

Report Prepared By Beacon Health Options For the Department of Children and Families  
Submitted March 1, 2018



# ACCESS Mental Health CT

## Semi-Annual Progress Report

July 1, 2017 – December 31, 2017



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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 (Beacon) 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 for the Department of Children and Families (DCF) and summarizes the progress made by the ACCESS Mental Health CT program. The primary reporting period for this report is July 1, 2017 through December 31, 2017 (Q1 & Q2 SFY'18); in some metrics, totals covering the entire length of the program or "since inception" June 16, 2014 through December 31, 2017 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 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
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 progress reports. The results may differ from previously reported values due to late submissions of some data reflecting practice and PCP enrollment, number of youth served, consultative activities, and satisfaction rates. 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.

## Enrollment

By December 31, 2017, 420 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 **90%** (380) of pediatric and family care practice sites enrolled in the program statewide. By the end of Q2 SFY'18, two new practice sites enrolled and six closed. Collectively, the enrolled practices employ 1,589 primary care providers. The Hartford Hospital Hub team enrolled approximately 91% (159 out of 175) of the eligible practice sites within their designated service area. The Wheeler Clinic Hub team enrolled 86% (120 out of 139) of their eligible practice sites and the Yale Child Study Center Hub team enrolled approximately 95% (101 out of 106) of the eligible practice sites within their designated service area.

ACCESS Mental Health CT Enrolled Practice Sites: Breakout By Provider Type June 1, 2014 – March 31, 2017				
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center	Statewide
Total Eligible Practice Sites	175	139	106	420
Enrolled Practice Sites	<b>159</b>	<b>120</b>	<b>101</b>	<b>380</b>
Pediatrics	73	74	81	228
Family Practice	85	37	11	133
Pediatric/Family Practice	1	9	3	13
Not Specified	0	0	6	6

Approximately 60% (228) of the enrolled practice sites were identified as pediatric, 35% (133) were identified as family medicine treating the lifespan, 3% (13) of the sites formed practice groups that included a combination of pediatric and family medicine sites, and approximately 2% (6) of the practice sites were entered into the system without a specific provider type identified. It is important to note that the Wheeler Clinic Hub team completed an audit of their provider practices during this reporting period, which resulted in a more accurate count of enrolled sites and their respective provider type description.

## Youth Demographics

Since inception of the program to date, June 16, 2014 through December 31, 2017, enrolled PCPs contacted their respective Hub teams requesting consultation for **4,045** unduplicated youth presenting with mental health concerns. This is an increase of 548 unique youth from the last reporting period where the program to date (June 16, 2014 – June 30, 2017) total was noted as 3,497 unduplicated youth.

The following table depicts a quarterly comparison of youth served by the program from Q1 SFY'17 to Q2 SFY'18; counts are unique per quarter but are not unique across state fiscal years. A total of 365 youth were supported by the program in Q1 SFY'18 and 319 youth in Q2 SFY'18. This is comparable to the same time period in the previous state fiscal year.

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 maintain the majority of the volume. Additionally, the program continues to provide support to young adults (19 years and older) serving approximately 27 young adults in Q1 SFY'18 and 21 in Q2 SFY'18.

ACCESS Mental Health CT Statewide Youth Demographics July 1, 2016 – December 31, 2017												
	Q1 SFY'17		Q2 SFY'17		Q3 SFY'17		Q4 SFY'17		Q1 SFY'18		Q2 SFY'18	
Total Youth Served*	365		306		309		318		365		319	
Gender	No.	Pct.										
Male	203	56%	159	52%	168	54%	164	53%	190	52%	175	55%
Female	162	44%	147	48%	141	46%	154	47%	175	48%	144	45%
Age												
0-5	35	10%	26	8%	19	6%	37	12%	31	8%	16	5%
6-12	133	36%	127	42%	138	45%	110	35%	137	38%	129	40%
13-18	175	48%	135	44%	137	44%	153	48%	170	47%	153	48%
19+	22	6%	18	6%	15	5%	18	5%	27	7%	21	7%
Race												
White	241	66%	184	60%	209	68%	190	60%	232	64%	198	62%
Black	45	12%	52	17%	31	10%	32	10%	39	11%	44	14%
Hispanic	51	14%	47	15%	40	13%	60	19%	63	17%	44	14%
Asian	7	2%	4	1%	8	3%	8	3%	6	2%	6	2%
Other	7	2%	9	3%	7	2%	15	4%	16	4%	9	3%
Unknown	14	4%	10	3%	14	4%	13	4%	9	2%	18	5%
DCF Involvement												
	41	11%	45	15%	38	12%	56	18%	57	16%	43	14%

