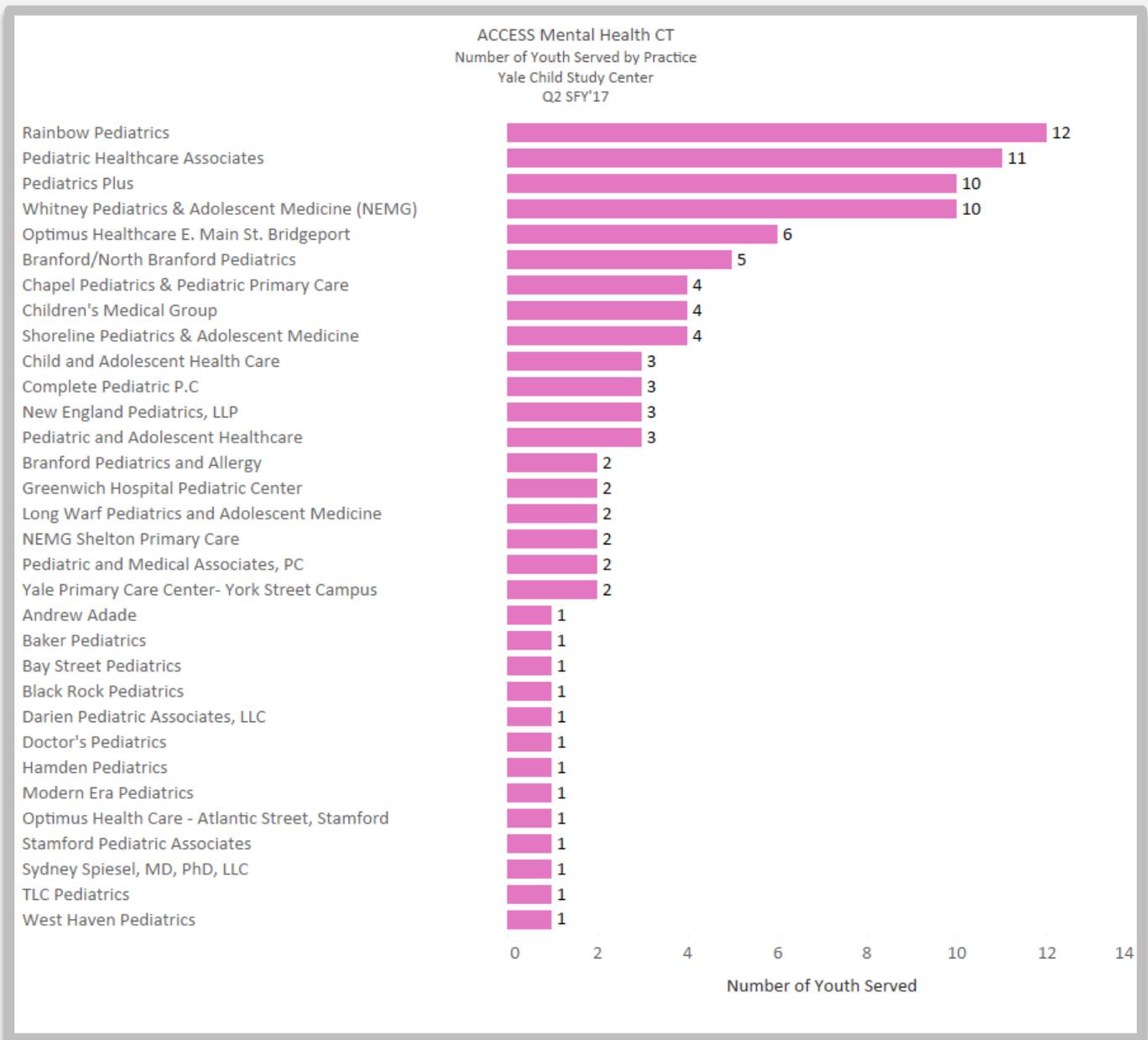
In Q2 SFY'17, a total of 42 practice groups utilized Hartford Hospital's Hub team requesting support for 145 youth.



In Q2 SFY'17, a total of 33 practice groups utilized Wheeler Clinic's Hub team requesting support for 125 youth.



In Q2 SFY'17, a total of 32 practice groups utilized Yale Child Study Center's Hub team requesting support for 103 youth.



## Practice Non-Utilization

During the second quarter of this state fiscal year, the Hub teams were provided a list of their respective enrolled non-using practice groups and were asked to outreach to them to identify reasons for not using the program. Included in the outreach, the teams will also distribute reminder materials that contain program statistics and a description of services to help keep practices updated and aware of the program. A summary of their findings will be included in the annual report.

