



ACCESS Mental Health CT

SEMI-ANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2021: July 1, 2020 - December 31, 2020



Report prepared by Beacon Health Options for the Department of Children and Families
Submitted February 25, 2021

Acknowledgements

Quarters 1&2 SFY 2021: July 1, 2020 - December 31, 2020

Submitted by:

Lori Szczygiel, MA, President, Connecticut Market

Created by:

Andrea Goetz, MSW, Chief Administrative Officer, Child & Family Division

David Aversa, MD, MPH, Chief Medical Director, Child & Family Division

Elizabeth Garrigan, LPC, Director, ACCESS Mental Health

Amanda Stango, MHA, Data Analyst

Carol Miranda, MPP, Data Analyst

Kendra Carr, MPH, Data Analyst

Michael Barron, Connecticut Data Analytics & Reporting Team Lead

Report contributors:

Jay Palica, LPC, Director, Quality Analytics and Data Visualization

Christopher Bory, PsyD, AVP, Advanced Analytics and Data Visualization

Robert Plant, PhD, SVP, Analytics and Innovation



For inquiries, comments, or questions related to this report please contact Elizabeth Garrigan at elizabeth.garrigan@beaconhealthoptions.com

A Beacon Health Options-CT Dashboard

Table of Contents

Quarters 1&2 SFY 2021: July 1, 2020 - December 31, 2020

Program Description

Hub Service Areas

Executive Summary

Semi-Annual Narrative

Enrollment

Map of Enrolled Practices

Youth Demographics

- Statewide

- Hub Teams

Consultative Activities

- Statewide

- Hub Teams

Practice Utilization

- Statewide and Hub Quarterly Utilization Rates

- Statewide and Hub Practice-Specific Utilization

- Volume of Youth Served by Practice

Program Satisfaction

Definitions & Acronyms

Program Description

Quarters 1&2 SFY 2021: July 1, 2020 - December 31, 2020

Introduction

ACCESS Mental Health CT is a statewide program funded by the Department of Children and Families (DCF) 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.

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.

Methodology

The data contained in this report is refreshed for each 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.

The methodology for Enrollment remains unchanged. Any primary care practice treating youth under the age of 19 years of age, regardless of volume, is eligible to enroll in the program. This includes pediatric practices and practices that treat the lifespan population. 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. Enrollment captures the total amount of sites. This helps to also assess the distribution of locations across the state.

The methodology for Utilization also remains unchanged. In order to eliminate the possibility of inflation, the methodology for Utilization captures the total amount of practice groups; a stand-alone practice is counted once and a practice with multiple sites is also counted once. For instance, if a practice shares physicians, patients, policies and procedures across multiple sites, we group the site locations together and count that practice once within the time period.

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 July 1, 2020 through December 31, 2020 (Quarters 1 & 2 of SFY 2021); in some metrics, totals covering the entire length of the program or "since inception" (June 16, 2014 through December 31, 2020) are also provided. Most dashboards in this report allow the reader to change the date range by selecting the year(s) in the filter at the top of each dashboard. Date ranges are clearly labeled on each graph or table depicting the corresponding timeframes selected by the reader. Filters are also added to Hub-specific dashboards to allow the reader to select and view data for each Hub team.

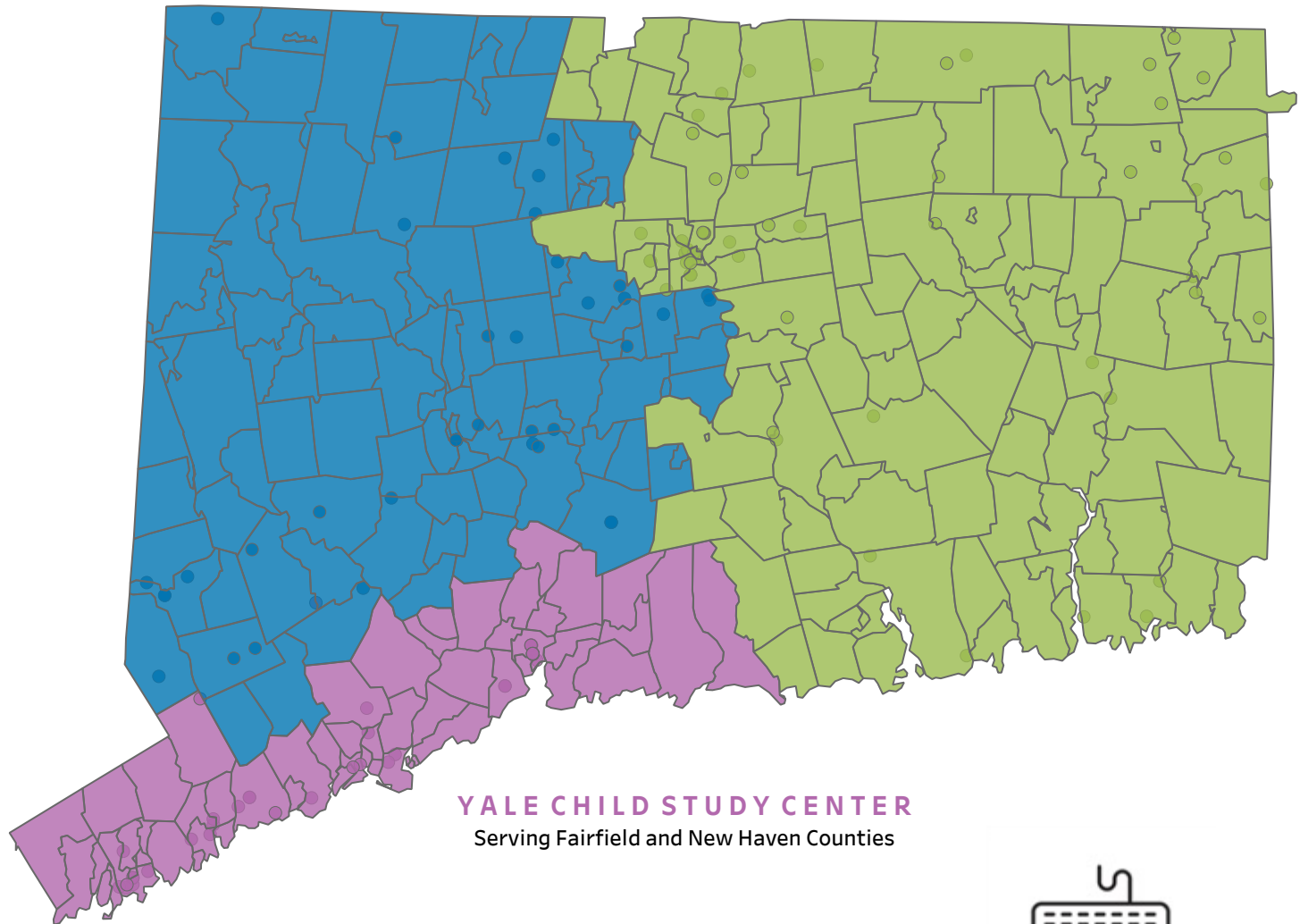
Hub Catchment Areas

WHEELER CLINIC, INC

Serving Fairfield, Hartford, Litchfield, Middlesex,
and New Haven Counties

HARTFORD HOSPITAL

Serving Hartford, Middlesex, New London,
Tolland, and Windham Counties



YALE CHILD STUDY CENTER

Serving Fairfield and New Haven Counties



Type a town to find the assigned HUB
No items highlighted

© 2021 Mapbox © OpenStreetMap

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. To ensure adequate coverage, the state was divided into three geographic service areas; approximately 272,000 youth per Hub.

Primary Care providers treating youth under the age of 19 years of age are eligible for enrollment. Practice location determines Hub team assignment. For more information about the program and enrollment please visit www.accessmhct.com

Executive Summary

The COVID-19 pandemic has had a jarring effect on children, youth, and adolescents. Virtual learning, the absence of recreational and social activities, limited access to in-person treatment services, and the lack of predictability has affected the mental health and well-being of youth across the state. As evidenced by the data showcased throughout this semiannual report, pediatric and family care providers (PCPs) sought out the ACCESS Mental Health program's support and expertise at unprecedented rates. Both the volume of youth served and volume of consultations provided during the first half of fiscal year 2021 (SFY'21) was the highest volume reported in a six-month period since program inception.

Since program launch in June 2014, the ACCESS Mental Health Hub teams have provided over 41,000 consultations supporting over 7,800 youth and their families. However, it is important to note that 11% (4,397) of the total consultation volume was provided in the past six months (Q1&Q2 SFY'21). Also, when compared to this time last state fiscal year, the Hub teams provided 39% more consultations supporting 19% more youth (Q1&Q2 SFY'21). Notably, this increase was not due to additional or new pediatric practices seeking consultation. The core group of PCPs who have steadily relied on the program for support continued to do so, but at a much higher frequency than in previous years. An in-depth review of the data for Q1&Q2 SFY'21 can be found in the semiannual narrative sections of this report along with its corresponding dashboards.

Of concern, pediatricians and family care physicians report that the effects of the pandemic has exacerbated symptomology in their patients with known mental health issues. Additionally, more youth are presenting with anxiety, depression and other behavioral health concerns for the first time. During these times of crisis and uncertainty, PCPs have stated unequivocally that the ACCESS Mental Health program has supported their needs, and most importantly, provided much needed consultation and connection to treatment for the children and youth in their care.

While the Hub teams are currently managing this rapid increase in volume, it is reasonable to expect that the demand will outpace the program's capacity in the late winter and spring when there is a predictable spike in consultations. As stated in previous reports, the program's budget has been reduced by 9% since program inception. Starting in state fiscal 2018, the Hub teams were required to reduce psychiatric staff time per Hub team and provide cross-Hub team coverage in order to accommodate this reduction. It will be important to monitor utilization rates and response times to assess the capacity of current staffing against demand. Providing enough funding to enable the Hub teams to resume full staffing patterns is strongly recommended in order to ensure continued excellence and efficacy in program delivery.

Semi-Annual Narrative

Enrollment: All pediatric and family care practice sites providing primary care services to youth under the age of 19 years are eligible for enrollment in the program. The program uses a supplemental report provided by the Department of Public Health generated directly from the CT WiZ System. The CT WiZ system is a statewide immunization information system designed to track immunizations administered in public health settings. While this report is a good source for identifying and locating primary care sites across the state, regular outreach by the Hub teams is also needed to identify, update, and track practice site and PCP changes as they occur. Given the impact of COVID-19 and potential changes to the primary care landscape, the Hub teams will complete another formal review of the eligible and enrolled primary care sites at the start of Q3 SFY'21.

As of December 31, 2020, a total of 421 pediatric and family care practice sites were identified as eligible for enrollment and approximately 86% (360 out of 421) of the eligible sites enrolled statewide. With no noted change, approximately 61% of the enrolled practice sites statewide were identified as pediatric practice sites, approximately 35% were identified as family medicine practice sites, 3% of the enrolled sites formed practice groups that included a combination of pediatric and family medicine sites, and approximately 1% of the practice sites were entered into the system without a specific provider type identified.

Hartford Hospital enrolled approximately 83% (148 out of 179) of the eligible practice sites within their designated service area. Wheeler Clinic enrolled 91% (109 out of 120) of their eligible practice sites, adding one new site during this six-month period, and Yale Child Study Center enrolled approximately 84% (103 out of 122) of the eligible practice sites within their designated service area.

By selecting a specific Hub team in the Enrollment dashboard, a breakout of their respective practice sites will be showcased. For example, pediatric practice sites are equally distributed across all three Hub teams' designated service areas, however, the majority of enrolled family practice sites (81 out of 125) are located within Hartford Hospital's designated service area. In addition, by selecting a town in the Map of Enrolled Practices dashboard, the location and contact information for each enrolled practice site can be found.

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

Since inception of the program to date, June 16, 2014 through December 31, 2020, enrolled PCPs contacted their respective Hub teams requesting consultation for 7,827 unique youth presenting with mental health concerns. The program served a total of 929 youth in Q1&Q2 SFY'21. This is a 19% increase in volume of youth served as compared to the same time period in the previous state fiscal year (778; Q1&Q2 SFY'20) and is the highest volume of youth served in a six-month period since program inception.

Adolescents 13 to 18-years old represented the majority with approximately 50% (465 youth) of the total volume of youth served in Q1&Q2 SFY'21. Youth ages 6 to 12-years old represented the second largest age group with approximately 34% (315 youth). Approximately 7% (65 youth) of the total volume of youth served were under the age of six and approximately 9% (84) were young adults between the ages of 19 and 24 years.

Approximately 9% (81) of the youth served by the program in Q1&Q2 SFY'21 were noted by the PCP to have DCF involvement. This is a slight increase when compared to the youth noted to have DCF involvement in the same six-month period in the previous state fiscal year (8% or 65 youth).

Of the 929 unique youth served in Q1&Q2 SFY'21, the majority of youth served across all age groups were White (75% or 692 youth), with approximately 11% (105) Black youth, 3% (23) Asian youth, 7% (67) identified as other, and 5% (42) of youth served by the program were identified as unknown. Approximately 14% (132) of youth served by the program were Hispanic youth. Ethnicity is broken out from race, allowing users to filter the corresponding dashboards by different demographic fields. For example, when selecting "Hispanic", users can then see the breakdown of race by ethnicity, and vice versa with each race field.

Similar demographic patterns can be seen across each Hub team and can be found in the Hub Demographic dashboard.

Youth Demographics (continued): Of the 929 youth supported by the program across the state in the first six months of this state fiscal year, the volume was fairly distributed across the three Hub teams. While Wheeler Clinic provided a slightly higher percentage with 38% of the total volume (351 out of 929 youth), Hartford Hospital and Yale Child Study Center each accounted for 31% of the statewide volume (291 and 287 youth respectively). As noted above, the program supported 19% more youth this period compared to the same six-month period last state fiscal year and while the teams each contributed a fair share of this volume, it is also important to look at how the volume has affected each Hub team individually.