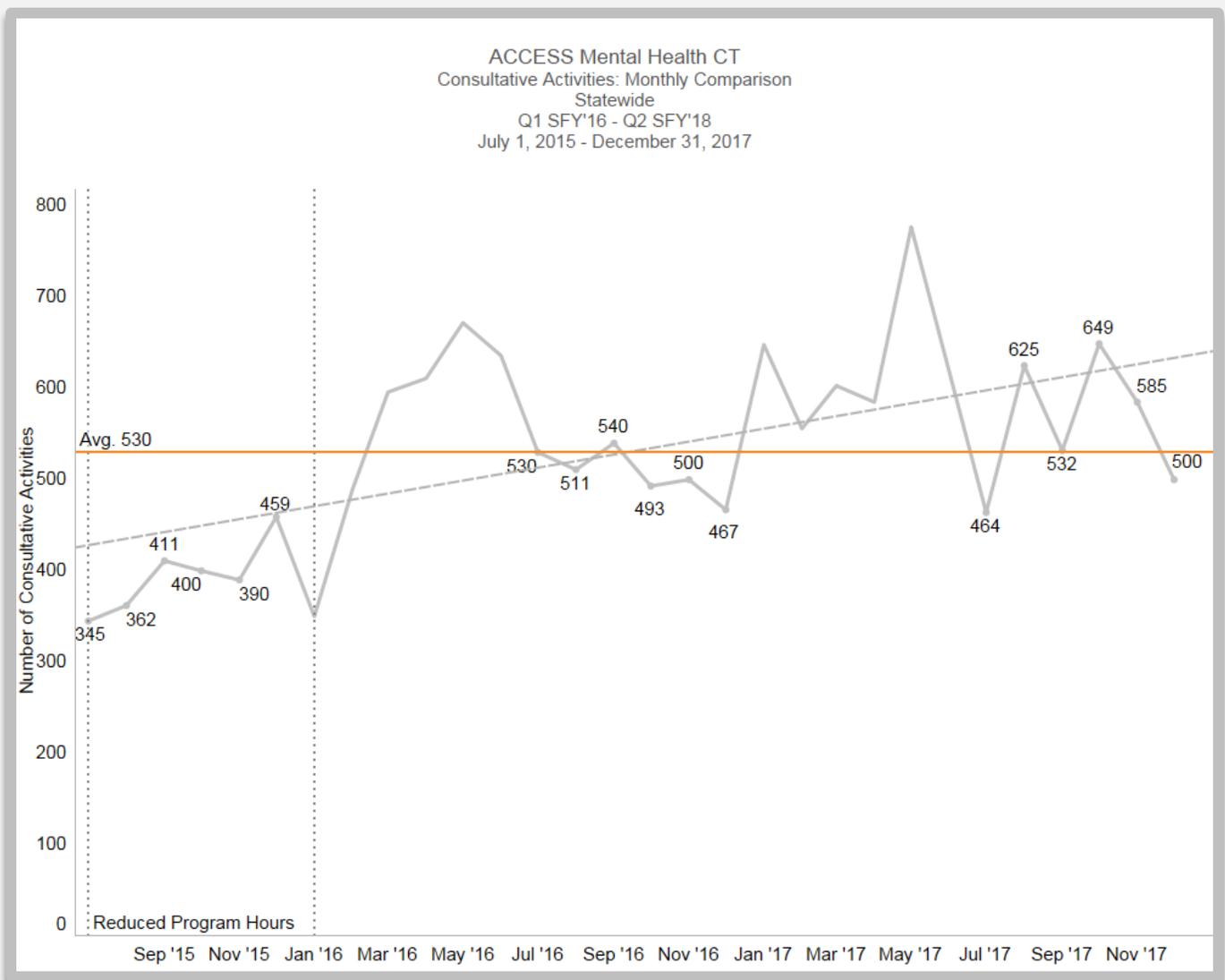
\*Quarterly counts represent unduplicated youth per quarter but are not unique across state fiscal years.

## Consultative Activities

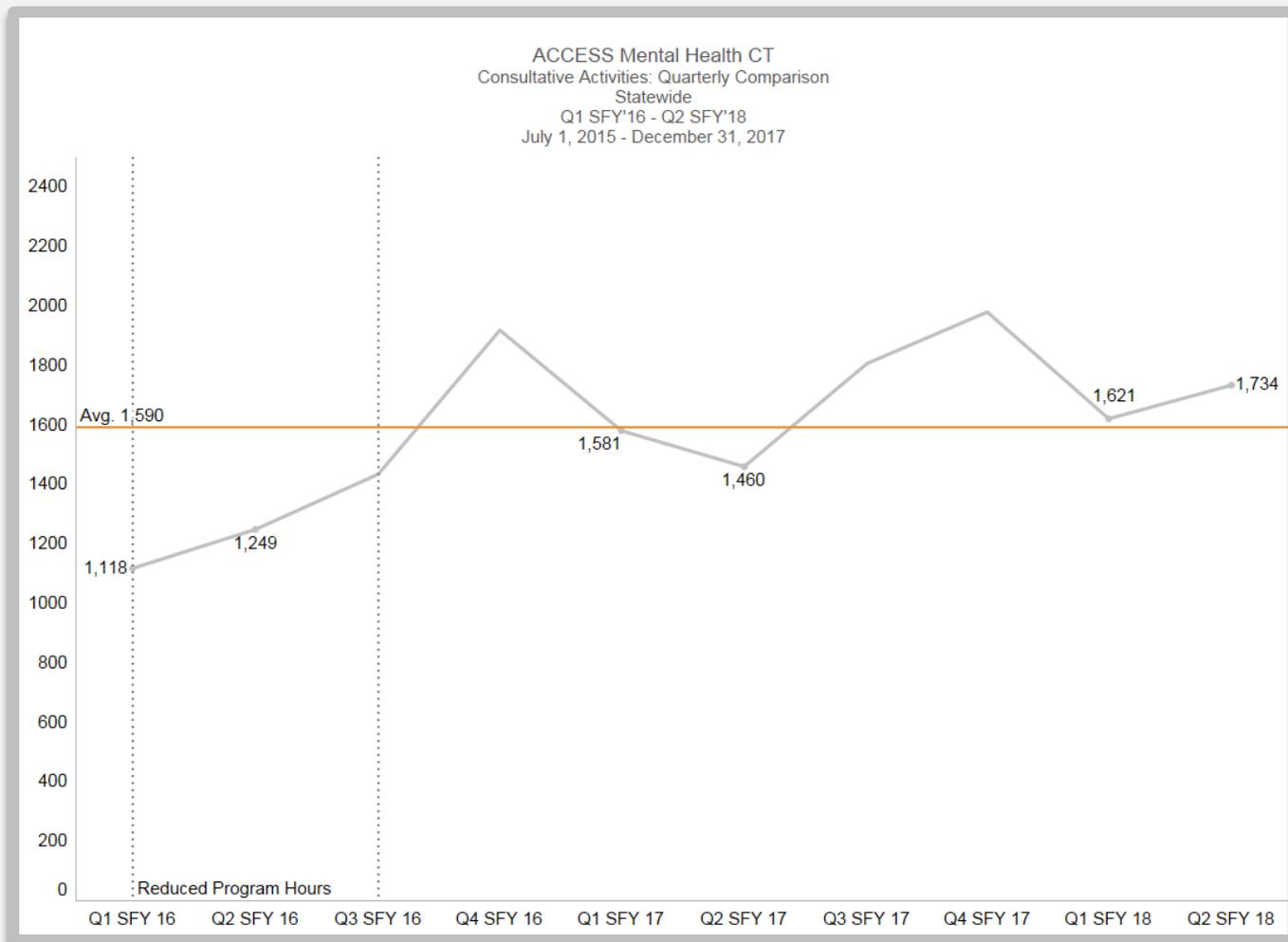
Consultative activities are calls that include: telephone consultation, assistance with finding community behavioral health services, and connect to care follow up. One-time diagnostic assessments are also included in this measure.