## Program Satisfaction

After every consultative activity, the Hub consultant enters the primary care provider's response to the question: "rate your satisfaction with the helpfulness of the ACCESS MH program" on a scale of 1-5; 5 being excellent. For Q2 SFY'17, the average statewide satisfaction score is **4.98**. While a small number of callers across the state rated single calls low, the overwhelming majority continue to find the program support to be "excellent".

The program benchmark for year three is that 85% of participating PCPs that have used the program will rate their experience with an average score of 4 or greater. Beacon Health Options' central administrative team and the Hub teams will continue to monitor this monthly. As of the close of Q2 SFY'17, this annual target is on track.

ACCESS Mental Health CT Satisfaction Scores: Statewide Quarterly Comparison Q2 SFY'16 – Q2 SFY'17					
	Q2 SFY'16	Q3 SFY'16	Q4 SFY'16	Q1 SFY'17	Q2 SFY'17
Average Satisfaction Score	4.96	4.97	4.97	4.99	<b>4.98</b>
Maximum Satisfaction Score	5	5	5	5	5
Minimum Satisfaction Score	1	3	3	3	3

ACCESS Mental Health CT Satisfaction Scores: Hub Breakout Q2 SFY'17			
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center
Average Satisfaction Score	4.98	4.99	5.00
Maximum Satisfaction Score	5	5	5
Minimum Satisfaction Score	3	4	5

## Education

All ACCESS Mental Health CT consultations strive to provide individualized, case-based education. The program also creates educational opportunities through traditional regionally based didactic trainings. In year three of the program, the Hub teams are each charged with providing a minimum of six (6) behavioral health trainings throughout the contract year. Trainings may be in the form of on-site practice based education, conference based lectures, or webinars. A detailed summary will be included in the annual progress report.

## Definitions

- **Consultative Activities**: any activity provided by Hub team staff entered into the Encounter system including incoming/outgoing calls to PCPs, BH providers, and Family, as well as face to face assessments provided by Hub staff.

Consultative Activities/Type of Call are grouped by:

- **Direct PCP Consultations** (PCP Phone Office, Phone PCP Follow up, and Hallway PCP Office): direct contact with the primary care provider
  - **Care Coordination & Family Support** (Care Coordination, Care Coordination Follow Up, Case Conference, Phone Member Family, and Peer Specialist Follow Up): direct phone contact with the youth and their family or providers involved in the behavioral health care provided to the youth
  - **Face to Face Assessments** (Face to Face visit and Tele-Psychiatry): a face-to-face diagnostic evaluation or psychopharmacological consultation provided by the Hub psychiatrist or clinician.
  - **Other** (Phone Other, Materials Request, BH Network Management, Hallway Other, Office Education)
- **Encounter System**: a secure, HIPAA compliant online data system that houses structured electronic forms. Hub staff enter information provided by the PCP for every encounter/consultative activity into this online database. The encounter data fields include: the date, the primary care practice/provider from which the call originates, demographics of the youth subject of the call, encounter type, response time, reason for contact, presenting mental health concerns, diagnosis, medication, and outcome of the call.
  - **Enrollment**: a formal relationship between the primary care practice and Hub team formed after the Hub psychiatrist meets with the primary care practice's medical director and any PCPs available for an on-site visit. At that time the Hub team psychiatrist explains what the program does/does not provide and an enrollment agreement form is signed.
  - **Consultative Episode**: methodology includes a "starter activity": Phone PCP Office or Hallway PCP Office. These two activities are entered into the Encounter system by the Hub staff. They are defined as starters because they are the only two activities that are selected when the PCP initiates