Hartford Hospital supported 291 youth in Q1&Q2 SFY'21. This is a 25% increase in volume of youth served when compared to the volume of youth served by Hartford Hospital during the same six-month period in the previous state fiscal year (233 youth in Q1&Q2 SFY'20).

Wheeler Clinic supported 351 youth in Q1&Q2 SFY'21. This is a 7% increase in volume of youth served when compared to the volume of youth served by Wheeler Clinic during the same six-month period in the previous state fiscal year (327 youth in Q1&Q2 SFY'20). This is Wheeler Clinic's highest volume of youth served in a six-month period since program inception.

Yale Child Study Center supported 287 youth during this six-month period. This is a 32% increase in volume of youth served when compared to the volume of youth served by Yale Child Study Center during the same six-month period in the previous state fiscal year (218 youth in Q1&Q2 SFY'20). This is Yale Child Study Center's highest volume of youth served in a six-month period since program inception.

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. The Statewide Consultation dashboard shows the volume of consultations provided depicting annually, quarterly, and monthly statewide comparisons.

Since inception of the program, the Hub teams have provided 41,200 consultative activities supporting PCPs treating youth within their primary care practice (June 16, 2014 – December 31, 2020).

In Q1&Q2 SFY'21, the program provided a total of 4,397 consultations with an average of 733 consultations per month and 2,199 consultations per quarter. This is a 39% increase in volume of consultations as compared to the same time-period in the previous state fiscal year (3,171 in Q1&Q2 SFY'20) and is the highest volume of consultations provided in a six-month period since program inception.

Of the 4,397 consultations provided across the state in the first six months of this state fiscal year, the volume was fairly divided across the three Hub teams. While Hartford Hospital provided a slightly higher percentage with 38% of the total volume (1,648 out of 4,397), Wheeler Clinic and Yale Child Study Center each accounted for 31% of the statewide volume (1,375 and 1,374 respectively). A breakout of consultation volume by Hub can be found on the Hub Consultation dashboards.

In Q1&Q2 SFY'21, Hartford Hospital provided 1,648 consultations. This is a 56% increase in consultation volume when compared to the volume of consultations provided by Hartford Hospital during the same six-month period in the previous state fiscal year (1,057 in Q1&Q2 SFY'20). This is Hartford Hospital's highest volume of consultations in a six-month period since program inception.

Wheeler Clinic provided 1,375 consultations in Q1&Q2 SFY'21. This is an 8% increase in consultation volume when compared to the volume of consultations provided by Wheeler Clinic during the same six-month period in the previous state fiscal year (1,268 in Q1&Q2 SFY'20). This is Wheeler Clinic's highest volume of consultations in a six-month period since program inception.

In Q1&Q2 SFY'21, Yale Child Study provided 1,374 consultations and experienced the largest increase in consultation volume (62%) when compared to the volume of consultations provided during the same six-month period in the previous state fiscal year (846 in Q1&Q2 SFY'20). This is also Yale Child Study Center's highest volume of consultations in a six-month period since program inception.

As noted above, the volume of consultations increased significantly (39%) during this six-month period compared to last state fiscal year. This increase is expected given that the program also supported more youth (19%) during this time.

Consultative Activities (continued): However, both volume of youth served and volume of consultations provided is the highest volume in a six-month period since program inception. Additionally, it is reasonable to assume that this rate will continue to rise given that, historically, the program's volume spikes in the spring. It will be important to monitor this volume throughout the rest of this state fiscal year to ensure that Hub staffing levels are enough to handle the increased need. Further review and analysis will be reported in the program's SFY2021 year-end report.

Direct PCP Consultations: Of the 4,397 consultations provided throughout the state in Q1&Q2 SFY'21, approximately 36% (1,561 out of 4,397) were reported as direct contact with PCPs. This is an increase of approximately 24% when compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'20 (1,256).

In Q1&Q2 SFY'21, per Hub team report, approximately 99% (893 out of 901) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry; 82% (728 out of 893) of which were connected directly at the time of the call. The program benchmark for year seven 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. Despite the increase in volume noted above, the Hub teams are still on track with this target. However, as program demand increases, it will be important to ensure that the Hub teams are adequately resourced to support this demand.

Care Coordination and Family Support: Approximately 63% (2,776 out of 4,397) of the total consultative activities for Q1&Q2 SFY'21 were activities related to care coordination and direct family support. This is an increase of approximately 50% as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'20 (1,851). Navigating the behavioral healthcare system has been extremely challenging for youth and families seeking services during the pandemic. PCPs have expressed great appreciation for the Hub teams care coordination support, "making contact with the provider to ensure that they are open, taking new clients, and seeing if they are in-person or virtual has been an enormous help to my patients, thank you so much!" – Pediatrician, Farmington CT.

Face to Face Assessments: Approximately 1% (29 out of 4,397) of the total consultative activities in Q1&Q2 SFY'21 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided 12, Wheeler Clinic provided eight and Yale Child Study Center provided nine face-to-face assessments during the first six months of this state fiscal year. This is a decrease when compared to Q1&Q2 SFY'20 when the Hub teams collectively provided 40 face-to-face assessments across the state. While the teams noted that the majority of these assessments were completed using a telehealth platform, the data was not entered correctly into the system. Beacon's central administrative team will work with each of the Hub teams to correct the data entry errors in Q3 SFY'21; this will be accurately reflected in the program's SFY2021 year-end report.

Consultations by Insurance: Of the 4,397 total consultations provided in Q1&Q2 SFY'21, approximately 62% (2,728) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 38% (1,655) were for youth with HUSKY coverage and less than 1% (14) were identified as having no coverage at all. While there is some variation from year to year, the majority of the consultations provided across six-and-a-half years of programming were for youth with an identified commercial insurance plan. Similar statistics are noted across all three Hub teams and can be found in the Hub Specific Consultation dashboards.

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. As of December 31, 2020, approximately 314 practice groups with a total of 360 practice sites were enrolled. Both volume of consultations 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. Three dashboards were created to demonstrate program utilization: Utilization Rate, Practice Specific Utilization, and Youth Served by Practice.

Utilization Rate: Graphs located in the Utilization Rate dashboard show the average rate of utilization quarterly and semiannually on a statewide- and Hub-specific level. If a practice used the program at least once during the time period selected, it will be counted. The calculated rate depicts the number of practice groups that used the program compared to the total number of practice groups enrolled.

Practice Utilization (continued): In Q1&Q2 SFY'21, the statewide utilization rate was approximately 38%, which is comparable to the same six-month period in the previous state fiscal year (38% in Q1&Q2 SFY'20). Hartford Hospital's six-month utilization rate increased by one percentage point (35% in Q1&Q2 SFY'21 compared to 34% in Q1&Q2 SFY'20) and Wheeler Clinic's six-month utilization rate increased by two percentage points (41% in Q1&Q2 SFY'21 compared to 39% in Q1&Q2 SFY'20). Yale Child Study Center's utilization rate decreased by one percentage point (41% in Q1&Q2 SFY'21 compared to 42% in Q1&Q2 SFY'20).

Practice Specific Utilization: Graphs located in the Practice Specific Utilization dashboard depict all actively enrolled practice groups that have utilized the program since enrollment. The graphs are Hub specific and practices are sorted by the highest percent of quarters used over time. If the practice group used once during the quarter, it is counted and compared to the amount of quarters enrolled. For example, if a practice enrolled in June of 2014 (27 quarters enrolled) and used every quarter since enrollment, their utilization rate equals 100% (27 quarters enrolled, 27 quarters used). It is important to note that newly enrolled practices with consistent utilization will also show a high percentage rate (3 quarters enrolled, 3 quarters used is also 100%). This particular measure highlights consistency of the program's use over time. The quarterly utilization rate filter at the top of the dashboard can be adjusted to showcase low, moderate, and high utilizer groups.

As of December 31, 2020, a total of 95 primary care practice groups were identified as actively enrolled and utilized Hartford Hospital's Hub team at least one quarter since enrollment of the program. With an approximate average of 43% quarters utilized, 17 practice groups fell in the high utilization group of 80% or greater, four of which have used 100% of the time since enrolled.

A total of 72 primary care practices were identified as actively enrolled and utilized Wheeler Clinic's Hub team at least one quarter since enrollment of the program. With an approximate average of 49% quarters utilized, 18 practice groups fell in the high utilization group of 80% or greater, five of which have used 100% of the time since enrolled.

As of December 31, 2020, a total of 72 primary care practices were identified as actively enrolled and utilized Yale Child Study Center's Hub team at least one quarter since enrollment of the program. With an approximate average of 42% quarters utilized, 16 practice groups fell in the high utilization group of 80% or greater, six of which have used the program 100% of the time since enrollment.

Youth Served by Practice: Another important way to measure utilization is to measure the volume of youth served by practice. While the Provider Specific Utilization dashboard depicts the percent of quarters utilized over time, the graphs located in the Youth Served by Practice dashboard demonstrate, by Hub team, a breakout of utilization by number of youth served per practice in the first six months of this state fiscal year (Q1&Q2 SFY'21). The graphs are sorted by highest volume of youth per practice.

In Q1&Q2 SFY'21, a total of 47 practice groups utilized Hartford Hospital's Hub team. One practice group, Prakash Pediatrics, used the program for the first time in November 2020 despite being enrolled since April 2015. A total of 39 practice groups utilized Wheeler Clinic's Hub team during the first six months of this state fiscal year. One practice group, Western CT Medical Group Newtown Primary Care, was noted as having used the program for the first time since their July 2016 enrollment. A total of 34 practice groups utilized Yale Child Study Center's Hub team; all practice groups were noted as having used the program before.

While the program utilization rate has not changed, consultation volume and volume of youth served has increased significantly. The pediatric and family care physicians who rely on the program's expertise and support, continue to do so and at a higher frequency. However, it will be important to identify and outreach to practices with little to no utilization since the start of the pandemic (March 2020) to ensure that these practices are also getting support. Beacon's central administrative team will work with the Hub teams to identify these practices in Q3 SFY'21.

Program Satisfaction: After every consultative activity, the Hub 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 the first six months of SFY'21, the average statewide satisfaction score was 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 seven is that 85% of participating PCPs who have used the program will rate their experience with an average score of 4 or greater. The Hub teams, both collectively and individually, are on track to meet this target. A breakout of PCP satisfaction scores by Hub can be found on the Program Satisfaction dashboard.

Enrollment

A total of 360 practice sites are currently enrolled in the ACCESS MH program.

Total Enrolled Practice Sites

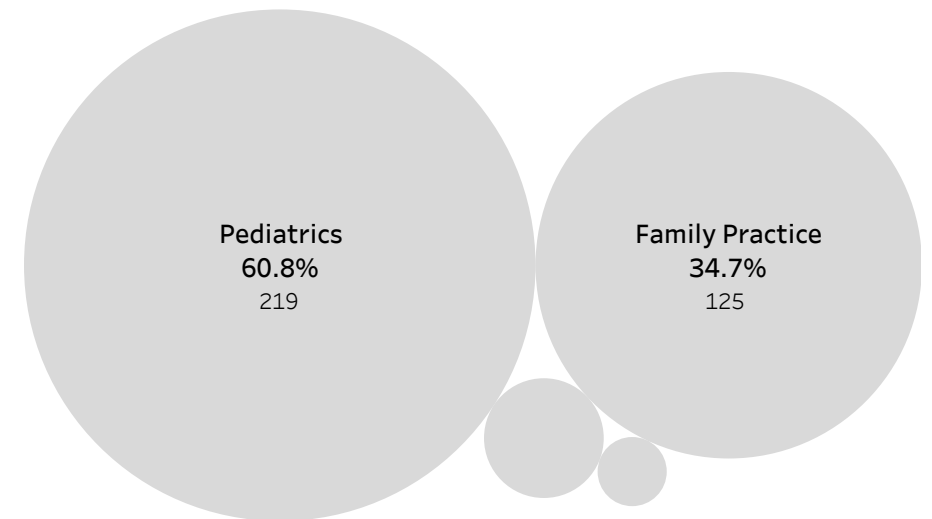
Select Hub name for specific details



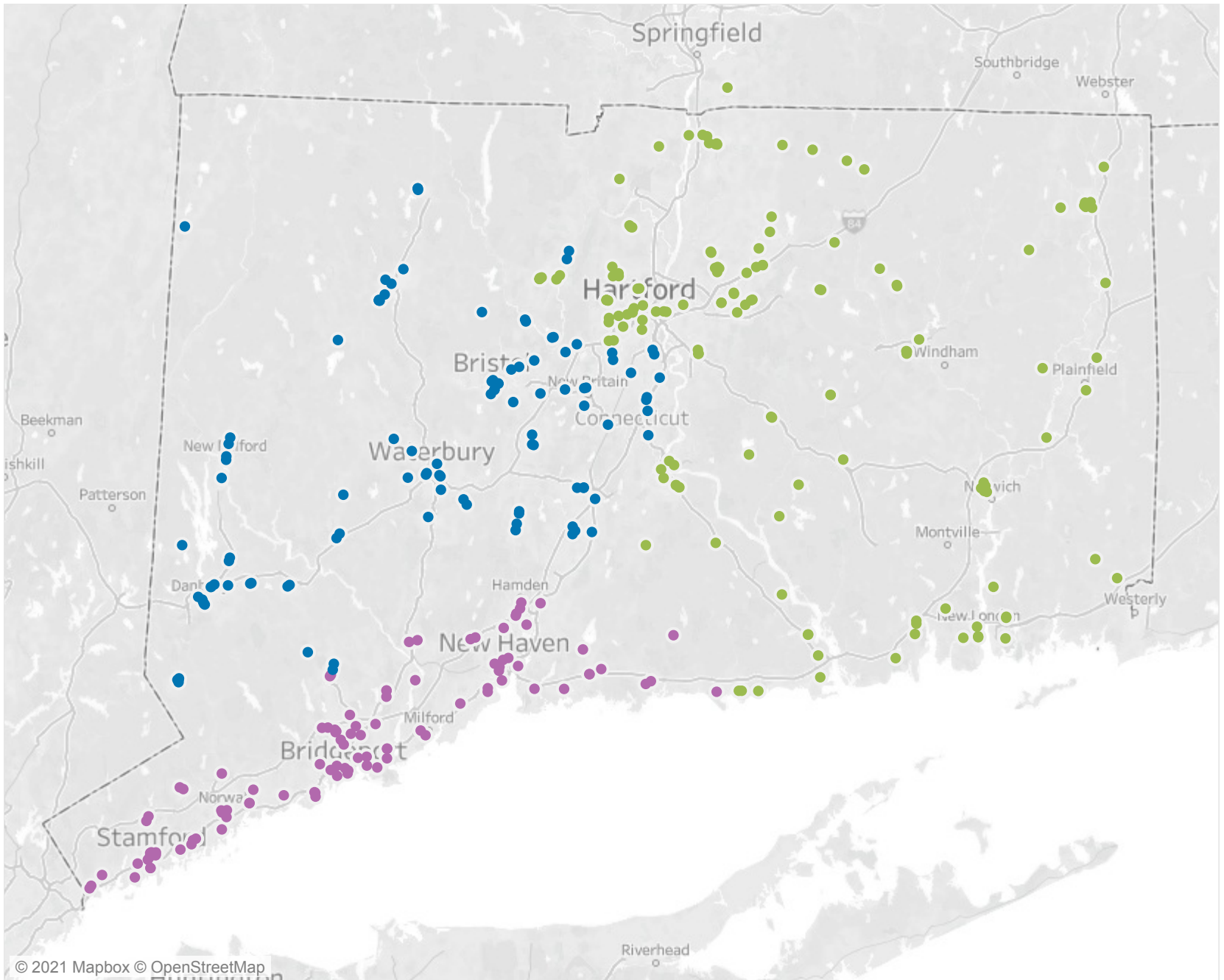
Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
Pediatrics	66	68	85	219
Family Practice	81	32	12	125
Peds/Family	1	8	3	12
None Selected		1	3	4
Total Enrolled	148	109	103	360
Total Eligible Practice Sites	179	120	122	421

