



# ACCESS Mental Health for Youth

## SEMI-ANNUAL PROGRESS REPORT

Quarters 1&2 of SFY 2023: July 1, 2022 - December 31, 2022



Report prepared by Beacon Health Options for the Department of Children and Families  
Submitted February 28, 2023



# Acknowledgements

Quarters 1&2 SFY 2023: July 1, 2022 - December 31, 2022

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## Introduction

ACCESS Mental Health for Youth is a statewide program funded by the Department of Children and Families (DCF) created to ensure that all youth and young adults under 22 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 mental health and substance use 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 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 for Youth 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 and young adults under the age of 22 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 are asked to identify if they are a stand-alone practice or a practice with a primary site and additional satellite sites that share 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 for Youth program. The primary reporting period for this report is July 1, 2022 through December 31, 2022 (Quarters 1 & 2 of SFY 2023); in some metrics, totals covering the entire length of the program or "since inception" (June 16, 2014 through December 31, 2022) 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.

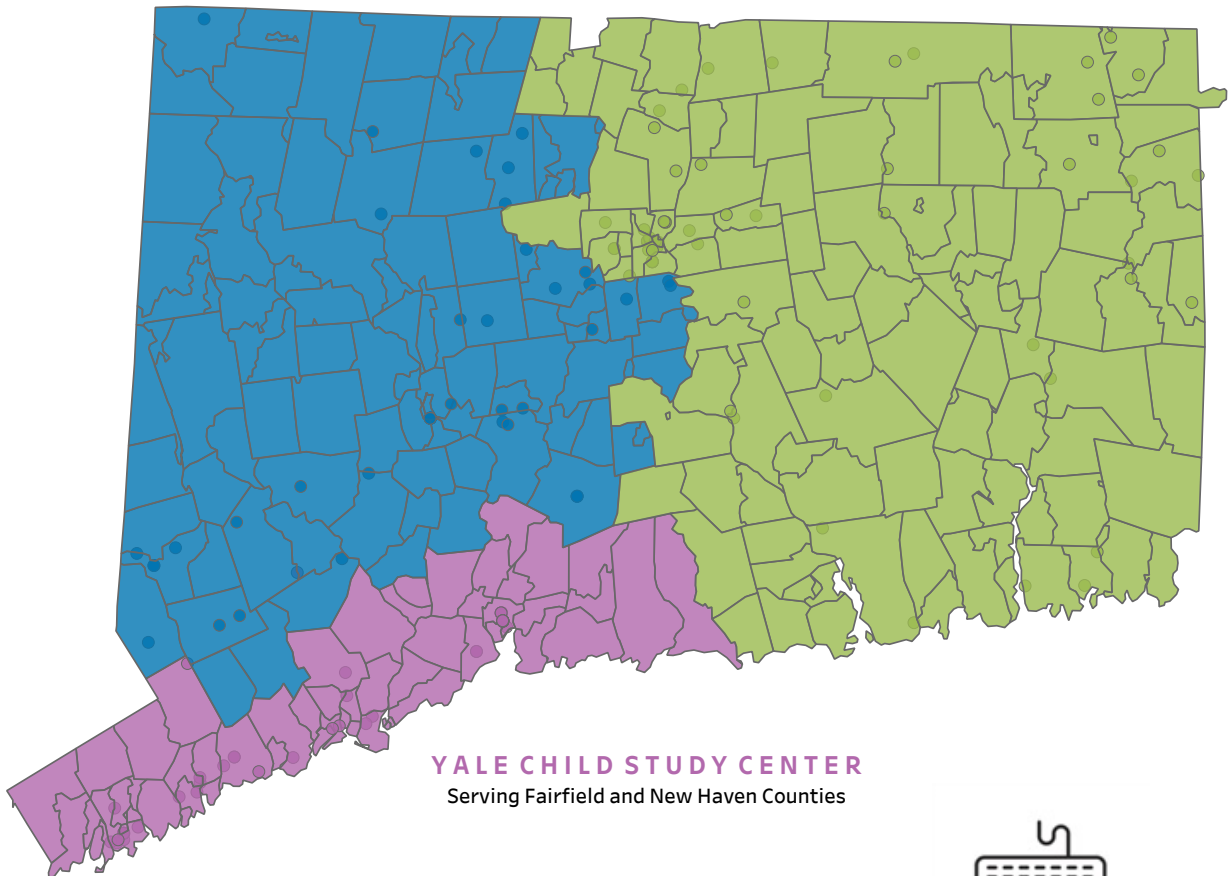
# Hub Catchment Areas

## 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 and young adults under the age of 22 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](http://www.accessmhct.com)

