



ACCESS
Mental Health CT

SEMI-ANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2020: July 1, 2019 - December 31, 2019



Acknowledgements

Quarters 1&2 SFY 2020: July 1, 2019 - December 31, 2019

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A Beacon Health Options-CT Dashboard

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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, 2019 through December 31, 2019 (Quarters 1 & 2 of SFY 2020); in some metrics, totals covering the entire length of the program or "since inception" (June 16, 2014 through December 31, 2019) 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.

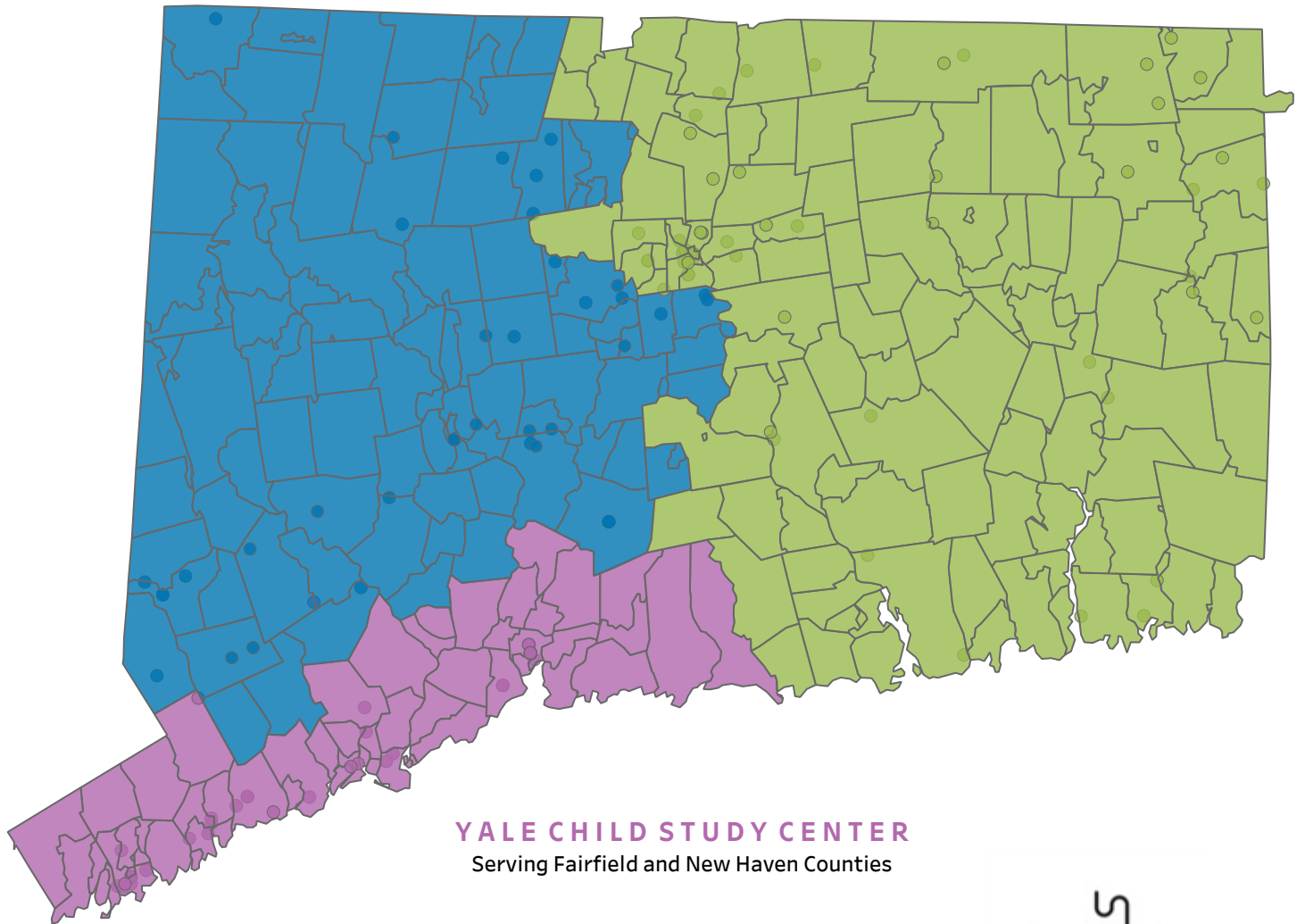
Hub Catchment Areas

WHEELER CLINIC, INC

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

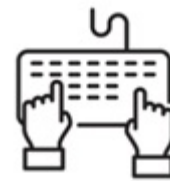
HARTFORD HOSPITAL

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

© 2020 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

Quarters 1&2 SFY 2020: July 1, 2019 - December 31, 2019

Executive Summary: As the ACCESS Mental Health CT program wraps up the first half of its sixth operational year, the program continues to make a positive impact by supporting pediatric and family care practices throughout Connecticut evidenced by the data showcased throughout this report. Enrollment remains high and well distributed throughout the state and program satisfaction is extremely positive as PCPs continue to report changes in their comfort level while expressing gratitude for the program's support.

In five-and-a-half years of operation, 85% of the pediatric and family care practices across the state have enrolled in the program. The ACCESS Mental Health Hub teams have provided over 33,000 consultations supporting over 6,500 youth and their families from program inception to date (June 16, 2014 - December 31, 2019).

In Q1&Q2 SFY'20, the Hub teams provided more consultations (12%) supporting more youth (9%) when compared to the volume of consultations and youth served this time last year (Q1&Q2 SFY'19); all while program utilization rates stayed the same. The core group of pediatricians and family care physicians who have come to rely on the program for support continue to do so.

As stated in previous reports, the program's budget was reduced in state fiscal year 2018. In order to accommodate this reduction in funding, the Hub teams were required to reduce psychiatric staff time per Hub team and provide cross-Hub team coverage. When one team psychiatrist is "off-shift", another team's psychiatrist covers calls for both teams. This model started in January 2018 and continues throughout the first six months of this state fiscal year without interruption to the service provided to PCPs; psychiatric consultation is still available to them Monday through Friday, 9am-5pm. We are appreciative of the Hub teams' flexibility and collaboration which allows service to continue in a seamless manner to PCPs across the state that access the program.

An in-depth review of the data for Q1&Q2 SFY'20 can be found in the semi-annual narrative sections of this report along with its corresponding dashboards.

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 the Immunization Tracking Registry System report (ITRS) provided by Connecticut's Chapter of the American Academy of Pediatrics (CT-AAP) as the source for identifying and locating these sites. However, as the primary care provider landscape continues to change, it is the work of the Hub teams and their regular outreach efforts that help to identify, update, and track practice site and PCP changes across the state.

As of December 31, 2019, a total of 432 pediatric and family care practice sites were identified as eligible for enrollment and approximately 85% (368 out of 432) of the eligible sites enrolled statewide. While this is a slight change when compared to the last progress report (86% or 367 out of 428 eligible sites as of June 30, 2019), the Hub teams noted multiple changes to practice names and addresses, identified new practices eligible for enrollment, enrolled three new practice sites, and removed two from the database due to closures.

With no noted change, approximately 60% of the enrolled practice sites statewide were identified as pediatric practice sites, approximately 36% 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.

Over the course of the program, Hartford Hospital's Hub team has enrolled approximately 83% (153 out of 184) of the eligible practice sites within their designated service area. Wheeler Clinic's Hub team has enrolled 89% (113 out of 127) of their eligible practice sites, and Yale Child Study Center's Hub team has enrolled approximately 84% (102 out of 121) of the eligible practice sites within their designated service area over the course of the contract.

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 (83 out of 131) are located within Hartford Hospital's designated service area. Also, 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: The program's 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, June 16, 2014 through December 31, 2019, enrolled PCPs contacted their respective Hub teams requesting consultation for 6,506 unique youth presenting with mental health concerns. The program served a total of 778 youth in Q1&Q2 SFY'20. This is an 8% increase in volume of unique youth served as compared to the same time period in the previous state fiscal year (720; Q1&Q2 SFY'19).

Males continue to represent a slightly higher volume than females with the 13 to 18-year-old adolescent group maintaining the majority of youth served. However, the volume of White, non-Hispanic youth served by the program increased by 11 percentage points during this six-month time period (70% in Q1&Q2 SFY'20 compared to 59% in Q1&Q2 SFY'19). While this is a notable change, it is important to also highlight that the volume of youth for which race/ethnicity was not identified and labeled as "unknown" decreased remarkably (1% in Q1&Q2 SFY'20 compared to 9% in Q1&Q2 SFY'19). This decrease was a direct result of data clean-up efforts made in Q1 SFY'20. Together with the Hub teams, Beacon's central administrative team determined that there were a few primary care practices contributing to the volume of youth with an unidentified race/ethnicity. Emphasizing the importance of having accurate information, the Hub teams worked with these practices to improve data collection at the start of each call. Additionally, if the information was still not available at the time of PCP consultation, the Hub teams gathered the information from the youth and families while providing care coordination support.

Additionally, fewer youth were identified as having DCF involvement during this six-month period (8% or 65 out of 778 youth). With a decrease of approximately three percentage points compared to Q1&Q2 SFY'19 (11% or 82 out of 720 youth), this is the lowest reported volume of DCF-involved youth served since the beginning of the program. A further exploration of this will be provided in the program's SFY2020 year-end report.

Youth Demographics (continued): Lastly, the program continues to support PCPs requesting consultation for young adults; approximately 10% (74 out of 778) of the total youth served in Q1&Q2 SFY'20 were over the age of 19 years. This is an increase of two percentage points when compared to the volume of young adults supported by the program in Q1&Q2 SFY'19 (56 out of 720 or approximately 8%).

Similar demographic patterns can be seen across each Hub team and can be found in the Hub Demographic dashboard. Hartford Hospital's Hub team supported approximately 30% (233 out of 778) of the total unique youth served in Q1&Q2 SFY'20. Wheeler Clinic's Hub team supported approximately 42% (327 out of 778) of the total unique youth, and Yale Child Study Center's Hub team supported approximately 28% (218 out of 778) of the total youth served across the state during this six-month period.

Consultative Activities: Consultative activities are calls that include: telephone consultation and education, 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, the Hub teams have provided 33,469 consultative activities supporting PCPs treating youth within their primary care practice.

The Consultative Activities dashboard shows the volume of consultations over five-and-a-half years of programming depicting annual, quarterly, and monthly comparisons. In Q1&Q2 SFY'20, the program provided a total of 3,169 consultations with an average of 528 consultations per month and 1,585 consultations per quarter. This is a notable increase in volume of consultations, approximately 12% (340), when compared to the same time period in the previous state fiscal year when the program provided a total of 2,829 consultations with monthly and quarterly averages of 472 and 1,415 respectively (Q1&Q2 SFY'19). However, Q1&Q2 SFY'19's consultation volume was the lowest recorded volume since Q1&Q2 SFY'16 (2,367 consultations) when the program operated at reduced hours. The volume of consultations provided during this review period (Q1&Q2 SFY'20) is comparable to quarters one and two of SFY'17 and SFY'18 with six-month volumes of 3,044 and 3,358 consultations, respectively.

Throughout the rest of this state fiscal year it will be important to monitor the volume of both youth served and consultations provided, as it is too early in the year to determine if this is a true increase or the volume is returning to what was seen in previous years. Beacon's central administrative team will work with the Hub teams to explore this variation. Further review and analysis will be reported in the program's SFY2020 year-end report.

