



ACCESS **Mental Health CT**

SEMI-ANNUAL PROGRESS REPORT

Quarters 1 & 2 of SFY 2019: July 1, 2018 - December 31, 2018



Report prepared by Beacon Health Options for the Department of Children and Families
Submitted March 1, 2019

Acknowledgements

Q1 & Q2 SFY 2019: July 1, 2018 - December 31, 2018

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Introduction

ACCESS Mental Health CT is a state funded program created to ensure that all youth under 19 years of age, irrespective of insurance coverage, have access to psychiatric and behavioral health services through contact with their primary care providers (PCP). The program is designed to increase PCPs' behavioral health knowledge base so they can identify and treat behavioral health disorders more effectively and expand their awareness of local resources. Beacon Health Options (Beacon) contracts with three behavioral health organizations to act as Hub teams and provide support across the state: Institute of Living at Hartford Hospital, Wheeler Clinic, and Yale Child Study Center. Each Hub team consists of board-certified child and adolescent psychiatrists, a behavioral health clinician, a program coordinator, and a half-time family peer specialist. The teams are charged with providing real-time psychiatric consultation and individualized, case-based education to PCPs over the phone. Phone conversations may entail diagnostic clarification, psychopharmacology recommendations, counseling recommendations, and care coordination supporting youth and their family in connecting to community resources.

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, 2018 through December 31, 2018 (Quarters 1 & 2 of SFY 2019); in some metrics, totals covering the entire length of the program or "since inception" June 16, 2014 through December 31, 2018 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.

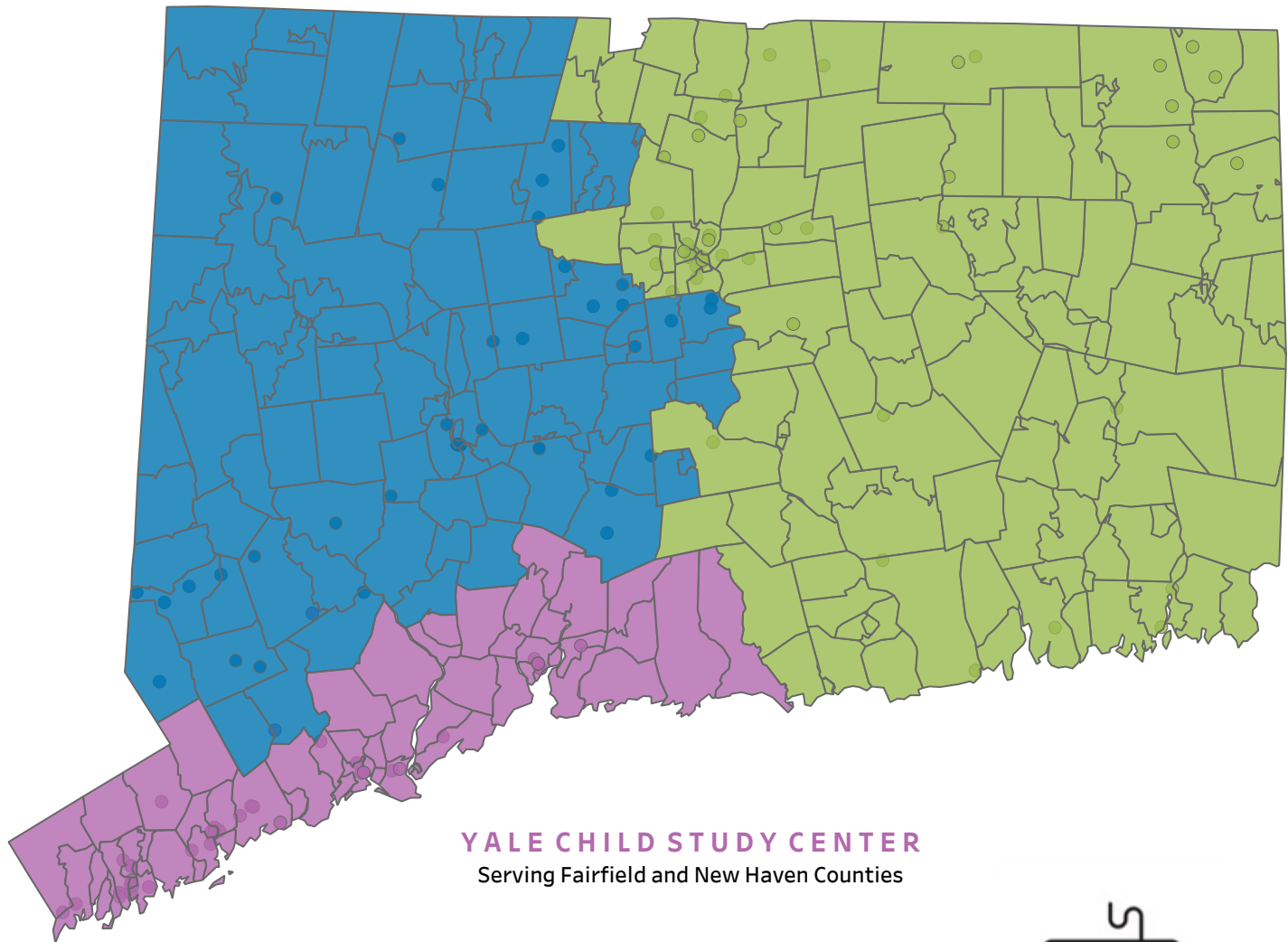
Hub Catchment Areas

WHEELER CLINIC, INC

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

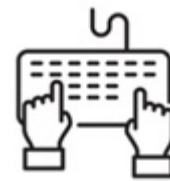
HARTFORD HOSPITAL

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

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

Q1 & Q2 SFY 2019: July 1, 2018 - December 31, 2018

Executive Summary: As the ACCESS Mental Health CT program wraps up the first half of its fifth 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.

As stated in previous reports, the program's budget was cut last state fiscal year. In order to absorb this cut, the Hub teams were required to reduce psychiatric staff time per Hub team. In January 2018, Hub psychiatrists began covering additional call volume by providing cross-Hub team coverage. When one team psychiatrist is "off-shift", another team's psychiatrist covers calls for both teams. This model 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.

In four and a half years of operation, 86 percent of the pediatric and family care practices across the state have enrolled in the program. The ACCESS Mental Health Hub teams have provided over 27,000 consultations supporting over 5,200 youth and their families from program inception to date (June 16, 2014 - December 31, 2018).

While enrollment and satisfaction remained strong during the first six months of this state fiscal year, there was a slight drop in program utilization when compared to the same time period last year. After further analysis, the program supported more youth than last year, but with fewer phone calls. Additionally, the majority of practices that did not use the program during this time were practices that are sporadic utilizers and not the moderate to high utilizers. The core group of pediatricians and family care physicians who have come to rely on the program for support continue to do so.

An in-depth review of the data for Q1&Q2 SFY'19 can be found in the semi-annual narrative sections of this report along with its corresponding dashboards.

Enrollment: As of December 31, 2018, a total of 441 pediatric and family care practice sites were identified as eligible for enrollment across the state. While this is the same volume noted in the last progress report, site status continues to fluctuate. With three new practice sites enrolled, two enrolled practices closed, and two name changes noted, approximately 86% (381 out of 441) of pediatric and family care practice sites were enrolled in the program statewide by the end of Q2 SFY'19.

With no noted change, approximately 60% 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 2% of the practice sites were entered into the system without a specific provider type identified.

Hartford Hospital enrolled approximately 88% (163 out of 185) of the eligible practice sites within their designated service area; enrolling two new practice sites during this time period. Wheeler Clinic enrolled 87% (117 out of 134) of their eligible practice sites. Yale Child Study Center enrolled approximately 83% (101 out of 122) of the eligible practice sites within their designated service area; enrolling one new practice site during the first six months of this state fiscal year.

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 practices sites (86 out of 133) are located within Hartford Hospital's designated service area.

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, 2018, enrolled PCPs contacted their respective Hub teams requesting consultation for 5,227 unduplicated youth presenting with mental health concerns.

The program served a total of 716 unique youth in Q1&Q2 SFY'19, this is a 4.7% increase in unique youth served as compared to the same time period in the previous state fiscal year (684; Q1&Q2 SFY'18). With no noted change, males continue to represent a slightly higher volume and the 13 to 18-year-old adolescent group maintains the majority of youth served. Additionally, the program continues to support PCPs requesting consultation on young adults; approximately 6% (42 out of 716) of the total youth served in Q1&Q2 SFY'19 were over the age of 19 years.

Similar patterns can be seen across each Hub team and can be found in the Hub Demographic dashboard. Hartford Hospital Hub team supported approximately 35% (250) of the total unique youth served in Q1&Q2 SFY'19. Wheeler Clinic Hub team supported approximately 40% (287) of the total unique youth, and Yale Child Study Center Hub supported 25% (179) of the total youth served across the state during this six month period.

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

Since inception of the program to date, June 16, 2014 through December 31, 2018, the Hub teams have provided 27,230 consultative activities supporting PCPs treating youth within their medical home. This is an increase of 2,825 encounters from the last reporting period when the program to date (June 16, 2014 – June 30, 2018) total was noted as 24,405 consultative activities.

The Consultative Activities dashboard shows the volume of consultations over four and a half years of programming depicting annually, quarterly, and monthly comparisons. In Q1&Q2 SFY'19, the program provided a total of 2,825 consultations with an average of 471 consultations per month and 1,413 consultations per quarter. This is a notable decrease in volume of consultations of approximately 16% (533) as compared to the same time period in the previous state fiscal year when the program provided a total of 3,358 consultations with monthly and quarterly averages of 560 and 1,679 respectively (Q1&Q2 SFY'18).

Consultative Activities (continued) : A breakout of the consultation volume by Hub can be found on the Hub Consultation dashboard. Wheeler Clinic provided the highest volume of consultations in Q1&Q2 SFY'19 with approximately 40% (1,141 out of 2,825) of the total consultations across the state. This is an increase of approximately 18% (176) in volume of consultations when compared to the volume of consultations provided by Wheeler Clinic during the same time in the previous state fiscal year (965 in Q1&Q2 SFY'18).

Hartford Hospital provided approximately 38% (1,063 out of 2,825) of the total consultations statewide during this time period (Q1&Q2 SFY'19). However, this is a decrease of approximately 15% (188) of the consultations when comparing the volume of consultations provided by Hartford Hospital in Q1&Q2 SFY'18 (1,251).

With approximately 22% (621 out of 2,825), Yale Child Study Center provided the lowest volume of consultations during Q1&Q2 SFY'19. The most remarkable decrease (46%) was seen when comparing the volume of consultations provided by Yale Child Study Center during the same time period in the previous state fiscal year (1,142 in Q1&Q2 SFY'18).

As noted in previous reports, the volume of consultations tends to be lower during the first and second quarters of each state fiscal year, with the summer months trending the lowest. This seasonal trend holds true for this state fiscal year as well, however, it is lower than expected. In contrast, the volume of unique youth served is greater during this time period. After further analysis, it was determined that there were more youth requiring only one consultation in Q1&Q2 SFY'19 than compared to the youth served in Q1&Q2 SFY'18. This change in episode explains how the volume of youth served by the program could increase while the volume of consultations provided by the program decreased. 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 change in model delivery. The central administrative team will work with the Hub teams to explore this variation. Further review and analysis will be reported in the program's SFY2019 year-end report.

Direct PCP Consultations: Of the 2,825 consultative activities provided throughout the state in Q1&Q2 SFY'19, approximately 45% (1,280) were reported as direct contact with PCPs. This is an increase of approximately 4% as compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'18 (1,233). This increase is expected given that there were more youth served during this time period noted having only one consultation.