Since inception of the program to date, June 16, 2014 through December 31, 2017, the Hub teams have provided **20,971** consultative activities supporting PCPs treating youth within their medical home. This is an increase of 3,355 encounters since the last reporting period when the program to date (June 16, 2014 – June 30, 2017) total was noted as 17,616 consultative activities.

The following graph depicts the monthly volume of consultative activities provided by the Hub teams statewide. From July 1, 2015 through December 31, 2017, collectively the Hub teams provided an average of 530 consultative activities per month. The trend is positive as the volume of consultations continues to increase, with a higher monthly average of 559 consultative activities noted during this current six-month reporting period (July 1, 2017 – December 31, 2017).



From Q1 SFY'16 through Q2 SFY'18, collectively the Hub teams provided an average of 1,590 consultative activities per quarter, with a higher quarterly average of 1,678 consultative activities noted during this current six-month reporting period (Q1 and Q2 SFY'18).



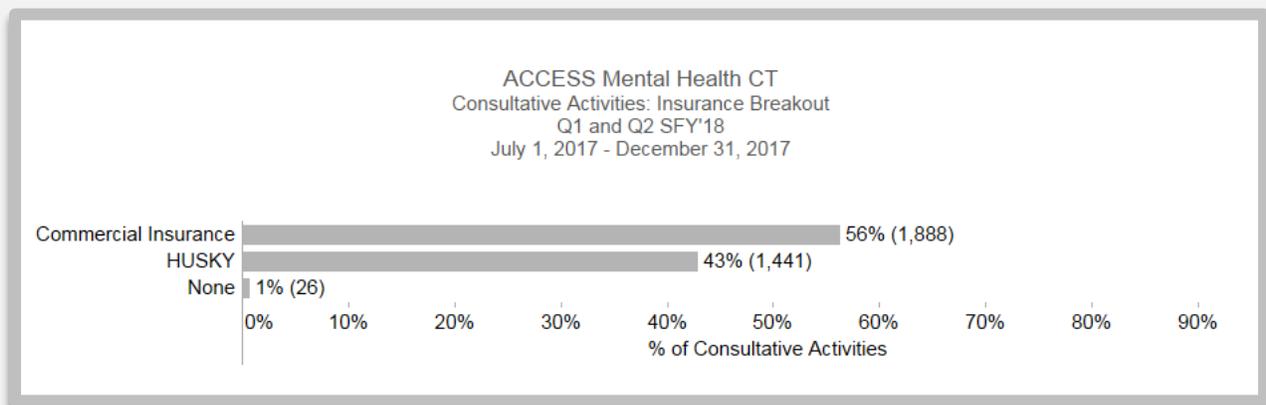
**Direct PCP Consultations:** Of the 3,355 consultative activities provided throughout the state during this current six-month reporting period, approximately 37% (1,233) were reported as direct contact with the PCPs. This includes both initial inquiries and follow up phone calls to the PCP.

Per Hub team report, approximately 99% (730 out of 741) of initial PCP calls were answered by the Hub team’s consulting psychiatrist within 30-minutes of the PCP’s initial inquiry in Q1 and Q2 SFY’18; 74% (540 out of 730) of which were connected directly at the time of the call. The program benchmark for year four 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. As of the close of Q2 SFY’18, this annual target is on track.

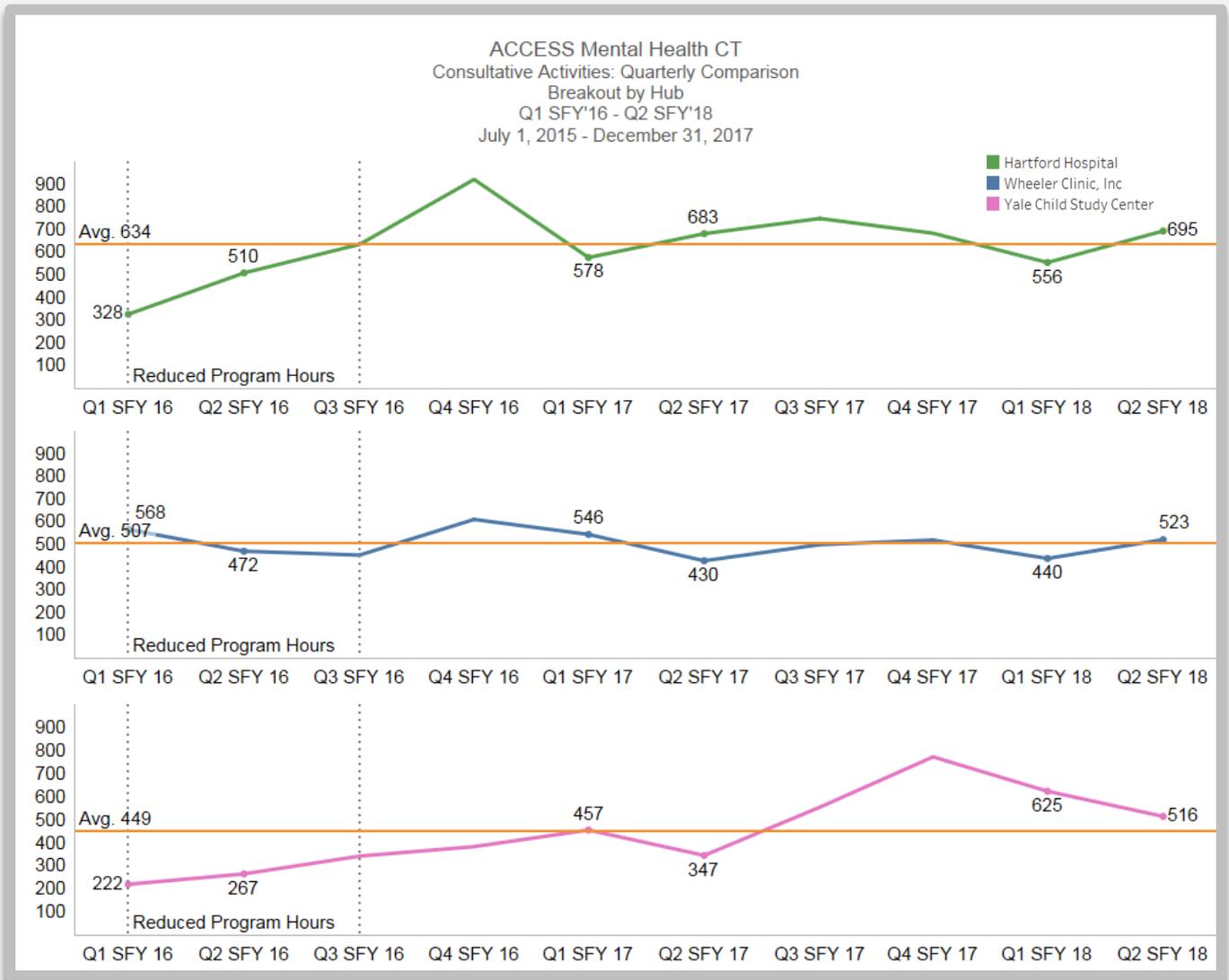
**Care Coordination and Family Support:** Approximately 61% (2,062 out of 3,355) of the total consultative activities for Q1 and Q2 SFY’18 were activities related to care coordination and direct family support.