Percent of Total Enrolled Practice Sites by Provider Type



Enrolled Practice Locations



HARTFORD HOSPITAL

855-561-7135

Serving Hartford, Middlesex, New London, Tolland, and Windham Counties

WHEELER CLINIC, INC

855-631-9835

Serving Fairfield, Hartford, Litchfield, Middlesex, and New Haven Counties

YALE CHILD STUDY CENTER

844-751-8955

Serving Fairfield and New Haven Counties

Search practice name by town:

All

Practice Name	Address	Phone
ABC Pediatrics	945 Main St. Suite 212 Manchest..	860-649-6166
Abington Family Healthcare	5 Clinic Rd Abington CT 06230	860-974-0529
Access Priority Family Healthcare	353 Pomfret St Pomfret CT 06260	860-928-1111
Alliance Medical Group	1625 Straits Turnpike #302 Middl..	203-759-0666
Amitabh R. Ram, MD, LLC	21 B Liberty Dive Hebron CT 06248	860-228-9300
	21 Woodland St., #115 Hartford C..	860-524-8747
Andrea Needleman, MD	4 South Pomeroug Avenue Woodb..	203-263-2020
Andrew Adade	18 Hillandale Ave Stamford CT 06..	203-327-9333
Andrew F Cutney, MD/NEMG	5520 Park Avenue Trumbull CT 06..	203-371-0076
Anne Marie Villa, M.D., P.C.	150 Hazard Ave Unit B Enfield CT ..	860-749-3661
Aspire Family Medicine	850 North Main Street Ext. Buildi..	203-269-9778
Associates in Family Practice	246 Federal Road Brookfield CT 0..	203-775-2200

Youth Demographics

The program served a total of 929 unique youth in Q1&Q2 SFY 2021.



Since inception of the program to date, June 16, 2014 through December 31, 2020, the program served 7,827 unique youth.

Current SFY Summary

- 15 year-olds represented the largest portion in the current state fiscal year at **11.8%**.
- The majority of youth served were White at **74.5%**.
- Females accounted for **52.9%** of the unique youth served.

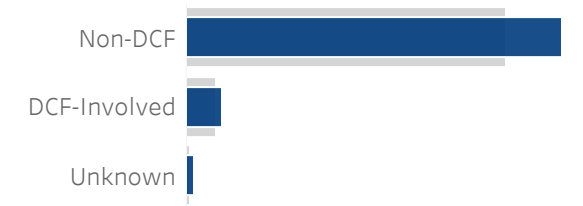
Select for Current and/or Last Fiscal Year:

All

Gender



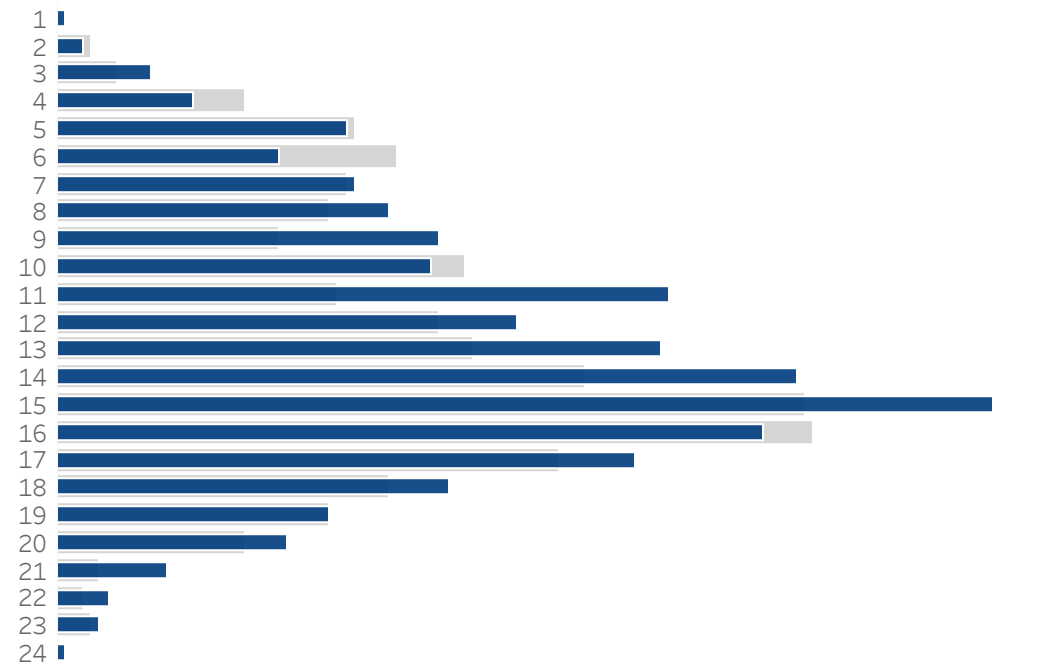
DCF Involvement



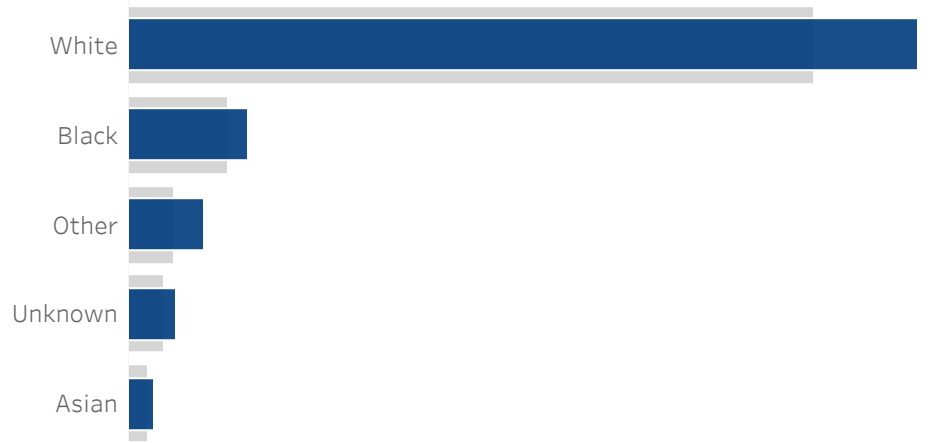
- Current SFY Q1&Q2 2021
- Last SFY Q1&Q2 2020

Click on any graph to filter all other demographics for the chosen population

Distribution of Youth by Age



Race



Ethnicity



Youth Served in the Current SFY Q1&Q2 2021

0-5	6-12	13-18	19+
7.00%	33.91%	50.05%	9.04%

Youth Demographics

Hartford Hospital Hub served a total of 291 unique youth in Q1&Q2 SFY 2021



Hub-Specific Current SFY Summary

- 15 year-olds represented the largest portion in the current state fiscal year at **11.7%**.
- Females accounted for **51.2%** of the unique youth served.
- The majority of youth served were White at **64.3%**.

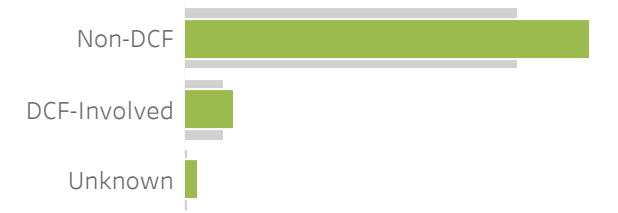
Hub Name
Hartford Hospital

Select to view Current and/or Last Fiscal Year:
All

Gender

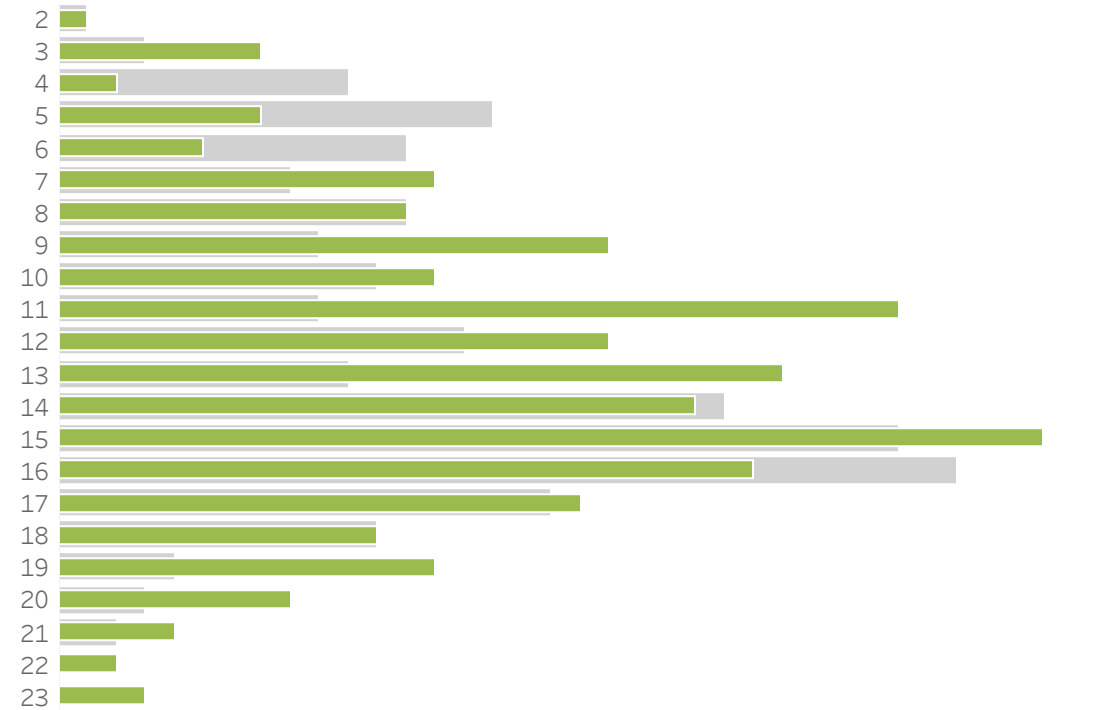


DCF Involvement

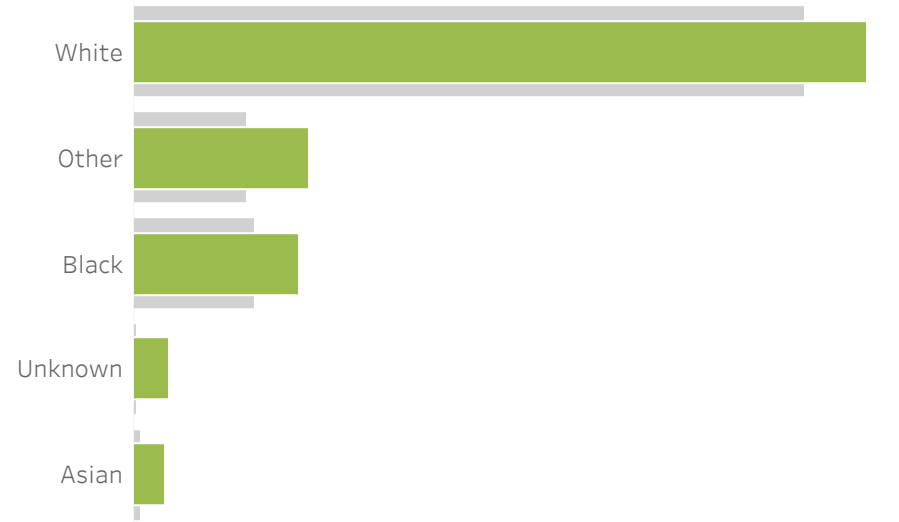


● Current SFY Q1&Q2 2021 ● Last SFY Q1&Q2 2020
Click on any graph to filter all other demographics for the chosen population

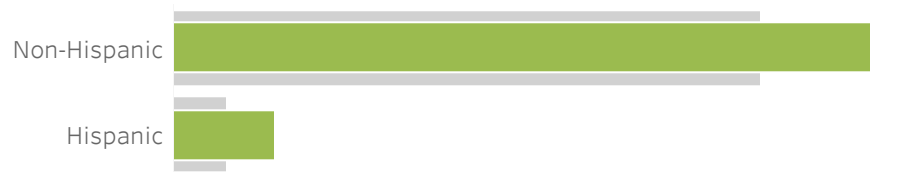
Distribution of Youth by Age



Race



Ethnicity



Youth Served in the Current SFY Q1&Q2 2021

0-5	6-12	13-18	19+
5.84%	37.80%	46.05%	10.31%

Youth Demographics

Wheeler Clinic, Inc Hub served a total of 351 unique youth in Q1&Q2 SFY 2021



Hub-Specific Current SFY Summary

- 15 year-olds represented the largest portion in the current state fiscal year at **13.7%**.
- Females accounted for **53.3%** of the unique youth served.
- The majority of youth served were White at **83.5%**.