Care Coordination and Family Support: Approximately 54% (1,513 out of 2,825) of the total consultative activities for Q1&Q2 SFY'19 were activities related to care coordination and direct family support. This is a decrease of approximately 27% as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'18 (2,063). Again, this decrease is expected given that there were more youth served during this time period noted having only one consultation; not requiring care coordination support.

Face to Face Assessments: Approximately 1% (31 out of 2,825) of the total consultative activities in Q1&Q2 SFY'19 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided 9, Wheeler Clinic provided 13, and Yale Child Study Center provided 9 face to face assessments during the first six months of this state fiscal year. This is also a decrease when compared to Q1&Q2 SFY'18 when the statewide volume of face to face assessments provided was 49.

Consultations by Insurance: Of the 2,825 total consults provided in Q1&Q2 SFY'19, approximately 57% (1,602) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 43% (1,206) were for youth with HUSKY coverage and less than 1% (17) were identified as having no coverage at all. While there is some variation from year to year, the majority of the consultations provided across four 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 dashboard.

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 330 practice groups with a total of 381 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 the 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'19, the statewide average utilization rate was approximately 29%. This is a decrease of five percentage points when compared to the average utilization rate reported in the same time period in the previous state fiscal year (34% in Q1&Q2 SFY'18). The average utilization rates for each of the three Hub teams also dropped in Q1&Q2 SFY'19 when compared to the same six months in the previous state fiscal year (Q1&Q2 SFY'18). Hartford Hospital's average utilization rate dropped by six percentage points (27% in Q1&Q2 SFY'19 compared to 33% in Q1&Q2 SFY'18), Wheeler Clinic's average utilization rate dropped by two percentage points (32% in Q1&Q2 SFY'19 compared to 34% in Q1&Q2 SFY'18), and Yale Child Study Center's average utilization rate dropped by seven percentage points (30% in Q1&Q2 SFY'19 compared to 37% in Q1&Q2 SFY'18).

As noted above, there were more calls requesting a single consultation during this time period. However, the Practice Utilization data shows a drop in the number of utilizing practices both statewide and within each Hub team. With this decline, it was important to further explore the data to determine potential factors contributing to the decrease. It was first speculated that the drop in utilization was an organic evolution of the core high utilizing practices; decreasing their need and reliance on the program for support. However, less than 6% of the practices that were noted to not utilize the program in Q1&Q2 SFY'19 were moderate to high utilizing practices. The majority of the practices that did not use in the first six months of this state fiscal year were practices that have used the program sporadically since their enrollment in the program; the core utilizers continue to rely on the program for support.

It will be important to monitor the utilization rate throughout the rest of this state fiscal year. Additionally, the central administrative team will work with the Hub teams in Q3 SFY'19 to identify ways to increase utilization including targeted outreach and a marketing strategy campaign. The central administrative team will also seek counsel from the PCP Advisory Group for additional ideas in increasing utilization.

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 (SFY'19). The graphs are sorted by highest volume of youth per practice.

A total of 49 practice groups utilized Hartford Hospital's Hub team, two of these practice groups called for the first time in Q1&Q2 SFY'19. Pediatric Health Associates and CHC of Enfield both enrolled and used for the first time in this state fiscal year. A total of 41 practice groups utilized Wheeler Clinic's Hub team in Q1&Q2 SFY'19. There was one practice group that utilized the program for the first time. The practice of Foster Phillips, MD enrolled in June of 2015 and used for the first time 41 months later in October 2018. In Q1&Q2 SFY'19, a total of 32 practice groups utilized Yale Child Study Center's Hub team.

Program Satisfaction: After every consultative activity, the Hub consultant enters the primary care provider's response to the question: "rate your satisfaction with the helpfulness of the ACCESS MH program" on a scale of 1-5; 5 being excellent. For the first six months of SFY'19, the average statewide satisfaction score is 4.99. While a small number of callers across the state rated single calls low, the overwhelming majority continue to find the program support to be "excellent".

The program benchmark for year five is that 85% of participating PCPs that 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 with this target. A breakout of PCP satisfaction scores by Hub can be found on the Satisfaction dashboard.

Enrollment

A total of 381 practice sites are currently enrolled in the ACCESS MH program.

Total Enrolled Practice Sites

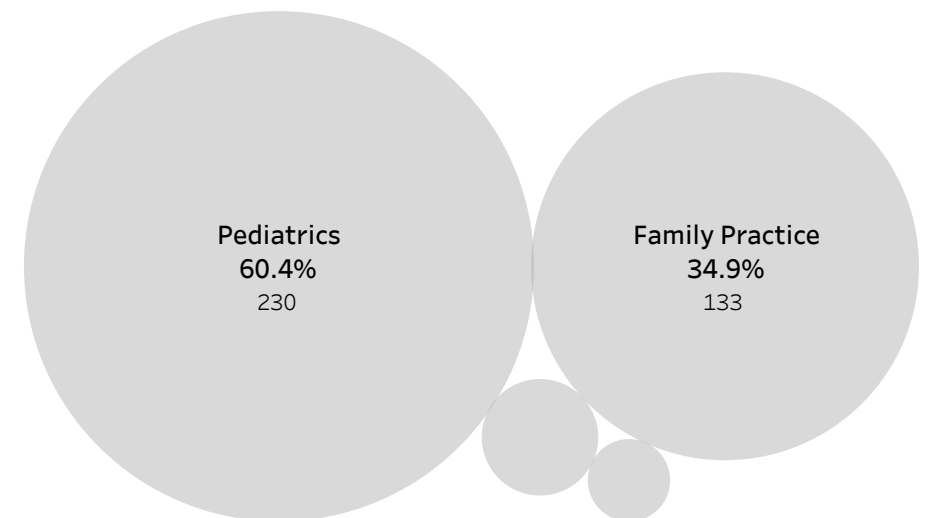
Select Hub Name for specific details



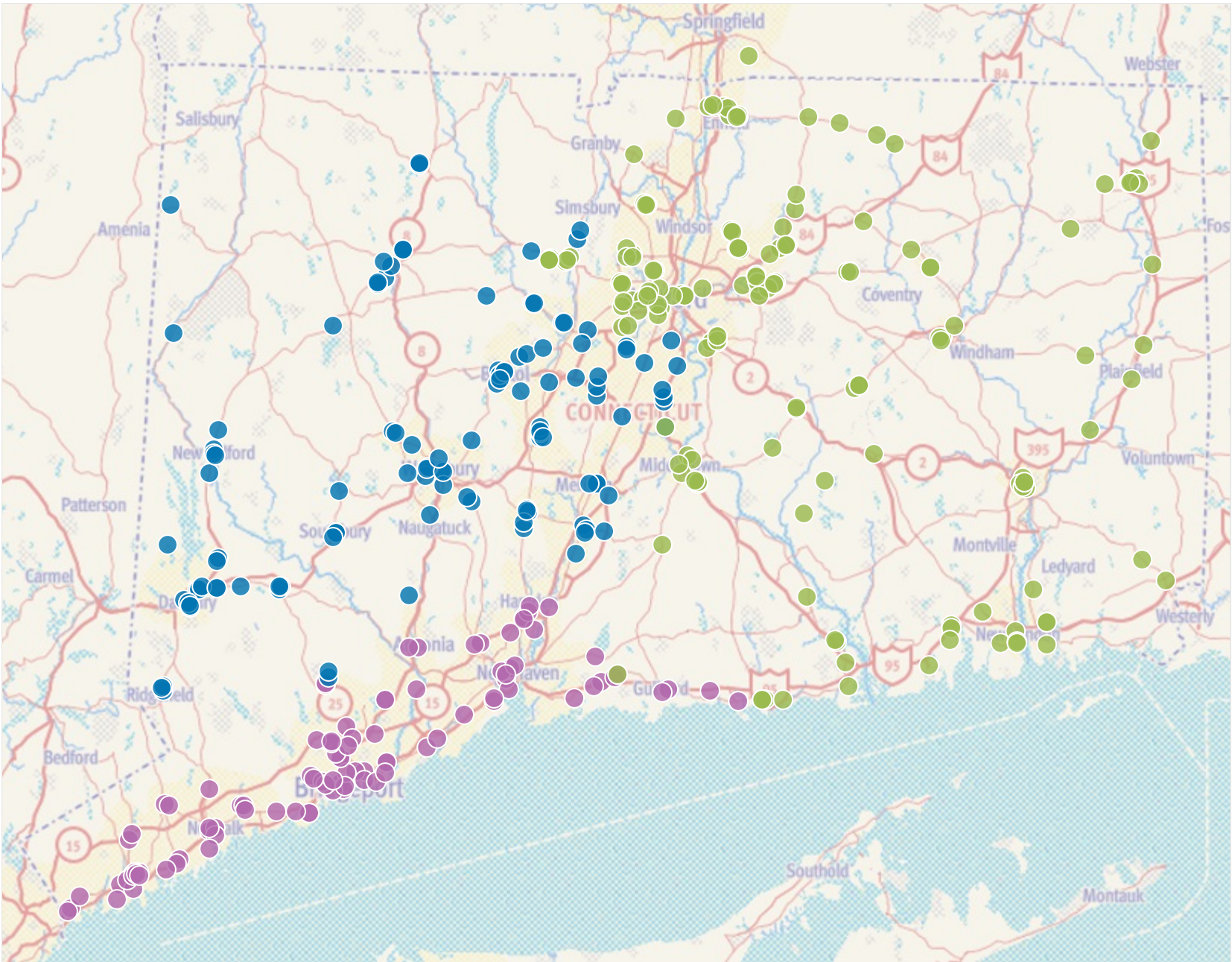
Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
Pediatrics	75	73	82	230
Family Practice	86	36	11	133
Peds/Family	1	8	3	12
Non Selected	1		5	6
Total Enrolled	163	117	101	381
Total Eligible Practice Sites	185	134	122	441

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 for an enrolled practice site by town
All

Practice Name	Address	Primary Phone
ABC Pediatrics	945 Main St. Suite 212	8606496166
Abington Family Healthcare	5 Clinic Rd	8609740529
Access Priority Family Healthcare	353 Pomfret St	8609281111
Alliance Medical Group	1625 Straits Turnpike #302	2037590666
Amitabh R. Ram, MD, LLC	21 B Liberty Dive	8602289300
	21 Woodland St., #115	8605248747
Andrea Needleman, MD	4 South Pomperaug Avenue	2032632020
Andrew Adade	18 Hillandale Ave	2033279333
Andrew F Cutney, MD	4775 Main ST	2033710076
Anne Marie Villa, M.D., P.C.	150 Hazard Ave Unit B	8607493661
Aspire Family Medicine	850 North Main Street Ext...	2032699778

Youth Demographics

The program served a total of 716 unique youth in Q1 & Q2 SFY 2019.

Since inception of the program to date, June 16, 2014 through December 31, 2018, the program served 5,227 unique youth.

Current SFY Summary

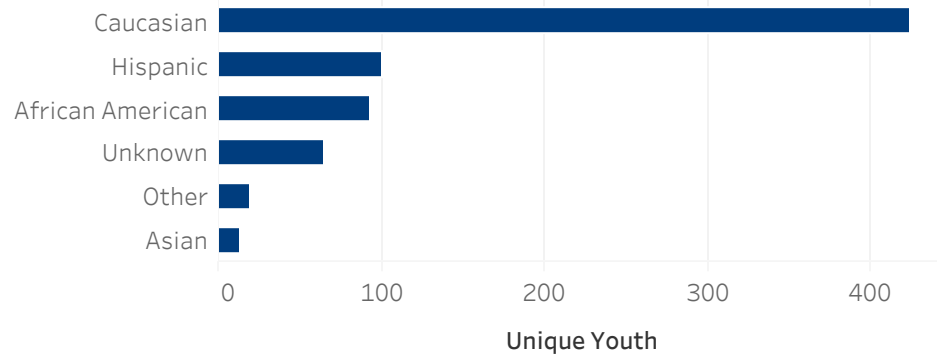
Select for Current and/or Last Fiscal Year:

Current SFY

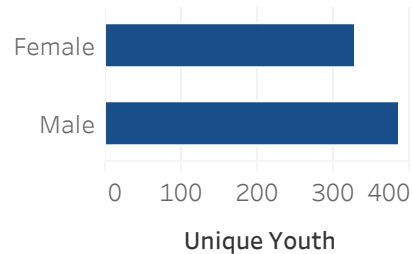
- 13-18 year-olds represented the largest portion in the current state fiscal year at **45.5%**.
- The majority of youth served were Caucasian at **59.2%**.
- Males accounted for **54.1%** of the unique youth served.