**Face-to-Face Assessments:** Approximately 1% (49 out of 3,355) of the total consultative activities were one-time diagnostic and psychopharmacological assessments. The Hartford Hospital Hub team provided four face-to-face assessments, the Wheeler Clinic Hub team provided 26, and the Yale Child Study Center Hub team provided 19 face-to-face assessments during this six-month reporting period. Approximately 269 face-to-face assessments have occurred across the state since inception of the program.

Of the 3,355 total consults provided in Q1 and Q2 SFY’18, approximately 56% (1,888) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 43% (1,441) were for youth with HUSKY coverage and approximately 1% (26) consultative activities were provided to youth without insurance during this reporting period. This percentage breakout is similar to what has been reported previously.



As noted above, collectively the Hub teams provided an average of 1,590 consultative activities per quarter from Q1 SFY'16 through Q2 SFY'18. The following graphs show the same timeframe on a Hub-specific level. The Hartford Hospital Hub team provided the highest volume with an average of 634 consults per quarter, the Wheeler Clinic Hub team provided an average of 507 consults, and the Yale Child Study Center Hub team provided an average of 449 consults per quarter.



## 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.

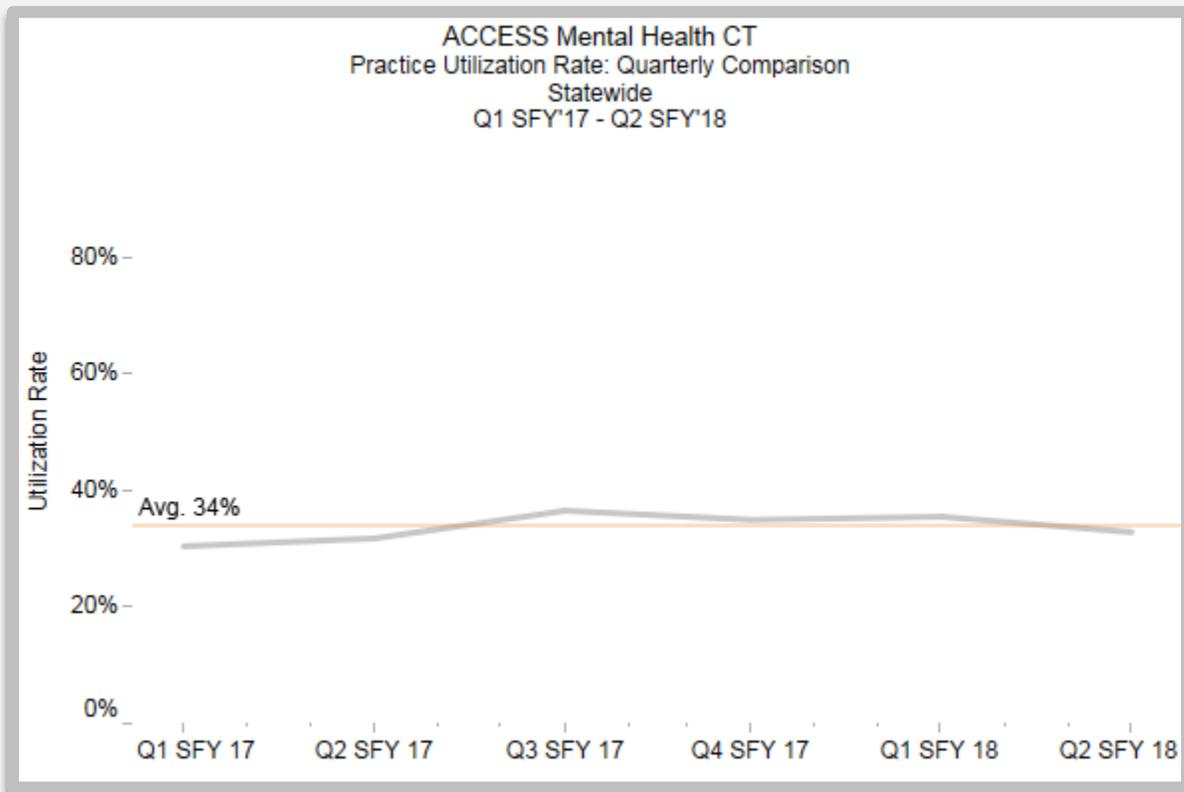
A total of **3,580** consultative episodes occurred between June 16, 2014 and December 31, 2017. The statewide range of days per episode is 1 day to 196 days, with an average of 18 days per episode. This is an increase from the last report. The average number of days per episode provided by the Hartford Hospital Hub team remained the same at 21 days as last reported, however, the average number of days per episode increased for both the Wheeler Clinic and Yale Child Study Center Hub teams. When looking at the frequency distribution, the percent of episodes with 20 days are greater for both the Wheeler Clinic and Yale Child Study Center Hub teams showed a minimal increase as compared to the previous report. This shows that the increase in the average number of days is a direct result of a small amount of cases with longer days rather than a remarkable change in operations. The central administration team will continue to monitor this going forward.