A breakout of the consultation volume by Hub can be found on the Hub Consultation dashboards. Hartford Hospital provided approximately 33% (1,057 out of 3,169) of the total consultations statewide during this time period (Q1&Q2 SFY'20). This is comparable to the volume of consultations provided during the same time in the previous state fiscal year (1,063 in Q1&Q2 SFY'19).

Wheeler Clinic provided the highest volume of consultations in Q1&Q2 SFY'20 with approximately 40% (1,268 out of 3,169) of the total consultations across the state. This is an increase of approximately 11% (126) in volume of consultations when compared to the volume of consultations provided by Wheeler Clinic during the same time last year (1,142 in Q1&Q2 SFY'19). This increase is expected given that Wheeler Clinic's Hub team supported 14% more youth during this review period (327 youth in Q1&Q2 SFY'20 compared to 288 youth in Q1&Q2 SFY'19).

With approximately 27% of the program volume of consultations (844 out of 3,169), Yale Child Study Center's Hub team provided the lowest volume of consultations during Q1&Q2 SFY'20. However, this is a remarkable increase (35%) when comparing the volume of consultations provided by Yale Child Study Center's Hub team during the same time period in the previous state fiscal year (624 in Q1&Q2 SFY'19). Again, this is expected given that the volume of youth supported by the Hub team increased by approximately 20% (218 youth in Q1&Q2 SFY'20 compared to 182 youth in Q1&Q2 SFY'19).

Consultative Activities (continued):

Direct PCP Consultations: Of the 3,169 consultations provided throughout the state in Q1&Q2 SFY'20, approximately 40% (1,255 out of 3,169) were reported as direct contact with PCPs. This is a decrease of approximately 2% when compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'19 (1,282).

In Q1&Q2 SFY'20, per Hub team report, approximately 98% (838 out of 852) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry; 81% (692 out of 852) of which were connected directly at the time of the call. The program benchmark for year six 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. Together as a statewide team and individually, the Hub teams are on track with this target.

Care Coordination and Family Support: Approximately 58% (1,850 out of 3,169) of the total consultative activities for Q1&Q2 SFY'20 were activities related to care coordination and direct family support. This is an increase of approximately 22% as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'19 (1,515 out of 2,829).

Face to Face Assessments: Approximately 1% (40 out of 3,169) of the total consultative activities in Q1&Q2 SFY'20 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital's Hub team provided 10, Wheeler Clinic's Hub team provided 20, and Yale Child Study Center's Hub team provided 10 face-to-face assessments during the first six months of this state fiscal year. This is an increase when compared to Q1&Q2 SFY'19 when the Hub teams collectively provided 31 face-to-face assessments across the state.

Consultations by Insurance: Of the 3,169 total consultations provided in Q1&Q2 SFY'20, approximately 61% (1,944) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 38% (1,212) were for youth with HUSKY coverage and less than 1% (13) were identified as having no coverage at all. While there is some variation from year to year, the majority of the consultations provided across five-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 sites indicated their practice group status, approximately 321 practice groups with a total of 368 practice sites were formed.

The graphs located in the Practice Utilization dashboard compare the rate of practice utilization by quarter. If a practice used the program at any time during a given quarter it will be captured for that timeframe. Both volume of consults and volume of practices 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.

In Q1&Q2 SFY'20, the statewide average utilization rate was approximately 30%, which is the same average utilization rate compared to the previous state fiscal year (30% in Q1&Q2 SFY'19). Hartford Hospital's average utilization rate increased by one percentage point (28% in Q1&Q2 SFY'20 compared to 27% in Q1&Q2 SFY'19), Wheeler Clinic's average utilization rate dropped by one percentage point (31% in Q1&Q2 SFY'20 compared to 32% in Q1&Q2 SFY'19) and Yale Child Study Center's average utilization rate increased by two percentage points (33% in Q1&Q2 SFY'20 compared to 31% in Q1&Q2 SFY'19).

It will be important to monitor the utilization rate throughout the rest of this state fiscal year. Additionally, Beacon's central administrative team will work with the Hub teams in Q3 SFY'20 to identify ways to increase utilization including targeted outreach and on-site visits to practices showing a remarkable drop in utilization. The central administrative team will also seek counsel from the PCP Advisory Group for additional ideas in increasing utilization.

Practice Utilization (continued):

Youth Served by Practice: Another important way to measure utilization is to measure the volume of youth served by practice. The graphs located in the Youth 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'20). The graphs are sorted by highest volume of youth per practice.

In Q1&Q2 SFY'20, a total of 46 practice groups utilized Hartford Hospital's Hub team and 39 practice groups utilized Wheeler Clinic's Hub team; all practices were noted as having used the program before. A total of 35 practice groups utilized Yale Child Study Center's Hub team. Three practice groups called for the first time during this time period (Q1&Q2 SFY'20). Children's Medical Group of Greenwich became a newly enrolled practice group and used for the first time in October 2019, Fair Haven enrolled and used for the first time in November 2019 and Shelton Pediatrics enrolled and used for the first time in December 2019.

Program Satisfaction: After every consultative activity, the Hub consultant enters the PCP'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'20, 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 six 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 368 practice sites are currently enrolled in the ACCESS MH program.

Total Enrolled Practice Sites

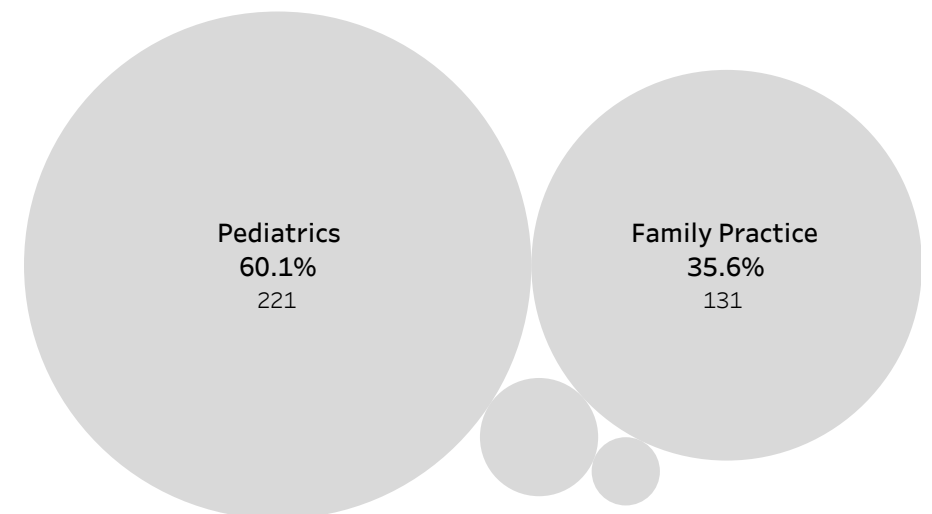
Select Hub name for specific details



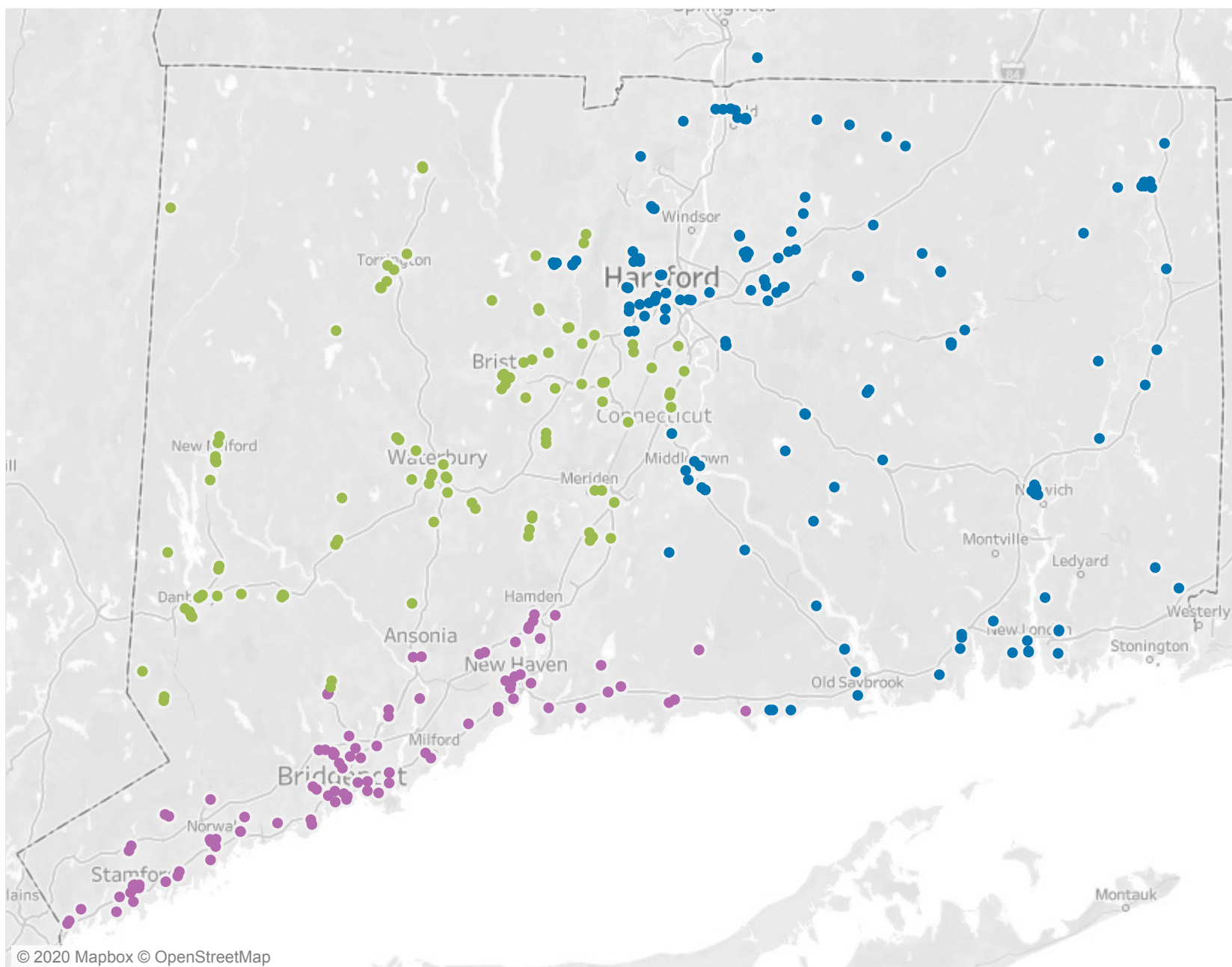
Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
Pediatrics	68	69	84	221
Family Practice	83	36	12	131
Peds/Family	1	8	3	12
Non Selected	1		3	4
Total Enrolled	153	113	102	368
Total Eligible Practice Sites	184	127	121	432

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	Primary Phone
ABC Pediatrics	945 Main St. Suite 212	860-649-6166
Abington Family Healthcare	5 Clinic Rd	860-974-0529
Access Priority Family Healthcare	353 Pomfret St	860-928-1111
Alliance Medical Group	1625 Straits Turnpike #3..	203-759-0666
Amitabh R. Ram, MD, LLC	21 B Liberty Dive	860-228-9300
	21 Woodland St., #115	860-524-8747
Andrea Needleman, MD	4 South Pomeroug Avenue	203-263-2020
Andrew Adade	18 Hillandale Ave	203-327-9333
Andrew F Cutney, MD/NEMG	5520 Park Avenue	203-371-0076
Anne Marie Villa, M.D., P.C.	150 Hazard Ave Unit B	860-749-3661
Aspire Family Medicine	850 North Main Street Ex..	203-269-9778

Youth Demographics

The program served a total of 778 unique youth in Q1 & Q2 SFY 2020.

