



ACCESS Mental Health CT

SEMI-ANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2022: July 1, 2021 - December 31, 2021



Report prepared by Beacon Health Options for the Department of Children and Families
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Acknowledgements

Quarters 1&2 SFY 2022: July 1, 2021 - December 31, 2021

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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, 2021 through December 31, 2021 (Quarters 1 & 2 of SFY 2022); in some metrics, totals covering the entire length of the program or "since inception" (June 16, 2014 through December 31, 2021) 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.

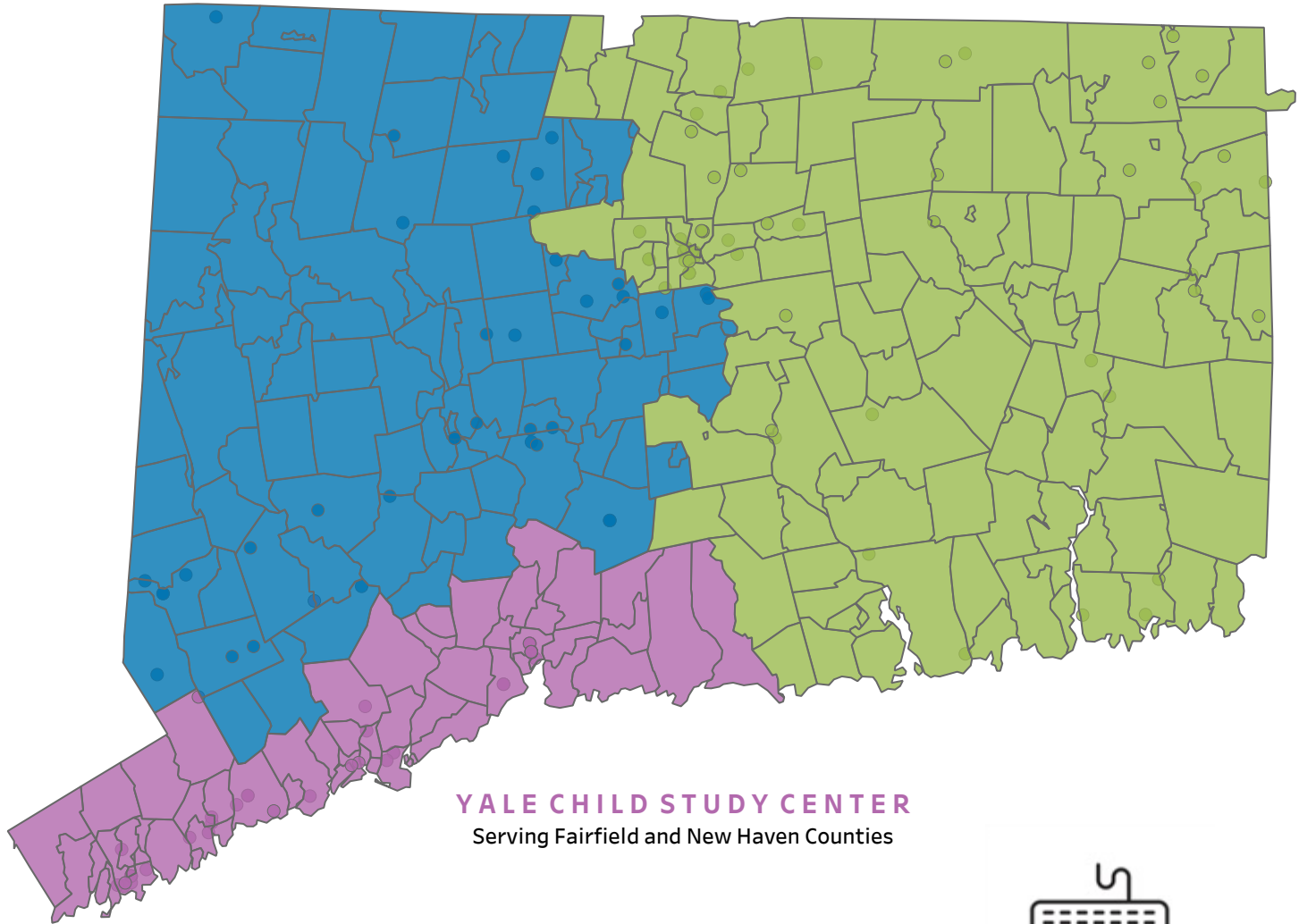
Hub Catchment Areas

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

In 2021, the US Surgeon General Youth Mental Health Advisory, along with many other national organizations, declared a state of emergency in children's mental health^[1]. The unrelenting and exhausting toll of the COVID-19 pandemic on the behavioral health and wellbeing of youth and families across the country and in Connecticut is profound. To manage the increasing needs, pediatric and family care physicians sought support and guidance from their respective ACCESS Mental Health Hub teams at remarkably high rates. As evidenced by the data showcased throughout this semiannual report, program utilization (number of practice groups used, number of consultations provided, and volume of youth served) was the highest reported for the Q1&Q2 semiannual time period since program inception. PCPs who rely on the program, continued to do so at a higher frequency, highlighting the exceptional value and need of this program during this precarious time of mental unrest for Connecticut's youth.

Since program launch in June 2014, the ACCESS Mental Health Hub teams have provided over 51,600 consultations supporting over 9,500 youth and their families. When compared to this time last state fiscal year, the Hub teams provided 13% more consultations supporting 17% more youth (Q1&Q2 SFY'22). Pediatricians and family care physicians report that the effects of the pandemic continue to exacerbate symptomology in their patients. 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.

During Quarter 1 and 2 of state fiscal year 2022, almost 50% of the consults were regarding youth ages 13-18. Additionally, nearly 10% of consults were for young adults ages 19 and older, which is outside of the intended age range for this program. As stated in previous reports, PCPs using the program have voiced that the consult age should be increased to meet the needs of their young adult patients. As a direct response to this feedback, the Department of Children and Families (DCF), in collaboration with Beacon Health Options, applied for and was awarded a five-year federal grant to expand services up to age 22. In August 2021, the Health Resources and Services Administration (HRSA) awarded DCF the "American Rescue Plan Act - Pediatric Mental Health Care Access- New Area Expansion." This award allows the ACCESS Mental Health program to expand services to PCPs treating young adults between the ages of 19 and 21 years of age with an anticipated start date of January 1, 2022.

While the Hub teams are currently managing the increase in volume, it is reasonable to assume that this rate will continue to rise given that, historically, the program's volume spikes in the spring. As the program prepares to expand services to support PCPs treating their young adult patients 19-21 years of age, increase in program utilization (number of practice groups used, number of consultations provided, and volume of youth served) is also expected. Further progress and analysis on this expansion will be reported in the program's SFY2022 year-end report.

An in-depth review of the data for Q1&Q2 SFY'22 can be found in the semiannual narrative sections of this report along with its corresponding dashboards.

[1] Protecting Youth Mental Health – <https://www.hhs.gov/sites/default/files/surgeon-general-youth-mental-health-advisory.pdf>

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 in Q3 SFY'22.

As of December 31, 2021, a total of 424 pediatric and family care practice sites were identified as eligible for enrollment and approximately 84% (355 out of 424) of the eligible sites enrolled statewide. Approximately 62% of the enrolled practice sites statewide identified as pediatric practice sites, approximately 33% identified as family medicine practice sites, 4% 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 77% (145 out of 189) of the eligible practice sites within their designated service area. Wheeler Clinic enrolled 88% (104 out of 118) of their eligible practice sites and Yale Child Study Center enrolled approximately 91% (106 out of 117) 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 (78 out of 118) 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, 2021, enrolled PCPs contacted their respective Hub teams requesting consultation for 9,548 unique youth presenting with mental health concerns. The program served a total of 1,089 youth in Q1&Q2 SFY'22. This is a 17% increase in volume of youth served as compared to the same time period in the previous state fiscal year (929; Q1&Q2 SFY'21).

Adolescents 13 to 18-years old continue to represent the majority with approximately 49% (537 youth) of the total volume of youth served in Q1&Q2 SFY'22. Youth ages 6 to 12-years old represent the second largest age group with approximately 34% (374 youth). Approximately 7% (80 youth) of the total volume of youth served were under the age of six and approximately 9% (98) were young adults between the ages of 19 and 23 years.

While the volume of young adults remains low, it continues to represent at least 5% of the total volume served each year. PCPs are aware of the age limit of the program, however, they are still reaching out for much needed support. As a direct response to this feedback, DCF and Beacon worked together on an application for federal funding to expand services. In August 2021, the Health Resources and Services Administration (HRSA) awarded DCF a five-year federal funding opportunity, "American Rescue Plan Act – Pediatric Mental Health Care Access- New Area Expansion", allowing the ACCESS Mental Health program to expand services to PCPs treating young adults 19 to 21 years of age with an anticipated start date of January 1, 2022. Collectively, Beacon and DCF have begun the work of meeting the requirements of this grant with ongoing collaboration from the Departments of Mental Health and Addiction Services (DMHAS) and Public Health (DPH). Further progress and analysis on this expansion will be reported in the program's SFY2022 year-end report.

Approximately 5% (57) of the youth served by the program in Q1&Q2 SFY'22 were noted by the PCP to have DCF involvement. This is a decrease of three percentage points when compared to the youth noted to have DCF involvement in the same six-month period in the previous state fiscal year (8% or 77 youth).

Youth Demographics (continued) : Of the 1,089 unique youth served in Q1&Q2 SFY'22, the majority of youth served across all age groups were White (73% or 794 youth), with approximately 14% (154) Black youth, 3% (33) Asian youth, 5% (53) identified as other, and 5% (55) of youth served by the program were identified as unknown. Approximately 14% (153) 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. Of the 1,089 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. As noted above, the program supported 17% 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 362 youth in Q1&Q2 SFY'22. This is a 24% 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 (291 youth in Q1&Q2 SFY'21). This is Hartford Hospital's highest volume of youth served in a six-month period since program inception.

Wheeler Clinic supported 335 youth in Q1&Q2 SFY'21. This is a 5% decrease 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 (351 youth in Q1&Q2 SFY'21).

Yale Child Study Center supported 392 youth during this six-month period. This is a 37% 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 (287 youth in Q1&Q2 SFY'21). 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 51,685 consultative activities supporting PCPs treating youth within their primary care practice (June 16, 2014 – December 31, 2021).

In Q1&Q2 SFY'22, the program provided a total of 4,977 consultations with an average of 830 consultations per month and 2,489 consultations per quarter. This is a 13% increase in volume of consultations as compared to the same time-period in the previous state fiscal year (4,400 in Q1&Q2 SFY'21).

Of the 4,977 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 (1,879 out of 4,977), Wheeler Clinic and Yale Child Study Center each accounted for approximately 31% of the statewide volume (1,519 and 1,579 respectively). A breakout of consultation volume by Hub can be found on the Hub Consultation dashboards.

In Q1&Q2 SFY'22, Hartford Hospital provided 1,879 consultations. This is a 14% 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 (1,649 in Q1&Q2 SFY'21).

Wheeler Clinic provided 1,519 consultations in Q1&Q2 SFY'22. This is a 10% 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 (1,376 in Q1&Q2 SFY'21).

Consultative Activities (continued) : In Q1&Q2 SFY'22, Yale Child Study provided 1,579 consultations. This is a 15% increase in consultation volume when compared to the volume of consultations provided by Yale Child Study Center during the same six-month period in the previous state fiscal year (1,375 in Q1&Q2 SFY'21).

As noted above, the program provided 13% more consultations this period compared to the same six-month period last state fiscal year. This increase is expected given that the program also supported more youth (17%) during this time. It is reasonable to assume that this rate will continue to rise given that, historically, the program's volume spikes in the spring. Additionally, as noted above, the program is preparing to expand services to support PCPs treating their young adult patients 19-21 years of age, which will also increase program utilization (number of practice groups used, number of consultations provided, and volume of youth served). Further review and analysis will be reported in the program's SFY2022 year-end report.

Direct PCP Consultations: Of the 4,977 consultations provided throughout the state in Q1&Q2 SFY'22, approximately 38% (1,898 out of 4,977) were reported as direct contact with PCPs. This is an increase of two percentage points when compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'21 (36% or 1,560 consults).

In Q1&Q2 SFY'22, per Hub team report, approximately 99% (1,087 out of 1,103) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry; 85% (941 out of 1,103) of which were connected directly at the time of the call. The program benchmark for year eight 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.

Care Coordination and Family Support: Approximately 61% (3,011 out of 4,977) of the total consultative activities for Q1&Q2 SFY'22 were activities related to care coordination and direct family support. This is a decrease of two percentage points as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'21 (63% or 2,779 consults). Navigating the behavioral healthcare system continues to be extremely challenging for youth and families seeking services during the pandemic. PCPs have expressed great appreciation for the Hub teams care coordination support.

Face to Face Assessments: Approximately 1% (30 out of 4,977) of the total consultative activities in Q1&Q2 SFY'22 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided 14, Wheeler Clinic provided 10 and Yale Child Study Center provided six face-to-face assessments during the first six months of this state fiscal year. This is comparable to Q1&Q2 SFY'21 when the Hub teams also provided 30 face-to-face assessments across the state.