ACCESS Mental Health CT Consultative Episodes June 16, 2014 – December 31, 2017				
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center	Statewide
Number of Youth with 1 Episode	1,190	1,150	727	3,067
Number of Youth with 2 Episodes	93	82	35	210
Number of Youth with 3 Episodes	6	7	1	14
Number of Youth with 4 Episodes	1	2	1	4
<b>Total Number of Episodes</b>				
	1,417	1,356	807	<b>3,580</b>
<b>Range of Days per Episode</b>				
	1-168	1-196	1-152	<b>1-196</b>
<b>Average Number of Days per Episode</b>				
	21	16	18	<b>18</b>
<b>Average Number of Consultative Activities per Episode</b>				
	5	4	5	<b>5</b>

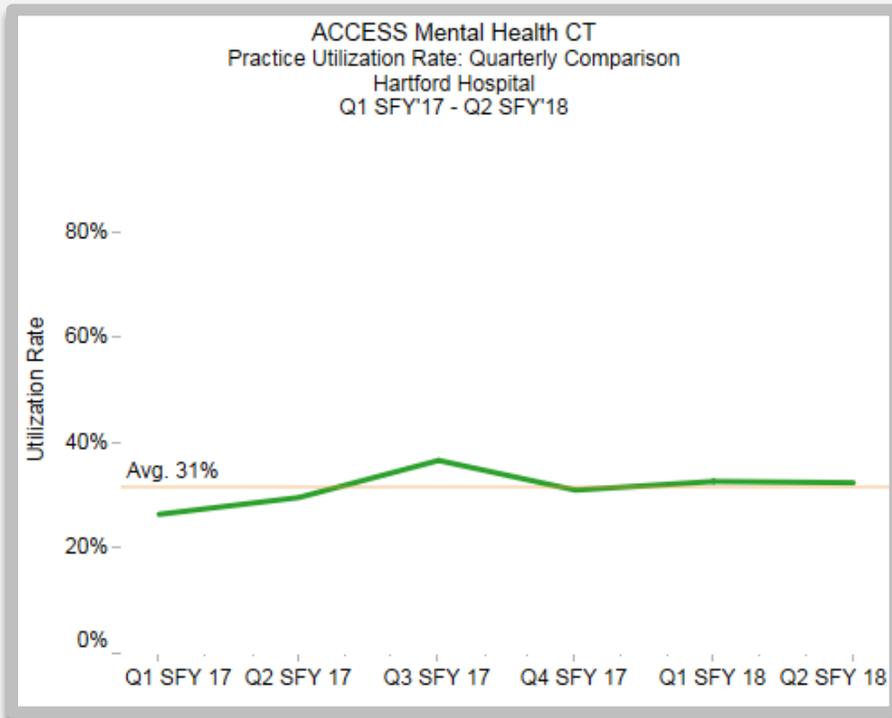
## Practice Utilization

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'18, approximately **329 practice groups** with a total of 380 enrolled practice sites were identified.

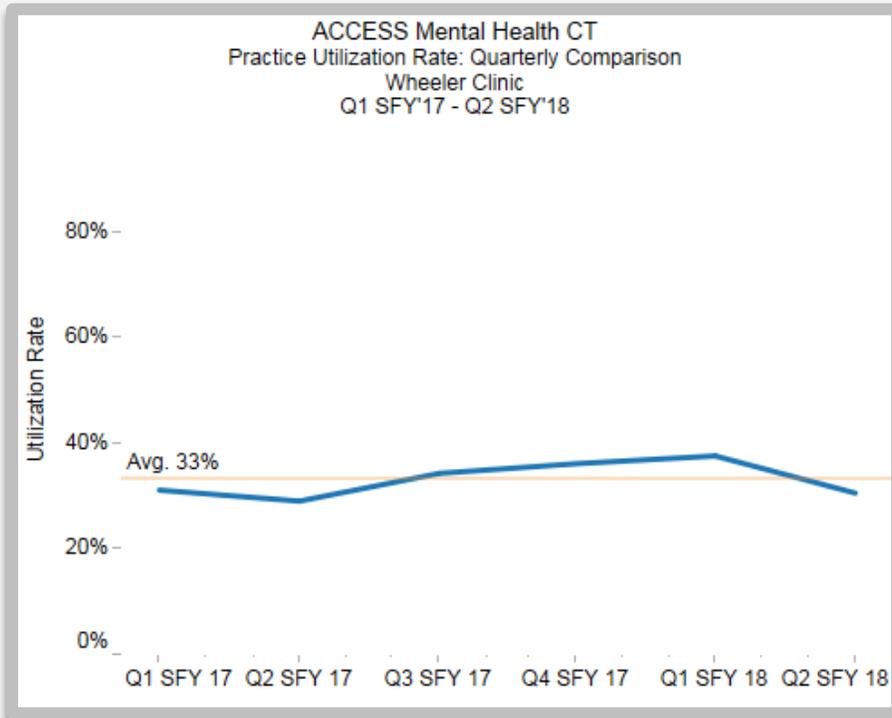
The following graphs compare the rate of practice utilization by quarter. If a practice used the program at any time during the quarter it will be captured for that timeframe. From Q1 SFY'17 through Q2 SFY'18, the statewide average quarterly utilization rate was 34%. In Q2 SFY'18 the quarterly utilization rate was approximately 33% across the state. This is one percentage point higher when compared to the same timeframe in the previous state fiscal year (32% in Q2 SFY'17). 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.