## Executive Summary

As the ACCESS Mental Health for Youth program wraps up the first half of its ninth 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 semiannual progress 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. An in-depth review of the data for this semiannual reporting period (July 1, 2022 – December 31, 2022, Q1&Q2 SFY'23) can be found in the narrative sections of this report along with its corresponding dashboards.

Since program launch in June 2014, the ACCESS Mental Health for Youth Hub teams have provided approximately 62,000 consultations supporting over 11,300 youth and their families.

The program served a total of 1,139 youth during this semiannual reporting period. This is a 5% increase in volume of youth served as compared to the same time period in the previous state fiscal year. Approximately 11% of the total unique youth served during this reporting period were 19 years of age or older. 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), with the support of the Departments of Mental Health and Addiction Services (DMHAS) and Public Health (DPH) and Beacon, submitted a federal grant application for the "American Rescue Plan Act – Pediatric Mental Health Care Access- New Area Expansion", an opportunity offered by Health Resources and Services Administration (HRSA) to allow the program to expand services to PCPs treating young adults 19 to 21 years of age. HRSA awarded this 5-year grant to Connecticut in September 2021 and the program expanded to support primary care providers treating young adults effective January 2022.

In Q1&Q2 SFY'23, the program provided a total of 4,265 consultations with an average of 711 consultations per month and 2,133 consultations per quarter. While this is a 14% decrease in volume of consultations as compared to the same time period in the previous state fiscal year, it is still a 34% increase in consultation volume when compared to the six-month period immediately preceding the COVID-19 pandemic.

The statewide volume of youth served by the program during this six-month reporting period increased while the statewide volume of consultations decreased as compared to the same six-month period last state fiscal year. Typically, when the volume of youth served increases, volume of consultations also increases. When asked about the decrease in consultation volume, the Hub teams hypothesized that the waitlists for routine outpatient services is improving, therefore reducing the number of consultations provided by the care coordination teams. However, when comparing the consultation frequency graphs for each Hub team individually, there appears to be a shift in the median number of consultations provided for the youth served in Q1&Q2 SFY'23. It will be important for Beacon's central administration team to work with the Hub teams in Q3 SFY'23 to better understand this change. Further review and analysis will be reported in the program's SFY2023 year-end report.

# Enrollment

A total of 362 practice sites are currently enrolled in the ACCESS MH program.

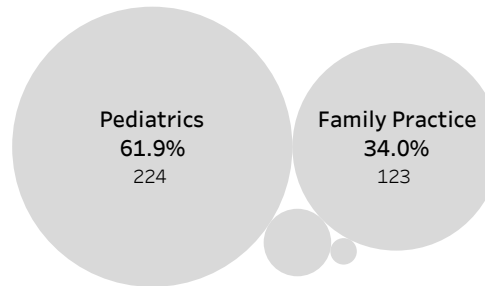
All pediatric and family care practice sites providing primary care services to youth and young adults under the age of 22 years are eligible for enrollment in the program. The program uses a supplemental report provided by the Department of Public Health generated directly from the CT WiZ System. The 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. The Hub teams will complete a formal review of the eligible and enrolled primary care sites in Q3 SFY'23.

As of December 31, 2022, a total of 432 primary care practice sites were identified as eligible for enrollment and approximately 84% (362 out of 432) of the eligible sites enrolled statewide. While this is comparable to last progress report, six practice sites were added and one site was removed during this reporting period. By selecting a town in the Map of Enrolled Practices dashboard, the location and contact information for each enrolled practice site can be found.