Since inception of the program to date, June 16, 2014 through December 31, 2019, the program served 6,506 unique youth.

Current SFY Summary

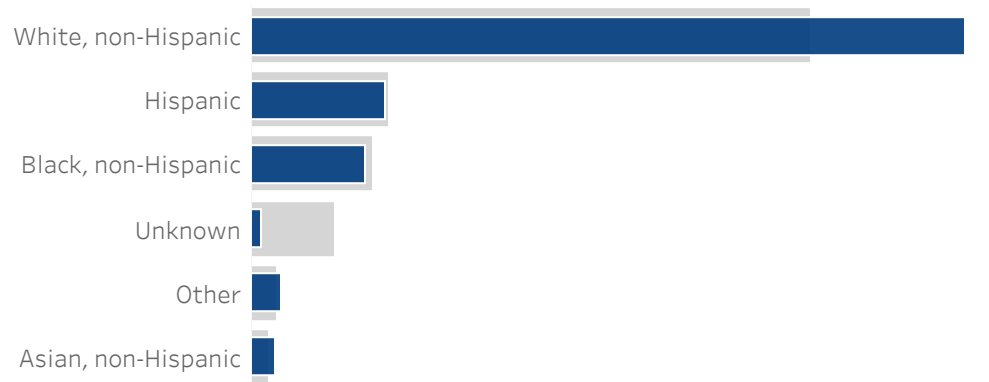
Select for Current and/or Last Fiscal Year: All

- 13-18 year-olds represented the largest portion in the current state fiscal year at **48.1%**.
- The majority of youth served were White, non-Hispanic at **69.5%**.
- Males accounted for **51.7%** of the unique youth served.

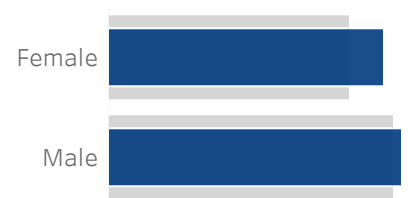
• Current SFY Comparison to • Last SFY

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

Race/Ethnicity



Gender



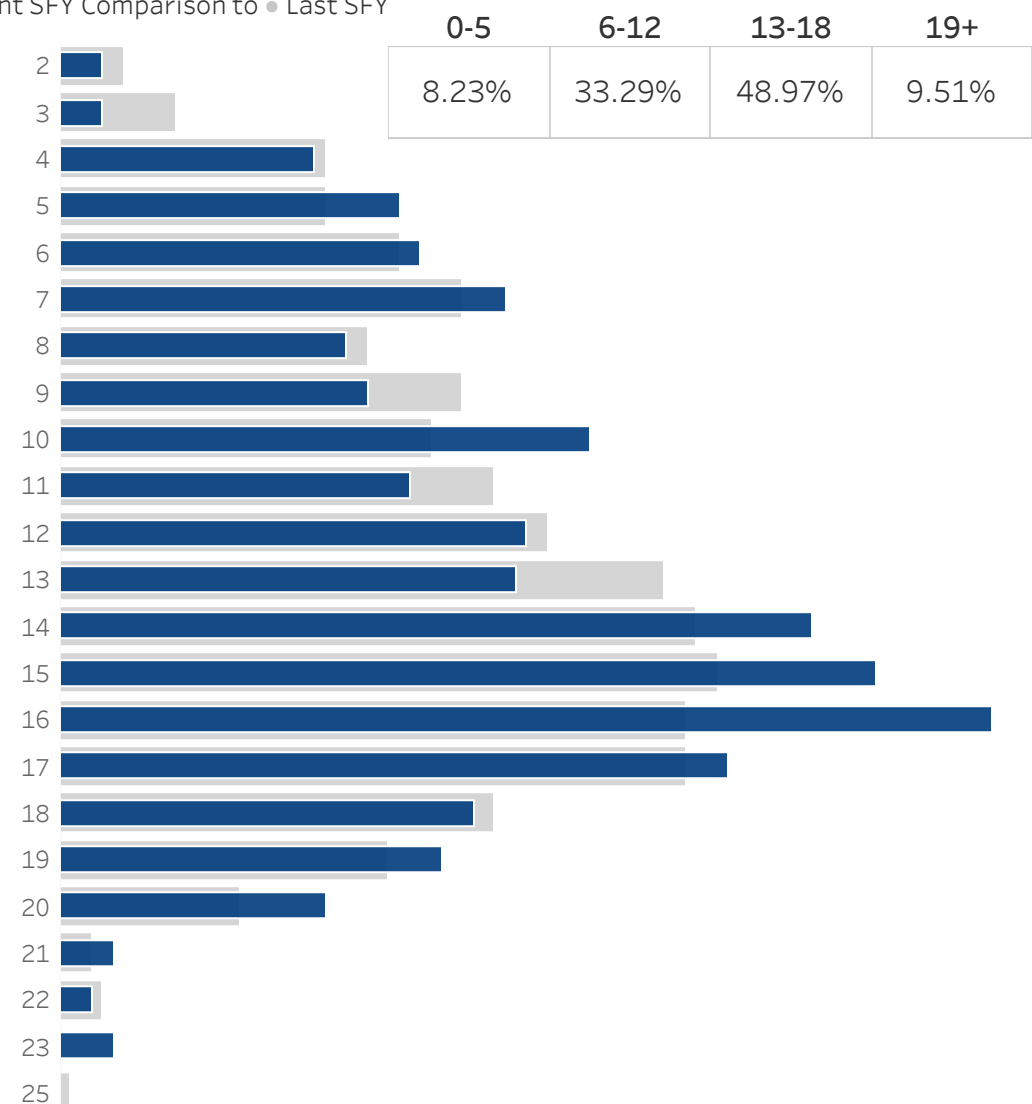
DCF Involvement



Distribution of Youth by Age

• Current SFY Comparison to • Last SFY

Youth Served in the Current SFY 2020





Youth Demographics

The Hartford Hospital Hub served a total of 233 unique youth in Q1 & Q2 SFY 2020.

Hub-Specific Current SFY Summary

Hubname Hartford Hospital

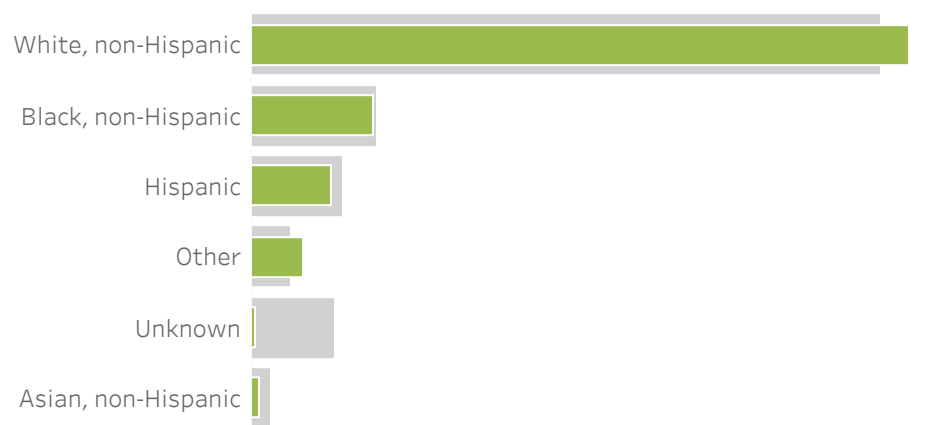
Select to view Current and/or Last Fiscal Year: All

- 13-18 year-olds represented the largest portion in the current state fiscal year at **50.6%**.
- Males accounted for **55.4%** of the unique youth served.
- The majority of youth served were White, non-Hispanic at **71.2%**.

Hub's Current SFY Comparison to Last SFY (gray)

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

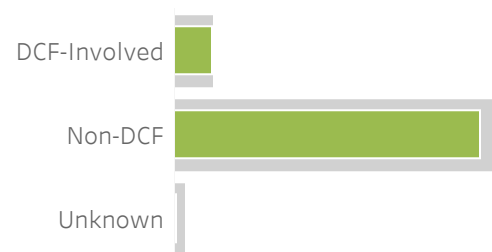
Race/Ethnicity



Gender



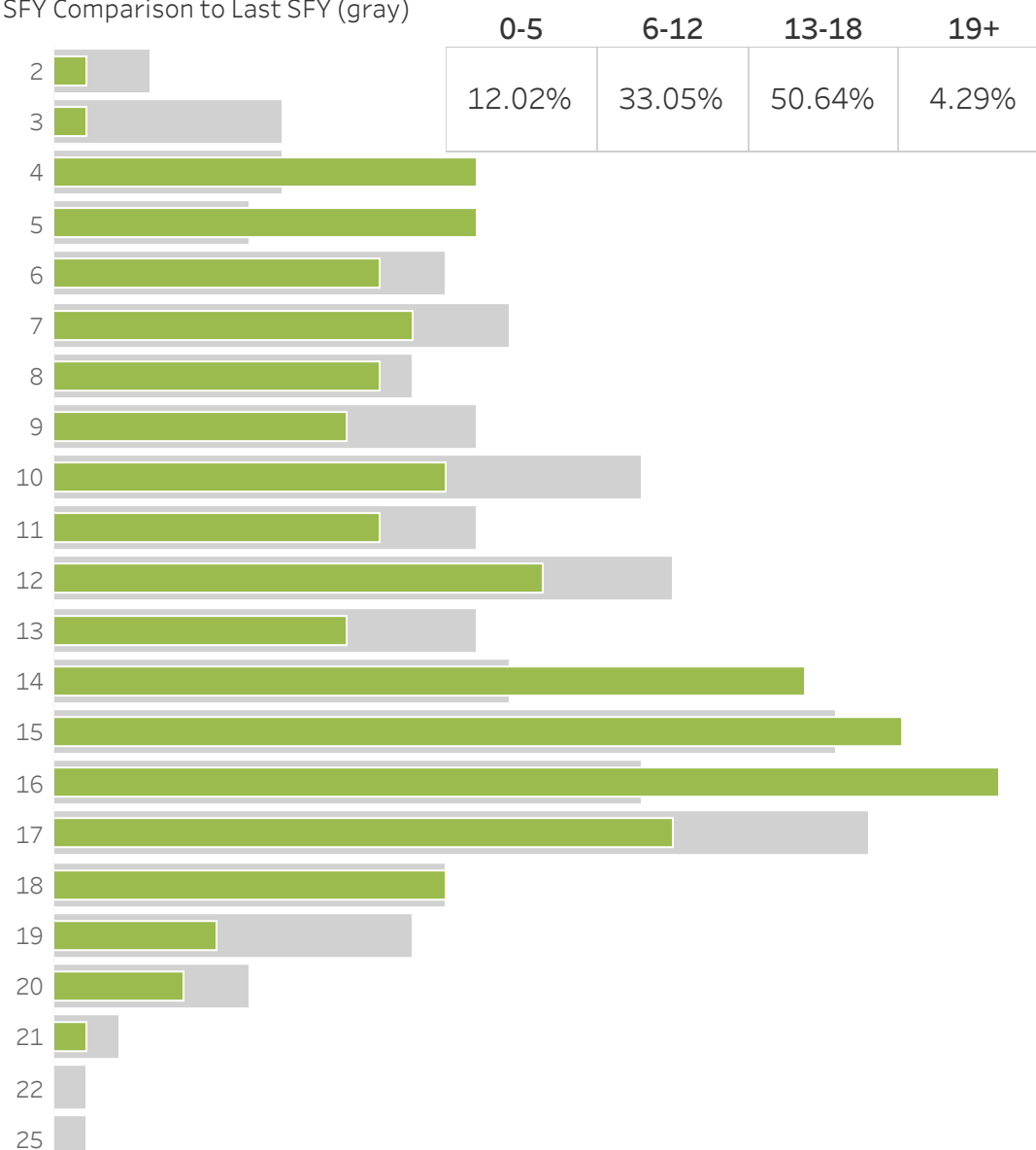
DCF Involvement



Distribution of Youth by Age

Current SFY Comparison to Last SFY (gray)

Youth Served in the Current SFY 2020





Youth Demographics

The Wheeler Clinic, Inc Hub served a total of 327 unique youth in Q1 & Q2 SFY 2020.