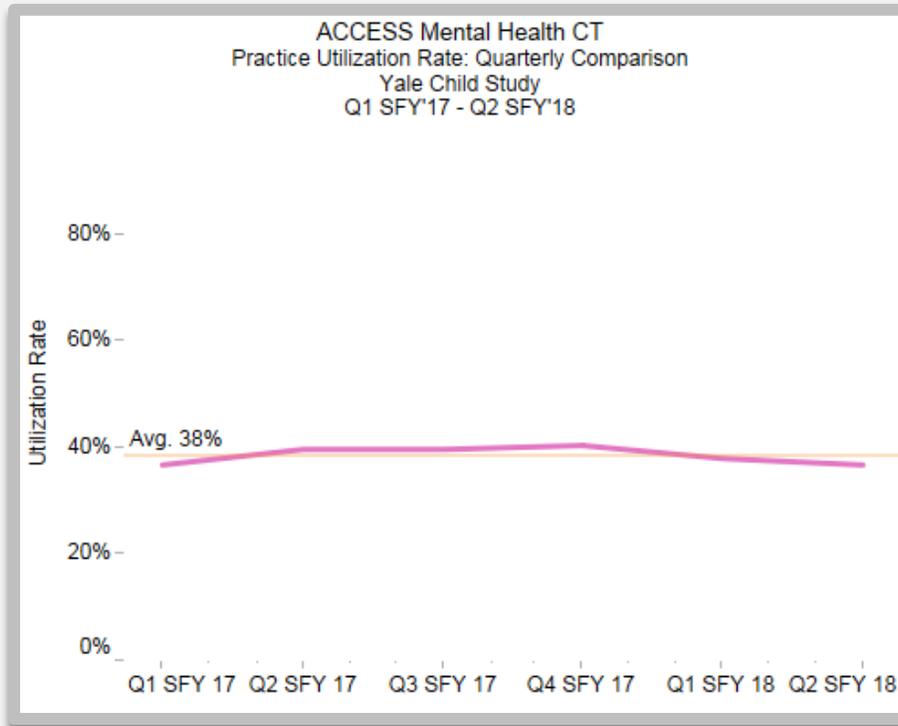
From Q1 SFY'17 through Q2 SFY'18, the Hartford Hospital Hub team's average quarterly utilization rate was 31%. In Q2 SFY'18, their quarterly utilization rate was approximately 32%. This is two percentage points higher when compared to the same timeframe in the previous state fiscal year (30% in Q2 SFY'17).



The Wheeler Clinic Hub team's average quarterly utilization rate was 33% (Q1 SFY'17 through Q2 SFY'18). In Q2 SFY'18 their quarterly utilization rate was approximately 30%. This is one percentage point higher when compared to the same timeframe in the previous state fiscal year (29% in Q2 SFY'17).



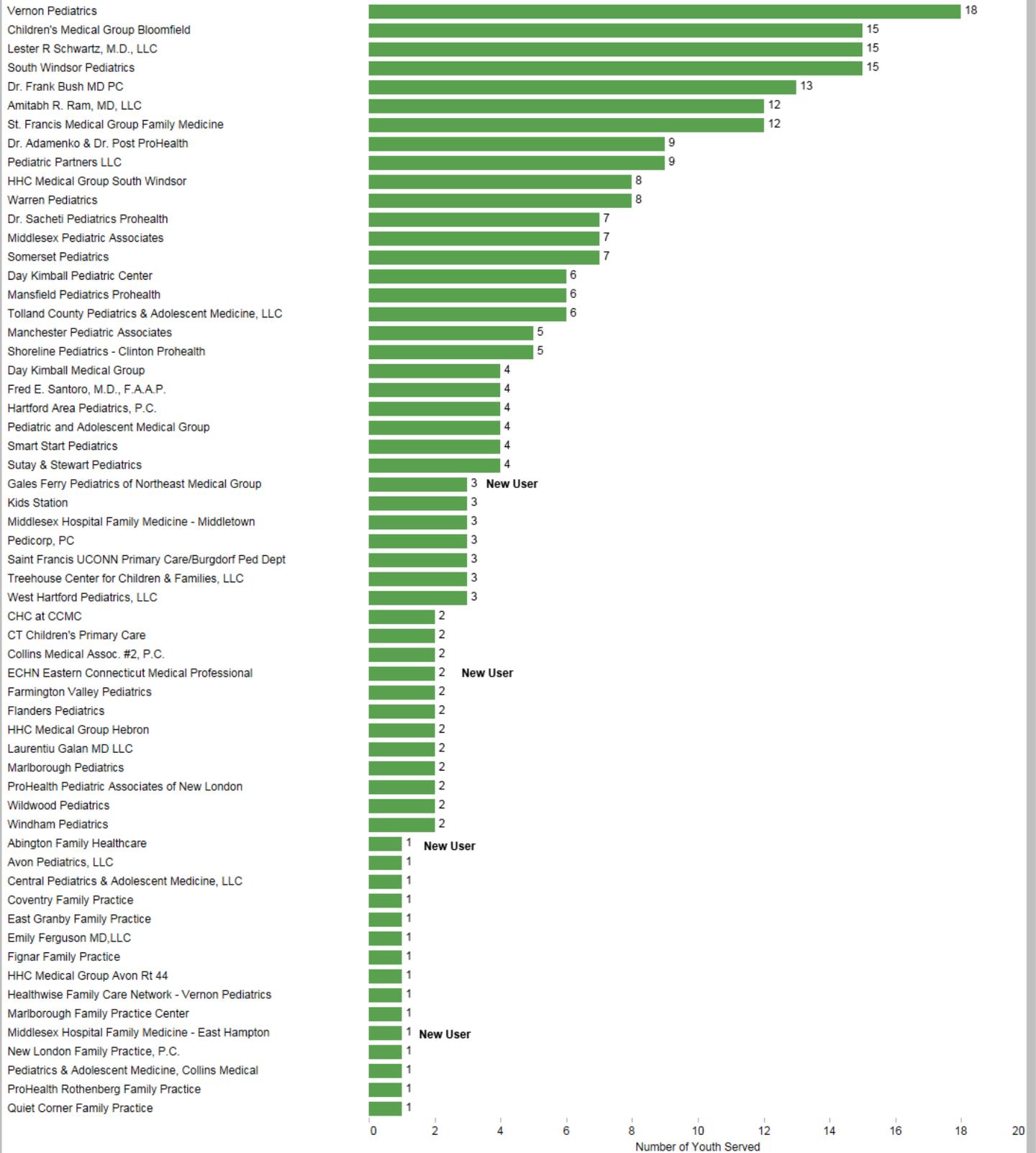
From Q1 SFY'17 through Q2 SFY'18, the Yale Child Study Center Hub team's quarterly average rate was 38%. In Q2 SFY'18 their quarterly utilization rate was approximately 37%. This is three percentage points lower when compared to the same timeframe in the previous state fiscal year (40% in Q2 SFY'17).