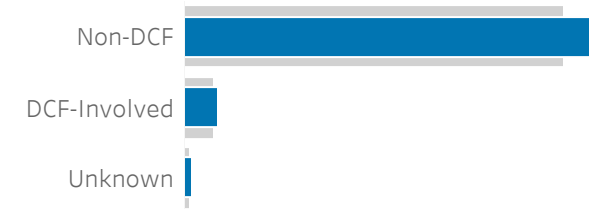
Hub Name
Wheeler Clinic, Inc

Select to view Current and/or Last Fiscal Year:
All

Gender

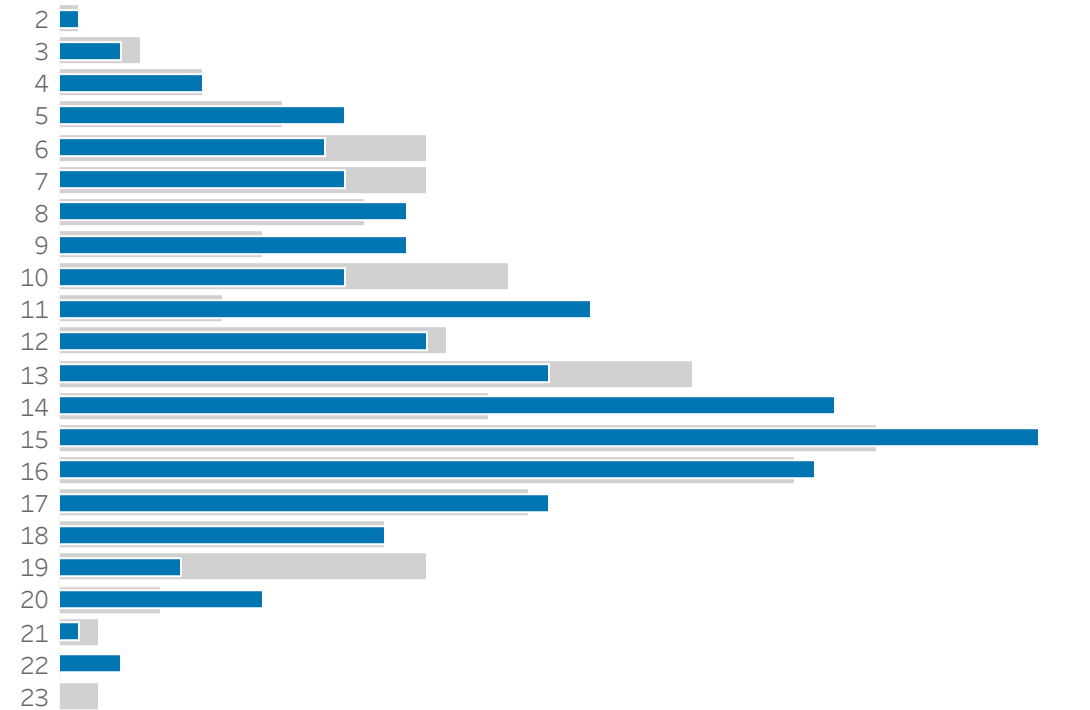


DCF Involvement

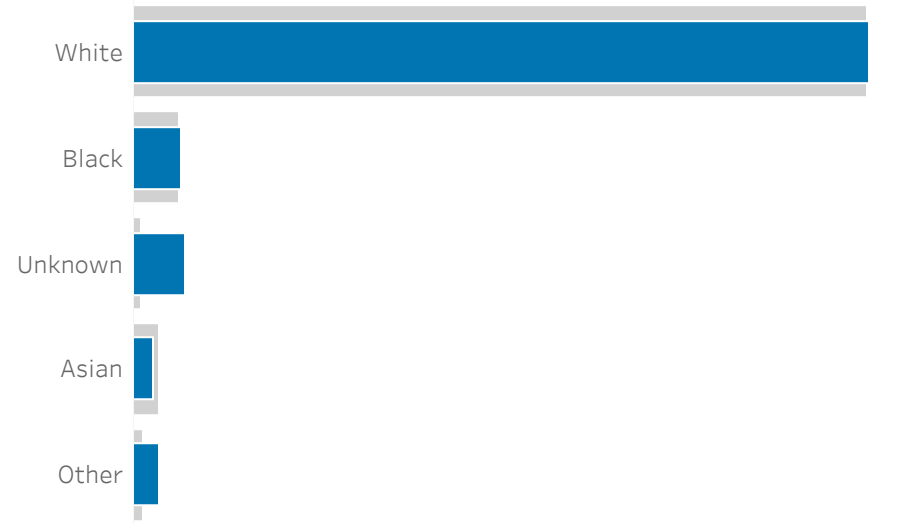


● Current SFY Q1&Q2 2021 ● Last SFY Q1&Q2 2020
Click on any graph to filter all other demographics for the chosen population

Distribution of Youth by Age



Race



Ethnicity



Youth Served in the Current SFY Q1&Q2 2021

0-5	6-12	13-18	19+
7.12%	33.90%	53.28%	5.70%



Youth Demographics

Yale Child Study Center Hub served a total of 287 unique youth in Q1&Q2 SFY 2021

Hub-Specific Current SFY Summary

- 15 year-olds represented the largest portion in the current state fiscal year at **9.8%**.
- Females accounted for **54.0%** of the unique youth served.
- The majority of youth served were White at **73.9%**.

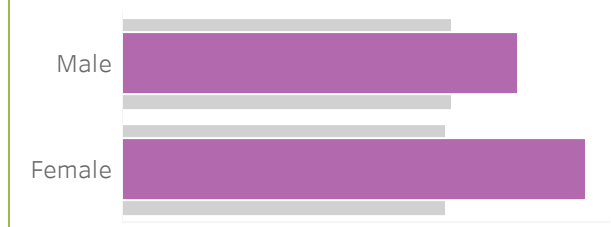
Hub Name

Yale Child Study Center

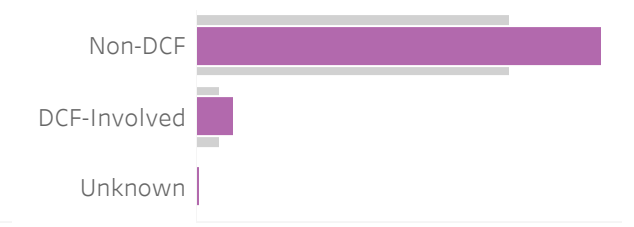
Select to view Current and/or Last Fiscal Year:

All

Gender



DCF Involvement

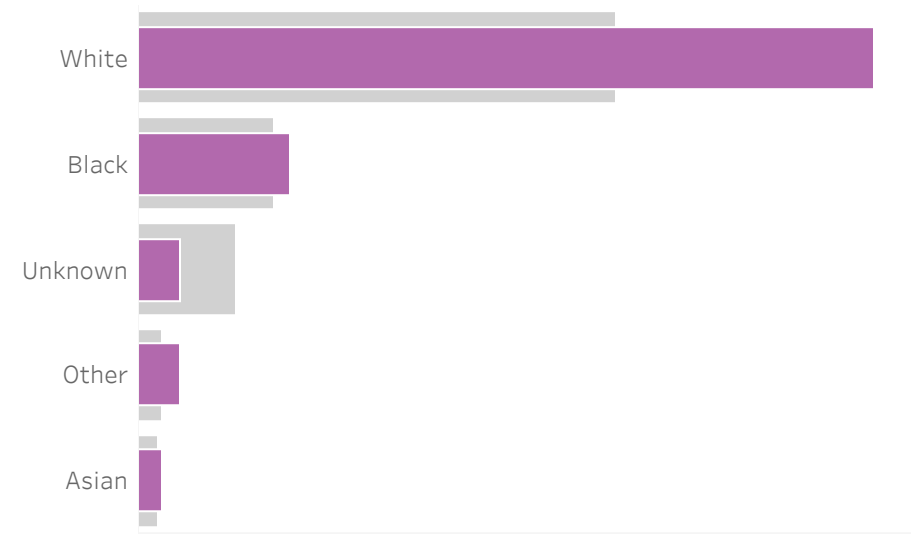


● Current SFY Q1&Q2 2021 ● Last SFY Q1&Q2 2020
 Click on any graph to filter all other demographics for the chosen population

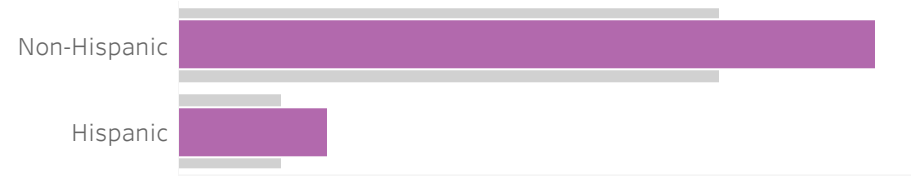
Distribution of Youth by Age



Race



Ethnicity



Youth Served in the Current SFY Q1&Q2 2021

0-5	6-12	13-18	19+
8.01%	29.97%	50.17%	11.85%

Consultative Activities

The program provided a total of 4,397 consultations in Q1&Q2 SFY 2021.



Select SFY
Multiple values

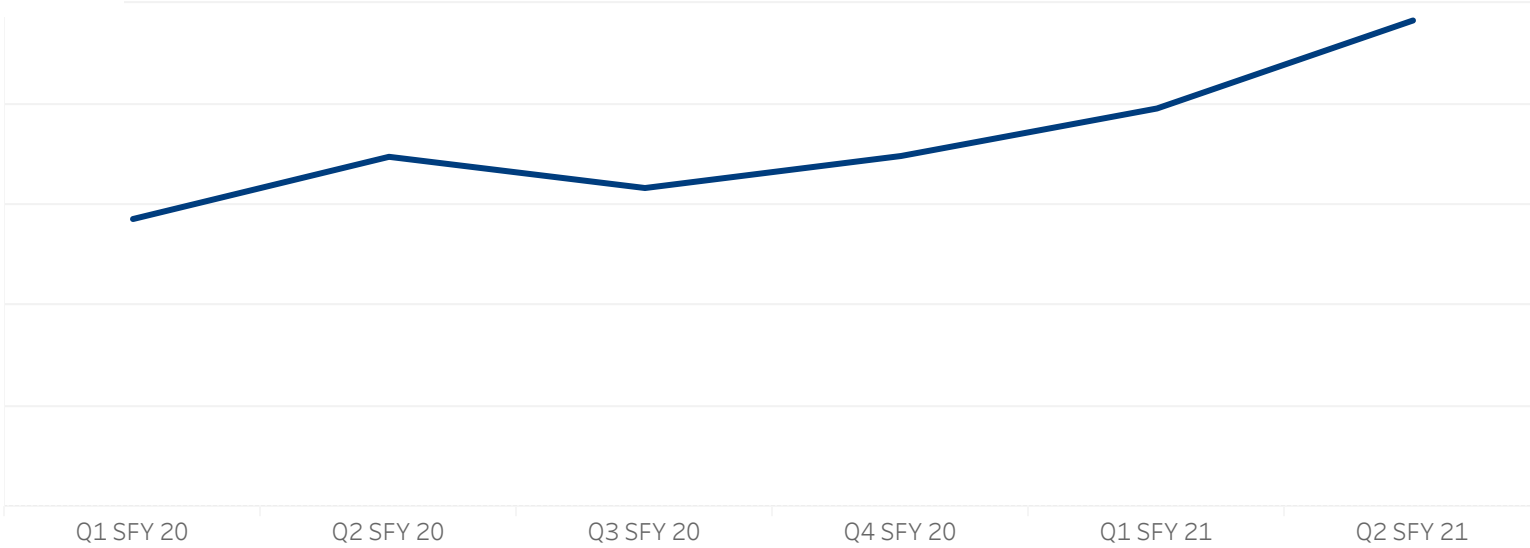
Summary for Current SFY → Average of 733 consultations per month. → Average of 2,199 consultations per quarter.