• Current SFY Comparison to • Last SFY

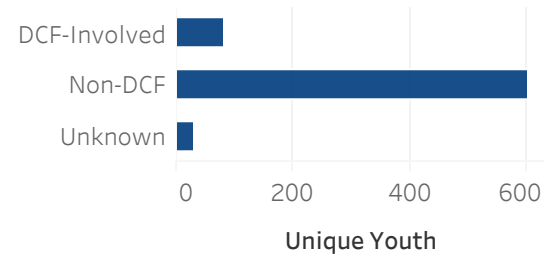
Race/Ethnicity



Gender



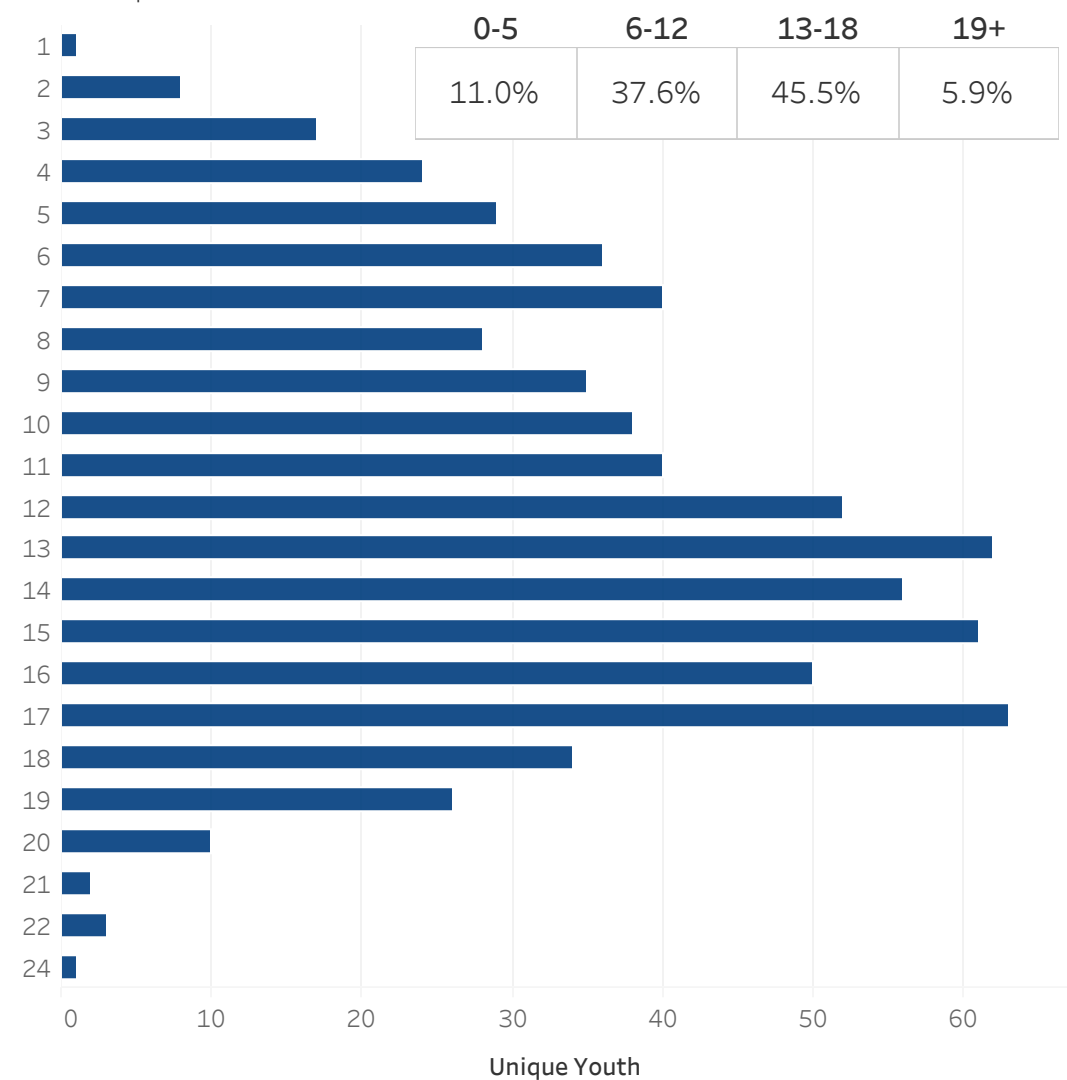
DCF Involvement



Distribution of Youth by Age

• Current SFY Comparison to • Last SFY

Youth Served in the Current SFY 2019





Youth Demographics

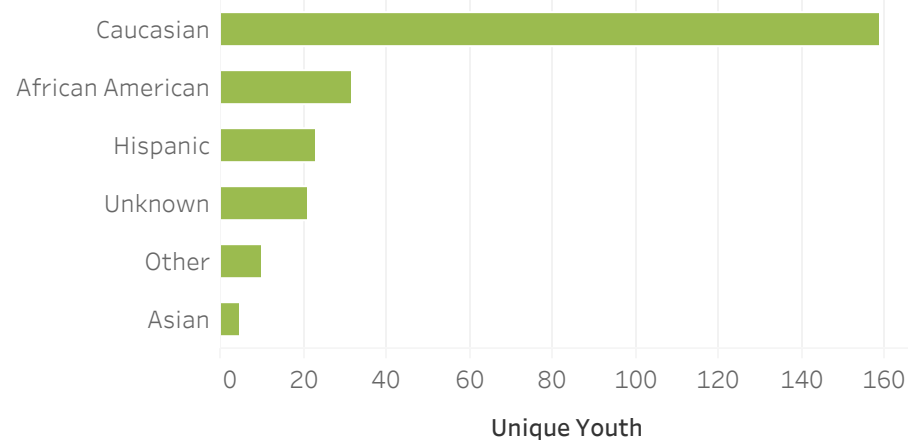
The Hartford Hospital Hub served a total of 250 unique youth in Q1 & Q2 SFY 2019.

Hub-Specific Current SFY Summary

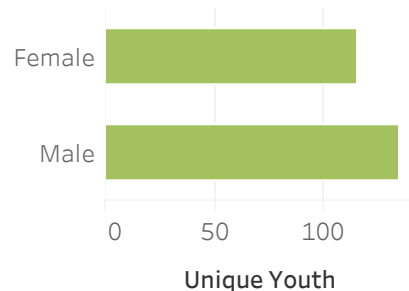
- 13-18 year-olds represented the largest portion in the current state fiscal year at **42.8%**.
- Males accounted for **54.0%** of the unique youth served.
- The majority of youth served were Caucasian at **63.6%**.

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

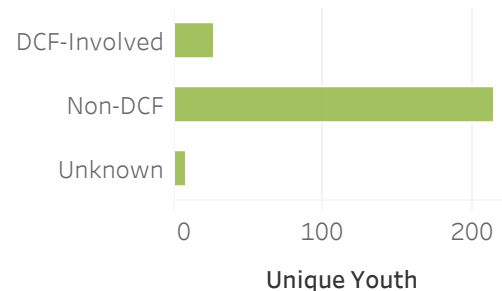
Race/Ethnicity



Gender



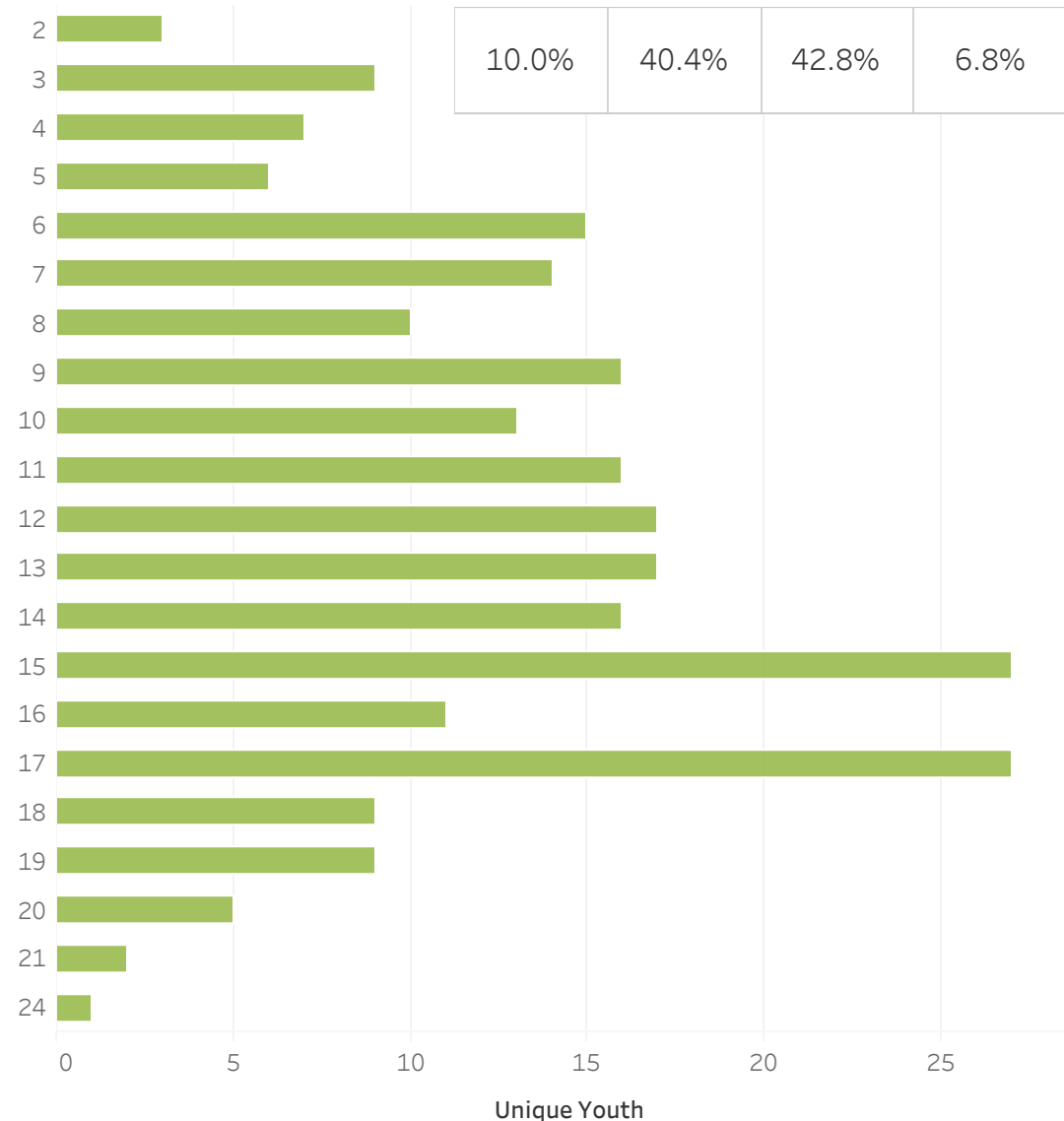
DCF Involvement



Hub Name Hartford Hospital

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

Distribution of Youth by Age Current SFY Comparison to Last SFY (gray)





Youth Demographics

The Wheeler Clinic, Inc Hub served a total of 287 unique youth in Q1 & Q2 SFY 2019.