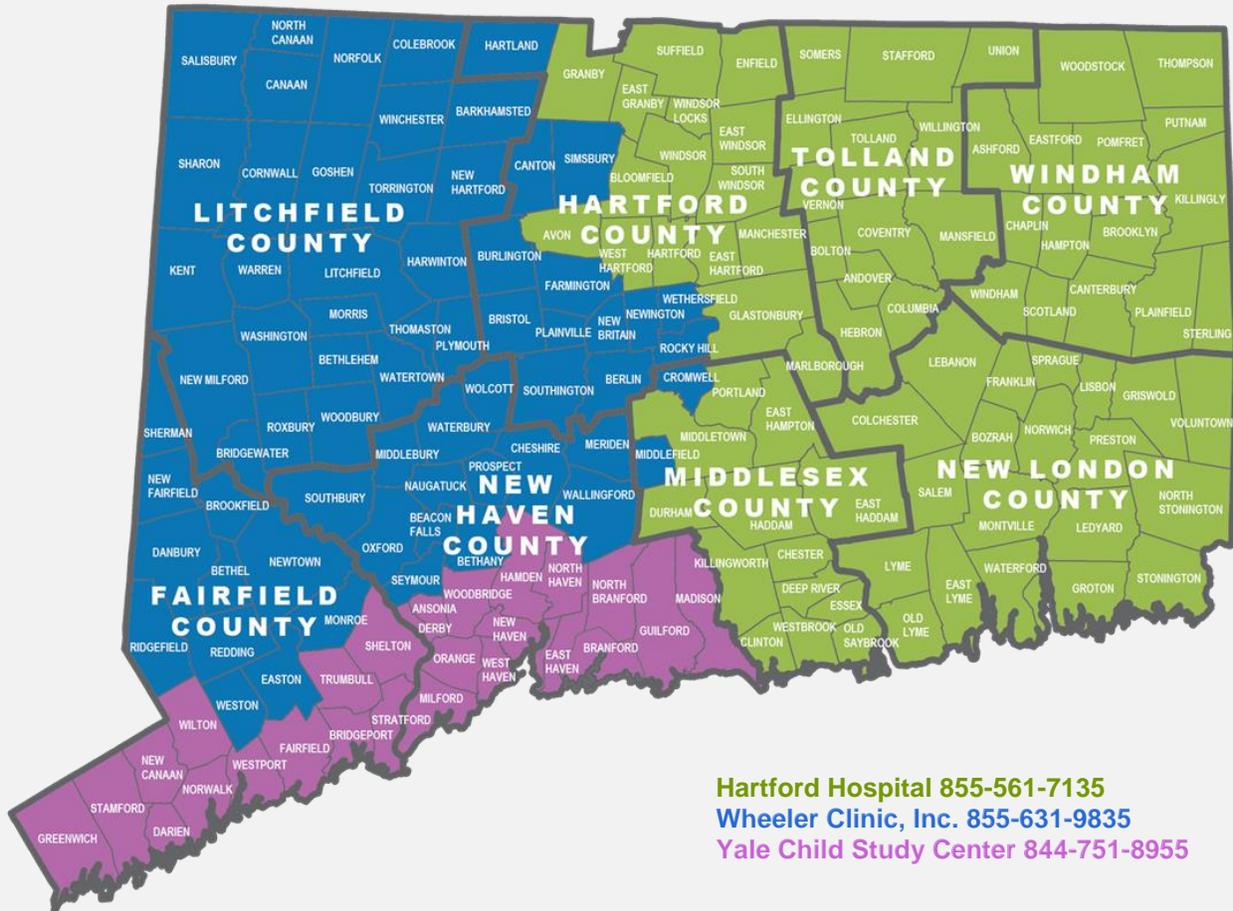
support from the Hub – either by phone or hallway (in person). This starter activity can stand alone to equal an episode or can be paired with one or more additional activities to equal an episode. An episode is closed once 60-days has passed without any Hub team support.

- **Hub Team:** the behavioral health personnel contracted to provide ACCESS Mental Health CT services. Each Hub team consists of board certified child and adolescent psychiatrists, licensed masters’ level behavioral health clinician, program coordinator, and a half-time family peer specialist.
- **PCP:** an individual primary care clinician employed by a primary care practice. A PCP may be a pediatrician, family physician, nurse practitioner, or physician assistant.
- **Primary Care Practice Group:** a primary care practice that identifies itself as a group by listing a primary site and additional satellite practice sites; sharing physicians, patients, and policies and procedures. In this measure a group is captured as a count of one regardless of how many sites are listed in the group.
- **Primary Care Practice Groups Utilized:** any practice group noted having at least one consultative activity during the reporting period.
- **Primary Care Practice Site:** an individual primary care office; uniquely identified by address.
- **Youth Served:** an unduplicated count of all youth served by the ACCESS Mental Health CT program captured on a member specific encounter form entered by the Hub staff into the Encounter System during the reporting period.

#### ACRONYMS

<b>ACCESS</b>	Access to all of <b>C</b> onnecticut’s <b>C</b> hildren of <b>E</b> very <b>S</b> ocioeconomic <b>S</b> tatus
<b>BH</b>	Behavioral Health
<b>CT</b>	Connecticut
<b>DCF</b>	Department of Children and Families
<b>DX</b>	Diagnosis
<b>MH</b>	Mental Health
<b>PCP</b>	Primary Care Provider
<b>VO</b>	Beacon Health Options
<b>SA</b>	Substance Abuse
<b>TX</b>	Treatment

## Hub Service Areas



**Hartford Hospital 855-561-7135**  
**Wheeler Clinic, Inc. 855-631-9835**  
**Yale Child Study Center 844-751-8955**