Consultation Volume | Quarterly Over Time

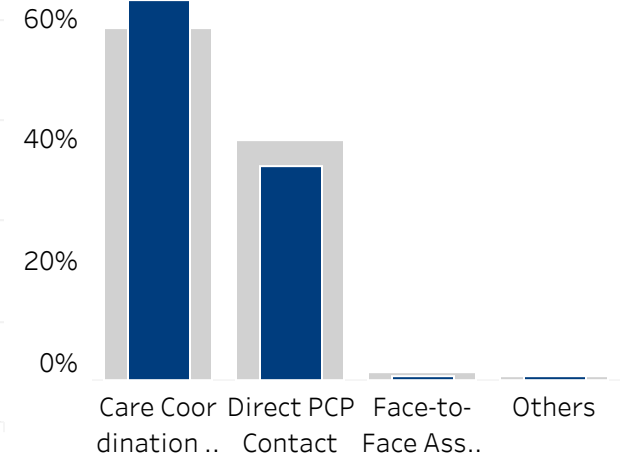
Select View ▶

Quarterly Over Time

■ Current SFY
■ Last SFY



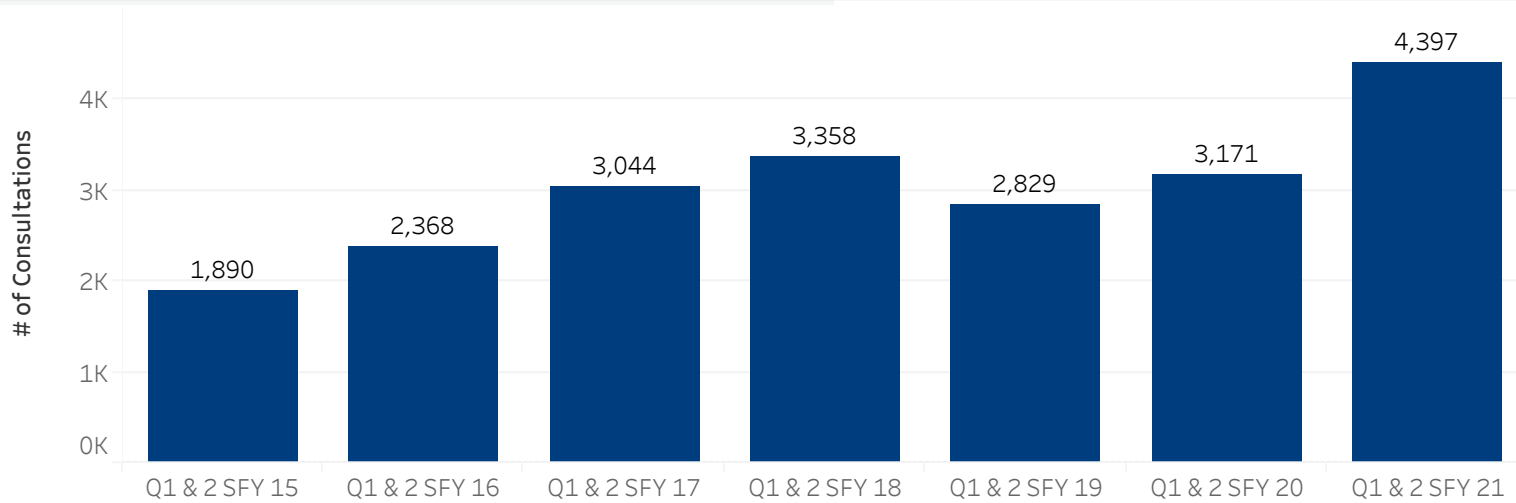
Consultation Types



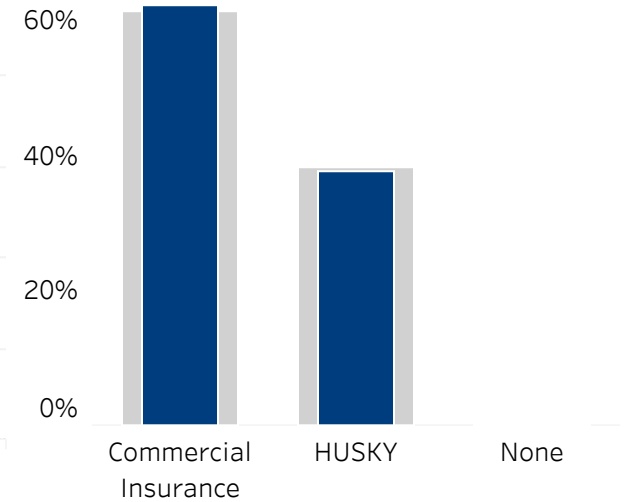
Consultation Volume | SFY Encounters

Select View ▶

Encounters by SFY



Consultations by Insurance



Consultative Activities

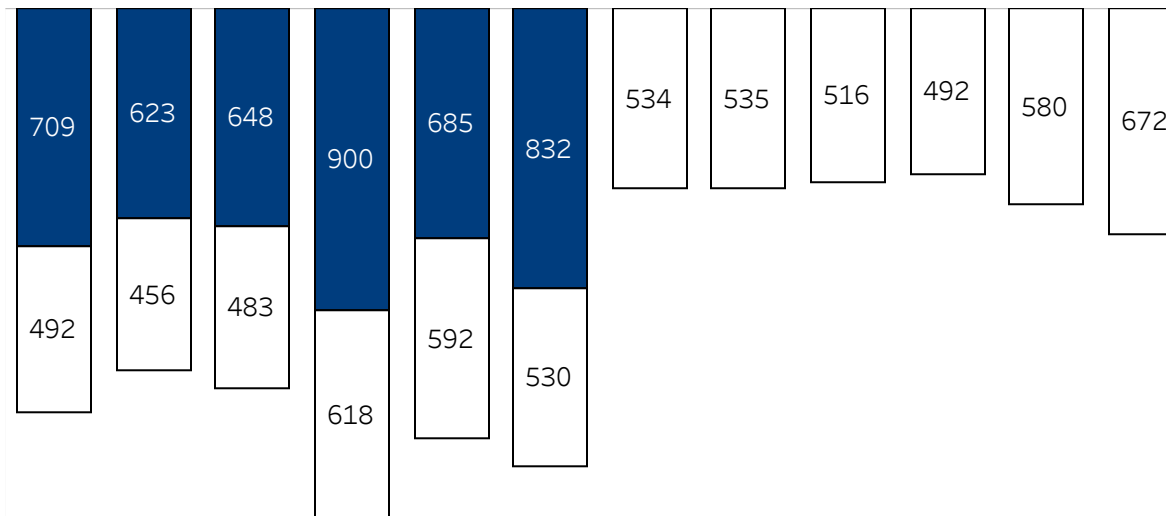
The program provided a total of 4,397 consultations in Q1&Q2 SFY 2021.

Monthly Consultations by Hub

● Month with the maximum consultations in the SFY

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total SFY Consultations by Hub Team
● Hartford Hospital	Current SFY	282	285	280	323	208	270							1,648
	Last SFY	157	111	127	249	171	242	218	216	200	228	243	222	2,384
● Wheeler Clinic, Inc	Current SFY	222	151	205	259	232	306							1,375
	Last SFY	208	225	211	207	270	147	181	180	220	136	210	271	2,466
● Yale Child Study Center	Current SFY	205	187	163	318	245	256							1,374
	Last SFY	127	120	145	162	151	141	135	139	96	128	127	179	1,650

● Current SFY
○ Last SFY



Consultative Activities

Hartford Hospital Hub provided a total of 1,648 consultations in Q1&Q2 SFY 2021

Hub Name
Hartford Hospital

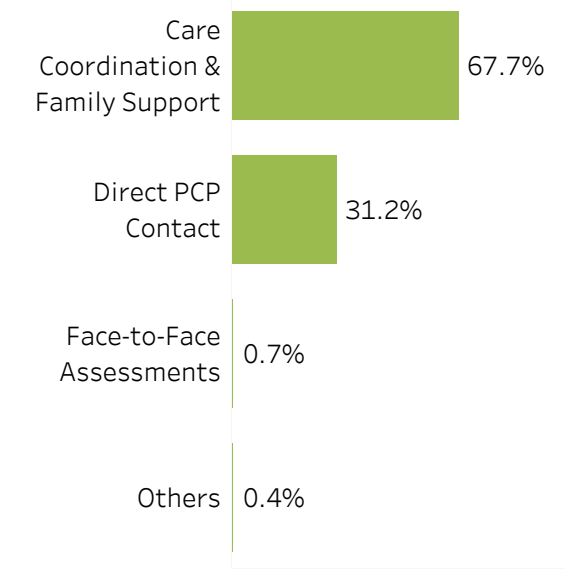
Summary for
Current SFY

→ Average of 275 consultations per month. → Average of 824 consultations per quarter.

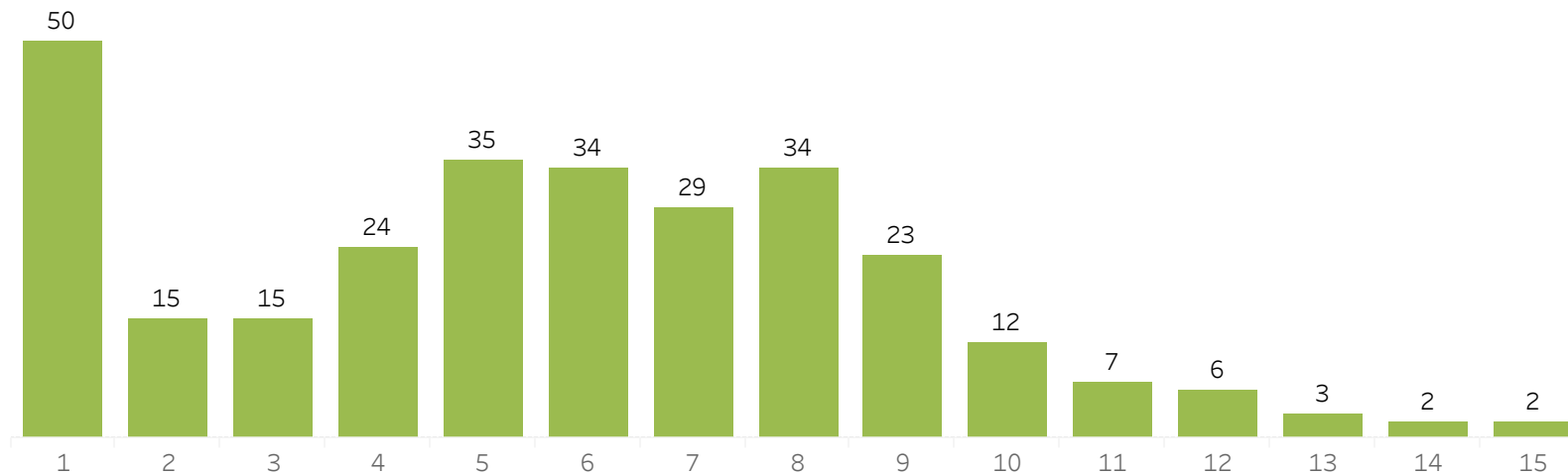
Hartford Hospital Quarterly Volume of Consultations



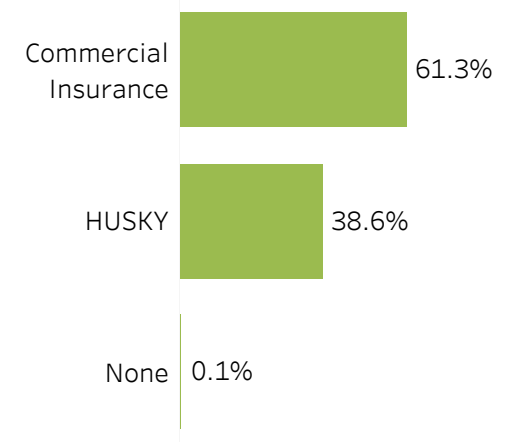
Hartford Hospital Consultation Types for Current SFY



Hartford Hospital Consultation Frequency for Current SFY



Hartford Hospital Consultations by Insurance for Current SFY



Consultative Activities

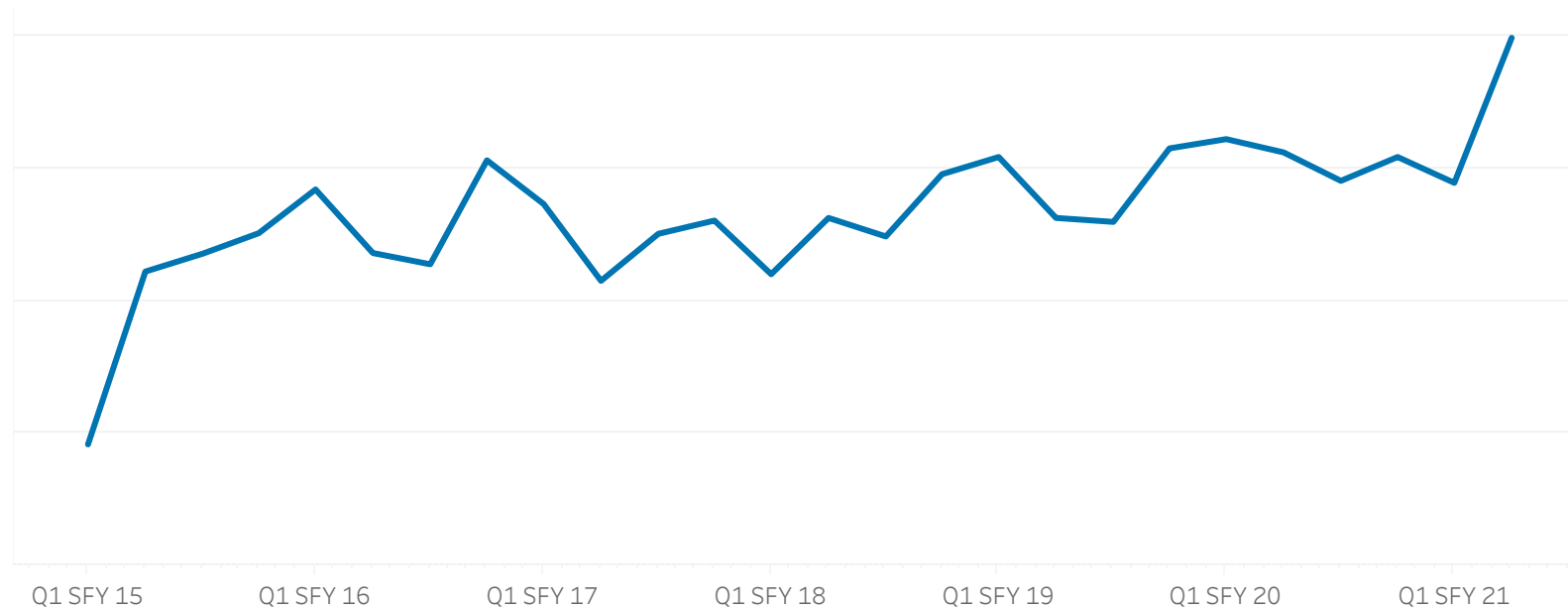
Wheeler Clinic, Inc Hub provided a total of 1,375 consultations in Q1&Q2 SFY 2021

Hub Name
Wheeler Clinic, Inc

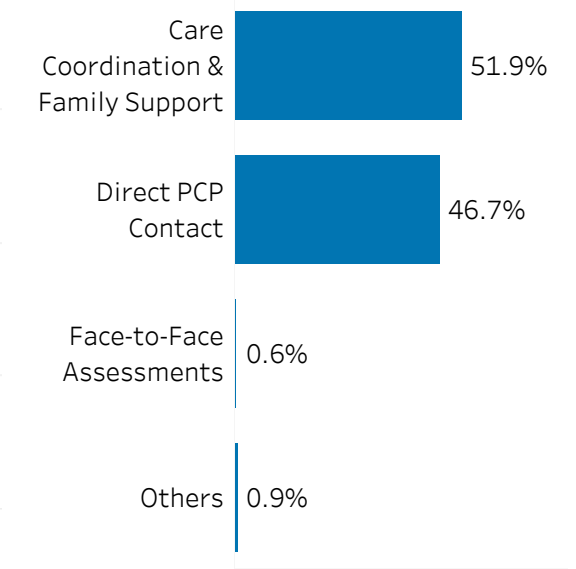
Summary for
Current SFY

→ Average of 229 consultations per month. → Average of 688 consultations per quarter.