Hub-Specific Current SFY Summary

Hubname Wheeler Clinic, Inc

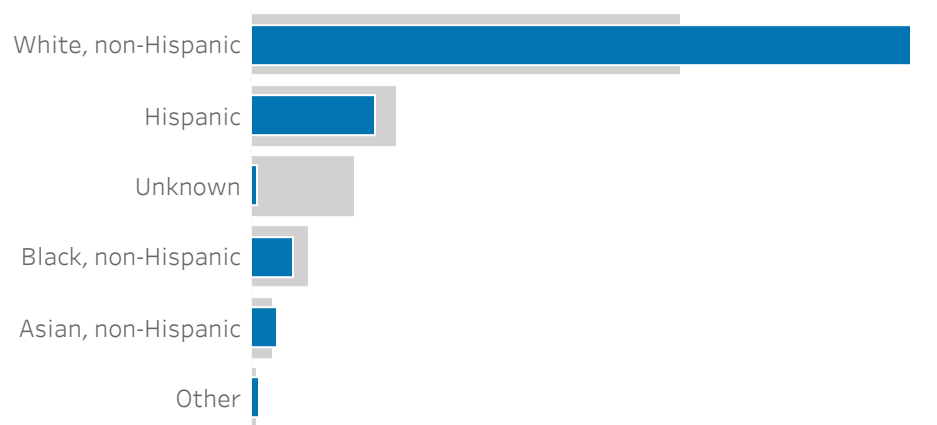
Select to view Current and/or Last Fiscal Year: All

- 13-18 year-olds represented the largest portion in the current state fiscal year at **50.8%**.
- Females accounted for **50.2%** of the unique youth served.
- The majority of youth served were White, non-Hispanic at **76.1%**.

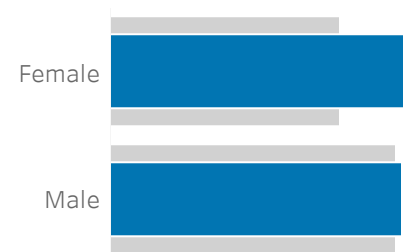
Hub's Current SFY Comparison to Last SFY (gray)

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

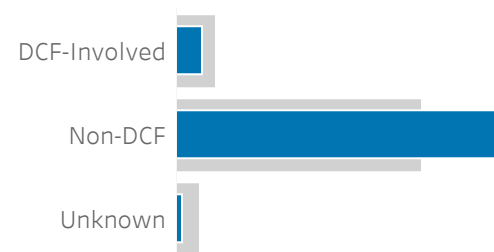
Race/Ethnicity



Gender



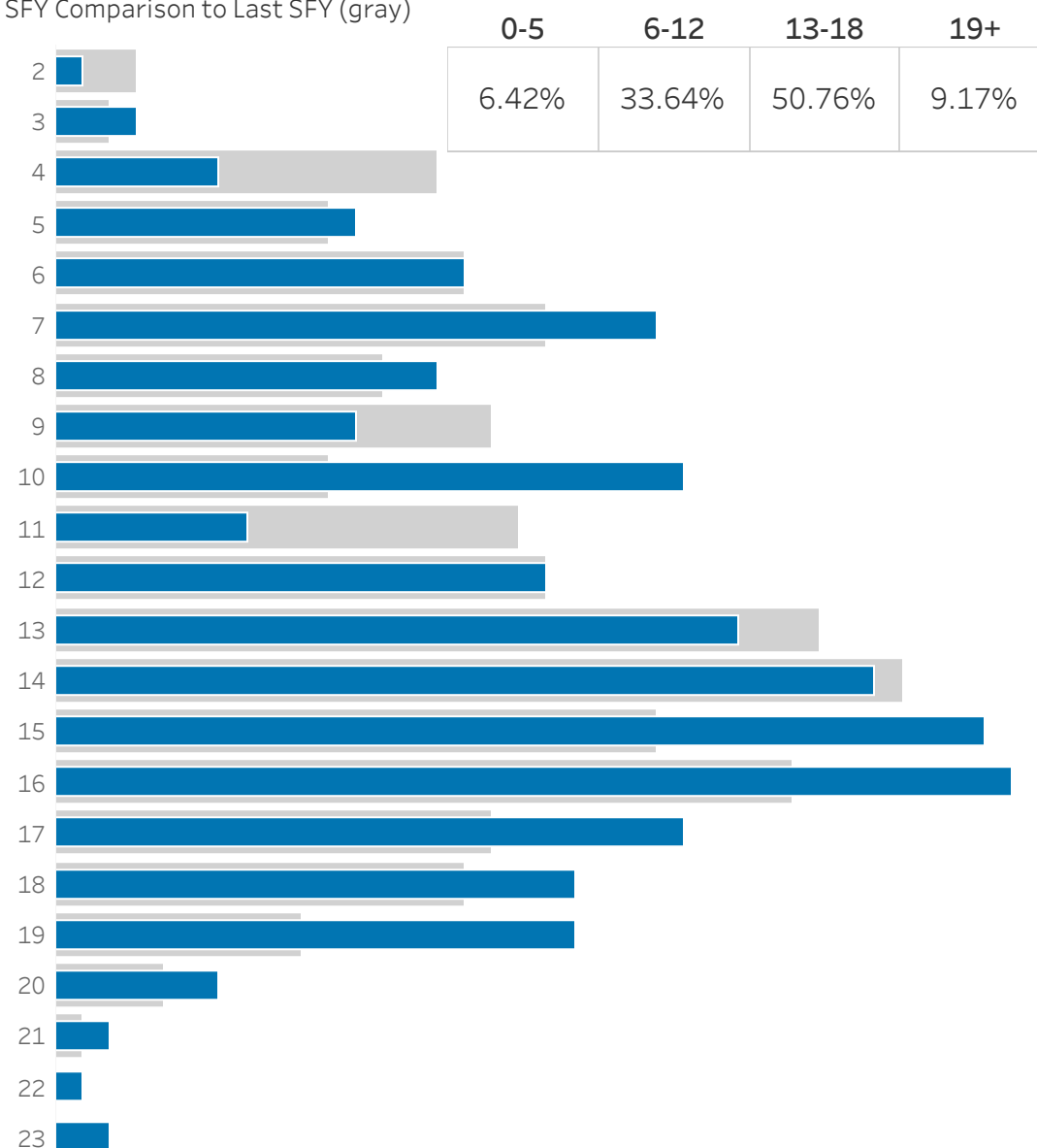
DCF Involvement



Distribution of Youth by Age

Current SFY Comparison to Last SFY (gray)

Youth Served in the Current SFY 2020





Youth Demographics

The Yale Child Study Center Hub served a total of 218 unique youth in Q1 & Q2 SFY 2020.

Hub-Specific Current SFY Summary

Hubname Yale Child Study Center

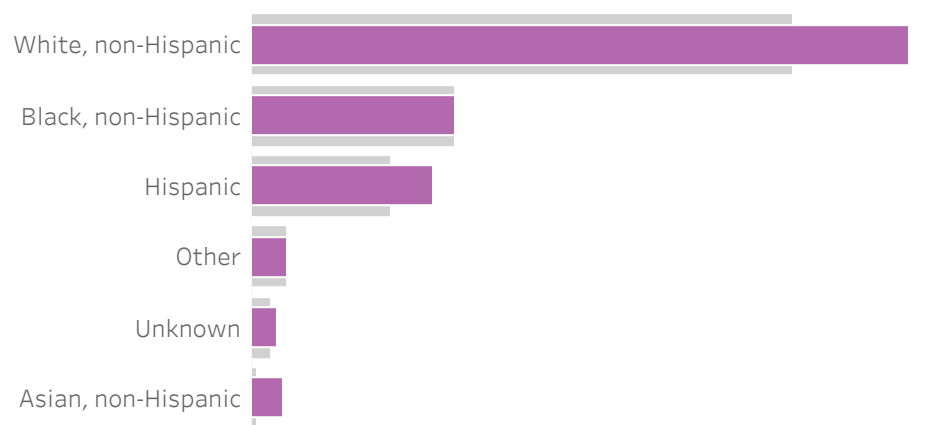
Select to view Current and/or Last Fiscal Year: All

- 13-18 year-olds represented the largest portion in the current state fiscal year at **44.5%**.
- Males accounted for **50.5%** of the unique youth served.
- The majority of youth served were White, non-Hispanic at **57.8%**.

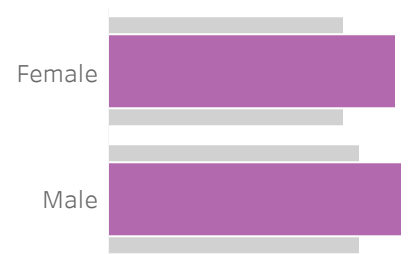
Hub's Current SFY Comparison to Last SFY (gray)