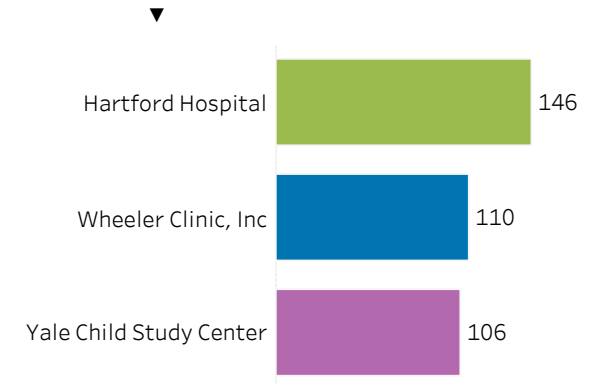
Approximately 62% of the enrolled practice sites statewide identified as pediatric practice sites, approximately 34% identified as family medicine practice sites, 4% of the enrolled sites formed practice groups that included a combination of pediatric and family medicine sites, and less than 1% of the practice sites were entered into the system without a specific provider type identified.

Hartford Hospital enrolled approximately 72% (146 out of 203) of the eligible practice sites within their designated service area. Wheeler Clinic enrolled 96% (110 out of 115) of their eligible practice sites and Yale Child Study Center enrolled approximately 93% (106 out of 114) of the eligible practice sites within their designated service area. By selecting a specific Hub team in the Enrollment bar chart above, a breakout of their respective sites will be showcased.