Hub-Specific Current SFY Summary

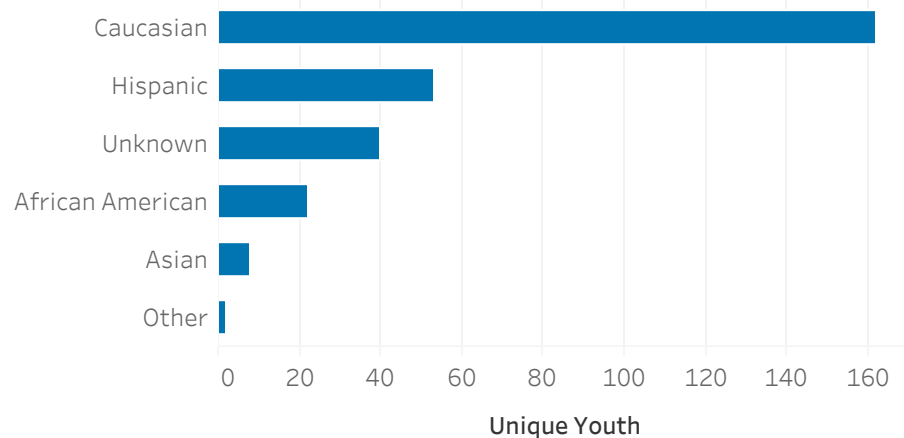
Hub Name Wheeler Clinic, Inc

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

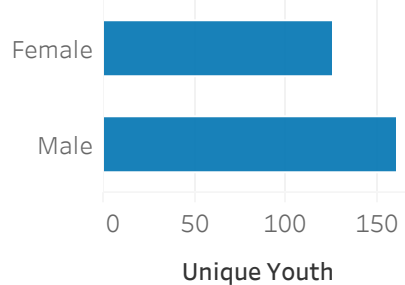
- 13-18 year-olds represented the largest portion in the current state fiscal year at **43.9%**.
- Males accounted for **56.1%** of the unique youth served.
- The majority of youth served were Caucasian at **56.4%**.

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

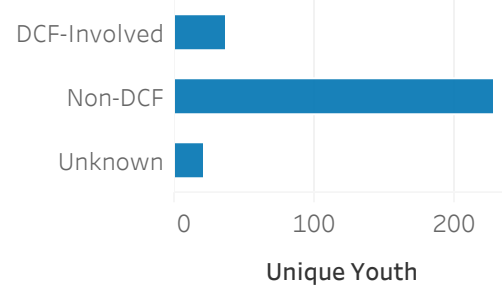
Race/Ethnicity



Gender

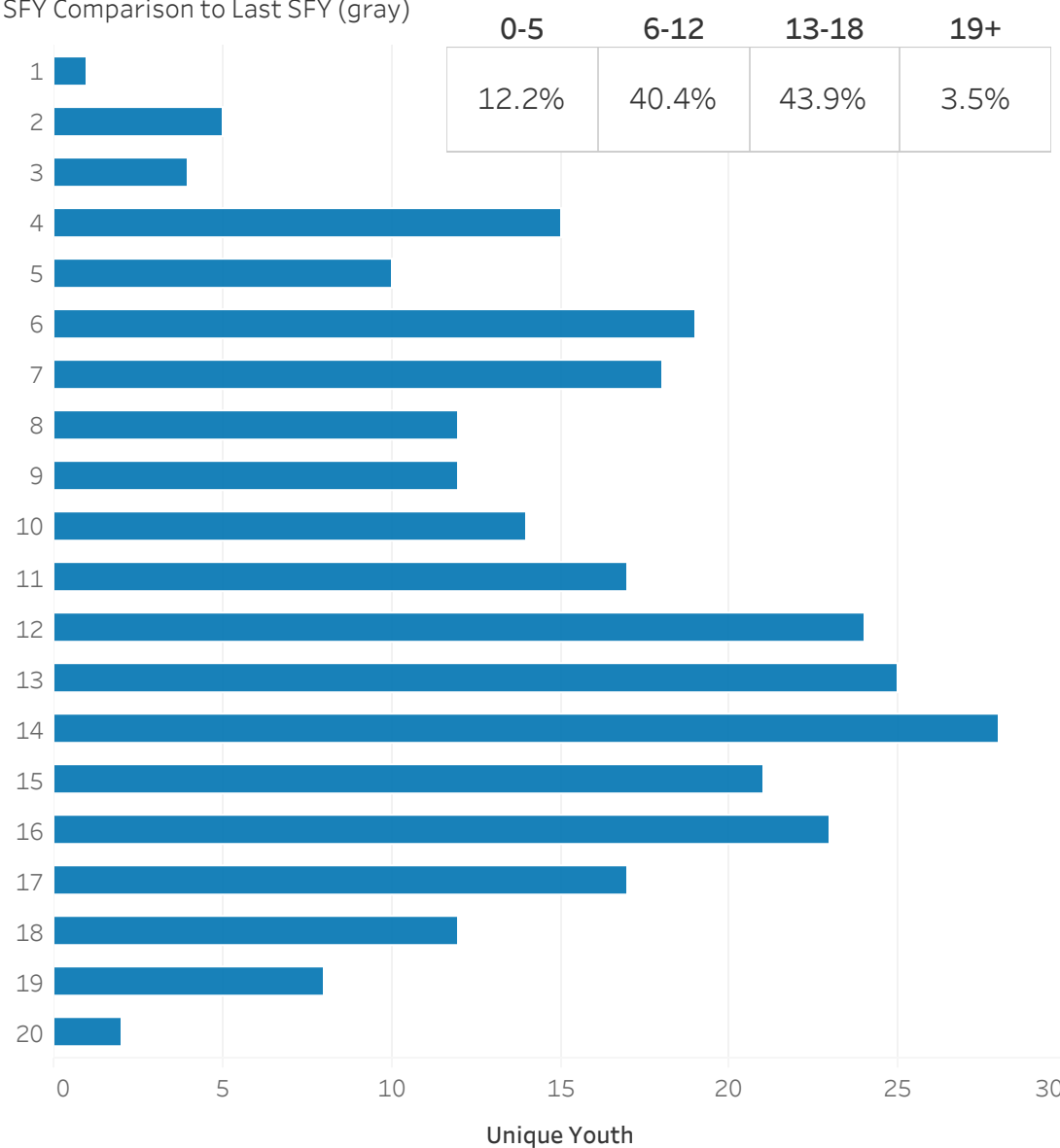


DCF Involvement



Distribution of Youth by Age Current SFY Comparison to Last SFY (gray)

Youth Served in the Current SFY 2019





Youth Demographics

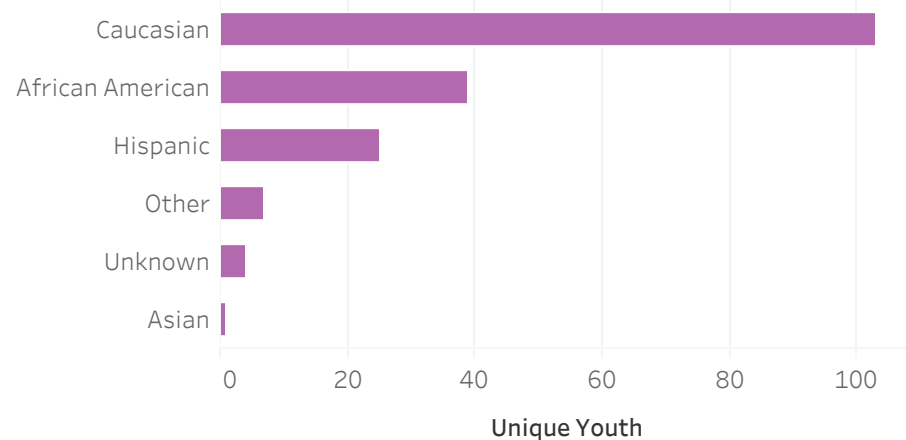
The Yale Child Study Center Hub served a total of 179 unique youth in Q1 & Q2 SFY 2019.

Hub-Specific Current SFY Summary

- 13-18 year-olds represented the largest portion in the current state fiscal year at **52.0%**.
- Males accounted for **50.8%** of the unique youth served.
- The majority of youth served were Caucasian at **57.5%**.

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

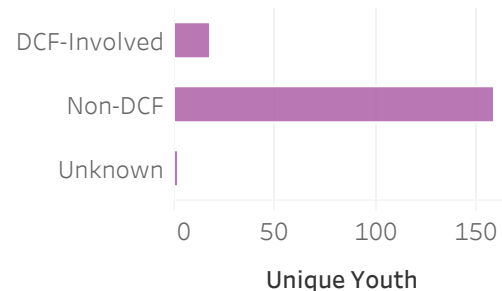
Race/Ethnicity



Gender



DCF Involvement

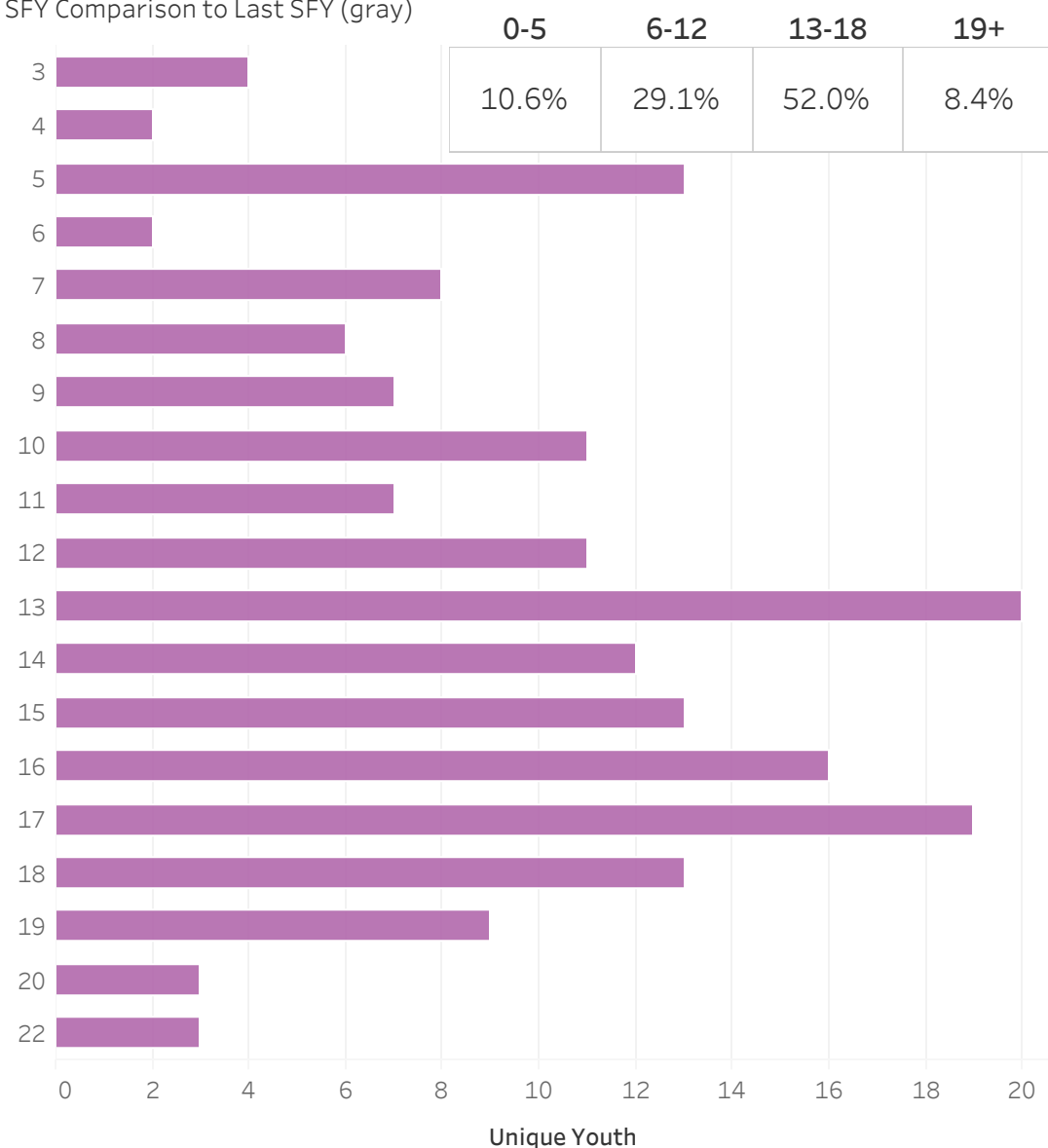


Hub Name Yale Child Study Center

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

Distribution of Youth by Age Current SFY Comparison to Last SFY (gray)