Consultations by Insurance: Of the 4,977 total consultations provided in Q1&Q2 SFY'22, approximately 64% (3,160) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 36% (1,809) were for youth with HUSKY Health coverage and less than 1% (8) were identified as having no coverage at all. While there is some variation from year to year, the majority of the consultations provided across seven-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, 2021, approximately 322 practice groups with a total of 355 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.

Semi-Annual Narrative

Quarters 1&2 SFY 2022: July 1, 2021 - December 31, 2021

Practice Utilization (continued): In Q1&Q2 SFY'22, the statewide utilization rate was approximately 40%, which is an increase of two percentage points when compared to the six-month period in the previous state fiscal year (38% in Q1&Q2 SFY'21). Hartford Hospital's six-month utilization rate increased by one percentage point (36% in Q1&Q2 SFY'22 compared to 35% in Q1&Q2 SFY'21) and Wheeler Clinic's six-month utilization rate decreased by two percentage points (38% in Q1&Q2 SFY'21 compared to 40% in Q1&Q2 SFY'21). Yale Child Study Center's utilization rate increased by seven percentage points (48% in Q1&Q2 SFY'22 compared to 41% in Q1&Q2 SFY'21).

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 (31 quarters enrolled) and used every quarter since enrollment, their utilization rate equals 100% (31 quarters enrolled, 31 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, 2021, a total of 103 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 41% quarters utilized. A total of 19 practice groups fell in the high utilization group of 80% or greater, five of which have used 100% of the time since enrolled.

A total of 75 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 48% quarters utilized. A total of 18 practice groups fell in the high utilization group of 80% or greater, four of which have used 100% of the time since enrolled.

As of December 31, 2021, a total of 73 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 43% quarters utilized. A total of 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'22). The graphs are sorted by highest volume of youth per practice.

In Q1&Q2 SFY'22, a total of 47 practice groups utilized Hartford Hospital's Hub team. One practice group, Appleseed Pediatric and Adolescent Medicine, enrolled and used the program for the first time in December 2021.

A total of 37 practice groups utilized Wheeler Clinic's Hub team during the first six months of this state fiscal year. One practice group, CT Children's Specialty Group- CCMC Adolescent Medicine Clinic of Farmington, enrolled and used the program for the first time in July 2021.

A total of 42 practice groups utilized Yale Child Study Center's Hub team, Lauren Janush's practice group enrolled and used for the first time in July 2021.

Program utilization (number of practice groups used, number of consultations provided, and volume of youth served) continues to increase. The pediatric and family care physicians who rely on the program's expertise and support, continue to do so and at a higher frequency. Each year, the Hub teams are charged with completing onsite visits to enrolled practices throughout their designated area. Visits are determined based on the practice's use of the program. While in-person visits are still on hold due to the COVID-19 pandemic, visits with the practice sites will occur using a virtual platform this year. 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 administration team will work with the Hub teams to identify these practices in Q3 SFY'22.

Semi-Annual Narrative

Quarters 1&2 SFY 2022: July 1, 2021 - December 31, 2021

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'22, 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 eight 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 355 practice sites are currently enrolled in the ACCESS MH program.

Total Enrolled Practice Sites

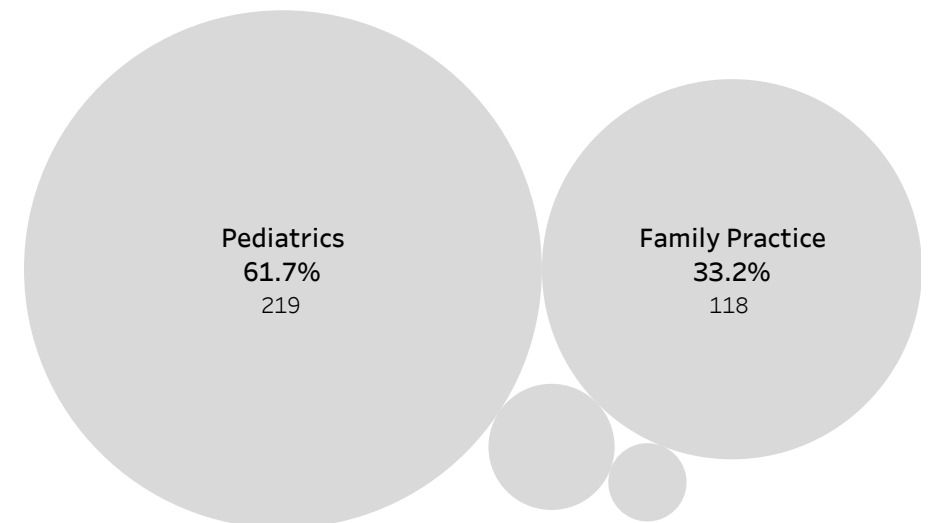
Select Hub name for specific details



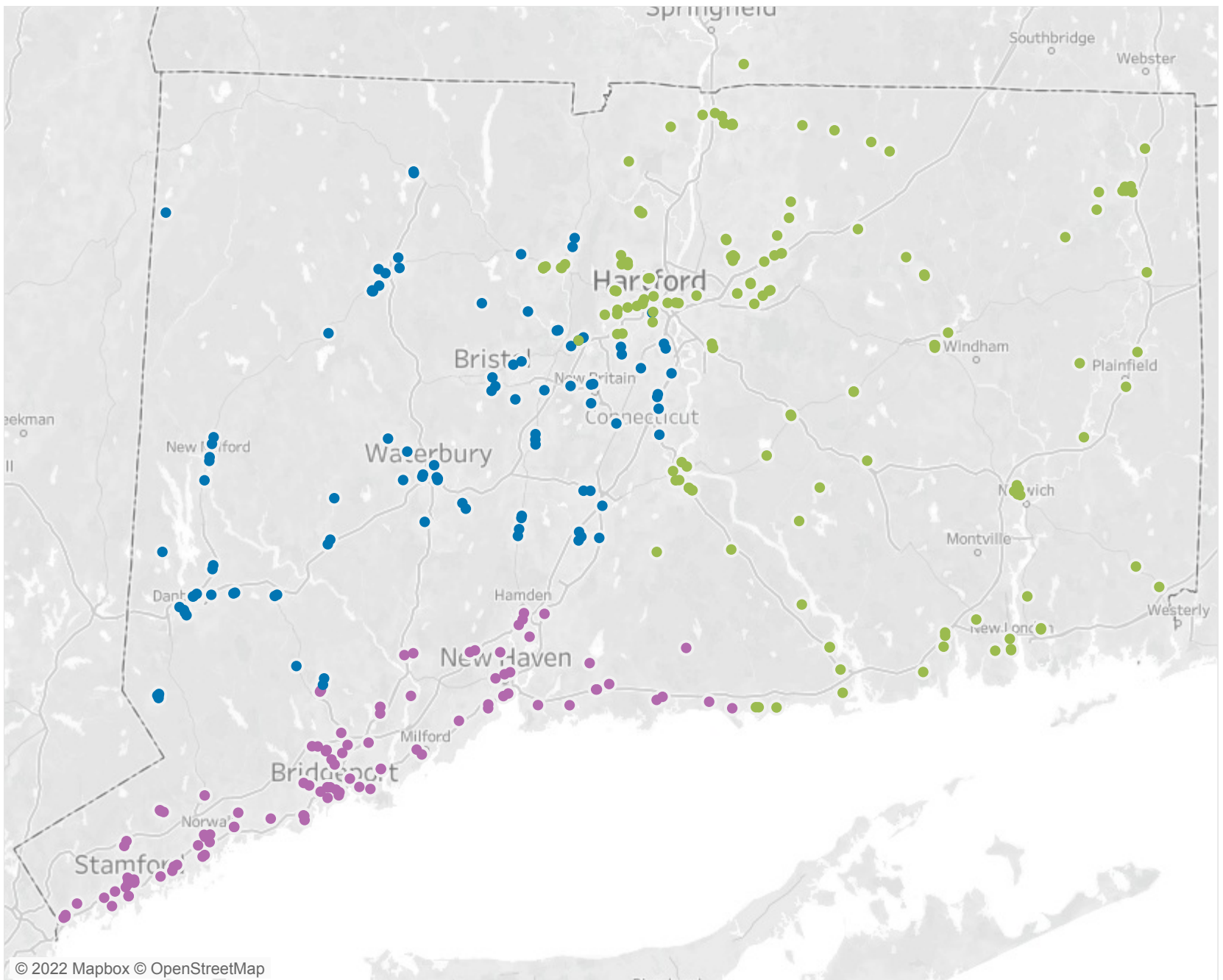
Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
Pediatrics	66	67	86	219
Family Practice	78	28	12	118
Peds/Family	1	8	4	13
None Selected		1	4	5
Total Enrolled	145	104	106	355
Total Eligible Practice Sites	189	118	117	424

Percent of Total Enrolled Practice Sites by Provider Type



Enrolled Practice Locations



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HARTFORD HOSPITAL

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Serving Fairfield and New Haven Counties

Search practice name by town:

All

Practice Name	Address	Phone
ABC Pediatrics	945 Main St. Suite 212 Manchester, CT 06..	(860) 649-6166
Abington Family Healthca..	5 Clinic Rd Abington, CT 06230	(860) 974-0529
Access Priority Family He..	353 Pomfret St Pomfret, CT 06260	(860) 928-1111
Alliance Medical Group	1625 Straits Turnpike #302 Middlebury, C..	(203) 759-0666
Amitabh R. Ram, MD, LLC	21 B Liberty Dive Hebron, CT 06248	(860) 228-9300
	21 Woodland St., #115 Hartford, CT 06105	(860) 524-8747
Andrea Needleman, MD	4 South Pomeroug Avenue Woodbury, CT 0..	(203) 263-2020
Andrew Adade	18 Hillandale Ave Stamford, CT 06902	(203) 327-9333
Andrew F Cutney, MD/NE..	5520 Park Avenue Trumbull, CT 06611	(203) 371-0076
Anne Marie Villa, M.D., P.C.	150 Hazard Ave Unit B Enfield, CT 06082	(860) 749-3661
Appleseed Pediatric and A..	80 East Main Street Middletown, CT 06457	(860) 740-7331

Youth Demographics

The program served a total of 1,089 unique youth in Q1&Q2 SFY 2022.



Since inception of the program to date, June 16, 2014 through December 31, 2021, the program served 9,548 unique youth.

Current SFY Summary

- 16 year-olds represented the largest portion in the current state fiscal year at **10.9%**.
- The majority of youth served were White at **72.9%**.
- Females accounted for **53.4%** of the unique youth served.

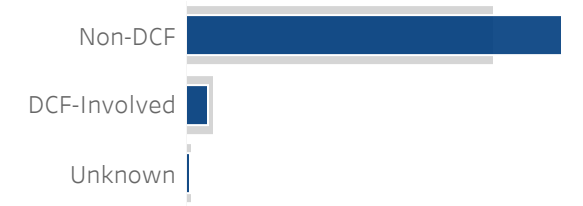
Select for Current and/or Last Fiscal Year:

All

Gender



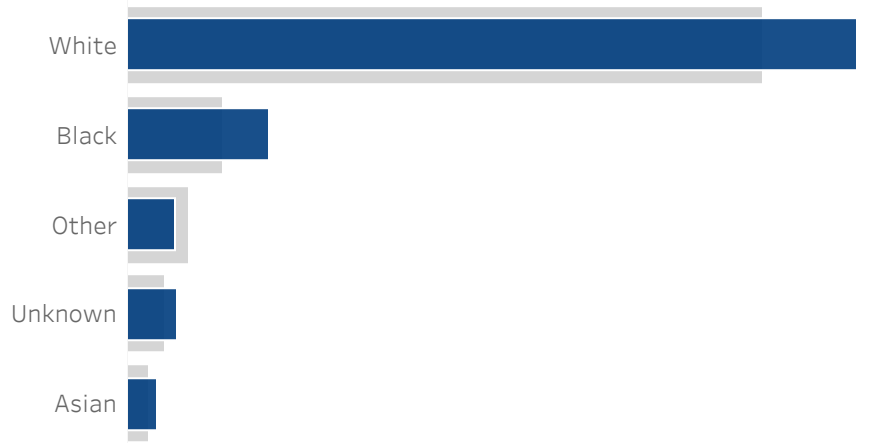
DCF Involvement



- Current SFY Q1&Q2 2022
- Last SFY Q1&Q2 2021

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

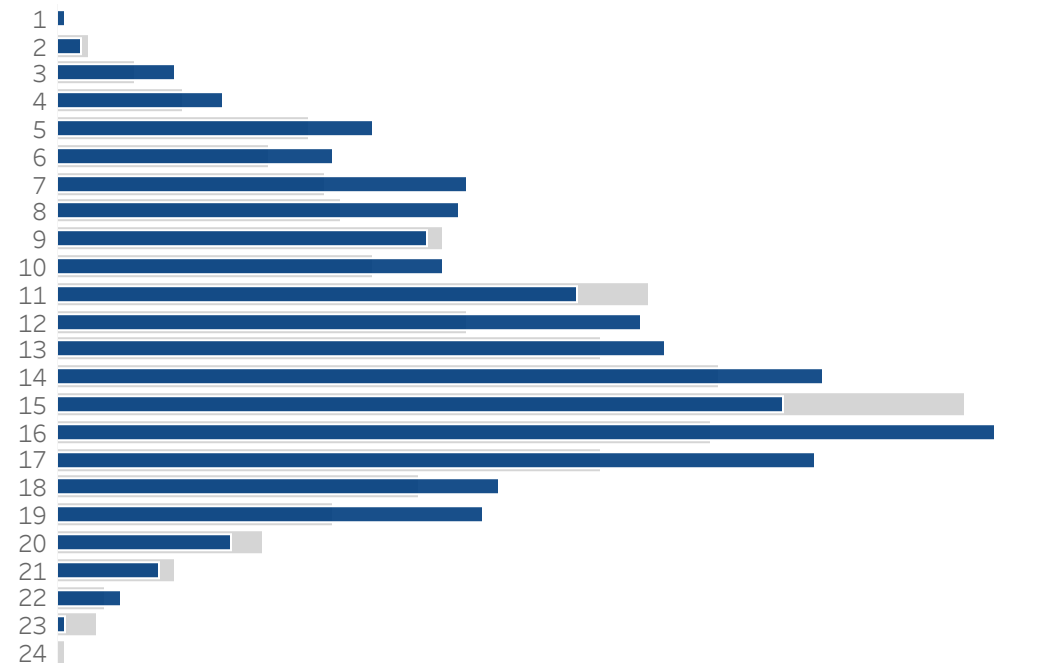
Race



Ethnicity



Distribution of Youth by Age



Youth Served in the Current SFY Q1&Q2 2022

0-5	6-12	13-18	19+
7.3%	34.3%	49.3%	9.0%

Youth Demographics

Hartford Hospital Hub served a total of 362 unique youth in Q1&Q2 SFY 2022



Hub-Specific Current SFY Summary

- 16 year-olds represented the largest portion in the current state fiscal year at **10.2%**.
- Females accounted for **51.9%** of the unique youth served.
- The majority of youth served were White at **71.3%**.

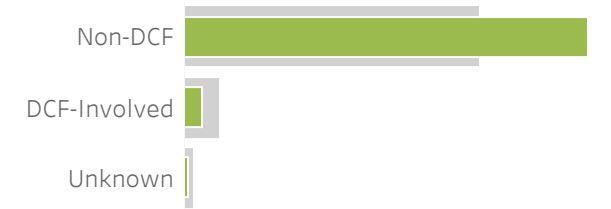
Hub Name
Hartford Hospital

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

Gender

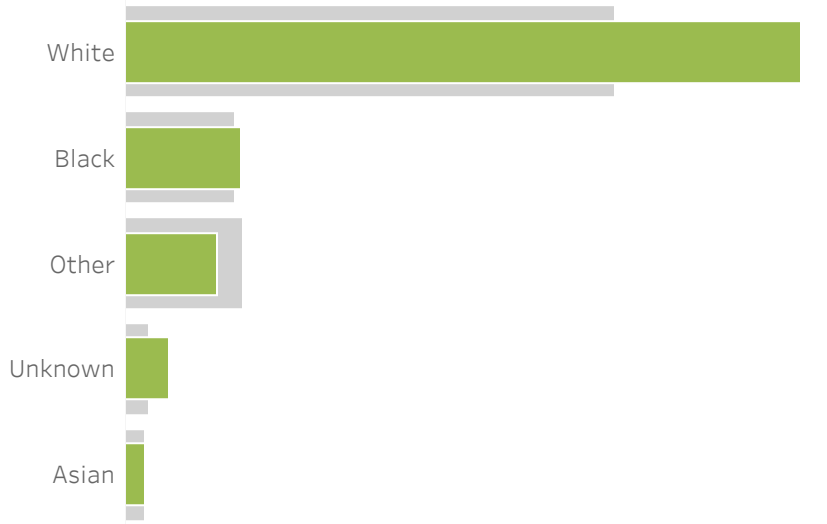


DCF Involvement

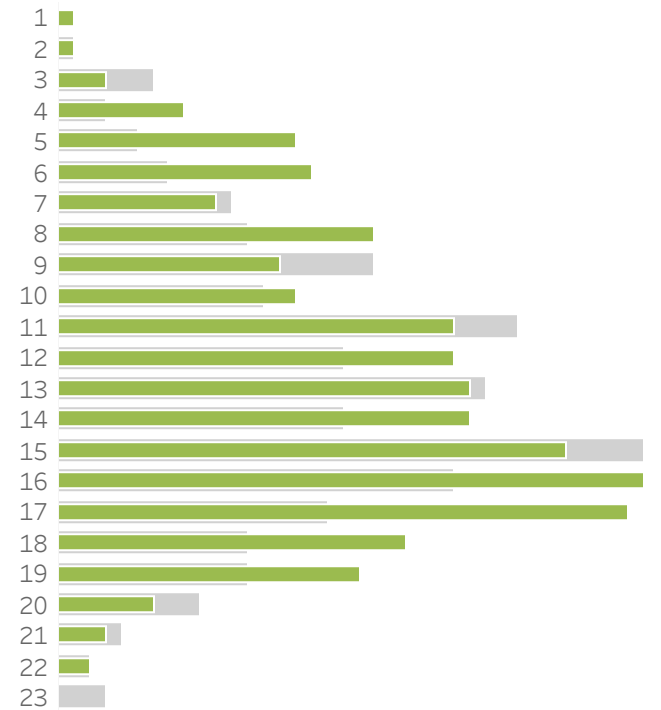


● Current SFY Q1&Q2 2022 ● Last SFY Q1&Q2 2021
Click on any graph to filter all other demographics for the chosen population

Race



Distribution of Youth by Age



Ethnicity



Youth Served in the Current SFY Q1&Q2 2022

0-5	6-12	13-18	19+
7.7%	34.5%	49.4%	8.3%

Youth Demographics

Wheeler Clinic, Inc Hub served a total of 335 unique youth in Q1&Q2 SFY 2022



Hub-Specific Current SFY Summary

- 15 & 16 year-olds each represented the largest portion in the current state fiscal year at **9.9%**.
- Females accounted for **53.7%** of the unique youth served.
- The majority of youth served were White at **82.1%**.

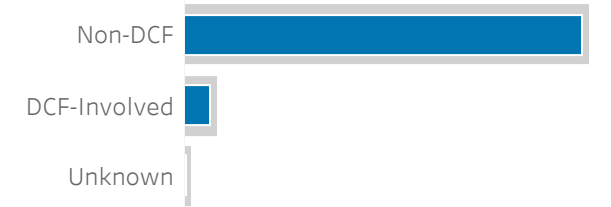
Hub Name
Wheeler Clinic, Inc

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

Gender

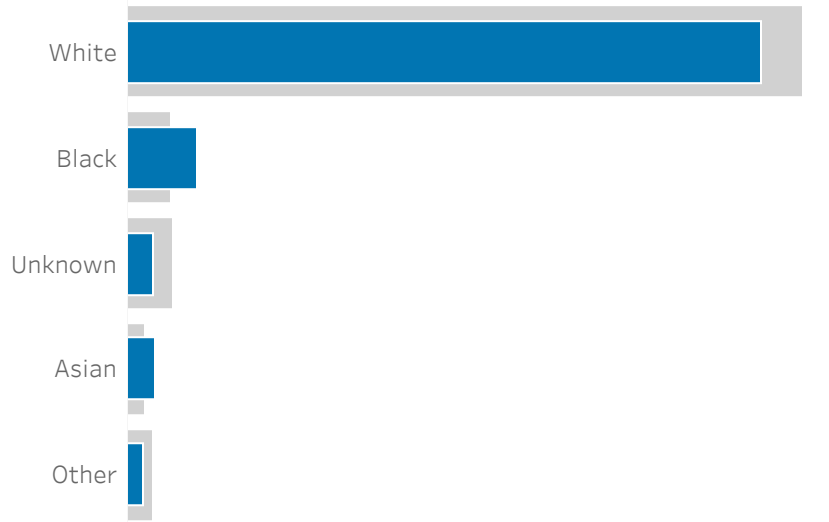


DCF Involvement

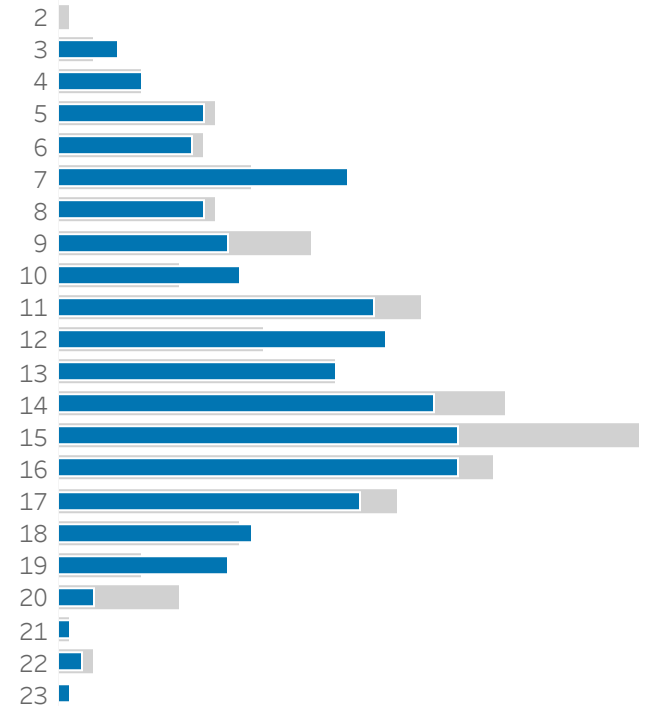


● Current SFY Q1&Q2 2022 ● Last SFY Q1&Q2 2021
Click on any graph to filter all other demographics for the chosen population

Race



Distribution of Youth by Age



Ethnicity



Youth Served in the Current SFY Q1&Q2 2022

0-5	6-12	13-18	19+
7.2%	38.5%	48.1%	6.3%

Youth Demographics

Yale Child Study Center Hub served a total of 392 unique youth in Q1&Q2 SFY 2022



Hub-Specific Current SFY Summary

- 16 year-olds represented the largest portion in the current state fiscal year at **12.5%**.
- Females accounted for **54.3%** of the unique youth served.
- The majority of youth served were White at **66.6%**.

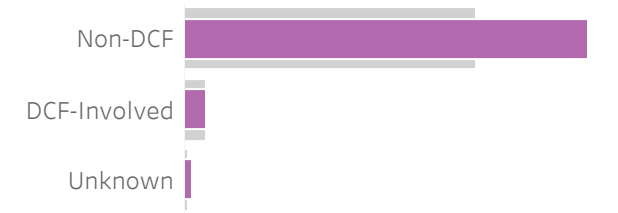
Hub Name
Yale Child Study Center

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

Gender

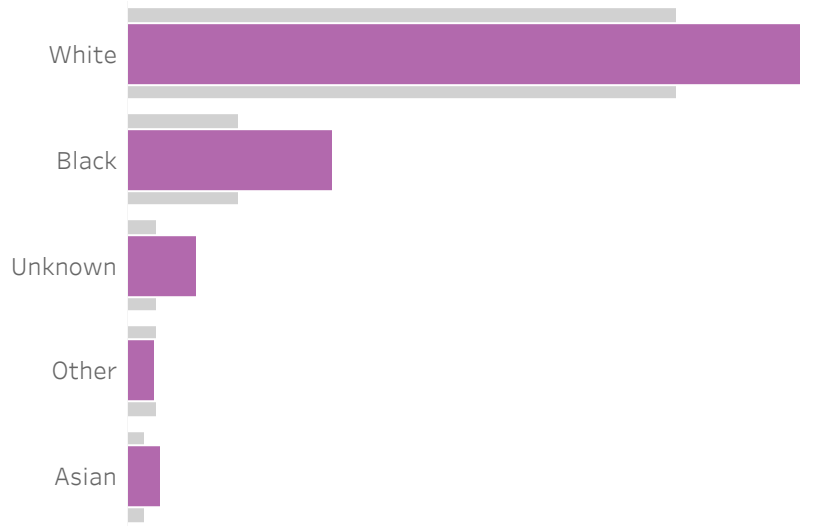


DCF Involvement

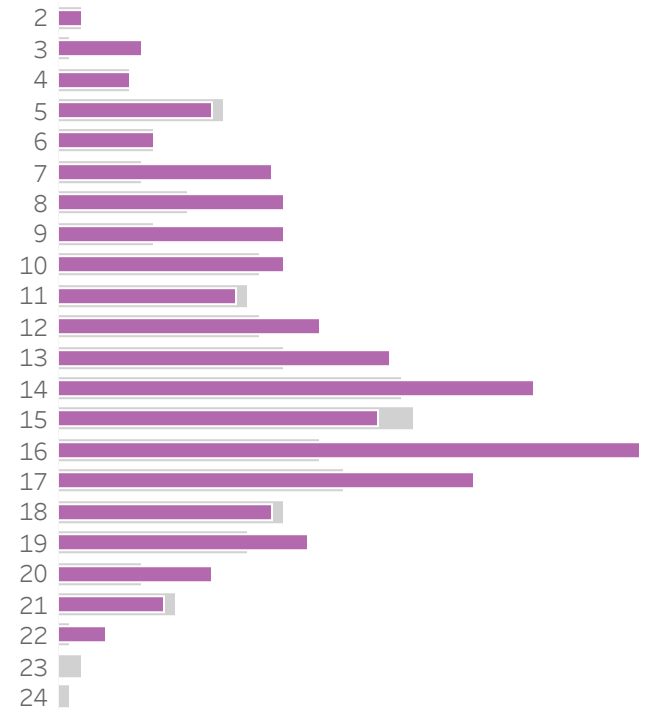


● Current SFY Q1&Q2 2022 ● Last SFY Q1&Q2 2021
Click on any graph to filter all other demographics for the chosen population