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

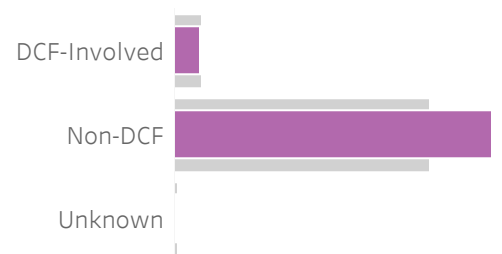
Race/Ethnicity



Gender

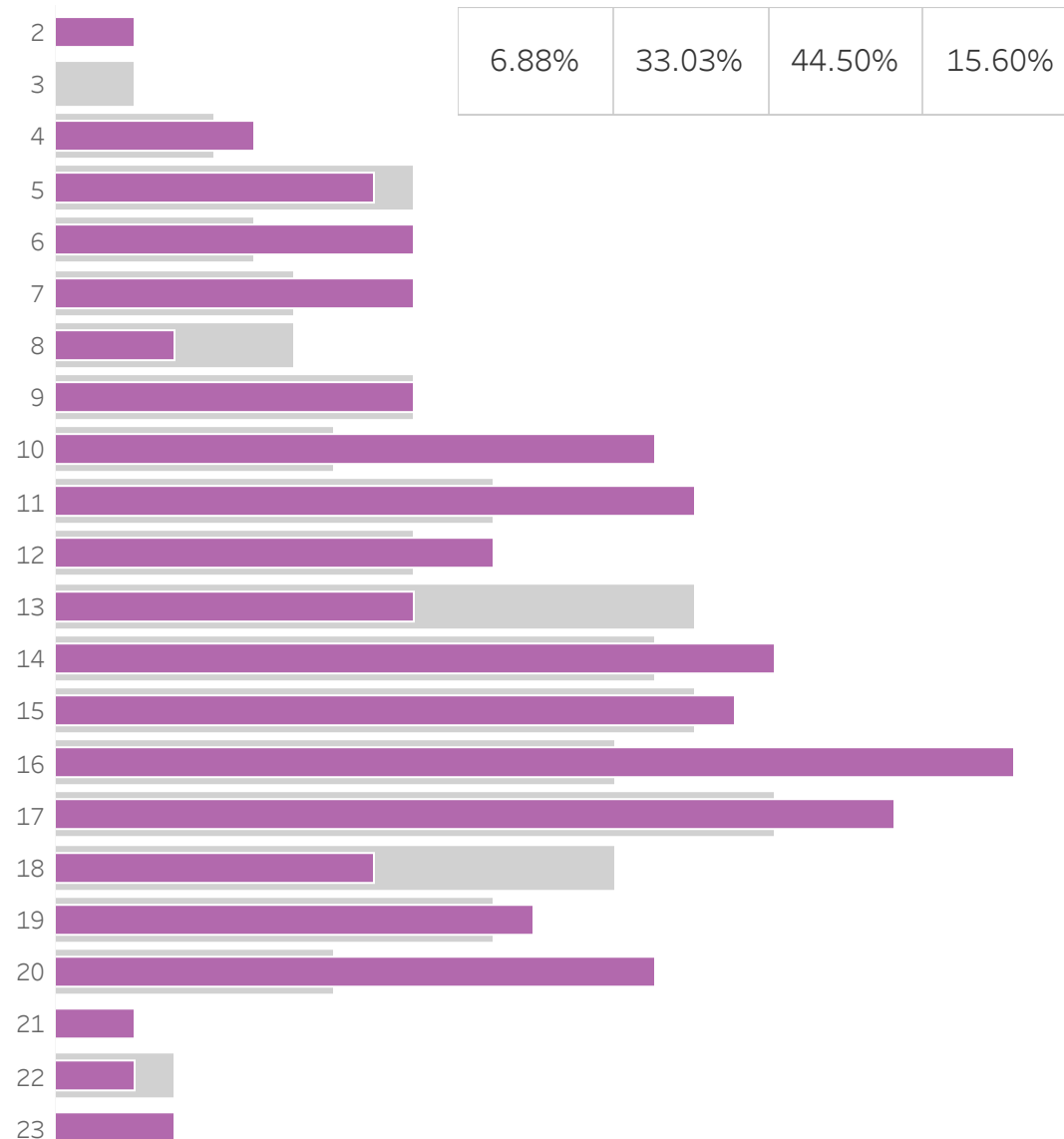


DCF Involvement



Distribution of Youth by Age

Current SFY Comparison to Last SFY (gray)



Youth Served in the Current SFY 2020

0-5	6-12	13-18	19+
6.88%	33.03%	44.50%	15.60%



Consultative Activities

The program provided a total of 3,169 consultations in Q1 & Q2 SFY 2020.

Select SFY Multiple val..

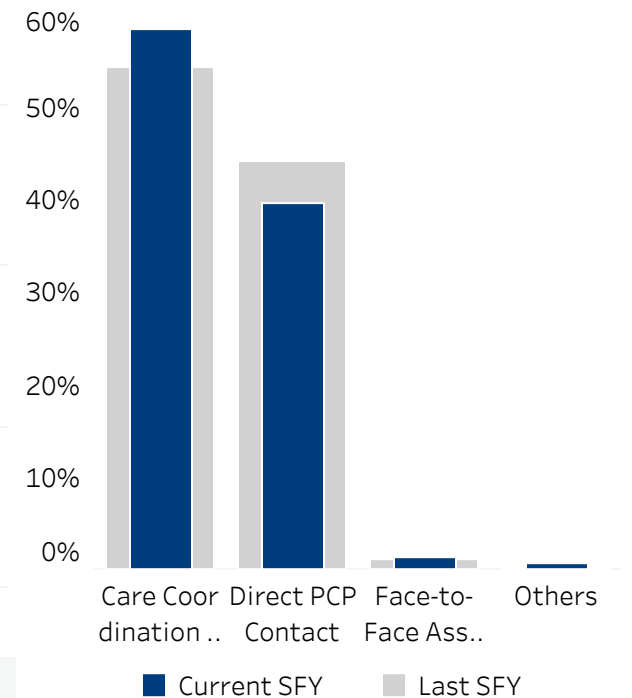
Summary (for time range selected) → Average of 503 consultations per month. → Average of 1,508 consultations per quarter.

Consultation Volume | Quarterly Over Time

Select View ▶ Quarterly Over Time

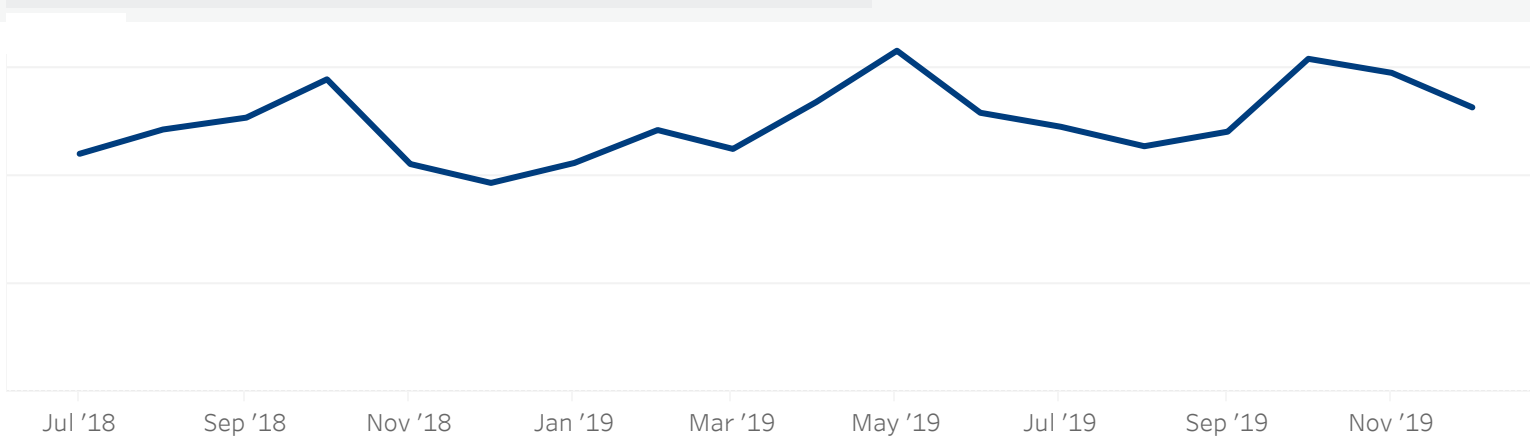


Consultation Types

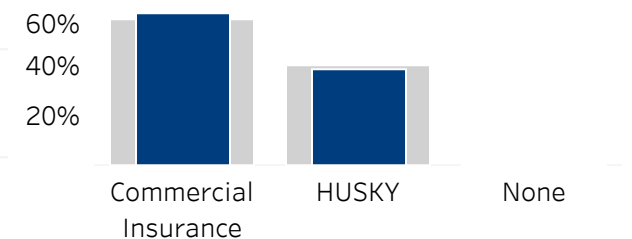


Consultation Volume | Monthly Over Time

Select View ▶ Monthly Over Time



Consultations by Insurance



Consultative Activities

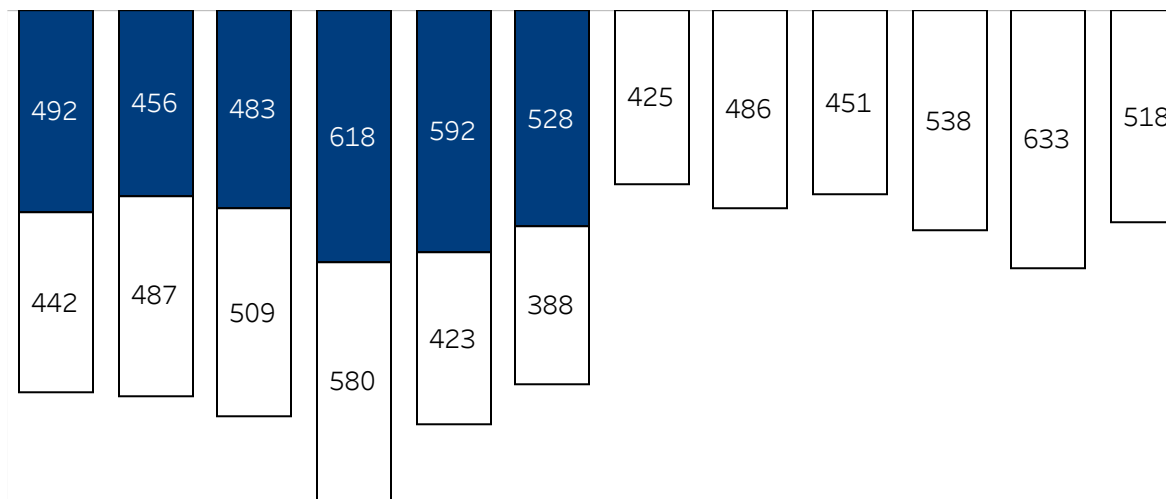
The program provided a total of 3,169 consultations in Q1 & Q2 SFY 2020.

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	157	111	127	249	171	242							1,057
	Last SFY	124	174	214	227	161	163	147	191	197	214	232	149	2,193
Wheeler Clinic, Inc	Current SFY	208	225	211	207	270	147							1,268
	Last SFY	195	220	202	221	166	138	185	173	160	181	216	232	2,289
Yale Child Study Center	Current SFY	127	120	145	162	151	139							844
	Last SFY	123	93	93	132	96	87	93	122	94	143	185	137	1,398

○ Last SFY ● Current SFY



Consultative Activities

The Hartford Hospital Hub provided a total of 1,057 consultations in Q1 & Q2 SFY 2020.

Hubname
Hartford Hospital

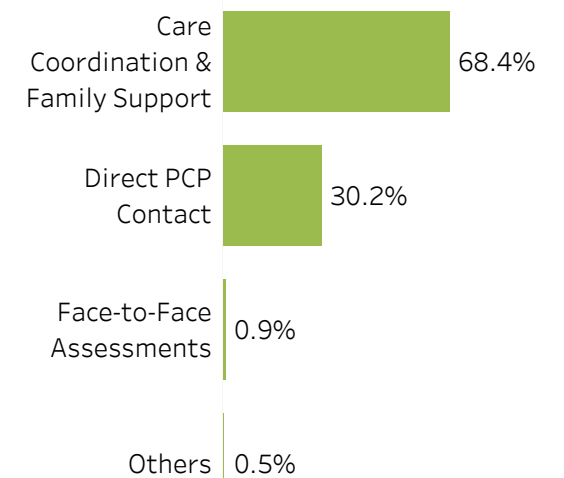
Summary for
Current SFY

→ Average of 176 consultations per month. → Average of 529 consultations per quarter.