Youth Served in the Current SFY 2019





Consultative Activities

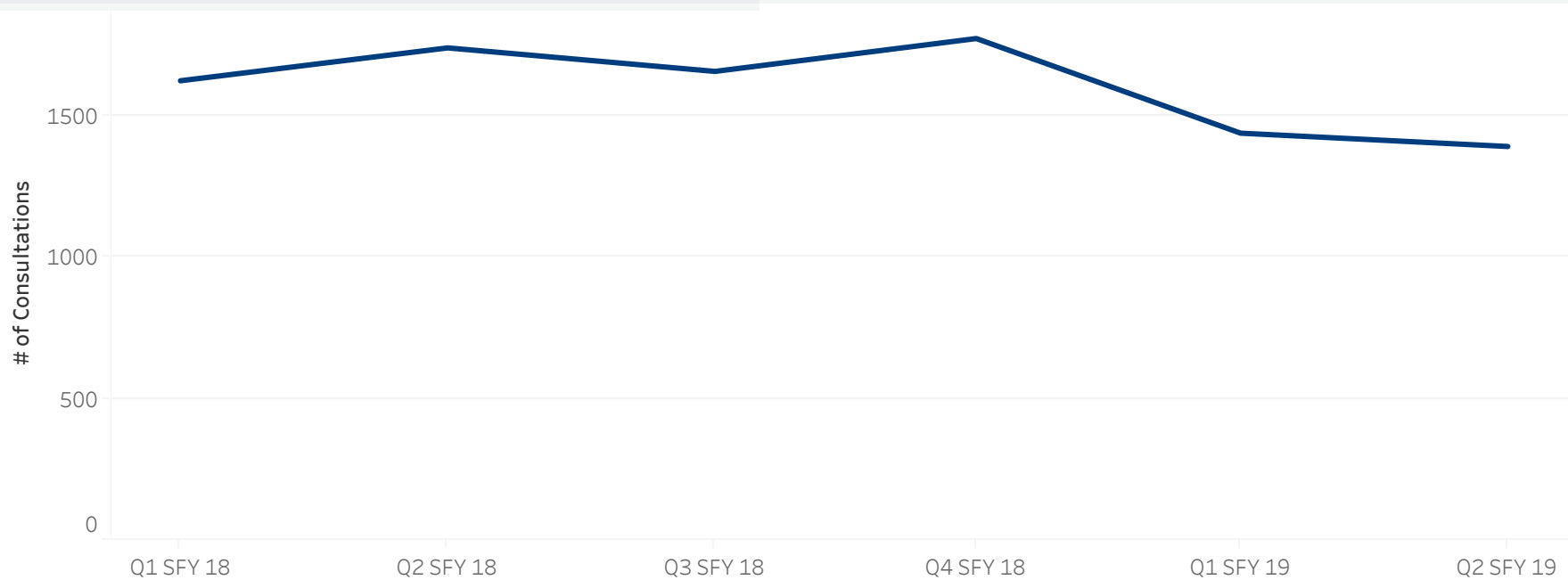
The program provided a total of 2,825 consultations in Q1 & Q2 SFY 2019.

Select SFY Multiple val..

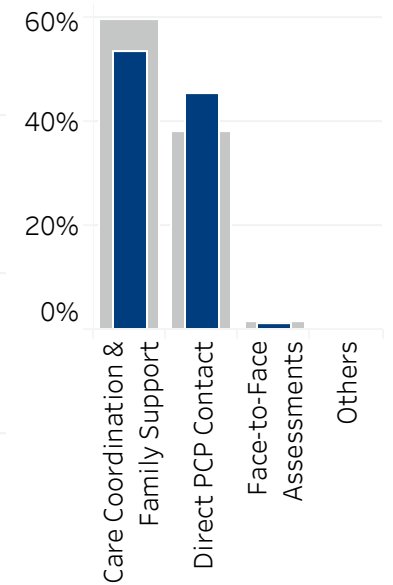
Summary (for time range selected) → Average of 534 consultations per month. → Average of 1,601 consultations per quarter.

Consultation Volume | Quarterly Over Time

Select View ▶ Quarterly Over Time

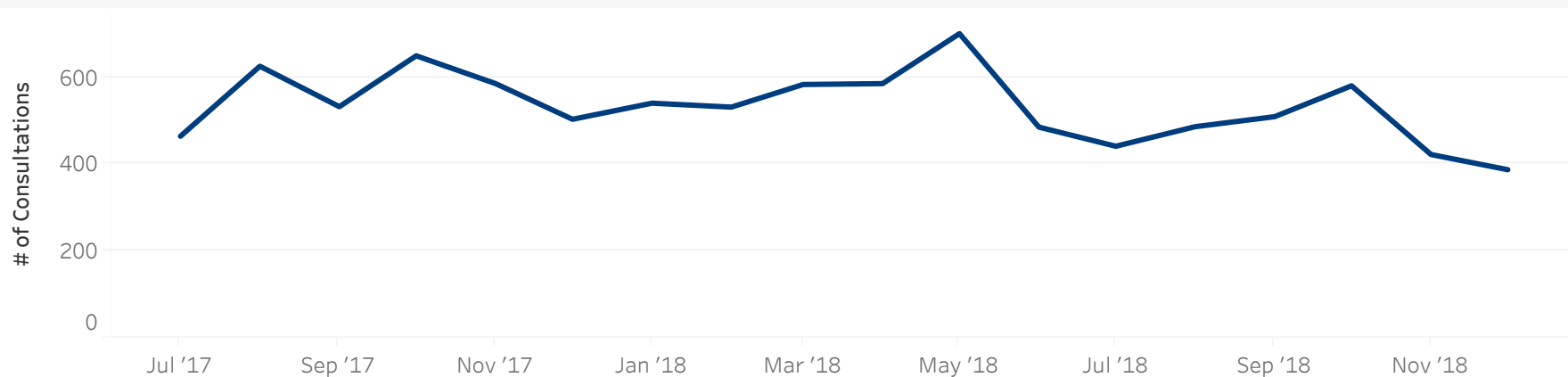


Consultation Types



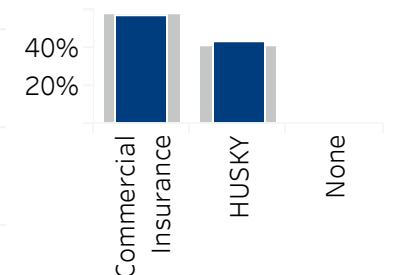
Consultation Volume | Monthly Over Time

Select View ▶ Monthly Over Time



■ Current SFY
■ Last SFY

Consultations by Insurance

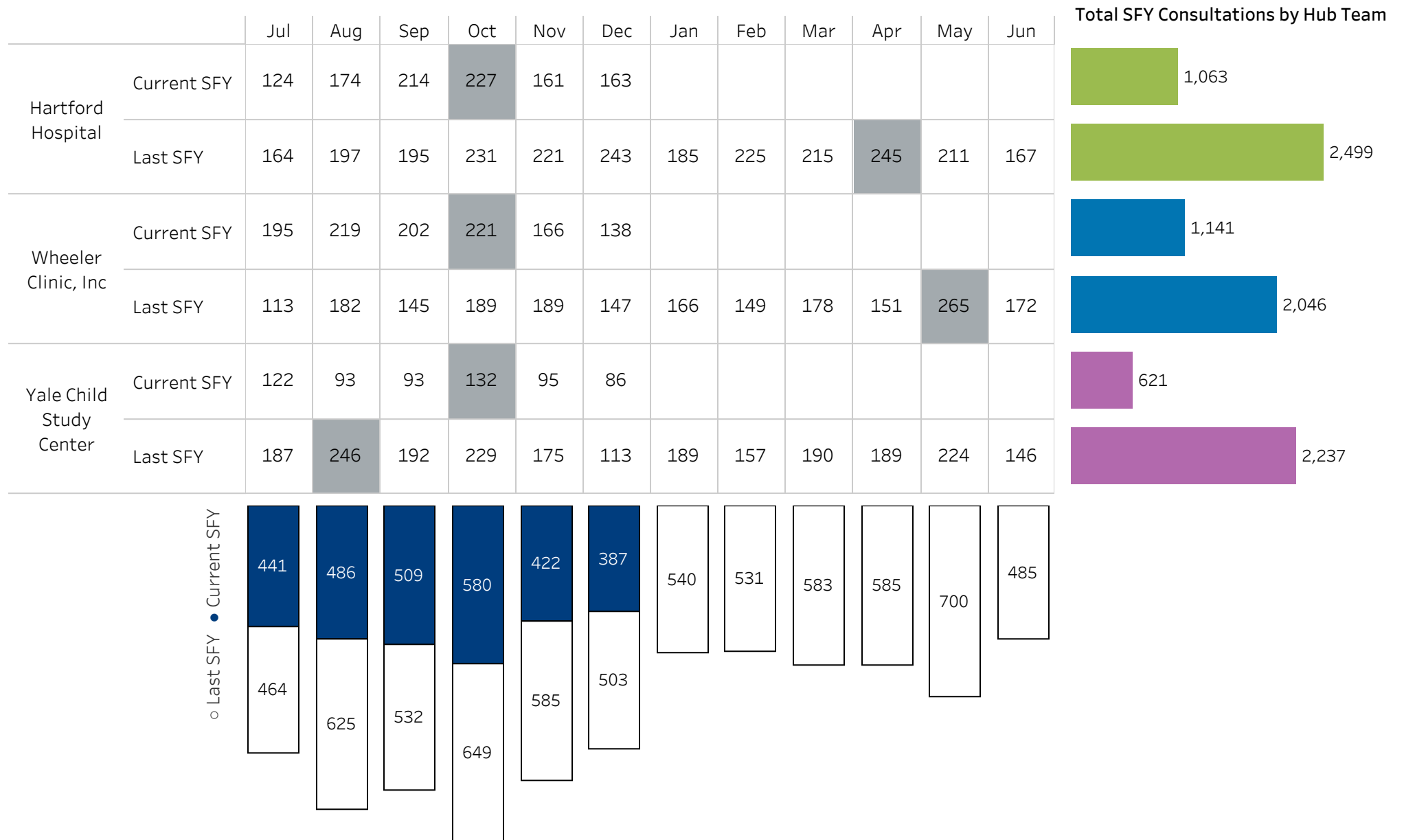


Consultative Activities

The program provided a total of 2,825 consultations in Q1 & Q2 SFY 2019.

Monthly Consultations by Hub

- Month with the maximum consultations in the SFY



Consultative Activities

The Hartford Hospital Hub provided a total of 1,063 consultations in Q1 & Q2 SFY 2019.