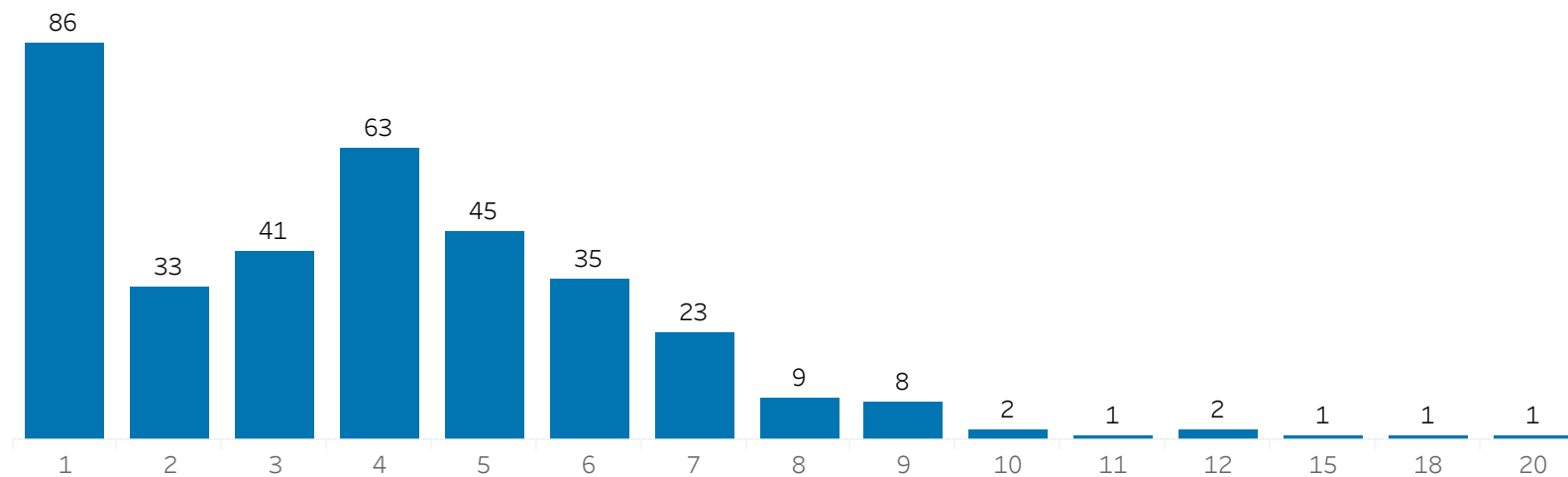
Wheeler Clinic, Inc Quarterly Volume of Consultations



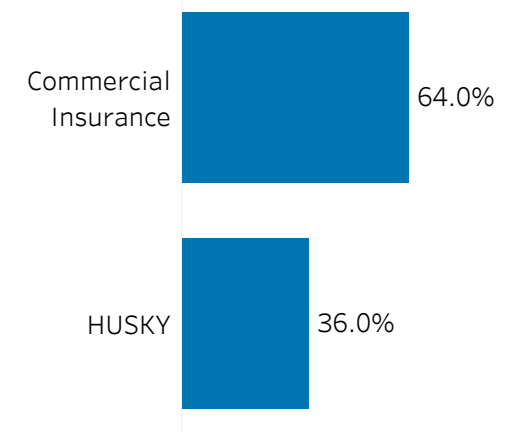
Wheeler Clinic, Inc Consultation Types for Current SFY



Wheeler Clinic, Inc Consultation Frequency for Current SFY



Wheeler Clinic, Inc Consultations by Insurance for Current SFY



Consultative Activities

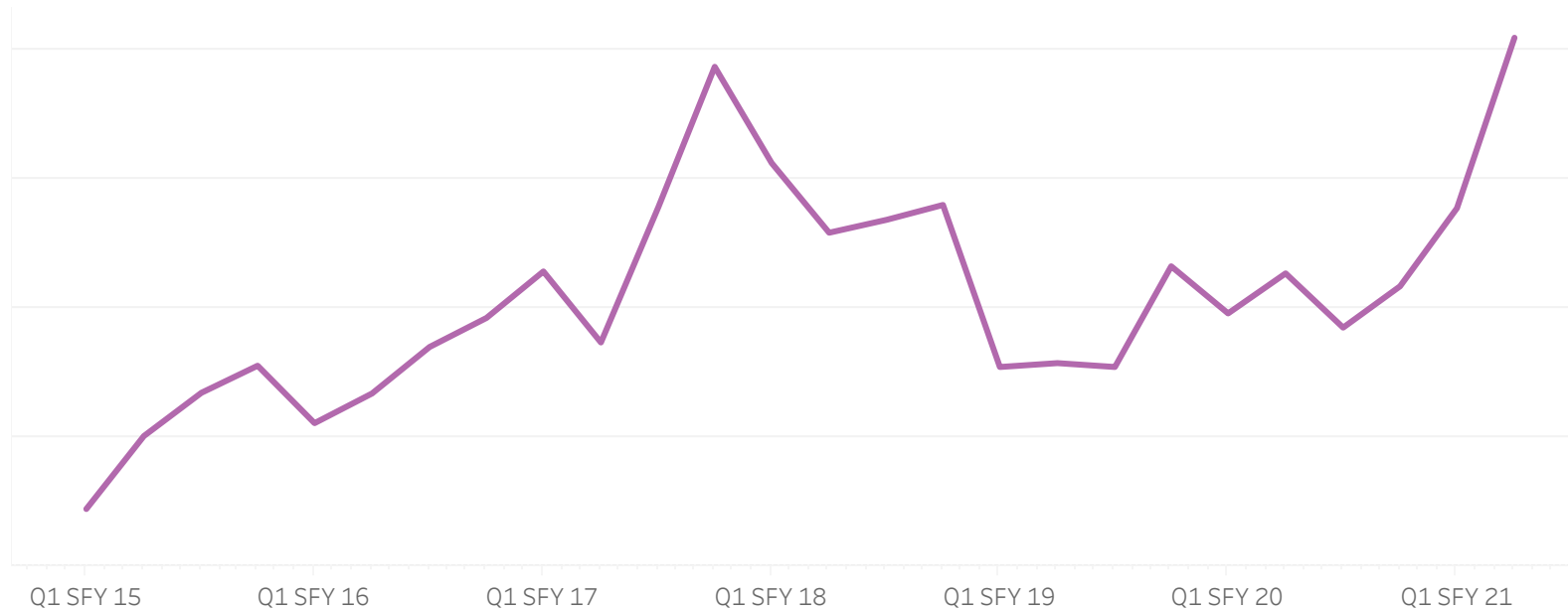
Yale Child Study Center Hub provided a total of 1,374 consultations in Q1&Q2 SFY 2021

Hub Name
Yale Child Study Center

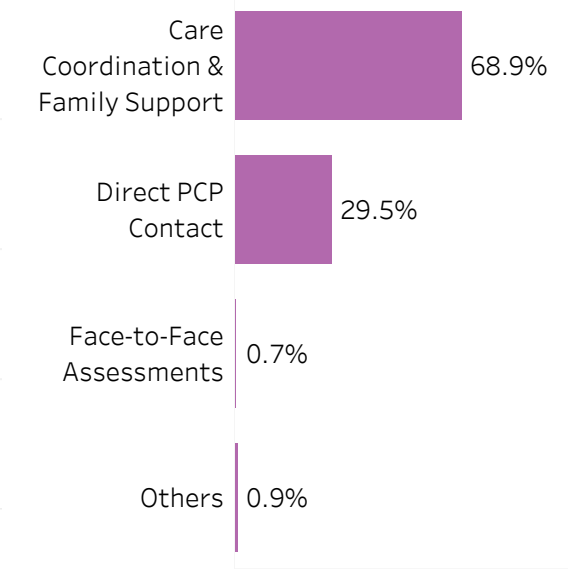
Summary for
Current SFY

→ Average of 229 consultations per month. → Average of 687 consultations per quarter.

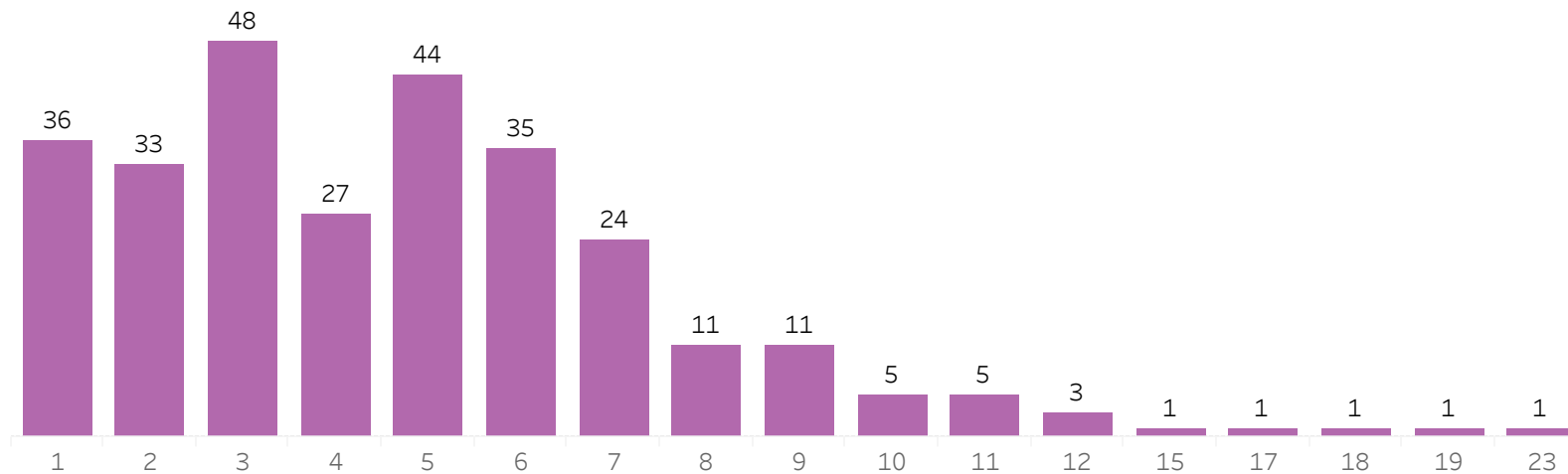
Yale Child Study Center Quarterly Volume of Consultations



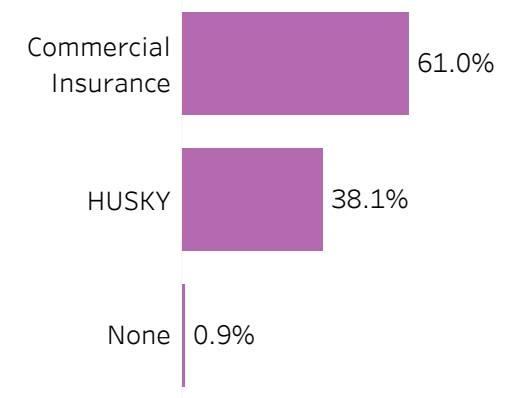
Yale Child Study Center Consultation Types for Current SFY