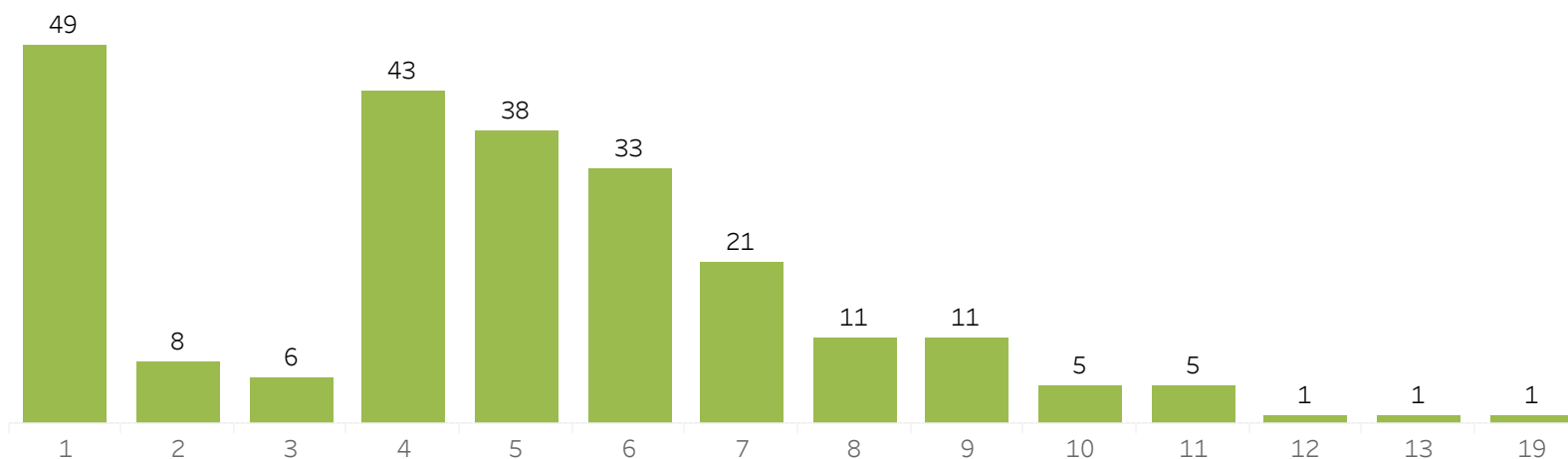
Hartford Hospital Quarterly Volume of Consultations



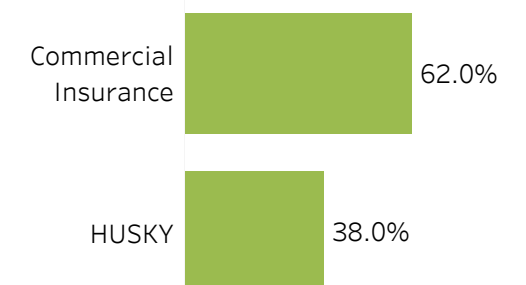
Hartford Hospital Consultation Types for Current SFY



Hartford Hospital Consultation Frequency for Current SFY



Hartford Hospital Consultations by Insurance for Current SFY



Consultative Activities

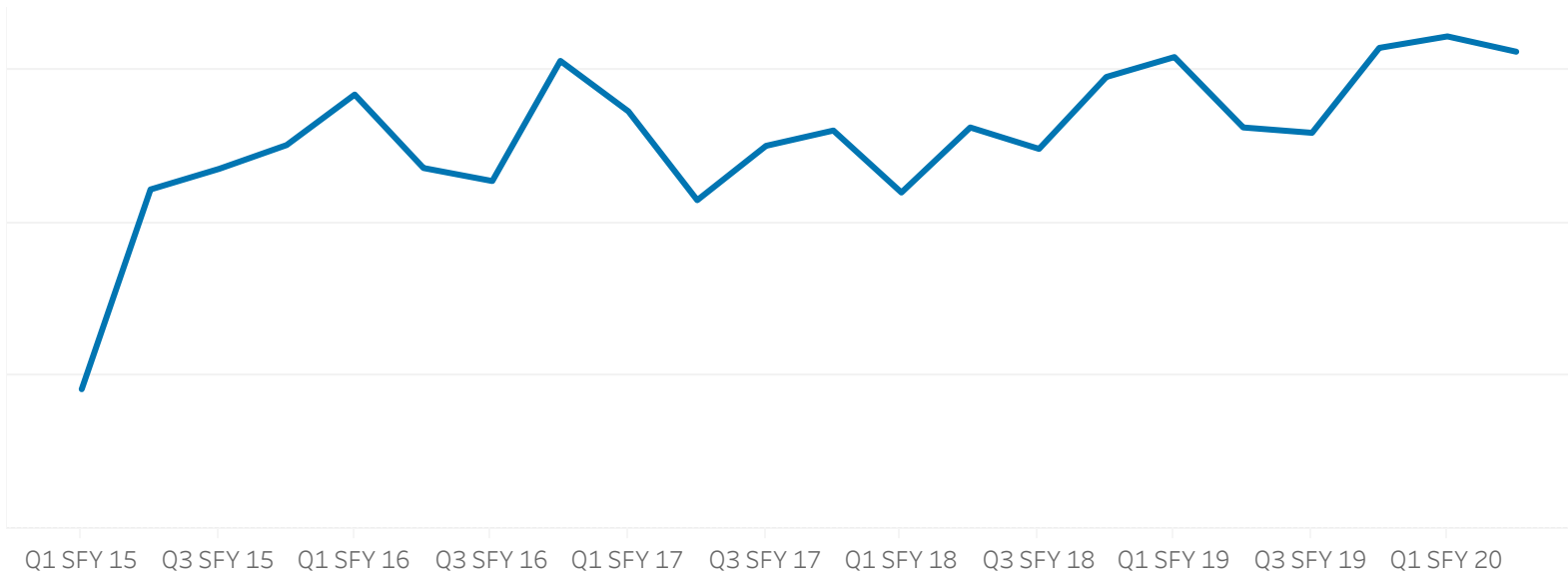
The Wheeler Clinic, Inc Hub provided a total of 1,268 consultations in Q1 & Q2 SFY 2020.

Hubname
Wheeler Clinic, Inc

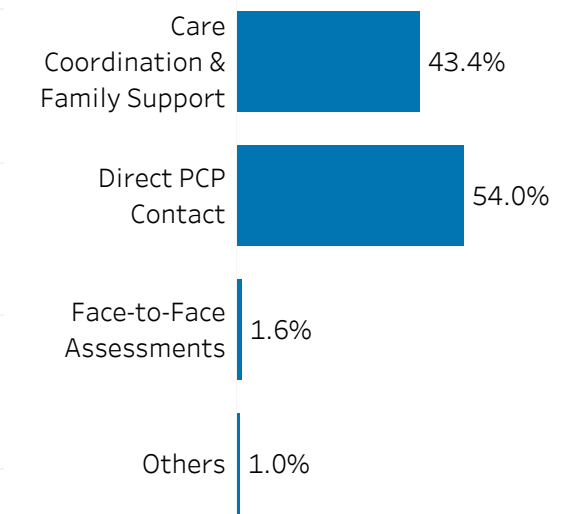
Summary for
Current SFY

→ Average of 211 consultations per month. → Average of 634 consultations per quarter.

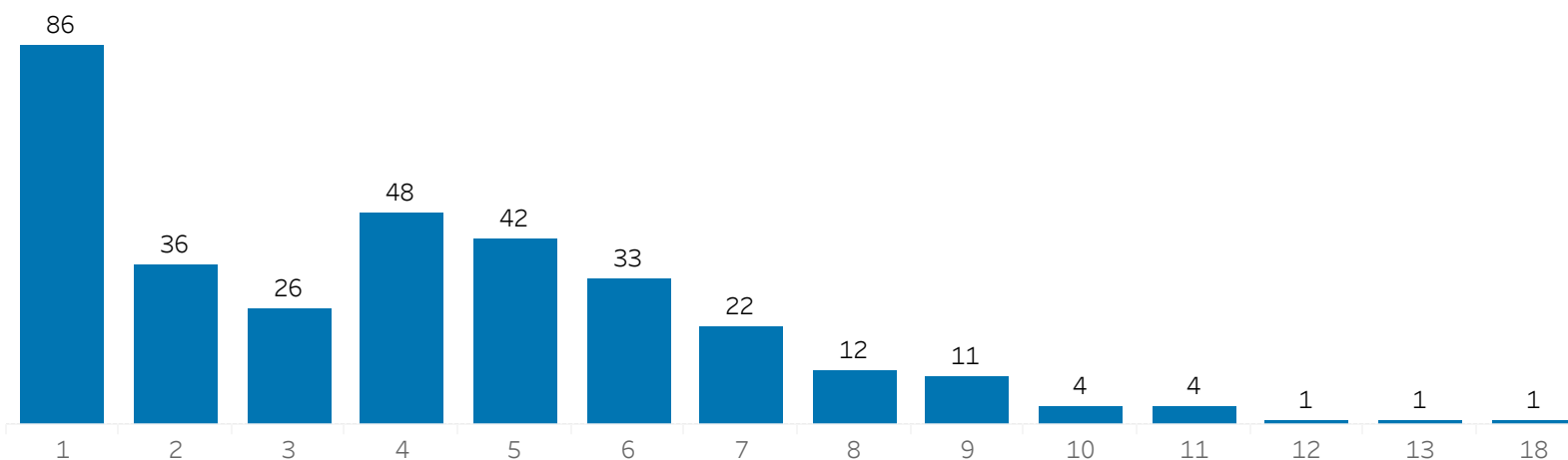
Wheeler Clinic, Inc Quarterly Volume of Consultations



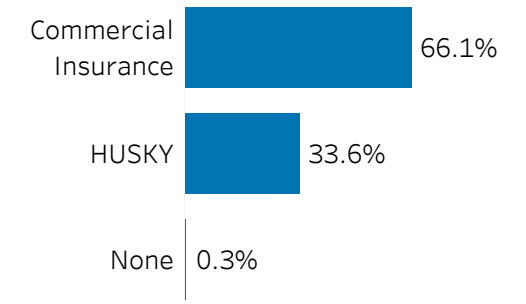
Wheeler Clinic, Inc Consultation Types for Current SFY



Wheeler Clinic, Inc Consultation Frequency for Current SFY



Wheeler Clinic, Inc Consultations by Insurance for Current SFY



Consultative Activities

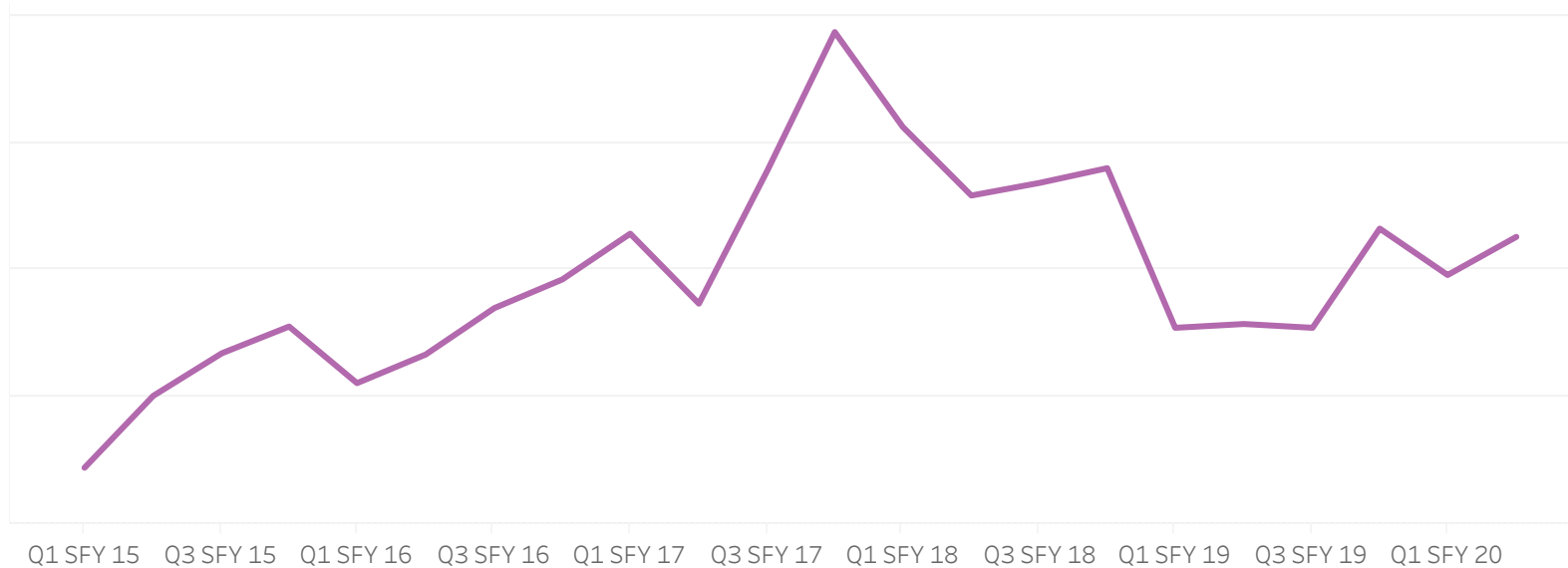
The Yale Child Study Center Hub provided a total of 844 consultations in Q1 & Q2 SFY 2020.