Race



Distribution of Youth by Age



Ethnicity



Youth Served in the Current SFY Q1&Q2 2022

0-5	6-12	13-18	19+
7.1%	30.6%	50.3%	12.0%

Consultative Activities

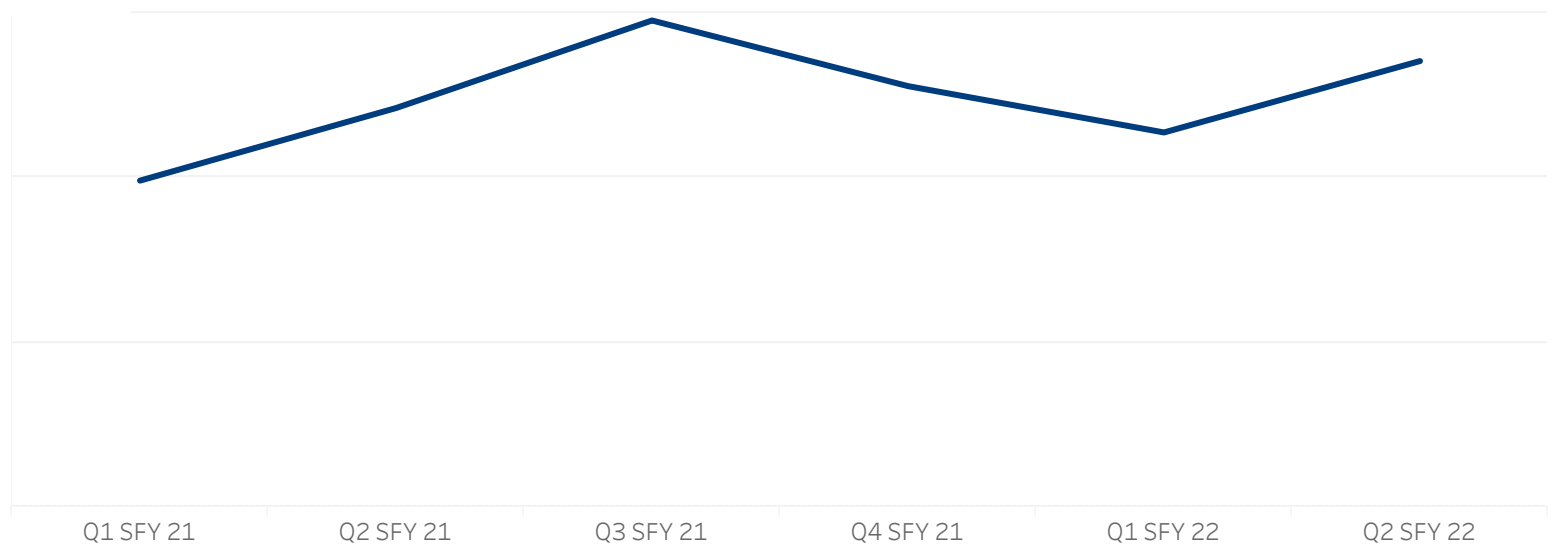
The program provided a total of 4,977 consultations in Q1&Q2 SFY 2022.



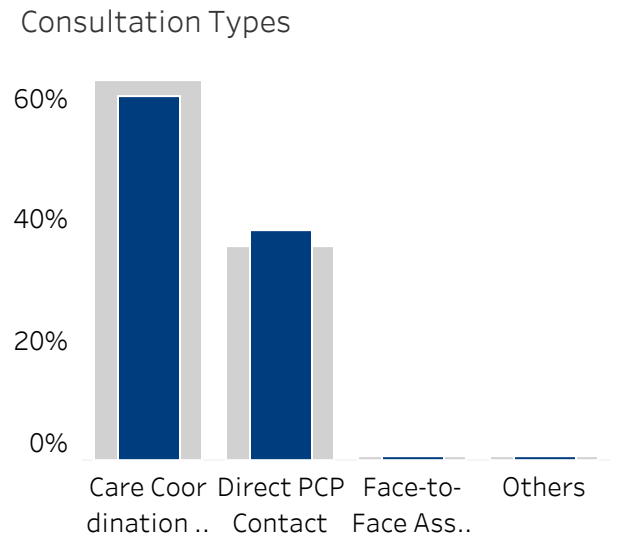
Select SFY
Multiple values

Summary for Current SFY → Average of 830 consultations per month. → Average of 2,489 consultations per quarter.

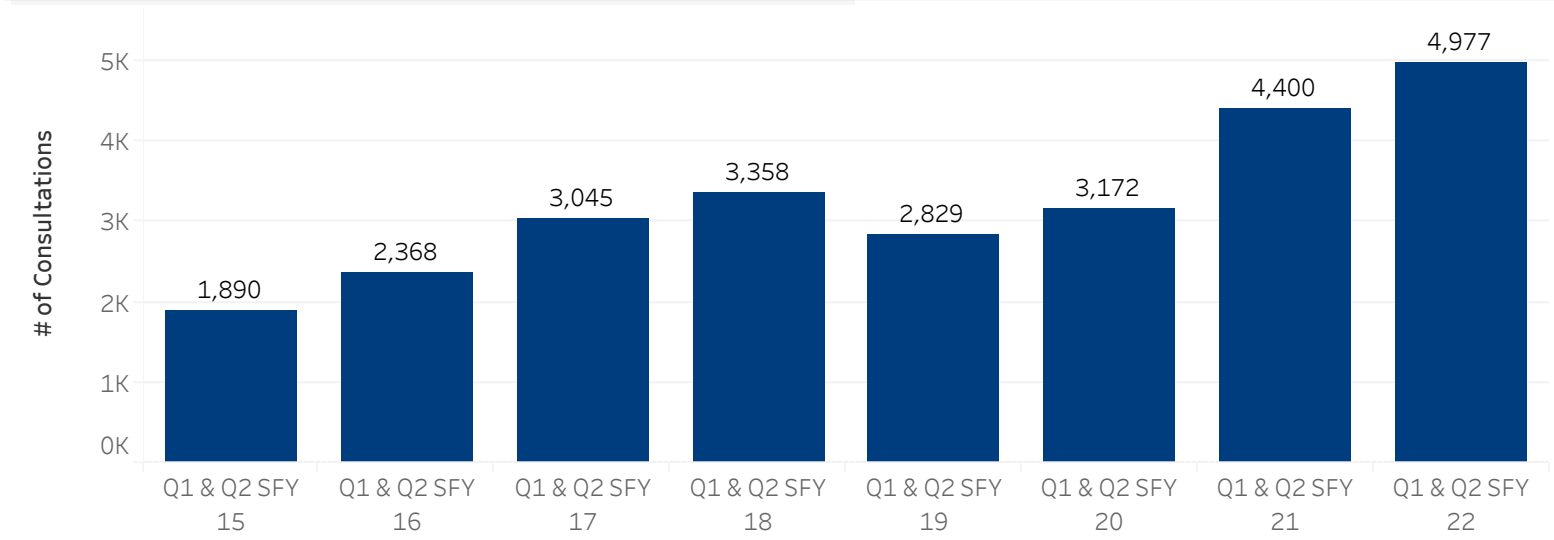
Consultation Volume | Quarterly Over Time Select View ▶ Quarterly Over Time



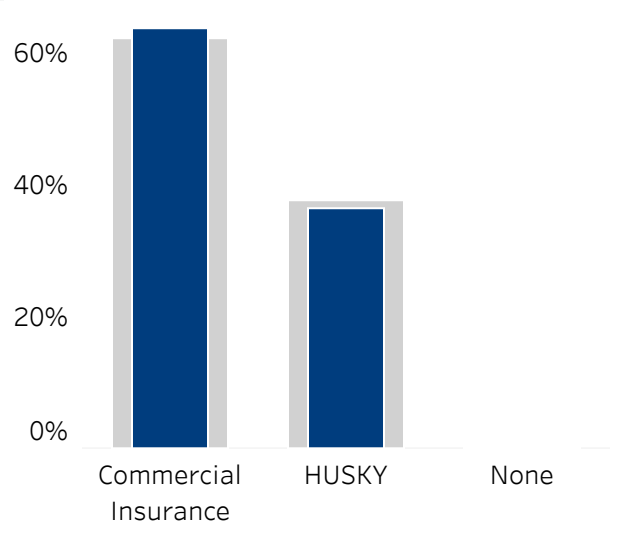
Legend: ■ Current SFY, ■ Last SFY



Consultation Volume | SFY Encounters Select View ▶ Encounters by SFY



Consultations by Insurance



Consultative Activities

The program provided a total of 4,977 consultations in Q1&Q2 SFY 2022.

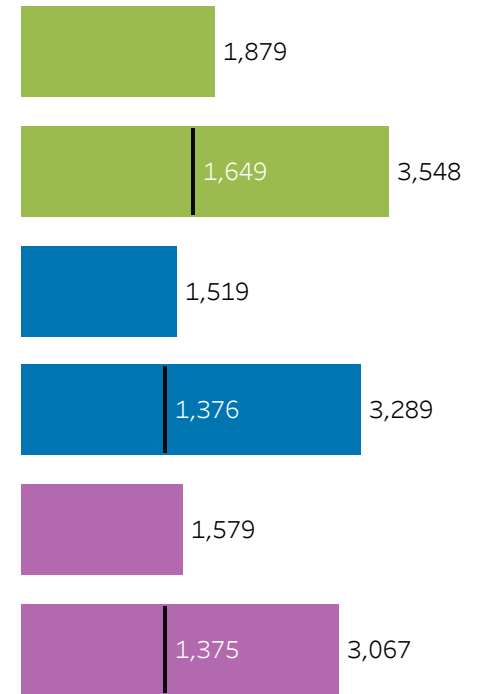
Monthly Consultations by Hub

● Month with the maximum consultations in the SFY

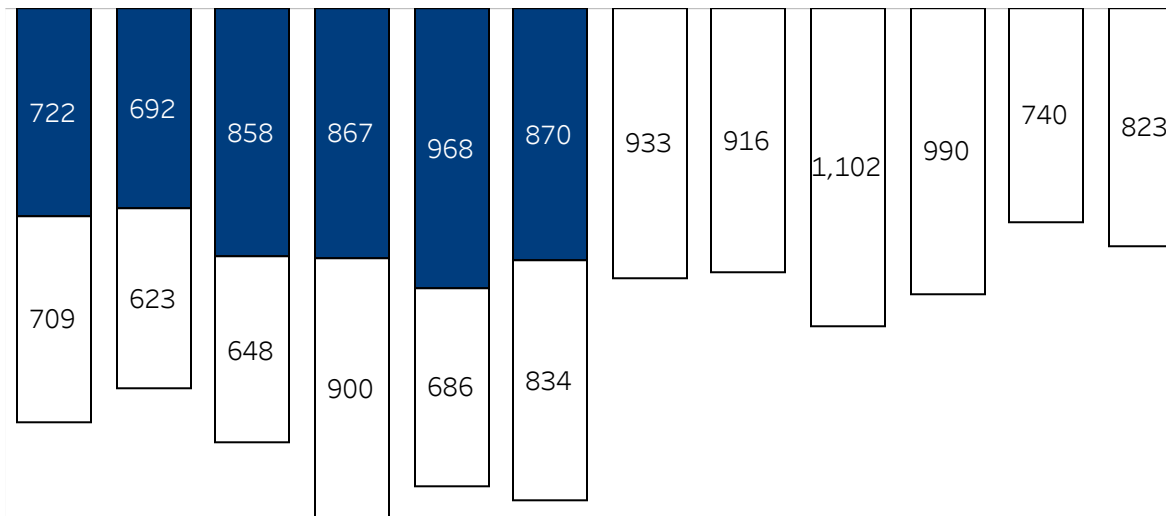
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Hartford Hospital	Current SFY	236	239	304	373	443	284						
	Last SFY	282	285	280	323	209	270	282	280	383	375	280	299
Wheeler Clinic, Inc	Current SFY	231	237	291	253	256	251						
	Last SFY	222	151	205	259	232	307	361	388	402	307	245	210
Yale Child Study Center	Current SFY	255	216	263	241	269	335						
	Last SFY	205	187	163	318	245	257	290	248	317	308	215	314