Percent of Total Enrolled Practice Sites by Provider Type



Total Enrolled Practice Sites  
Select Hub name for specific details

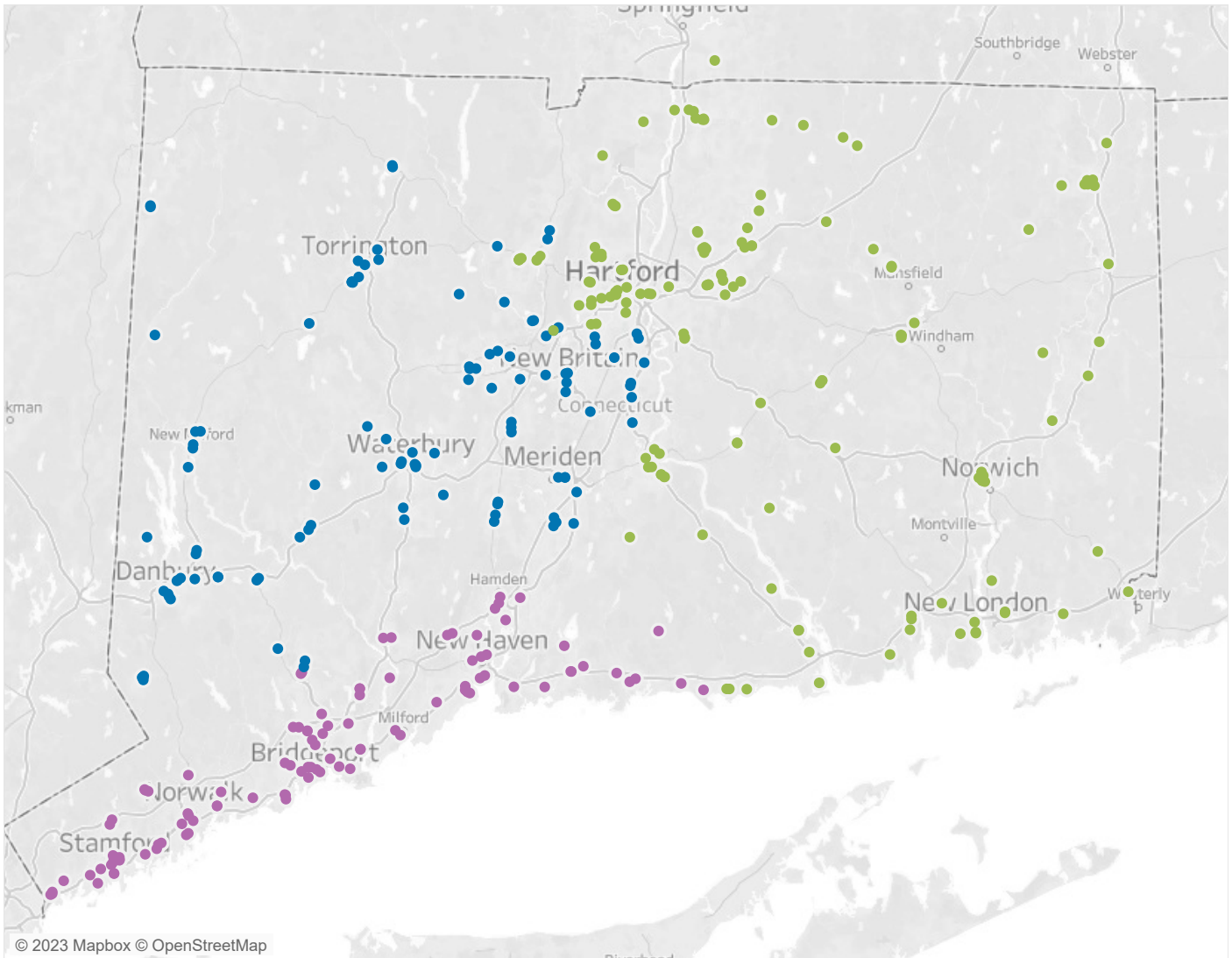


Total Enrolled Practice Sites by Provider Type

	Hartford Hospital	Wheeler Clinic, Inc	Yale Child Study Center	Statewide
<b>Pediatrics</b>	68	69	87	<b>224</b>
<b>Family Practice</b>	76	33	14	<b>123</b>
<b>Peds/Family</b>	1	7	5	<b>13</b>
<b>None Selected</b>	1	1		<b>2</b>
<b>Total Enrolled</b>	<b>146</b>	<b>110</b>	<b>106</b>	<b>362</b>
<b>Total Eligible Practice Sites</b>	203	115	114	<b>432</b>



# Enrolled Practice Locations



Search practice name by town:

All

## 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

Practice Name	Address	Phone
ABC Pediatrics	945 Main St. Suite 212,Manchester,06040	(860) 649-6166
ABC Pediatrics LLC	52 Peck Rd, STE G,Torrington,06790	(860) 582-1170
Abington Family Healthcare	5 Clinic Rd,Abington,06230	(860) 974-0529
Access Priority Family Hea..	353 Pomfret St,Pomfret,06260	(860) 928-1111
Alliance Medical Group	690 Main St,Southbury,06448	(203) 264-6503
Amitabh R. Ram, MD, LLC	1625 Straits Turnpike #302,Middlebury,0..	(203) 759-0666
	21 B Liberty Dive,Hebron,06248	(860) 228-9300
	21 Woodland St., #115,Hartford,06105	(860) 524-8747
Andrea Needleman, MD	4 South Pomeroug Avenue,Woodbury,067..	(203) 263-2020
Andrew Adade	18 Hillandale Ave,Stamford,06902	(203) 327-9333
Andrew F Cutney, MD/NE..	5520 Park Avenue,Trumbull,06611	(203) 371-0076
Anne Marie Villa, M.D., P.C.	150 Hazard Ave Unit B,Enfield,06082	(860) 749-3661
Appleseed Pediatric and A..	80 East Main Street,Middletown,06457	(860) 740-7331



# Youth Demographics

The program served a total of 1,139 unique youth in Q1&Q2 SFY 2023.



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, 2022, enrolled PCPs contacted their respective Hub teams requesting consultation for 11,375 unique youth presenting with mental health concerns. The program served a total of 1,139 youth in Q1&Q2 SFY'23. This is a 5% increase in volume of youth served as compared to the same time period in the previous state fiscal year (1,089; Q1&Q2 SFY'22).