Hub Name
Hartford Hospital

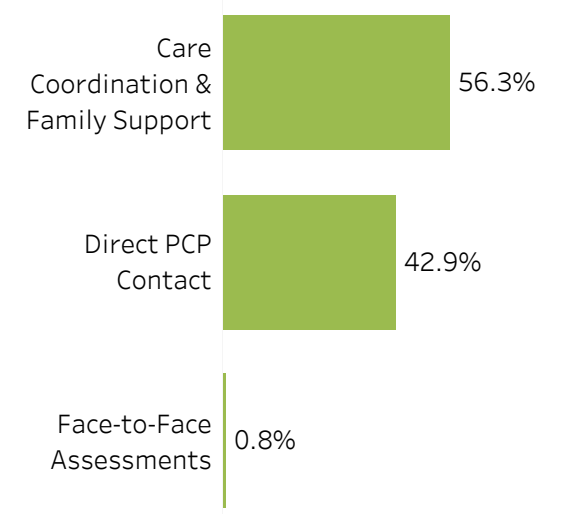
Summary for
Current SFY

→ Average of 177 consultations per month. → Average of 532 consultations per quarter.

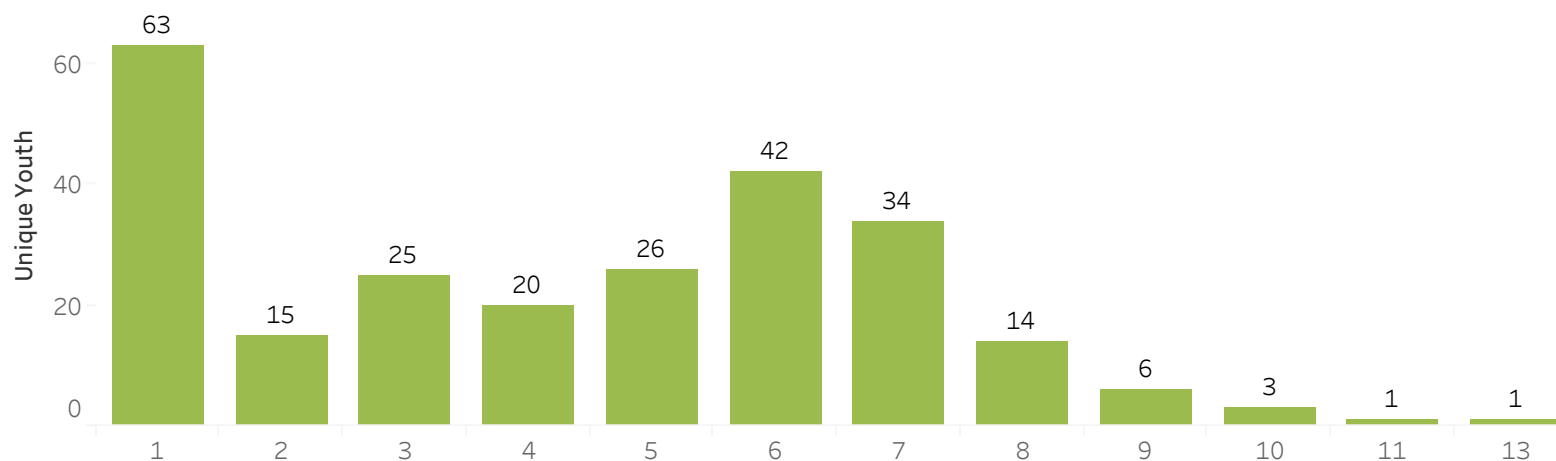
Hartford Hospital Quarterly Volume of Consultations



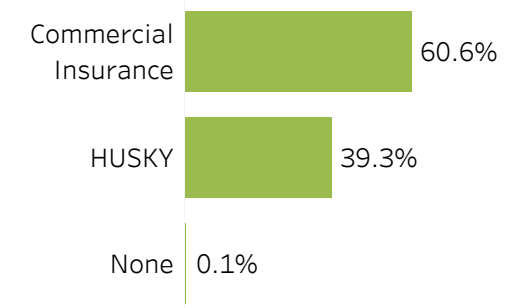
Hartford Hospital Consultation Types for Current SFY



Hartford Hospital Consultation Frequency for Current SFY



Hartford Hospital Consultations by Insurance for Current SFY



Consultative Activities

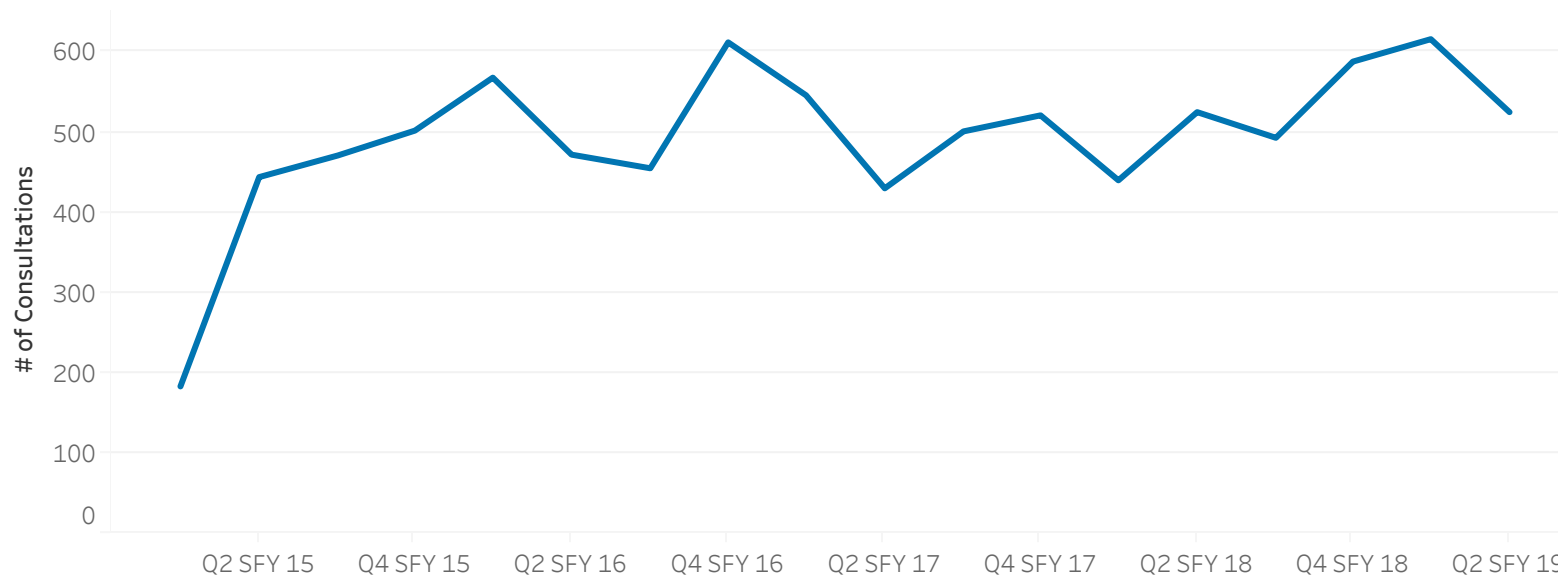
The Wheeler Clinic, Inc Hub provided a total of 1,141 consultations in Q1 & Q2 SFY 2019.

Hub Name
Wheeler Clinic, Inc

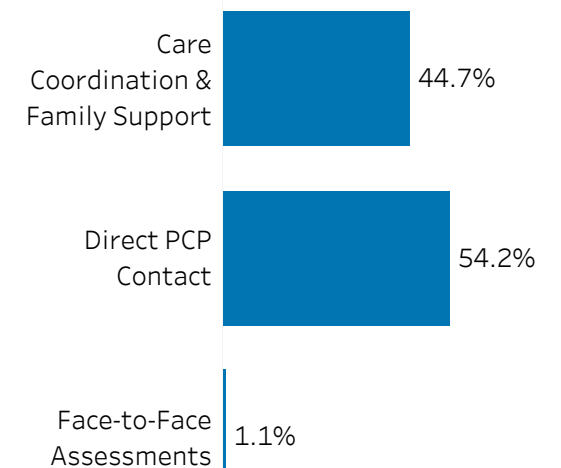
Summary for
Current SFY

→ Average of 190 consultations per month. → Average of 571 consultations per quarter.

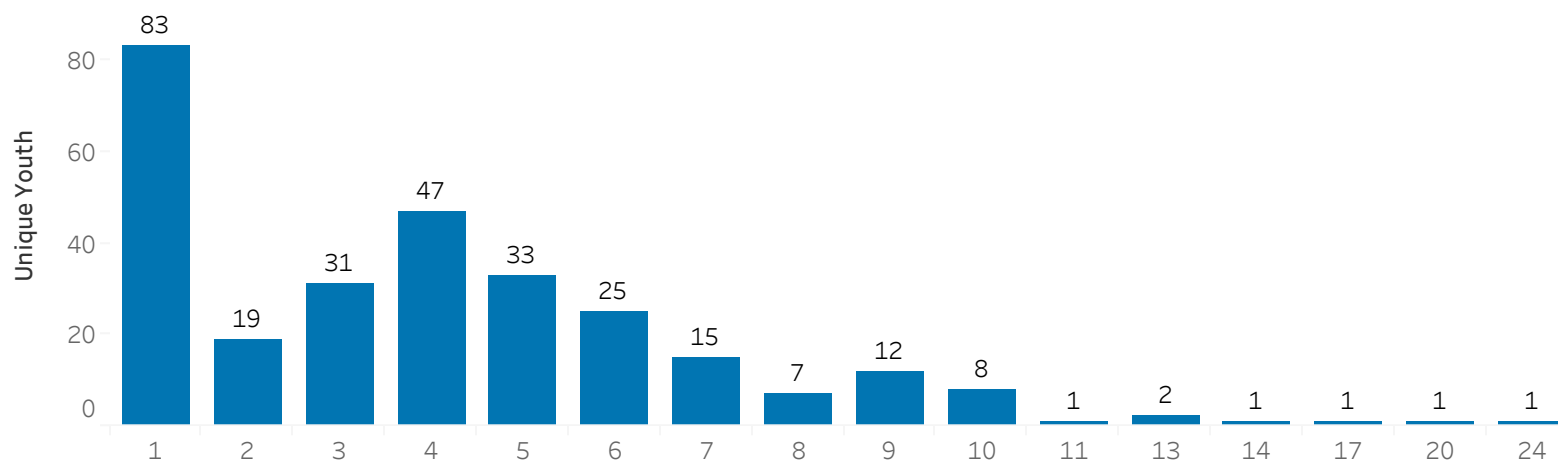
Wheeler Clinic, Inc Quarterly Volume of Consultations



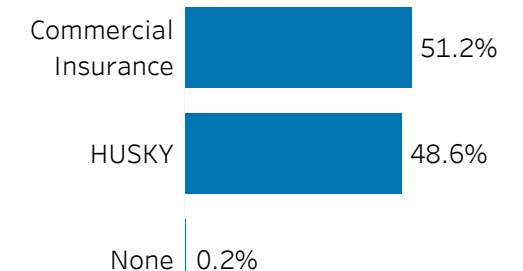
Wheeler Clinic, Inc Consultation Types for Current SFY