Yale Child Study Center Consultation Frequency for Current SFY



Yale Child Study Center Consultations by Insurance for Current SFY

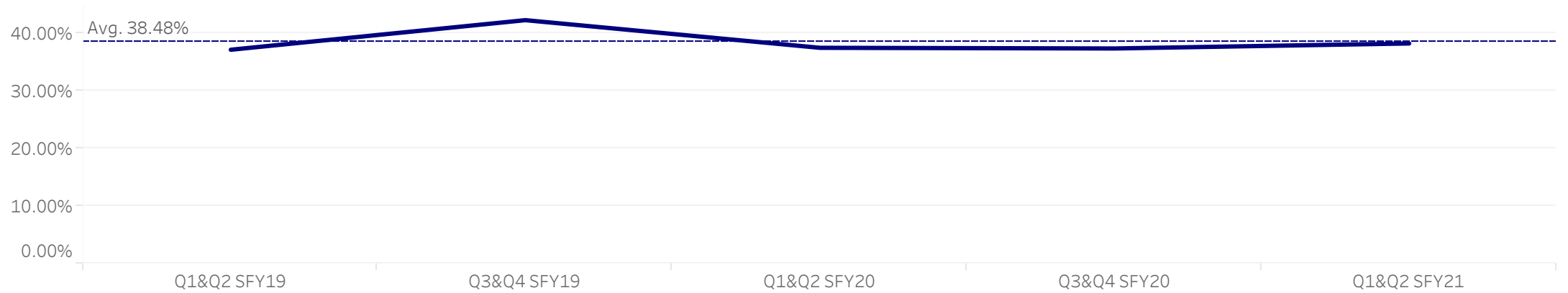


Utilization Rate

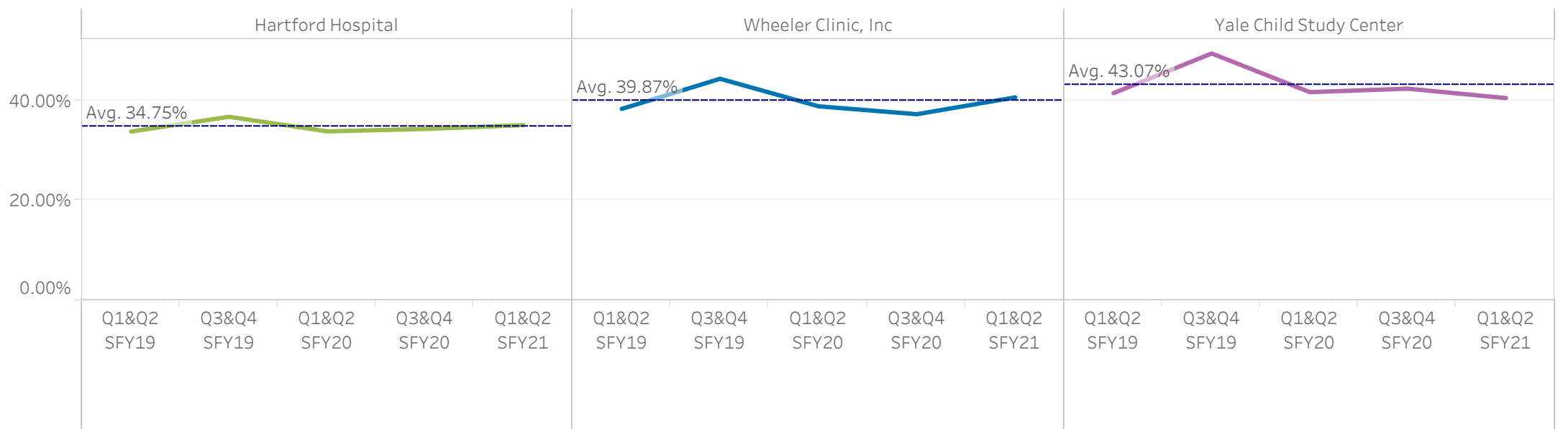
Select Date Format:
Semiannual

Select Semiannual/Quarter
Multiple values

Statewide Practice Group Utilization Rate



Hub Specific Practice Group Utilization Rate



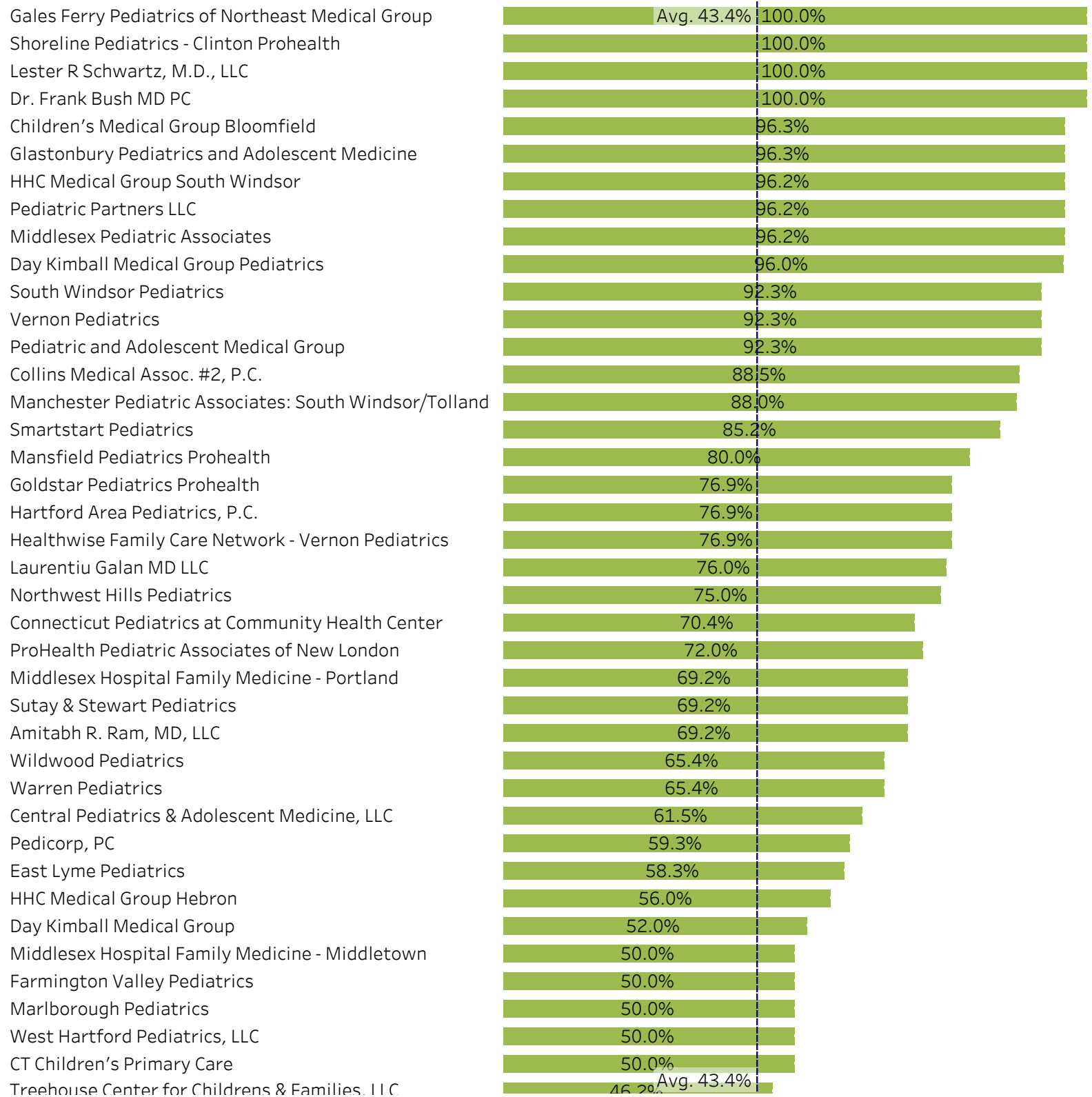
Practice-Specific Utilization

Hub Name: Hartford Hospital | Practice Type: All | New User in Current SFY: All | Practice Name: All

Quarterly Utilization Rate:
3.8% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2020)

● New User of Program



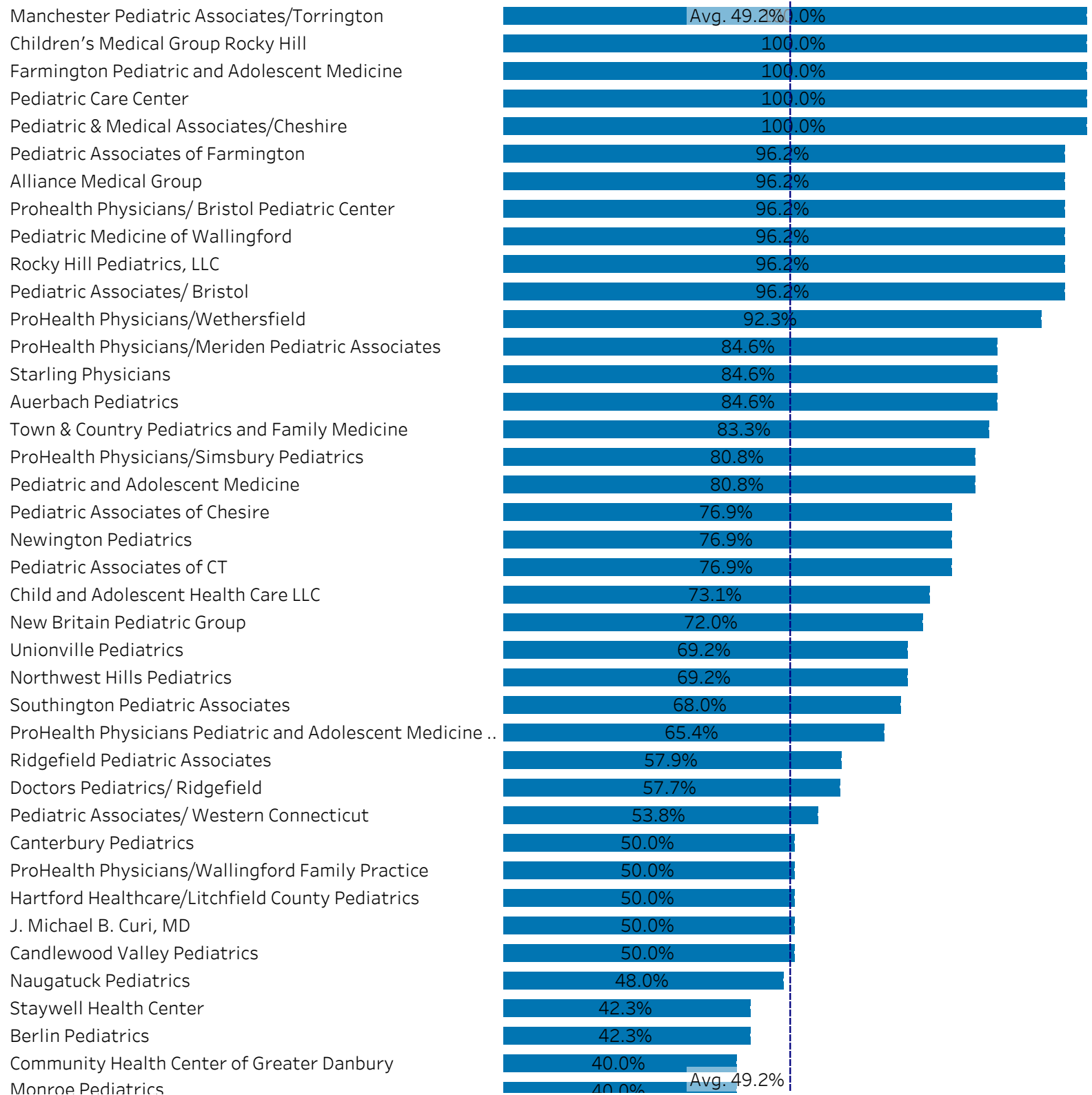
Practice-Specific Utilization

Hub Name: Wheeler Clinic, Inc
 Practice Type: All
 New User in Current SFY: All
 Practice Name: All

Quarterly Utilization Rate:
 3.8% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2020)

● New User of Program



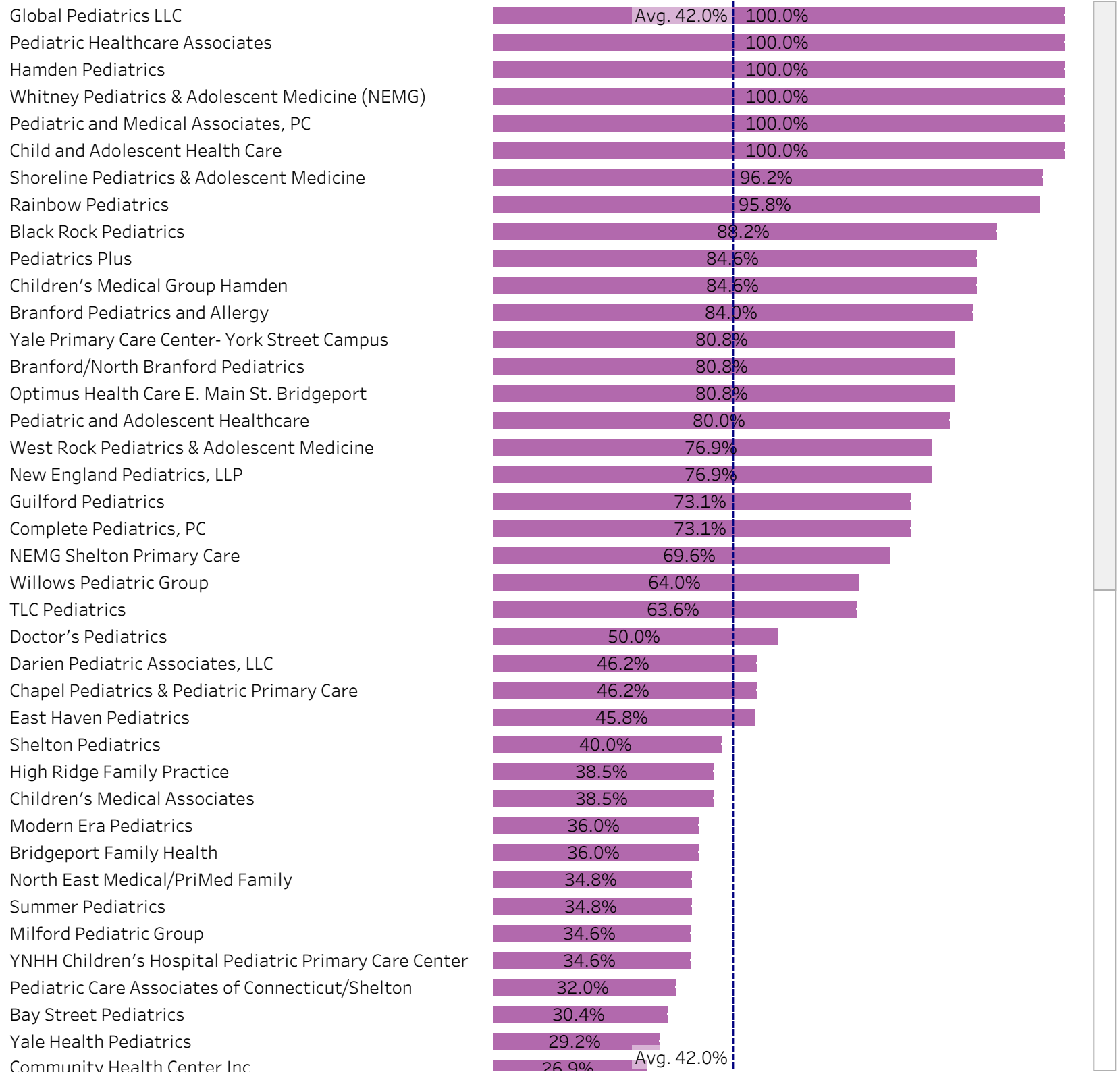
Practice-Specific Utilization

Hub Name: Yale Child Study Center
 Practice Type: All
 New User in Current SFY: All
 Practice Name: All