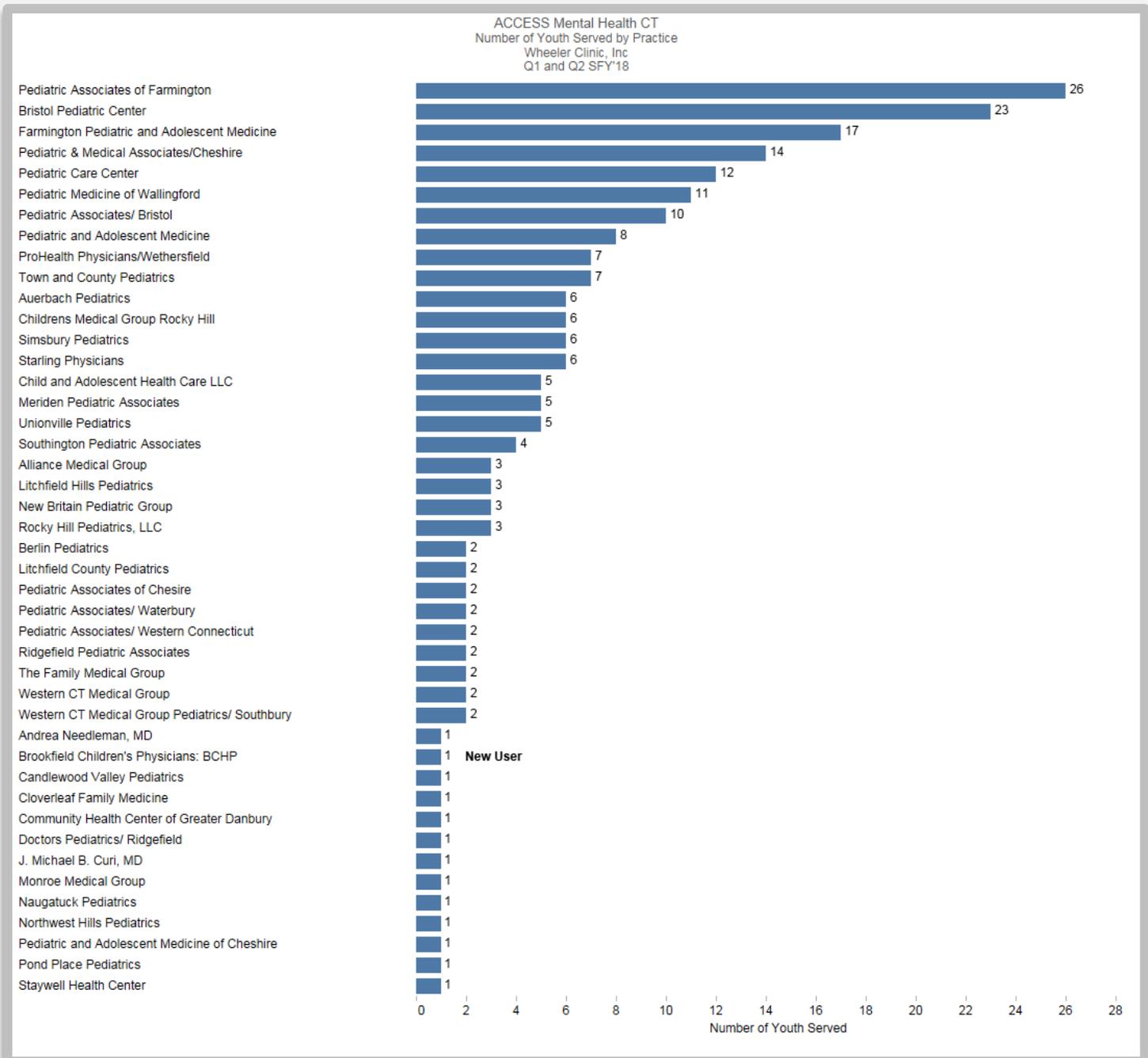
Again, this particular measure demonstrates a consistency of program use across all three Hub teams with minimal variation. While there is a core group of practices consistently using the program over time, there are a few practice groups calling for the first time. The following graphs demonstrate, by Hub team, a breakout of utilization by number of youth served per practice during this current six-month period (Q1 and Q2 SFY'18). Also noted on each graph are the first time utilizers of the program.

A total of 59 practice groups utilized Hartford Hospital's Hub team requesting support for 267 youth. Four practice groups utilized Hartford Hospital's Hub team for the first time since enrollment. ECHN Eastern Connecticut Medical Professionals enrolled in February 2015 and used the program for the first time in July 2017. Abington Family Healthcare enrolled in the program in September 2014 and used for the first time two years later in September 2017. Middlesex Hospital Family Medicine East Hampton enrolled in the program in September 2014 and used the program for the first time in November 2017. Gales Ferry Pediatrics enrolled in the program in October 2017 and used for the first time in November 2017.