Total SFY Consultations by Hub Team

■ Last SFY Q1&Q2



● Current SFY
○ Last SFY



Consultative Activities

Hartford Hospital Hub provided a total of 1,879 consultations in Q1&Q2 SFY 2022

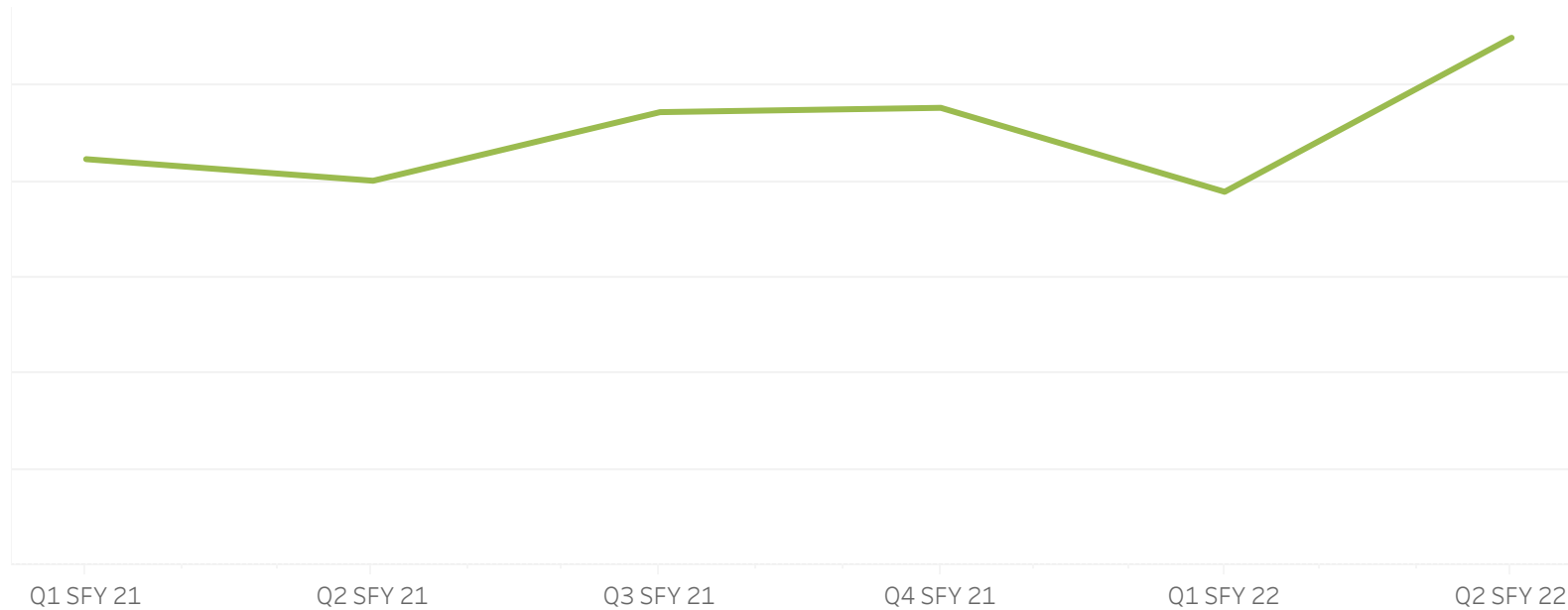
Hub Name
Hartford Hospital

Summary for
Current SFY

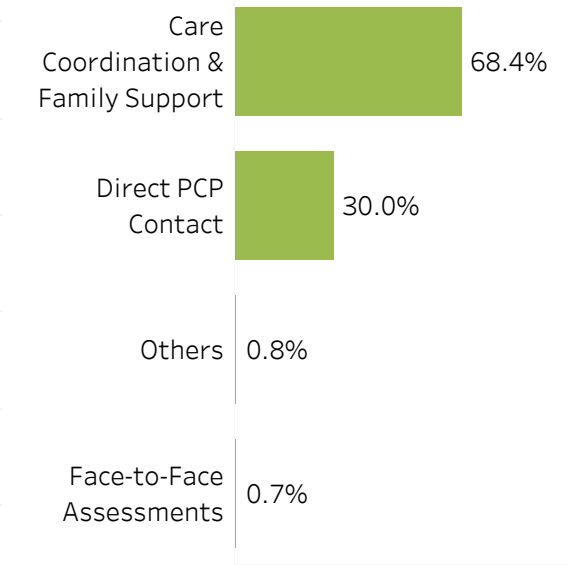
→ Average of 313 consultations per month. → Average of 940 consultations per quarter.

Hartford Hospital Quarterly Volume of Consultations

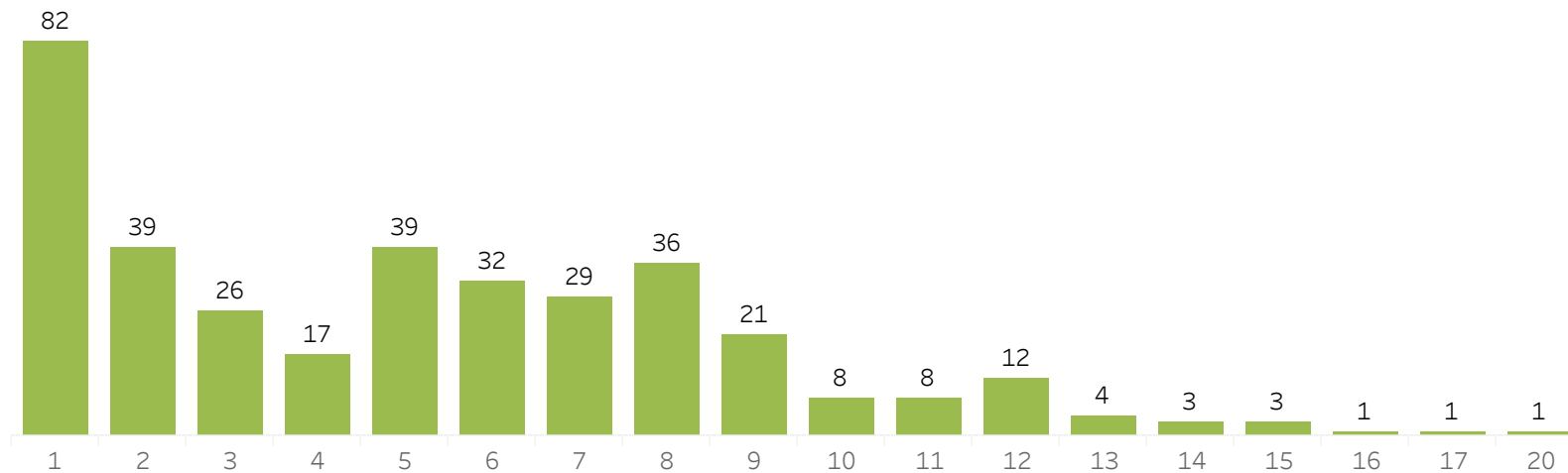
Select SFY Multiple values



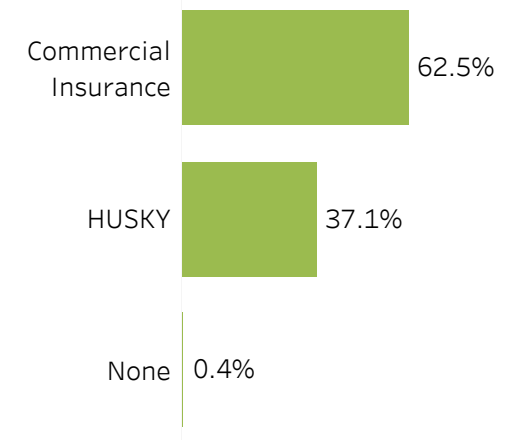
Hartford Hospital Consultation Types for Current SFY



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 1,519 consultations in Q1&Q2 SFY 2022

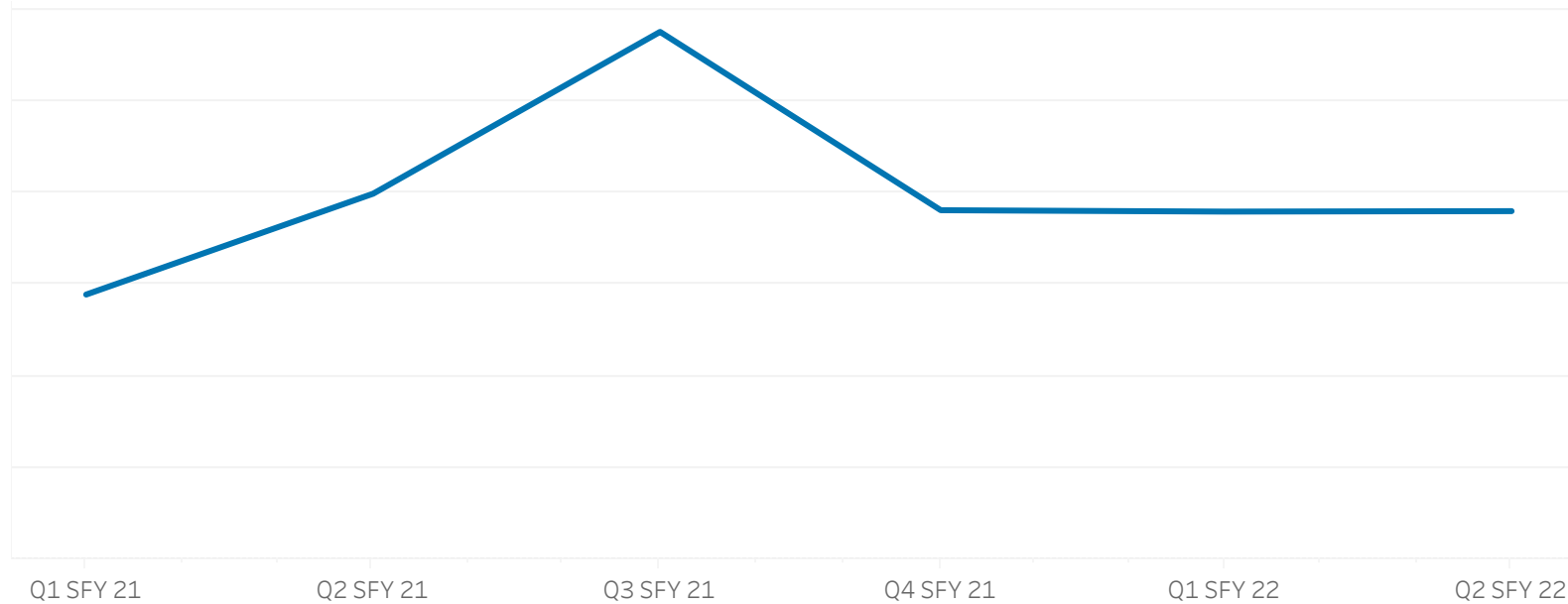
Hub Name
Wheeler Clinic, Inc

Summary for
Current SFY

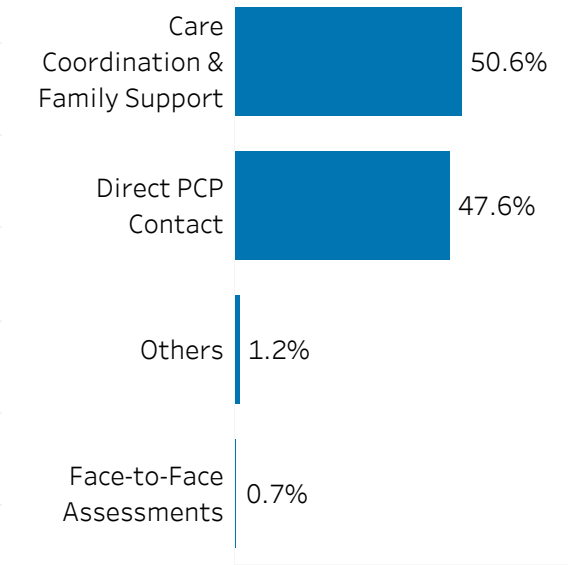
→ Average of 253 consultations per month. → Average of 760 consultations per quarter.