Quarterly Utilization Rate:
 3.8% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2020)

● New User of Program



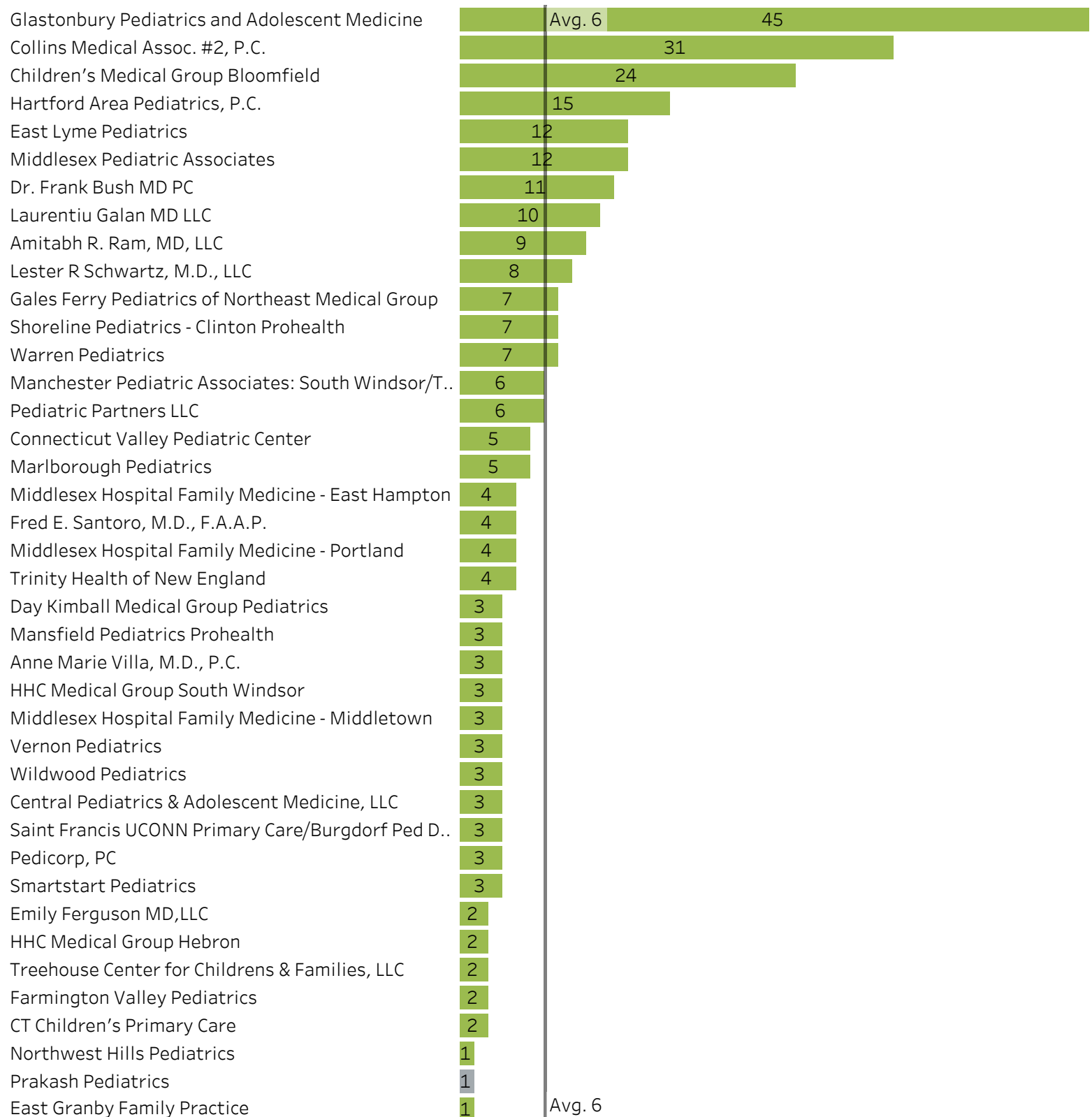
Youth Served by Practice

Hub Name	Practice Type	New User in Current SFY	Practice Name
Hartford Hospital	All	All	All

Average line is the average number of youth served by all practices for the current state fiscal year.

Number of Youth Served by Practice - Q1&Q2 SFY 2021

● New User of Program



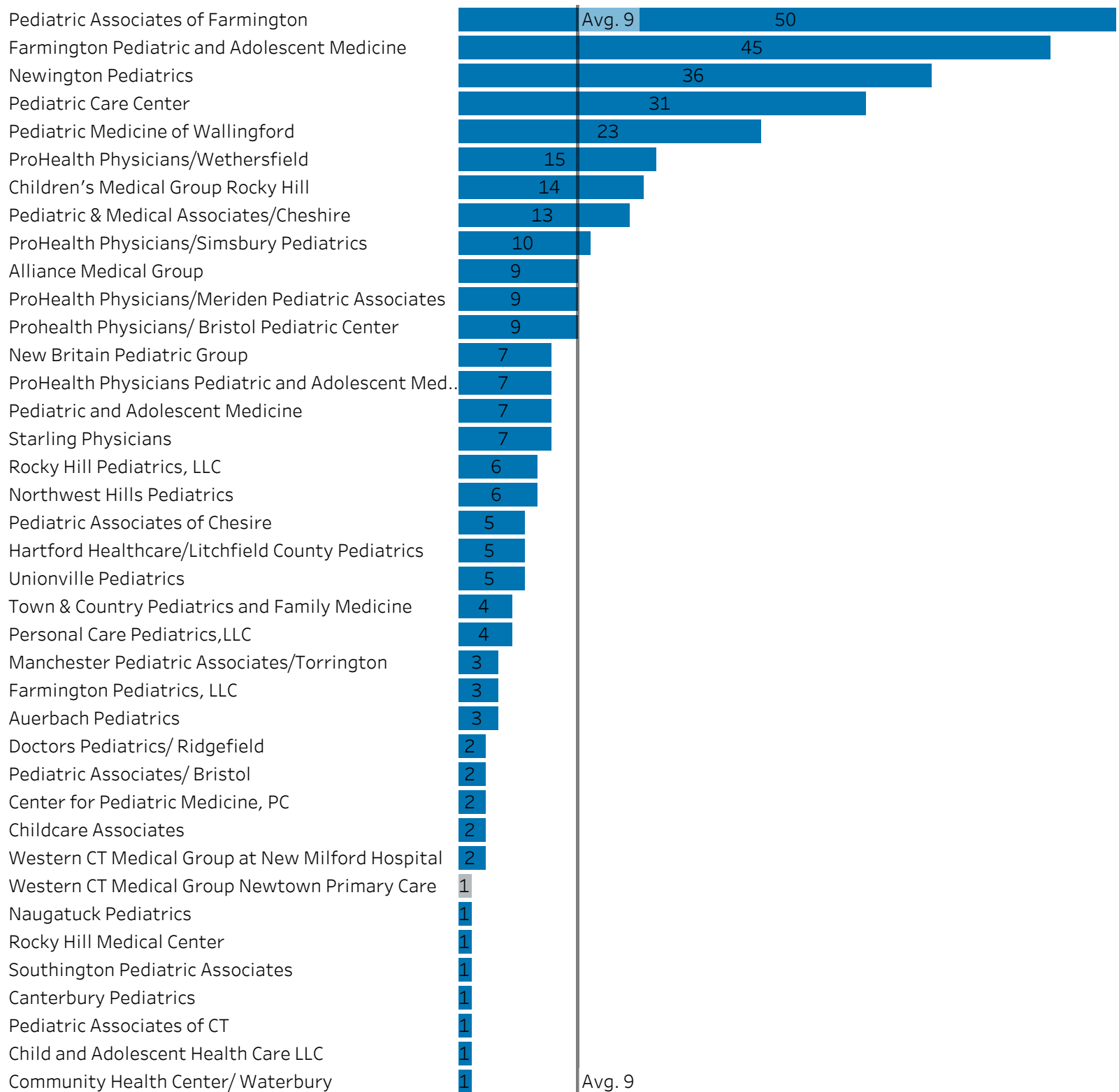
Youth Served by Practice

Hub Name	Practice Type	New User in Current SFY	Practice Name
Wheeler Clinic, Inc	All	All	All

Average line is the average number of youth served by all practices for the current state fiscal year.

Number of Youth Served by Practice - Q1&Q2 SFY 2021

• New User of Program



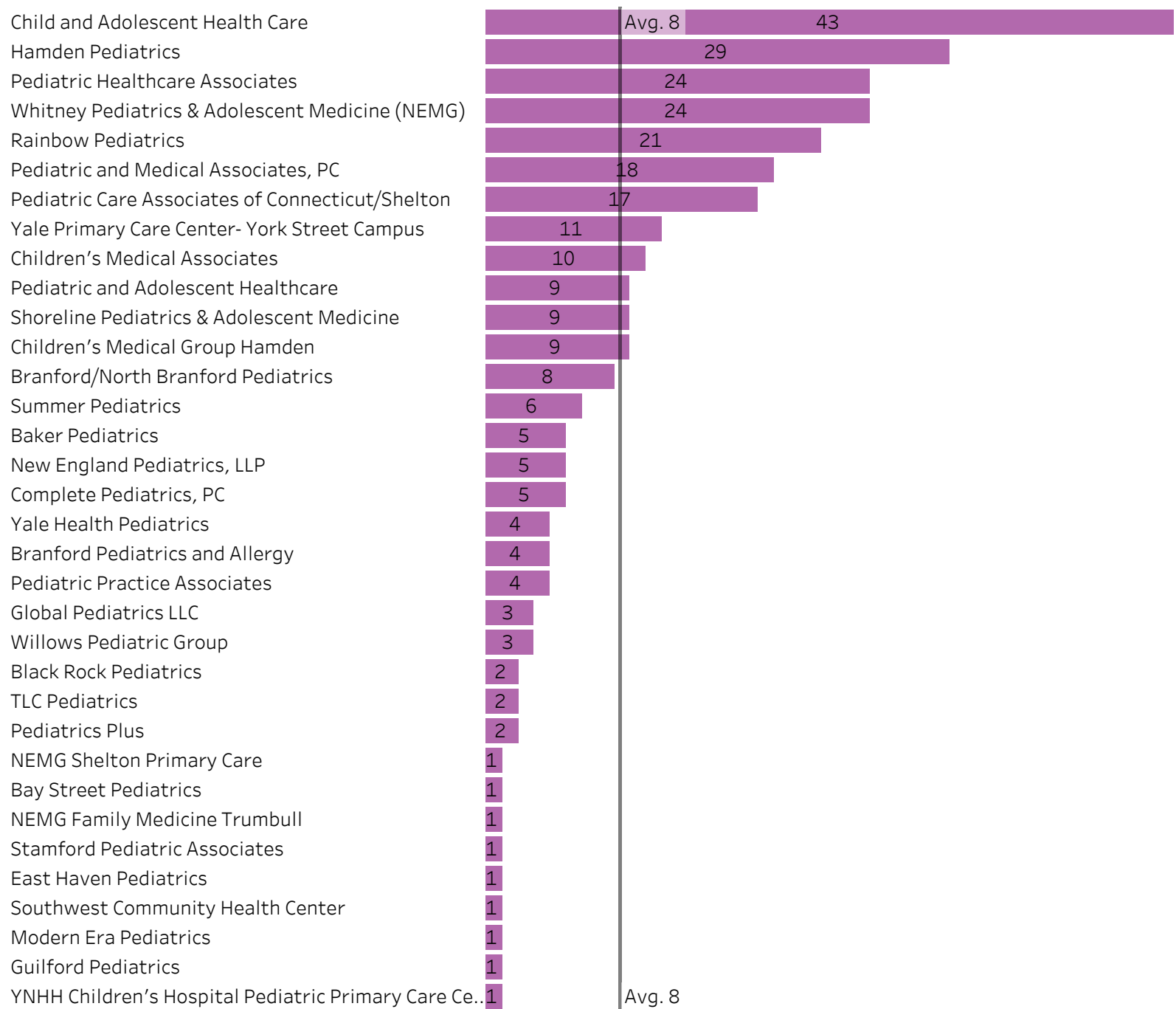
Youth Served by Practice

Hub Name	Practice Type	New User in Current SFY	Practice Name
Yale Child Study Center	All	All	All

Average line is the average number of youth served by all practices for the current state fiscal year.

Number of Youth Served by Practice - Q1&Q2 SFY 2021

● New User of Program



Program Satisfaction

Click to view Hub details
▼



PCP Satisfaction Scores

	Q1 SFY 20	Q2 SFY 20	Q3 SFY 20	Q4 SFY 20	Q1 SFY 21	Q2 SFY 21
Hartford Hospital	4.98	4.99	4.99	4.99	4.98	4.99
Wheeler Clinic, Inc	5.00	4.99	5.00	5.00	5.00	4.99
Yale Child Study Center	5.00	5.00	5.00	4.99	5.00	4.99
Grand Total	4.99	4.99	5.00	4.99	4.99	4.99

Count per PCP Score for All

- 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 20	Q2 SFY 20	Q3 SFY 20	Q4 SFY 20	Q1 SFY 21	Q2 SFY 21
3	1			1		
4	7	15	7	12	20	21
5	1,423	1,726	1,578	1,731	1,960	2,396
Grand Total	1,431	1,741	1,585	1,744	1,980	2,417

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

ACCESS - Access to all of Connecticut's Children of Every Socioeconomic Status
BH - Behavioral Health
CT - Connecticut
DCF - Department of Children and Families

MH - Mental Health
PCP - Primary Care Provider
SA - Substance Abuse
TX - Treatment