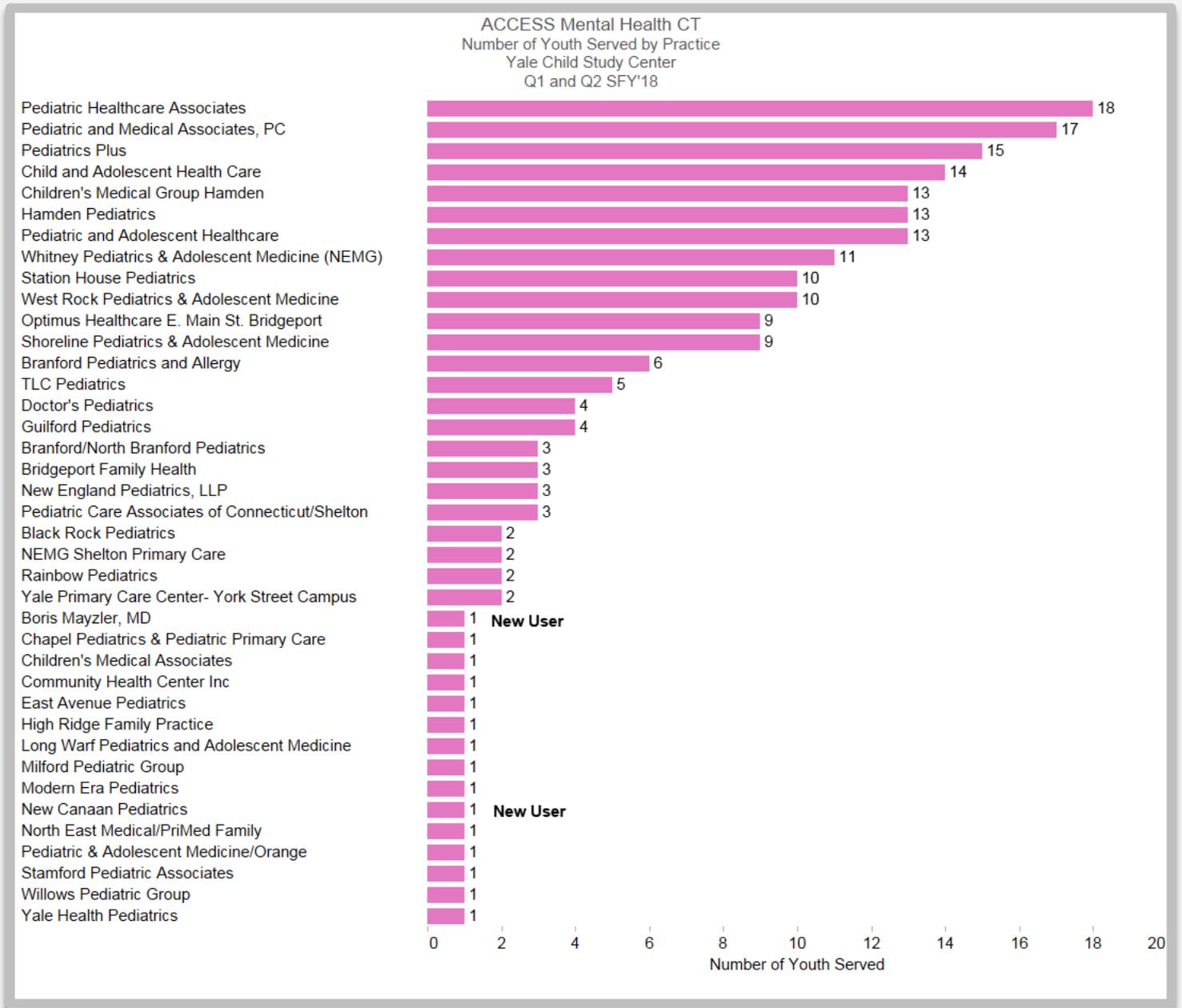
ACCESS Mental Health CT  
 Number of Youth Served by Practice  
 Hartford Hospital  
 Q1 and Q2 SFY'18



In Q1 and Q2 SFY'18, a total of 44 practice groups utilized Wheeler Clinic's Hub team requesting support for 221 youth. Brookfield Children's Physicians: BCHP enrolled and used the program for the first time in December 2017.



In Q1 and Q2 SFY'18, a total of 39 practice groups utilized the Yale Child Study Center's Hub team requesting support for 206 youth. Dr. Boris Mayzler enrolled in the program in April 2015 and used for the first time in July 2017. New Canaan Pediatrics enrolled in May 2015 and used the program for the first time in November 2017.



## Practice Non-Utilization

During the third quarter of this state fiscal year, the Hub teams will be provided a list of their respective enrolled non-using practice groups and will be asked to outreach to them to identify reasons for not using the program. Included in the outreach, the teams will 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 Q1 and Q2 SFY'18, the average statewide satisfaction score is **4.99**. 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 four 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'18, this annual target is on track.

ACCESS Mental Health CT Satisfaction Scores: Statewide Quarterly Comparison Q1 SFY'17 – Q2 SFY'18						
	Q1 SFY'17	Q2 SFY'17	Q3 SFY'17	Q4 SFY'17	Q1 SFY'18	Q2 SFY'18
Average Satisfaction Score	4.99	4.98	4.99	4.99	4.99	4.99
Maximum Satisfaction Score	5	5	5	5	5	5
Minimum Satisfaction Score	3	3	3	3	4	3

ACCESS Mental Health CT Satisfaction Scores: Hub Breakout Q1 and Q2 SFY'18			
	Hartford Hospital	Wheeler Clinic	Yale Child Study Center
Average Satisfaction Score	4.99	4.98	5.00
Maximum Satisfaction Score	5	5	5
Minimum Satisfaction Score	3	3	4

## Education

All ACCESS Mental Health CT consultations strive to provide individualized, case-based education. The program also creates traditional educational opportunities through regionally-based, didactic trainings. In year four of the program, the Hub teams are each charged with providing a minimum of four (4) 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>SA</b>	Substance Abuse
<b>TX</b>	Treatment

## Hub Service Areas