Wheeler Clinic, Inc Consultation Frequency for Current SFY



Wheeler Clinic, Inc Consultations by Insurance for Current SFY



Consultative Activities

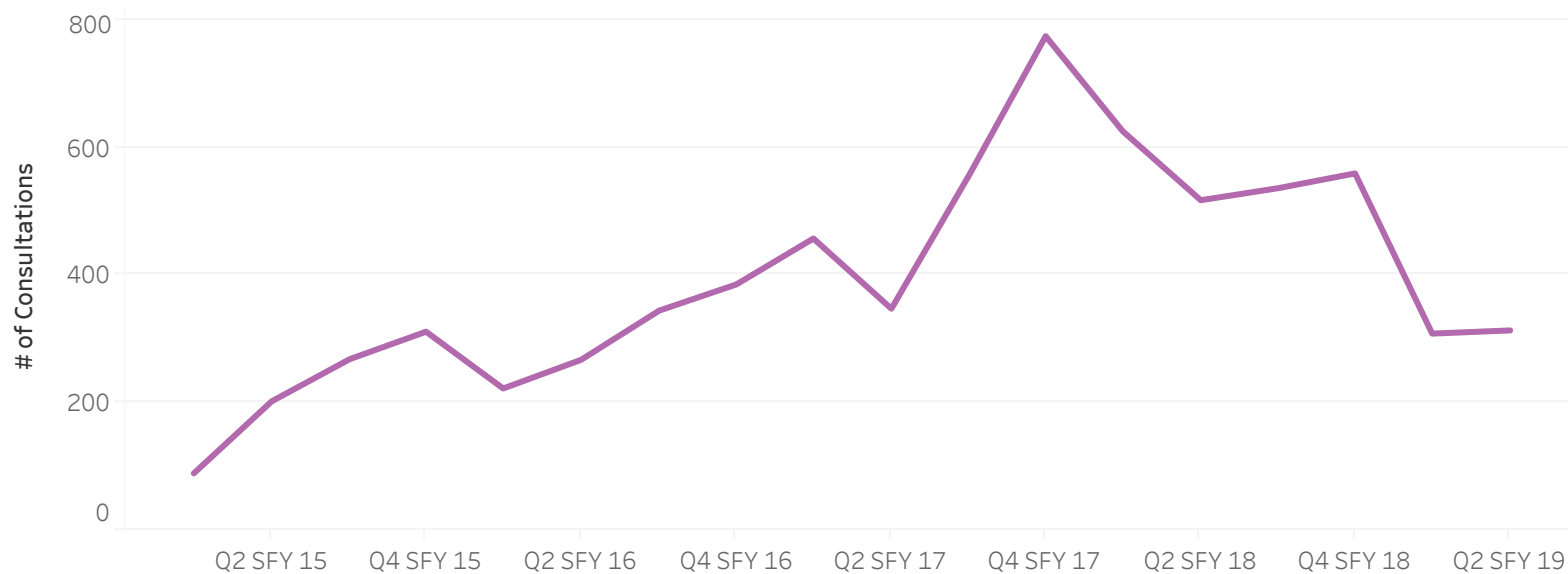
The Yale Child Study Center Hub provided a total of 621 consultations in Q1 & Q2 SFY 2019.

Hub Name
Yale Child Study Center

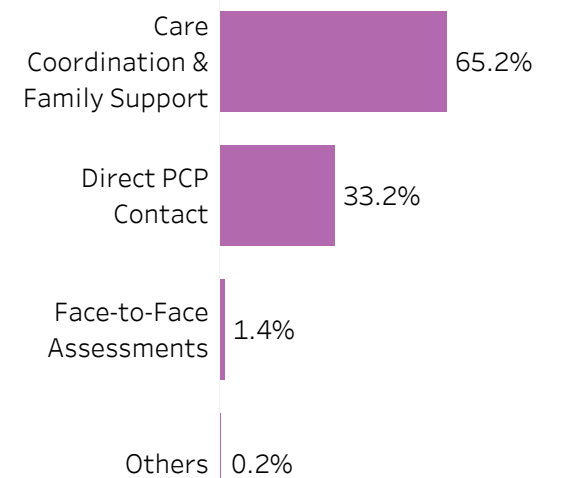
Summary for
Current SFY

→ Average of 104 consultations per month. → Average of 311 consultations per quarter.

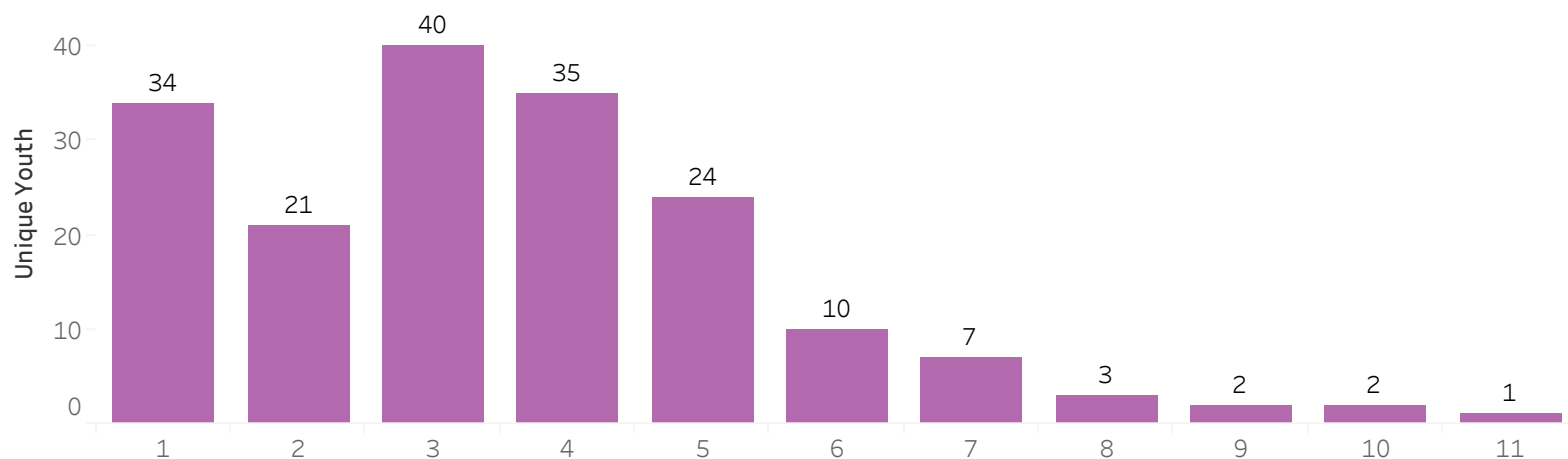
Yale Child Study Center Quarterly Volume of Consultations



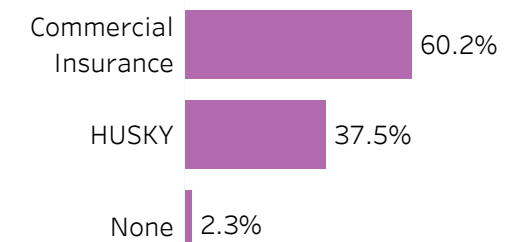
Yale Child Study Center
Consultation Types for Current SFY



Yale Child Study Center Consultation Frequency for Current SFY



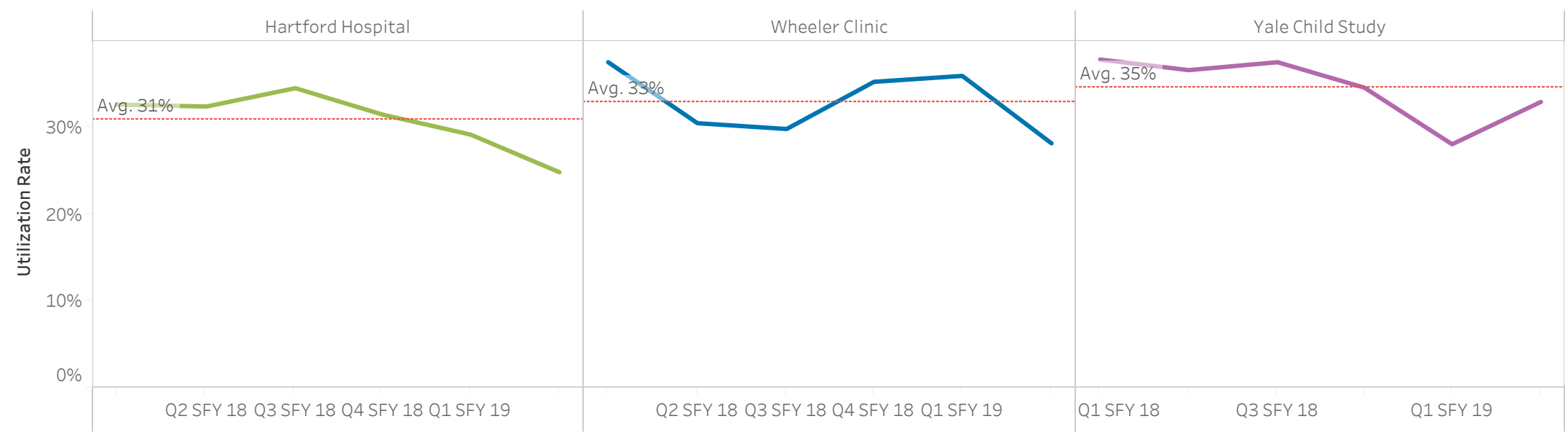
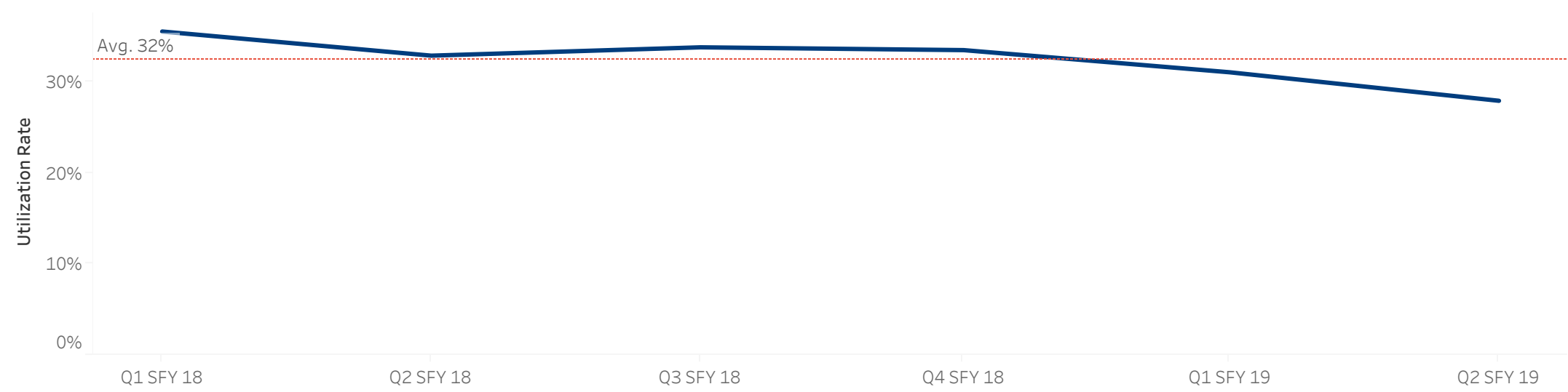
Yale Child Study Center
Consultations by Insurance for
Current SFY