Wheeler Clinic, Inc Quarterly Volume of Consultations

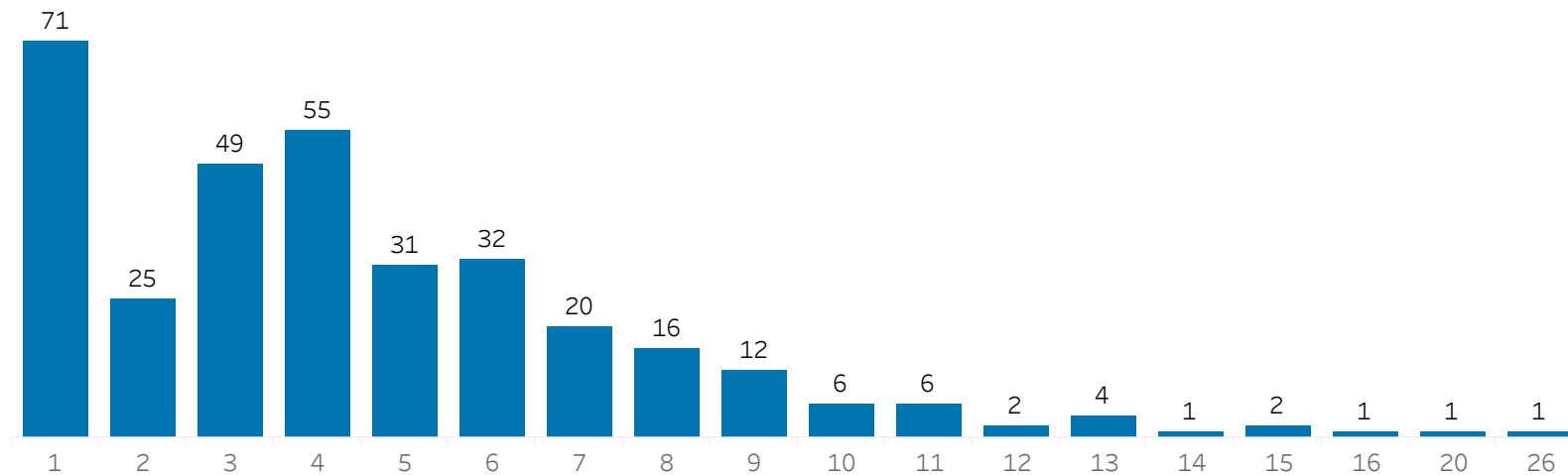
Select SFY Multiple values



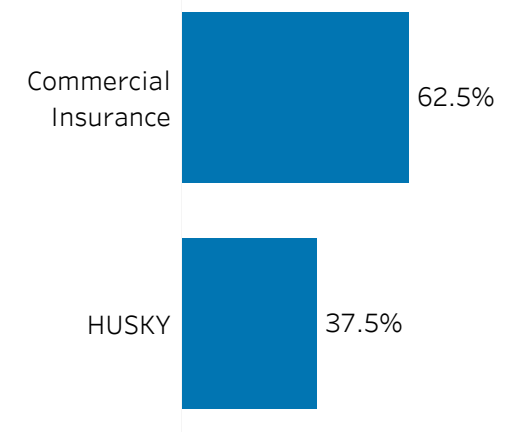
Wheeler Clinic, Inc Consultation Types for Current SFY



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 1,579 consultations in Q1&Q2 SFY 2022

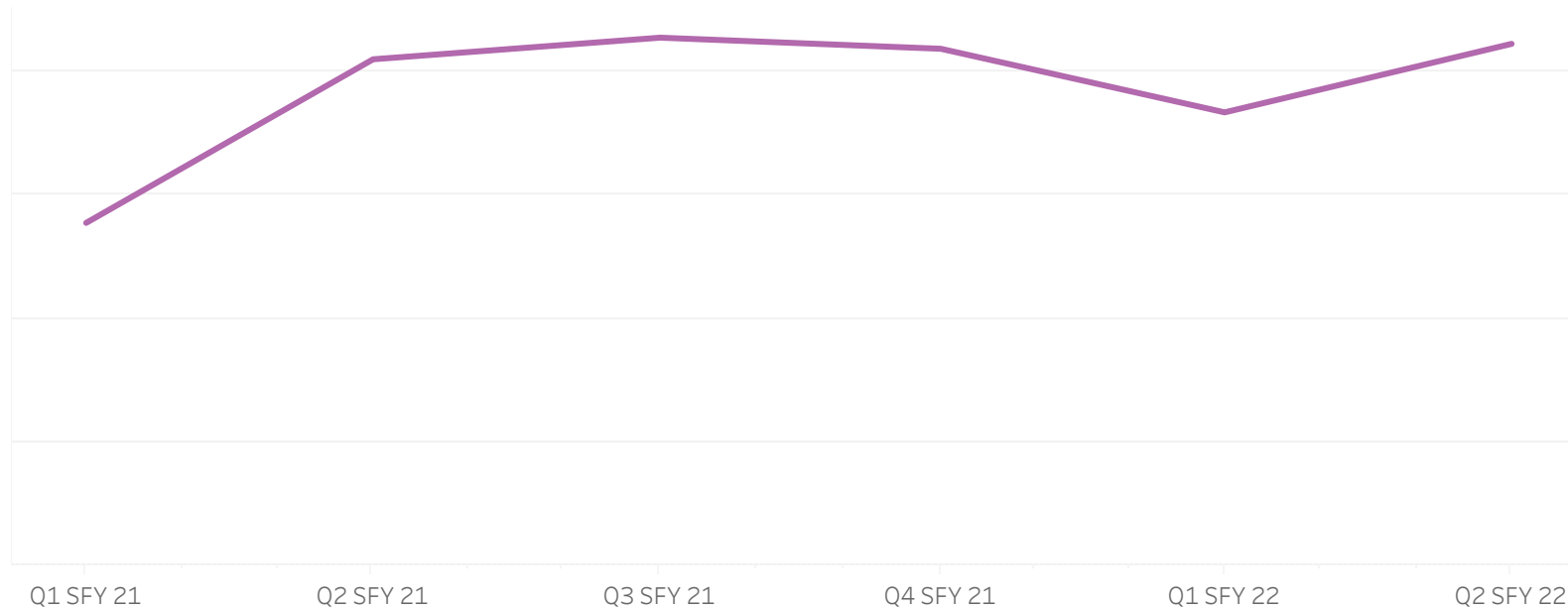
Hub Name
Yale Child Study Center

Summary for
Current SFY

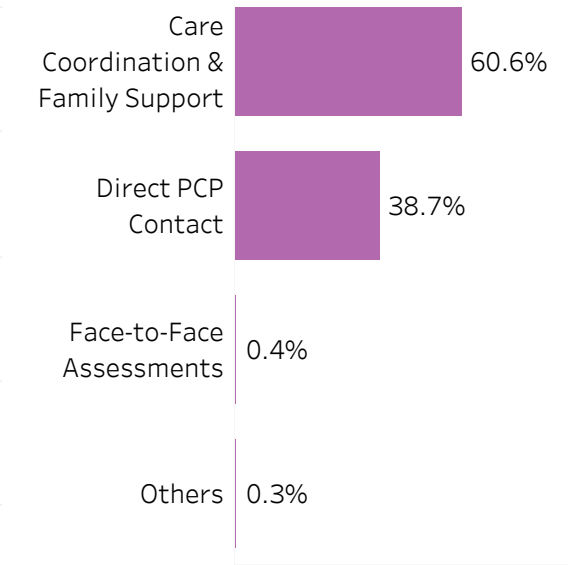
→ Average of 263 consultations per month. → Average of 790 consultations per quarter.

Yale Child Study Center Quarterly Volume of Consultations

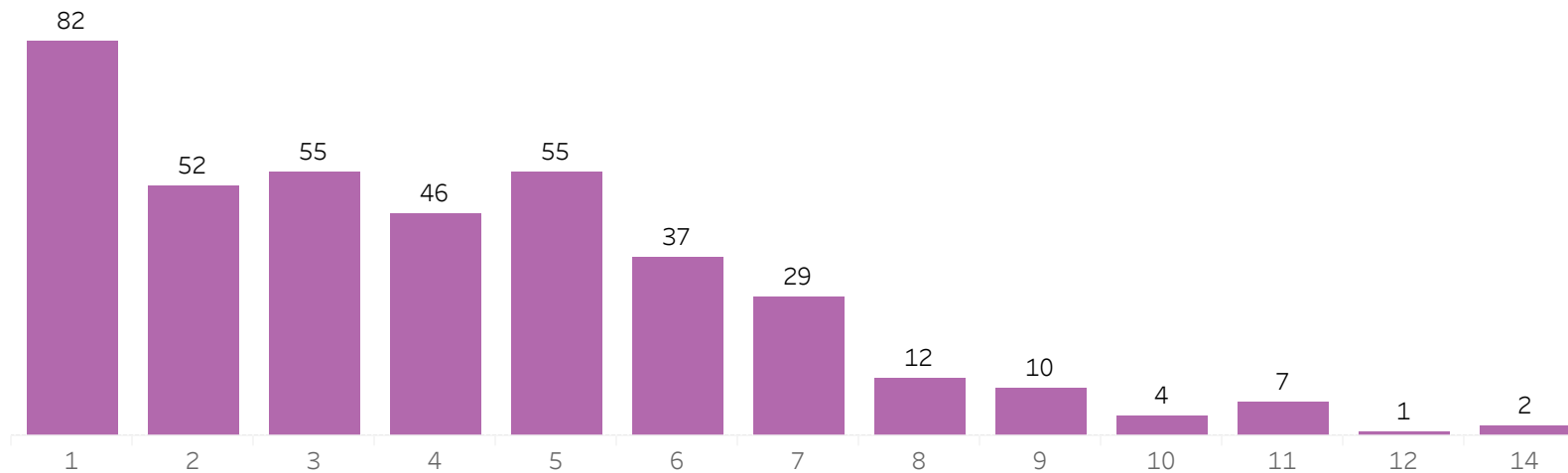
Select SFY Multiple values



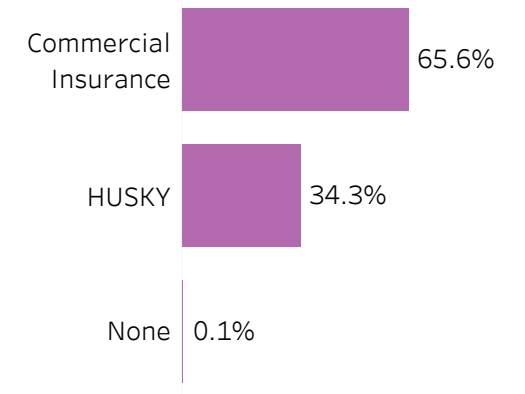
Yale Child Study Center Consultation Types for Current SFY