Hubname
Yale Child Study Center

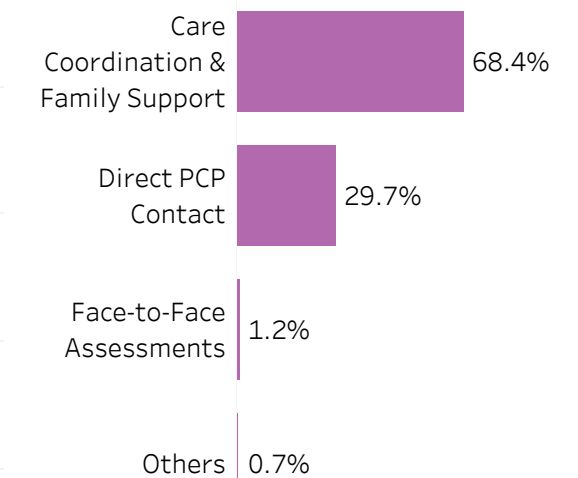
Summary for
Current SFY

→ Average of 141 consultations per month. → Average of 422 consultations per quarter.

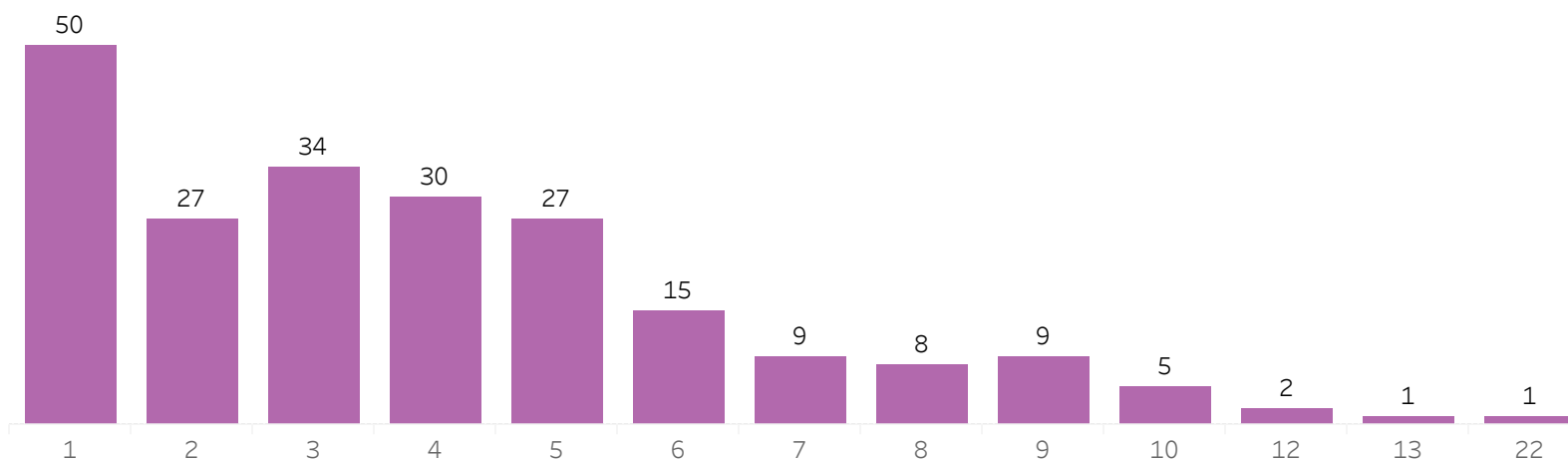
Yale Child Study Center Quarterly Volume of Consultations



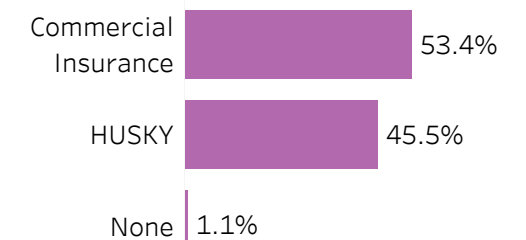
Yale Child Study Center
Consultation Types for Current SFY



Yale Child Study Center Consultation Frequency for Current SFY



Yale Child Study Center
Consultations by Insurance for
Current SFY

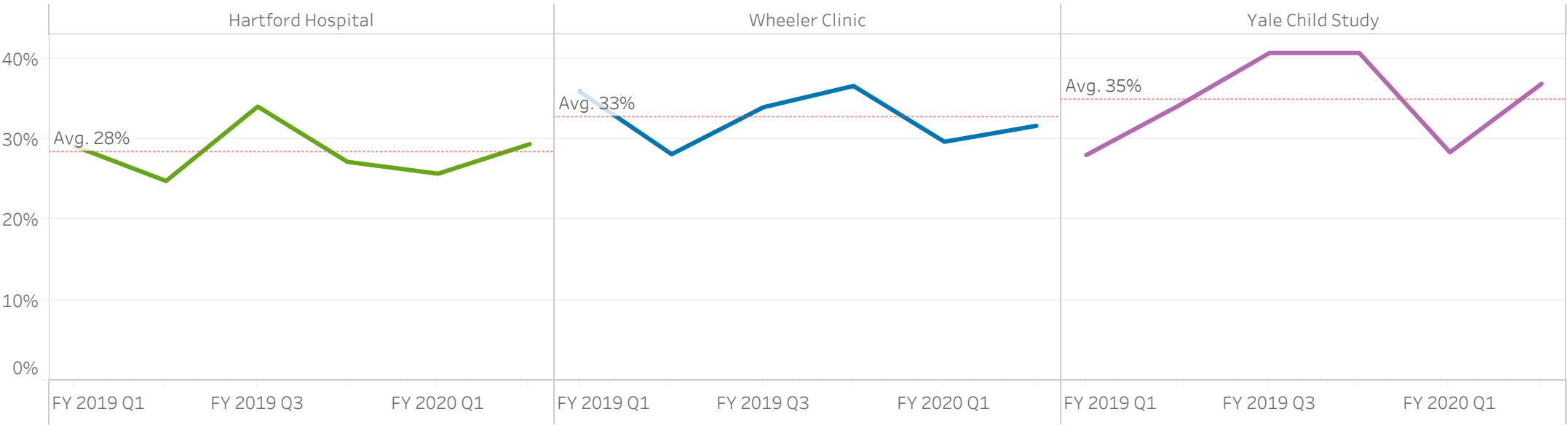
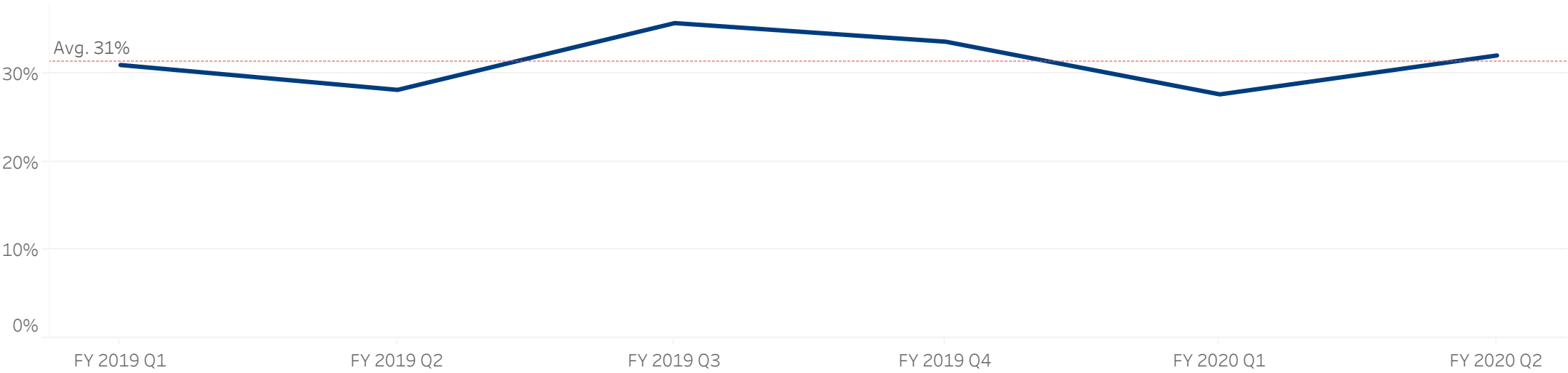