Practice Utilization

Select Fiscal Year(s)
Multiple values

Statewide Quarterly Practice Group Utilization Rate
Q1 SFY 18 to Q2 SFY 19



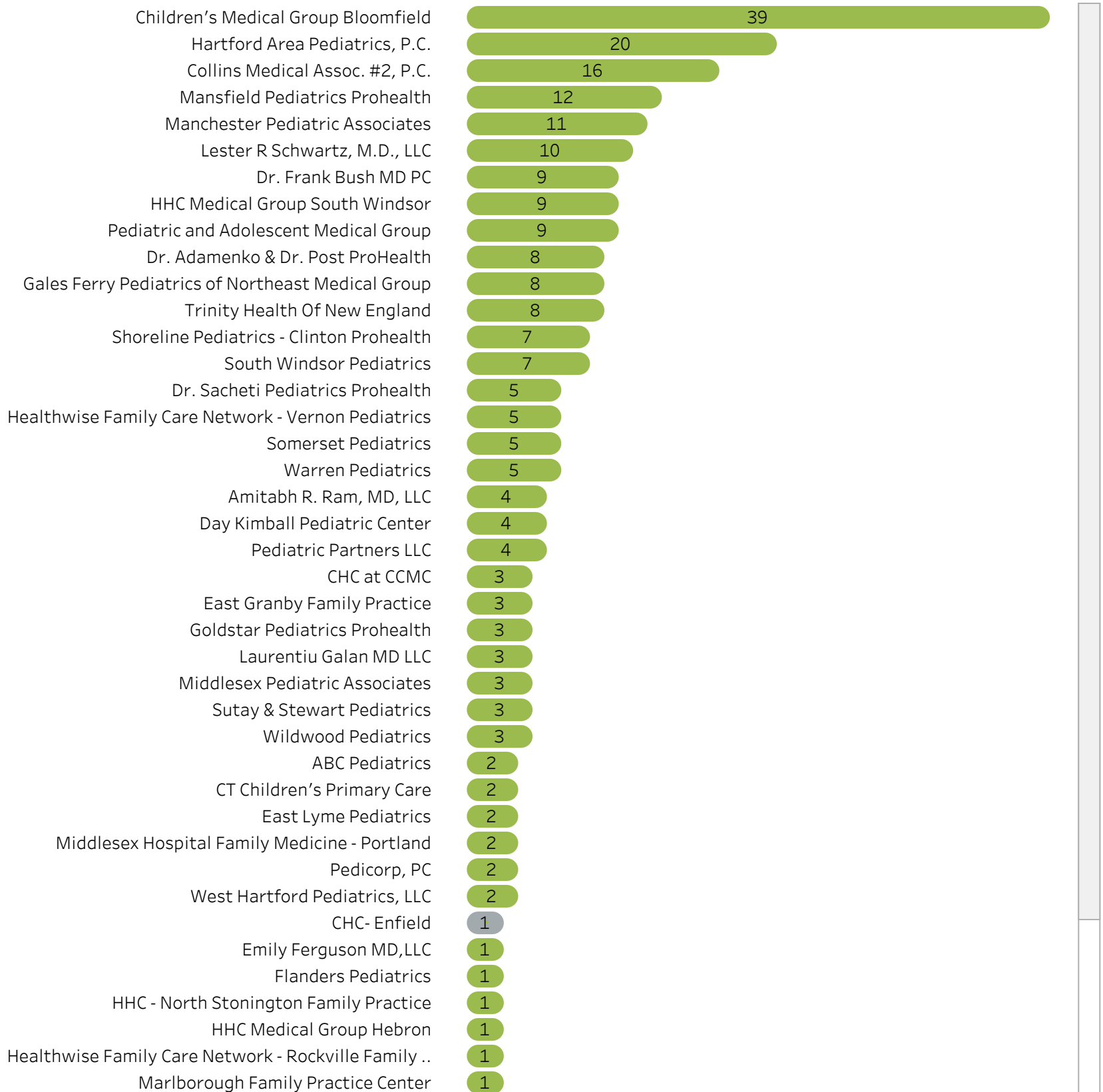
Youth Served by Practice

Hub Name Hartford Hospital

Hartford Hospital

Number of Youth Served by Practice - Q1 & Q2 SFY 2019

• New User of Program



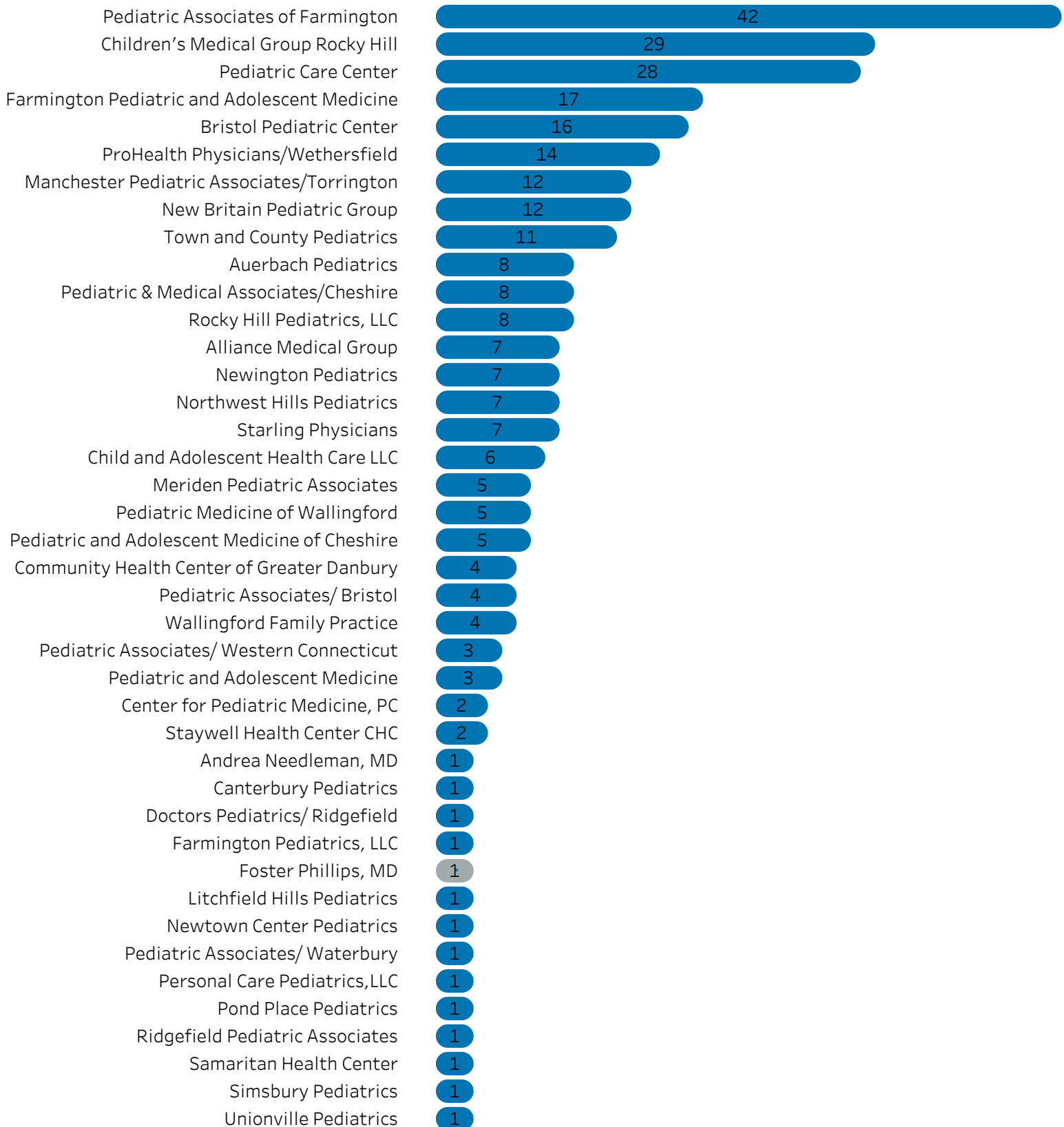
Youth Served by Practice

Hub Name Wheeler Clinic, Inc

Wheeler Clinic, Inc

Number of Youth Served by Practice - Q1 & Q2 SFY 2019

• New User of Program



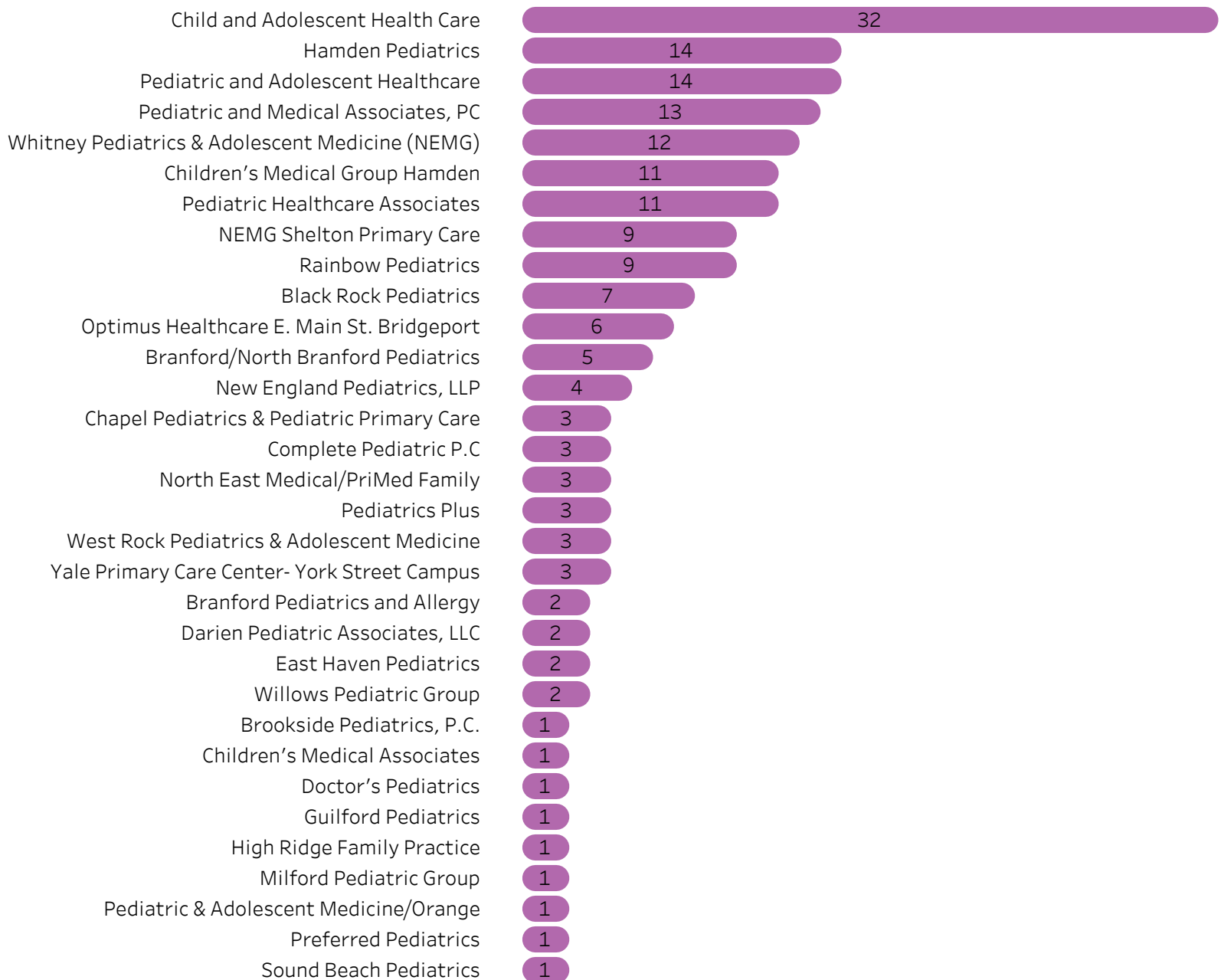
Youth Served by Practice

Hub Name Yale Child Study Center

Yale Child Study Center

Number of Youth Served by Practice - Q1 & Q2 SFY 2019

• New User of Program



Program Satisfaction

Click to
view Hub
details



PCP Satisfaction Scores

- Average score of 5 (≥ 4.995)

	Q1 SFY 18	Q2 SFY 18	Q3 SFY 18	Q4 SFY 18	Q1 SFY 19	Q2 SFY 19
Hartford Hospital	4.98	4.99	4.99	4.99	4.99	4.99
Wheeler Clinic, Inc	4.97	4.99	5.00	4.99	5.00	5.00
Yale Child Study Center	5.00	5.00	5.00	4.99	4.99	5.00
Grand Total	4.99	4.99	5.00	4.99	4.99	5.00

Count per PCP Score for All

- 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 18	Q2 SFY 18	Q3 SFY 18	Q4 SFY 18	Q1 SFY 19	Q2 SFY 19
3		3		1	2	1
4	23	3	6	13	5	3
5	1,598	1,731	1,648	1,756	1,429	1,385
Grand Total	1,621	1,737	1,654	1,770	1,436	1,389

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 enc..

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