Yale Child Study Center Consultation Frequency for Current SFY



Yale Child Study Center Consultations by Insurance for Current SFY

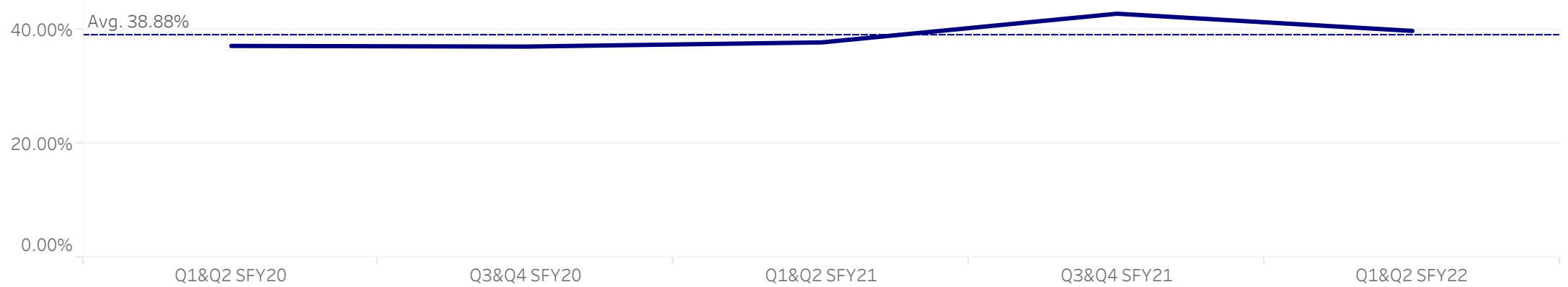


Utilization Rate

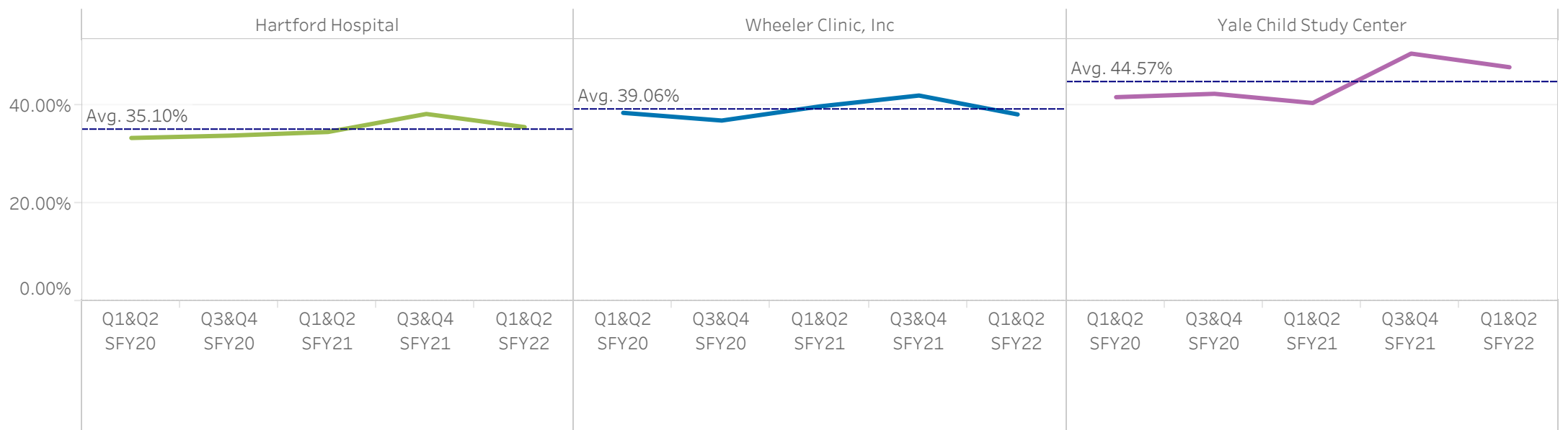
Select Date Format:
Semiannual

Select Semiannual/Quarter
Multiple values

Statewide Practice Group Utilization Rate



Hub Specific Practice Group Utilization Rate



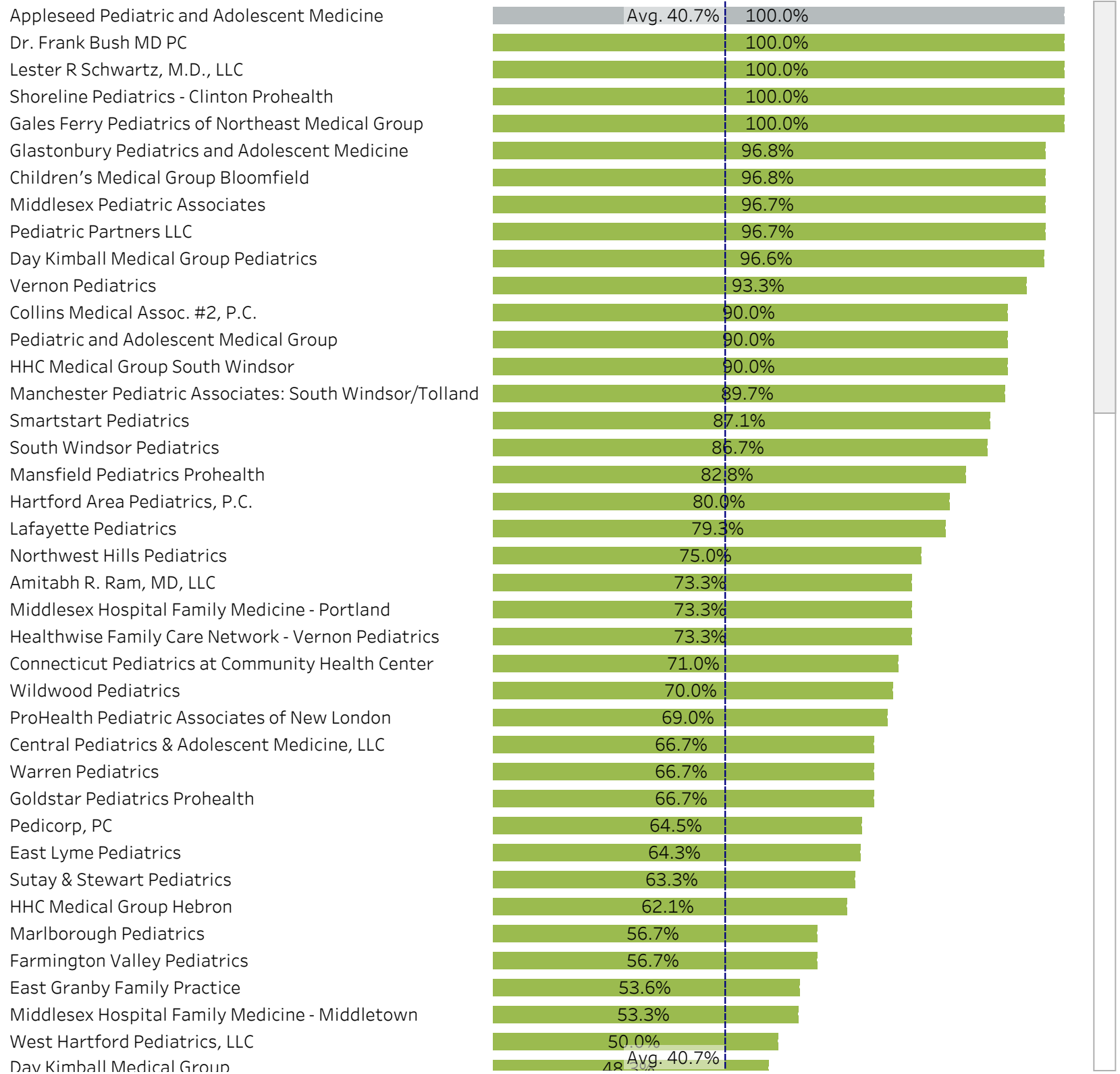
Practice-Specific Utilization

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

Quarterly Utilization Rate:
3.3% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2021)

● New User of Program



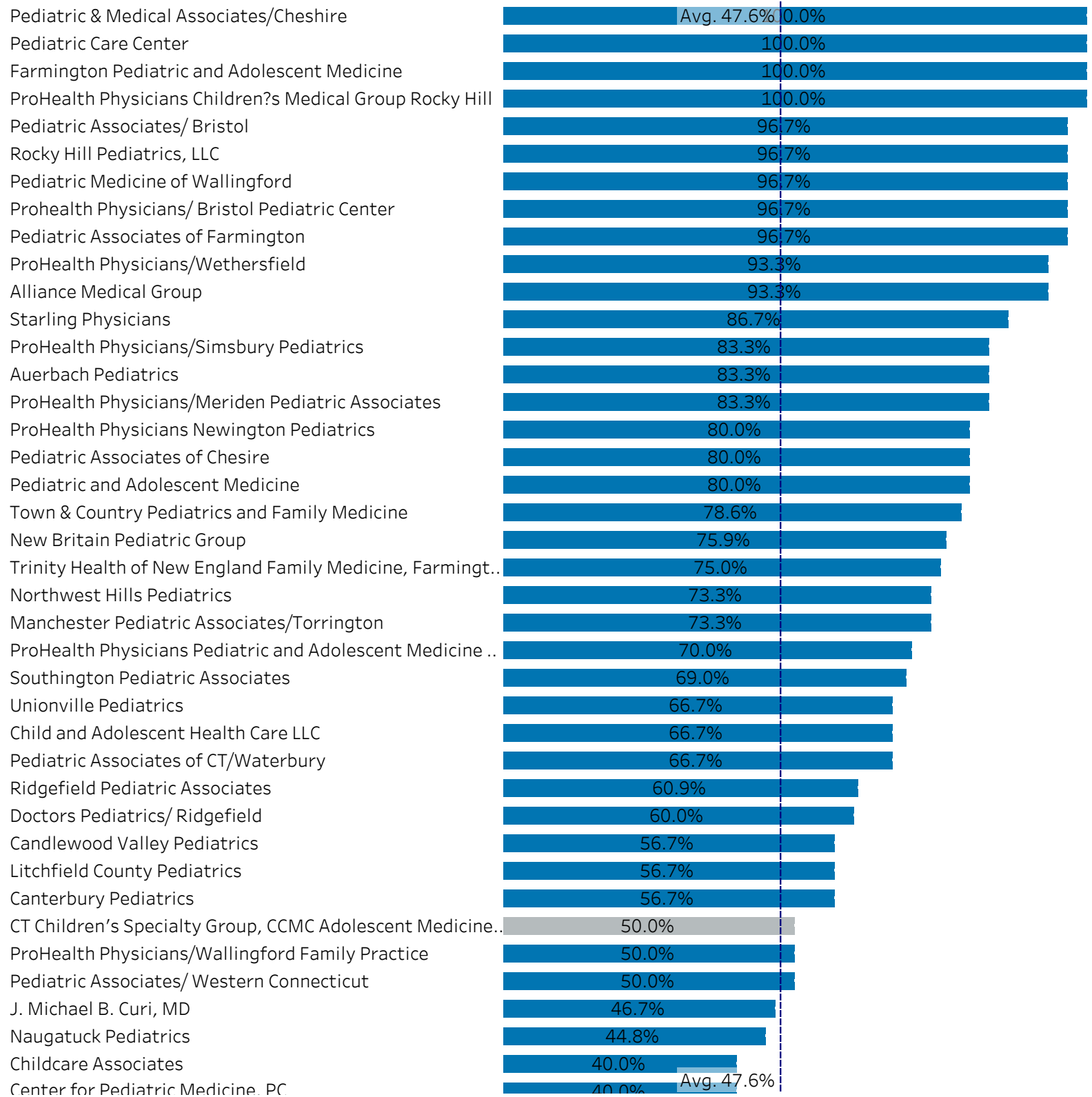
Practice-Specific Utilization

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

Quarterly Utilization Rate:
 3.3% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2021)

● New User of Program



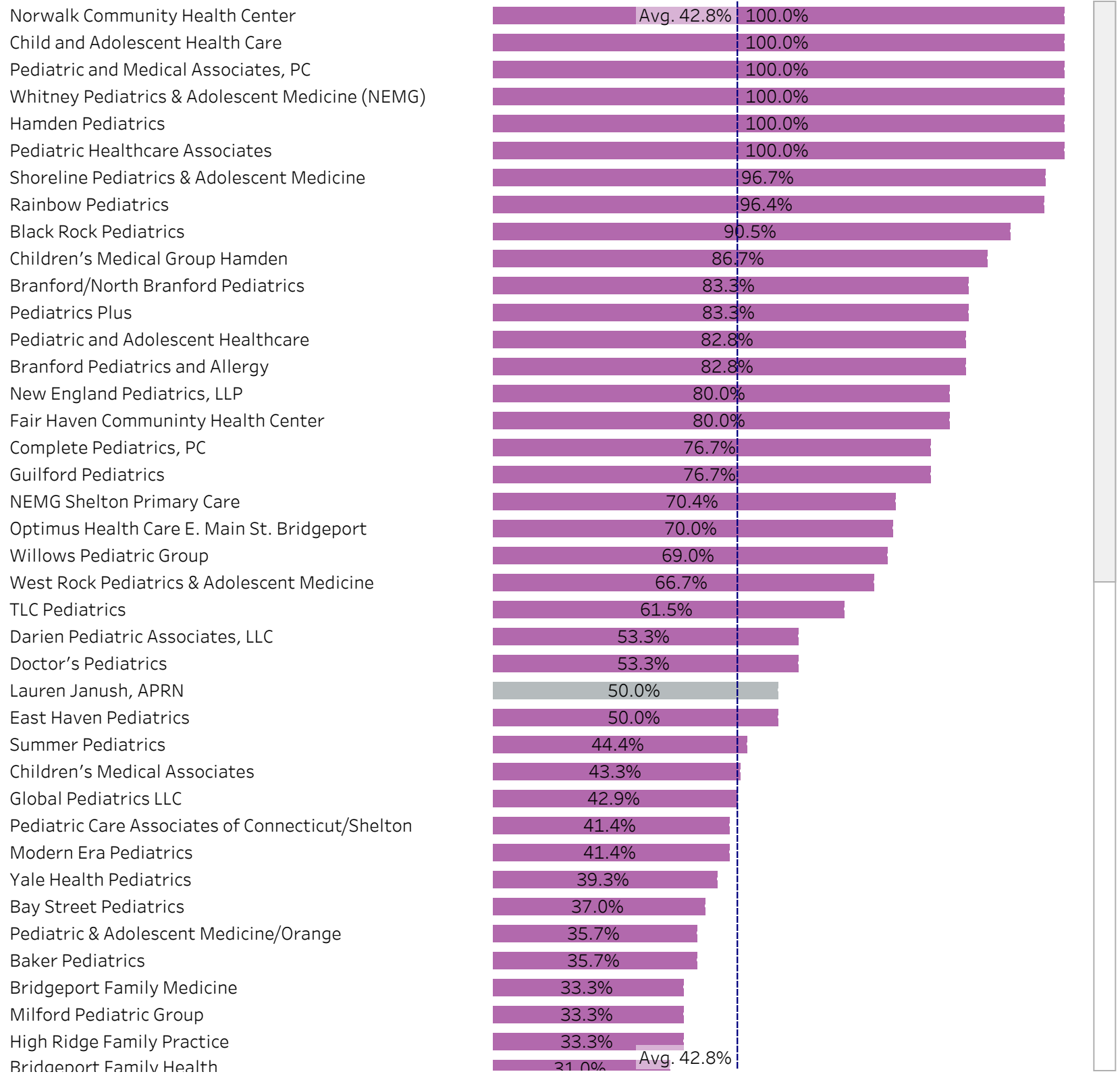
Practice-Specific Utilization

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

Quarterly Utilization Rate:
 3.3% to 100.0%

Average line is the average number of quarters used by the program to date (December 31, 2021)