Practice Utilization

Select Fiscal Year(s)
Multiple values

Select Quarter(s)
All

Statewide Quarterly Practice Group Utilization Rate
FY 2019 Q1 to FY 2020 Q2

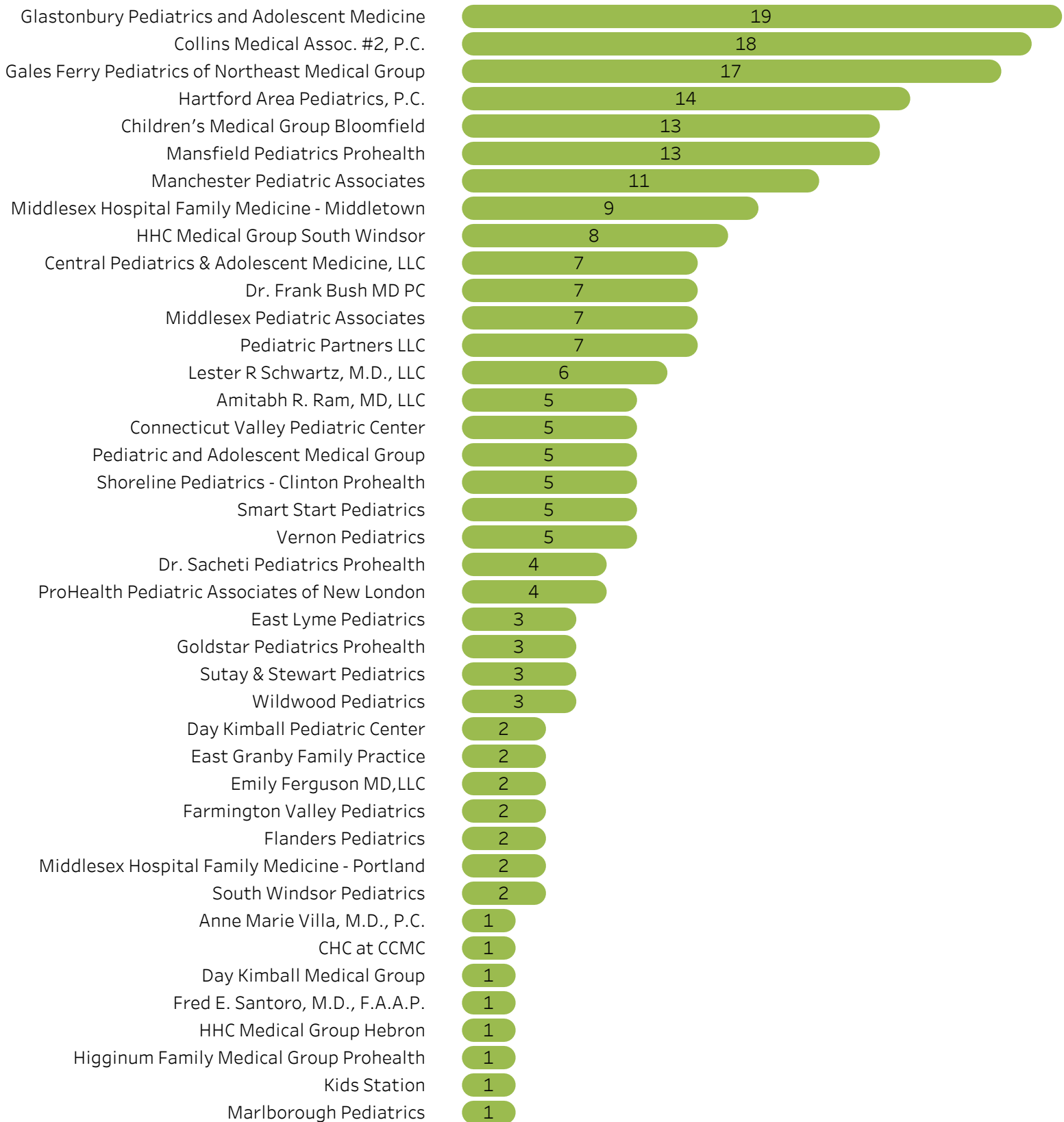


Youth Served by Practice

Hubname Hartford Hospital

Number of Youth Served by Practice - Q1 & Q2 SFY 2020

• New User of Program

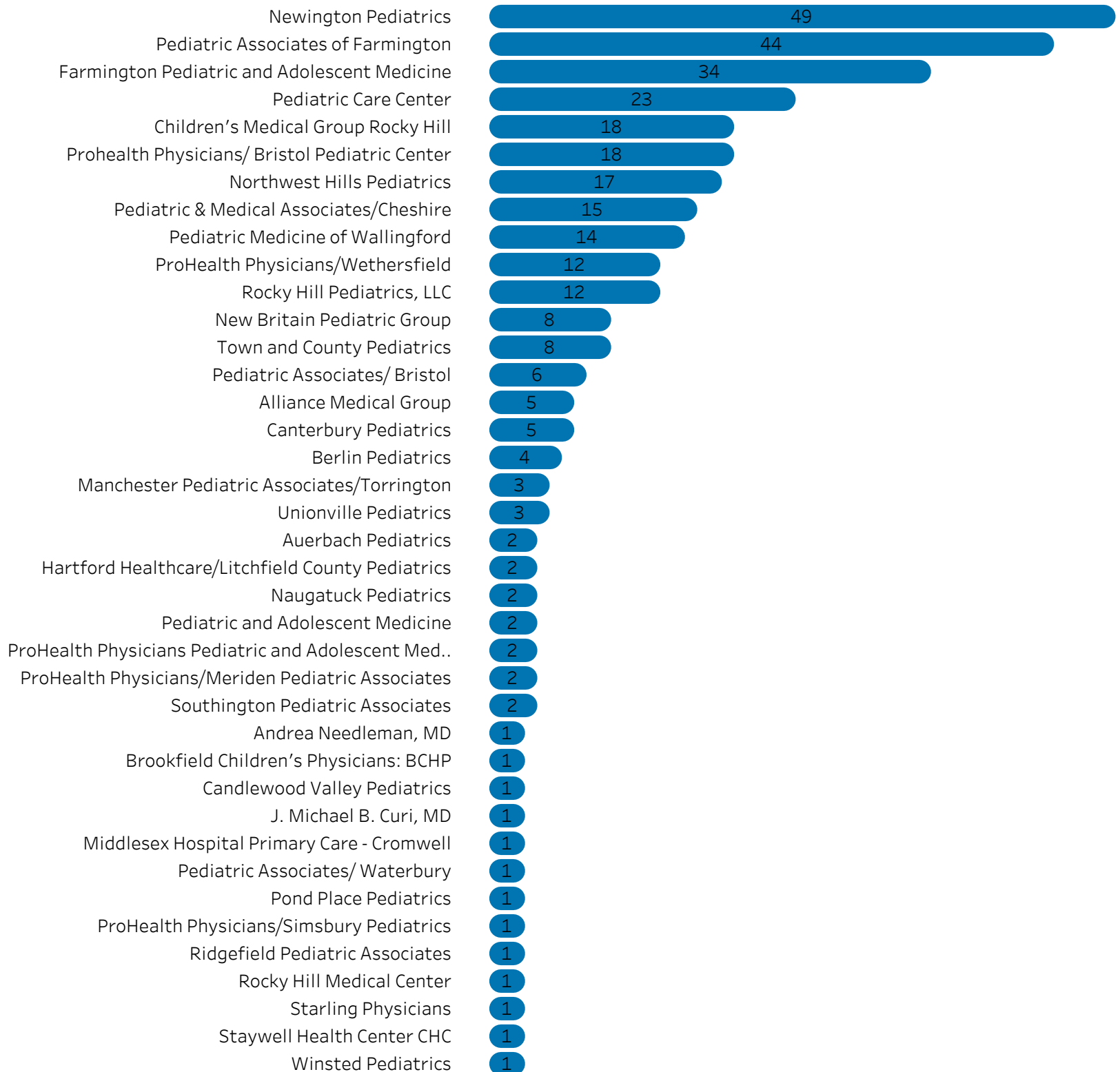


Youth Served by Practice

Hubname Wheeler Clinic, Inc

Number of Youth Served by Practice - Q1 & Q2 SFY 2020

• New User of Program

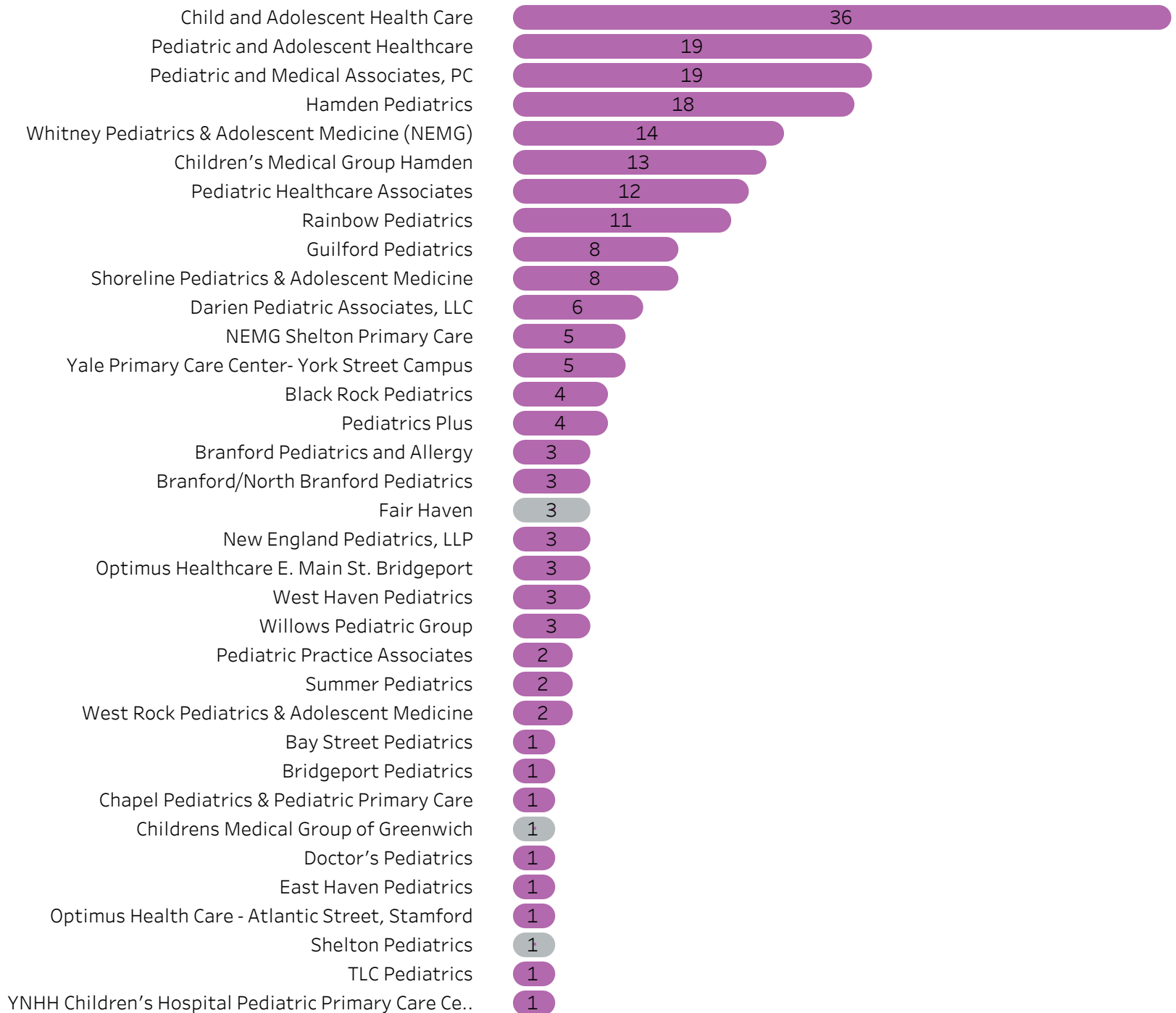


Youth Served by Practice

Hubname Yale Child Study Center

Number of Youth Served by Practice - Q1 & Q2 SFY 2020

● New User of Program



Program Satisfaction

Click to
view Hub
details
▼



PCP Satisfaction Scores

	Q1 SFY 19	Q2 SFY 19	Q3 SFY 19	Q4 SFY 19	Q1 SFY 20	Q2 SFY 20
Hartford Hospital	4.99	4.99	4.99	4.99	4.98	4.99
Wheeler Clinic, Inc	5.00	5.00	5.00	5.00	5.00	4.99
Yale Child Study Center	4.99	5.00	4.99	5.00	5.00	5.00
Grand Total	4.99	5.00	4.99	5.00	4.99	4.99

Count per PCP Score for All

- 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 19	Q2 SFY 19	Q3 SFY 19	Q4 SFY 19	Q1 SFY 20	Q2 SFY 20
3	1	1			1	
4	3	3	2	6	2	1
5	308	315	307	465	392	451
Grand Total	309	315	309	465	392	452

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