● New User of Program



Youth Served by Practice

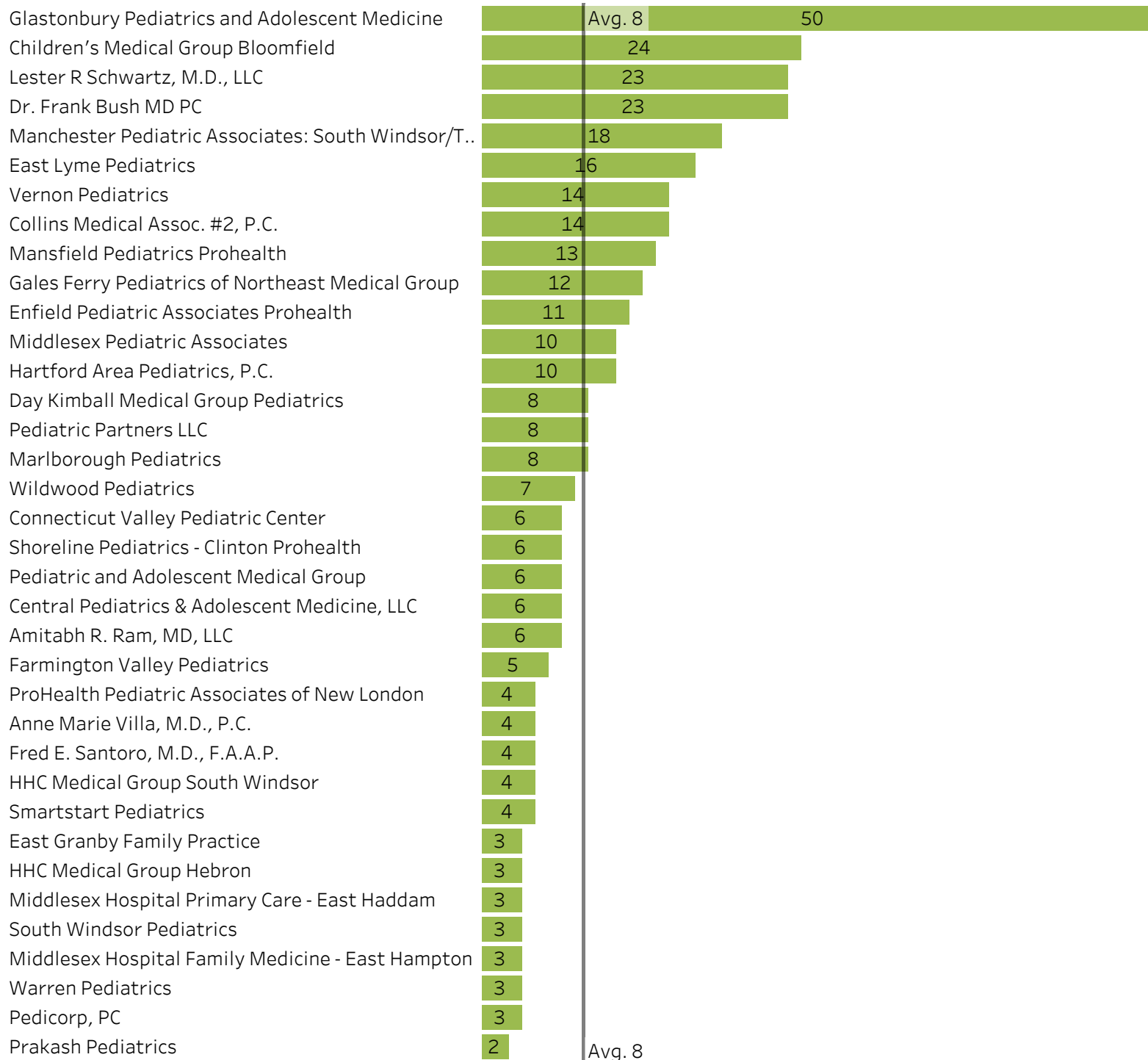
Hub Name	Practice Type	New User in Current SFY	Practice Name
Hartford Hospital	All	All	All

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

Total Practices Used in Q1&Q2	47	Total Youth Served by all practices in Q1&Q2	359
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Number of Youth Served by Practice - Q1&Q2 SFY 2022

- New User of Program



Youth Served by Practice

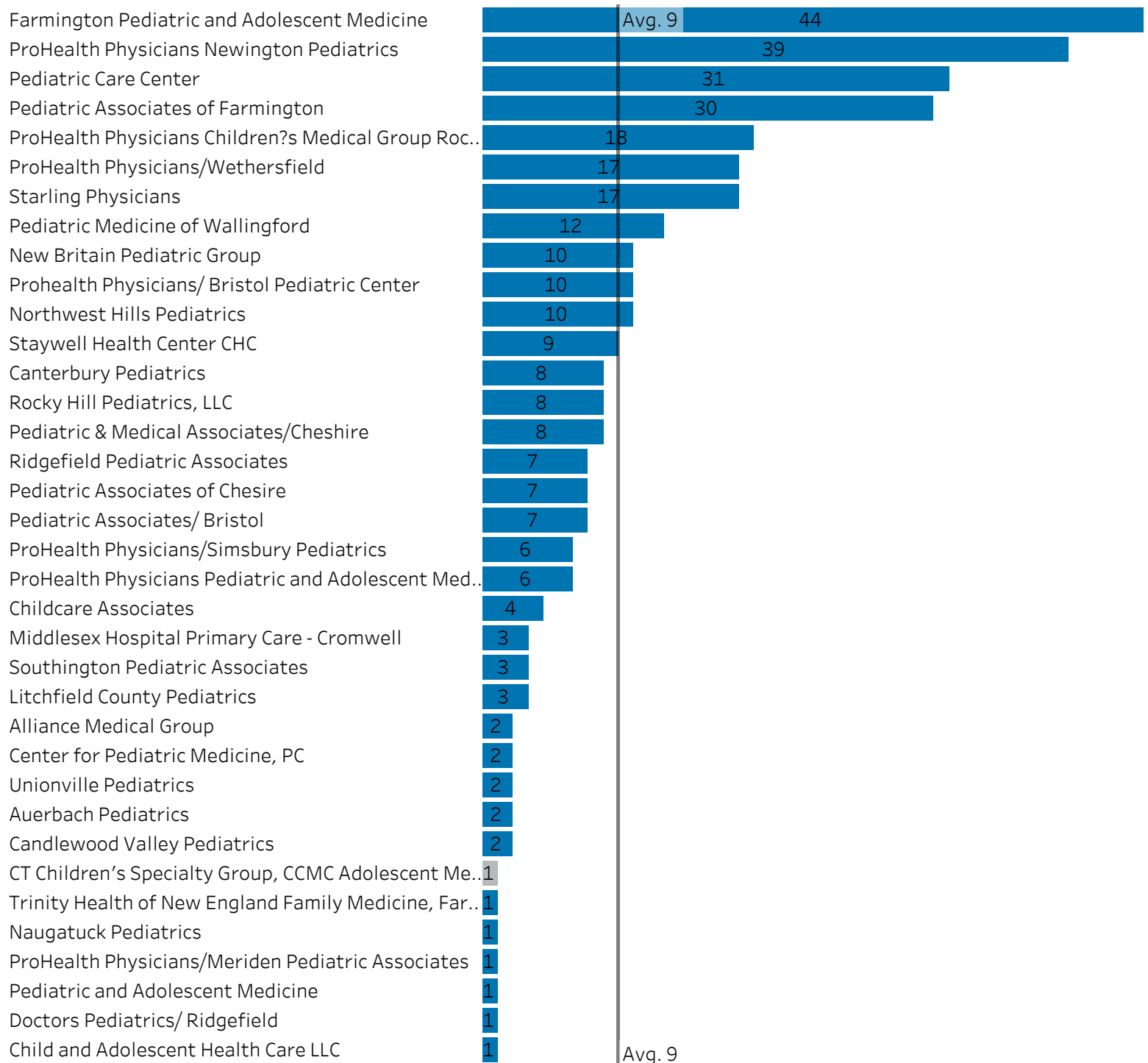
Hub Name	Practice Type	New User in Current SFY	Practice Name
Wheeler Clinic, Inc	All	All	All

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

Total Practices Used in Q1&Q2	37	Total Youth Served by all practices in Q1&Q2	335
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Number of Youth Served by Practice - Q1&Q2 SFY 2022

- New User of Program



Avg. 9

Youth Served by Practice

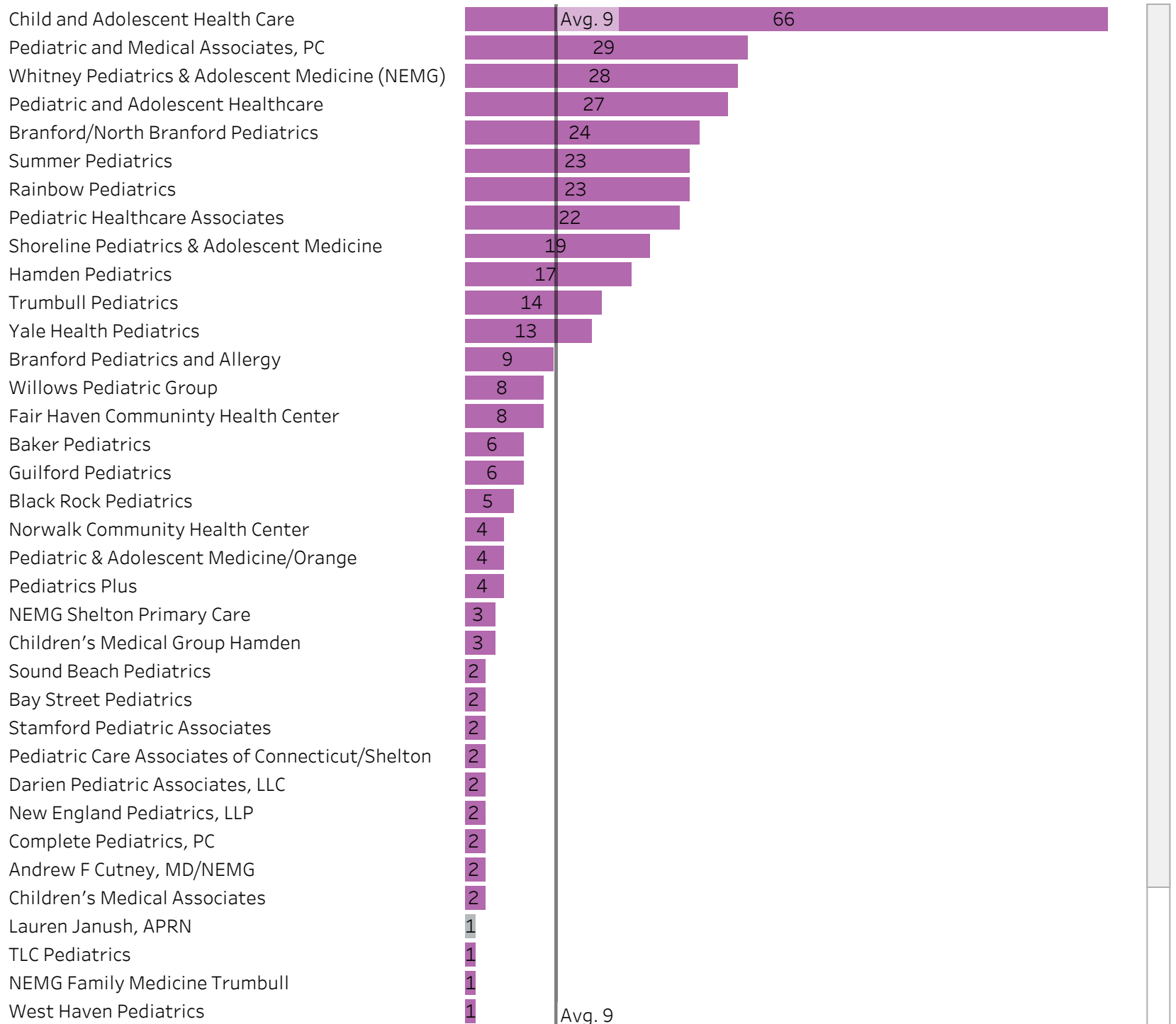
Hub Name	Practice Type	New User in Current SFY	Practice Name
Yale Child Study Center	All	All	All

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

Total Practices Used in Q1&Q2	42	Total Youth Served by all practices in Q1&Q2	392
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Number of Youth Served by Practice - Q1&Q2 SFY 2022

• New User of Program



Program Satisfaction

Click to view Hub details



PCP Satisfaction Scores

	Q1 SFY 21	Q2 SFY 21	Q3 SFY 21	Q4 SFY 21	Q1 SFY 22	Q2 SFY 22
Hartford Hospital	4.98	4.99	4.98	4.98	4.98	4.98
Wheeler Clinic, Inc	5.00	4.99	5.00	5.00	4.99	5.00
Yale Child Study Center	5.00	4.99	5.00	5.00	5.00	5.00
Grand Total	4.99	4.99	4.99	4.99	4.99	4.99

Count per PCP Score for All

● 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 21	Q2 SFY 21	Q3 SFY 21	Q4 SFY 21	Q1 SFY 22	Q2 SFY 22
3			2	2		2
4	20	21	17	18	26	26
5	1,960	2,399	2,932	2,533	2,246	2,677
Grand Total	1,980	2,420	2,951	2,553	2,272	2,705

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