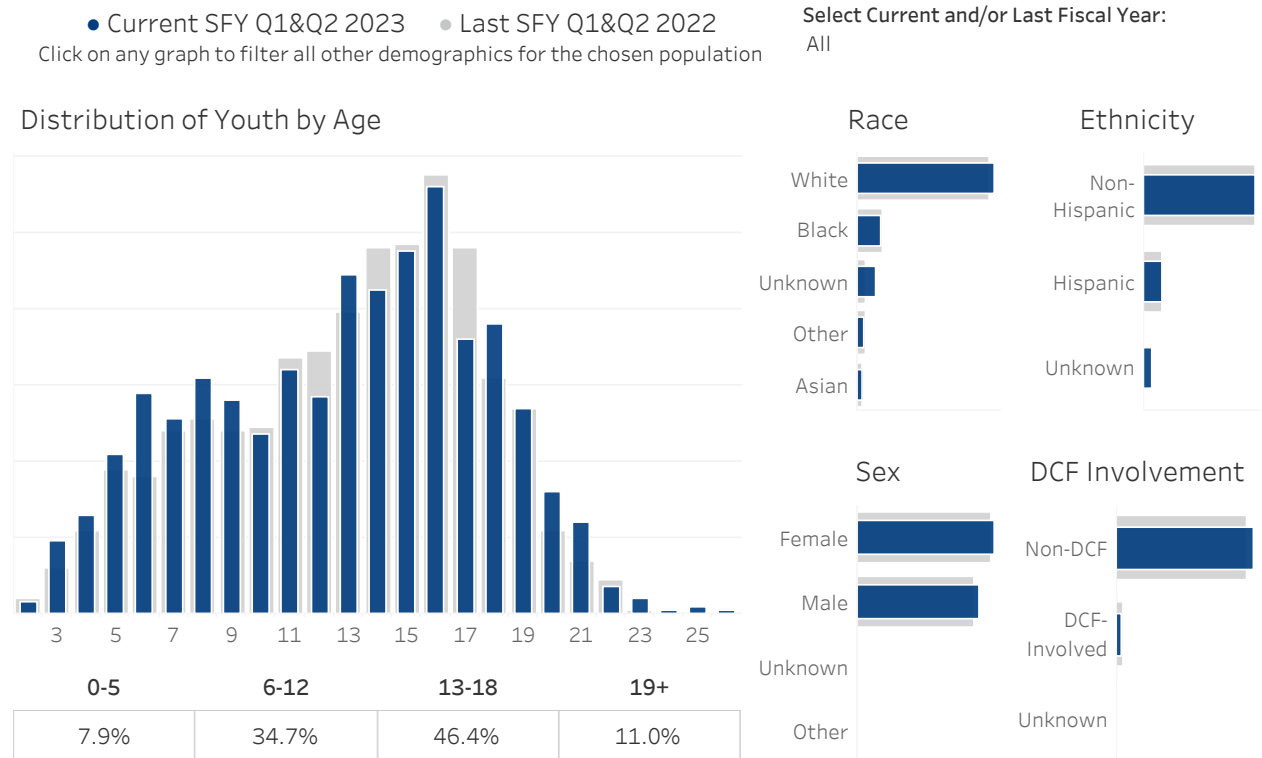
Adolescents 13 to 18-years old continue to represent the majority with approximately 46% (529 youth) of the total volume of youth served in Q1&Q2 SFY'23. Youth ages 6 to 12-years old represent the second largest age group with approximately 35% (395 youth). Approximately 8% (90 youth) of the total volume of youth served were under the age of six and approximately 11% (125) were young adults between the ages of 19 and 29 years.

Approximately 4% (46) of the youth served by the program in Q1&Q2 SFY'23 were noted by the PCP to have DCF involvement. This is a decrease of one percentage point when compared to the youth noted to have DCF involvement in the same six-month period in the previous state fiscal year (5% or 52 youth).

Of the 1,139 unique youth served in Q1&Q2 SFY'23, the majority of youth served across all age groups were White (72% or 818 youth), with approximately 12% (141) Black youth, 3% (35) Asian youth, and "other race" was selected for approximately 3% (37) of youth served. Approximately 10% (108) of youth served by the program were entered into the system without an identified race. Given that this is a notable increase as compared to previous reports, Beacon's central administration team will work with the Hub teams in Q3 SFY'23 to better understand this change.

Approximately 13% (147) 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.

Of the total unique youth served during this time period, approximately 52% (595) of youth identified as female and 46% (527) identified as male. In July 2022, "other" was added to the encounter system in an effort to be more inclusive of transgender and nonbinary youth and young adults served by the program.



# Youth Demographics

Hartford Hospital Hub served a total of 362 unique youth in Q1&Q2 SFY 2023

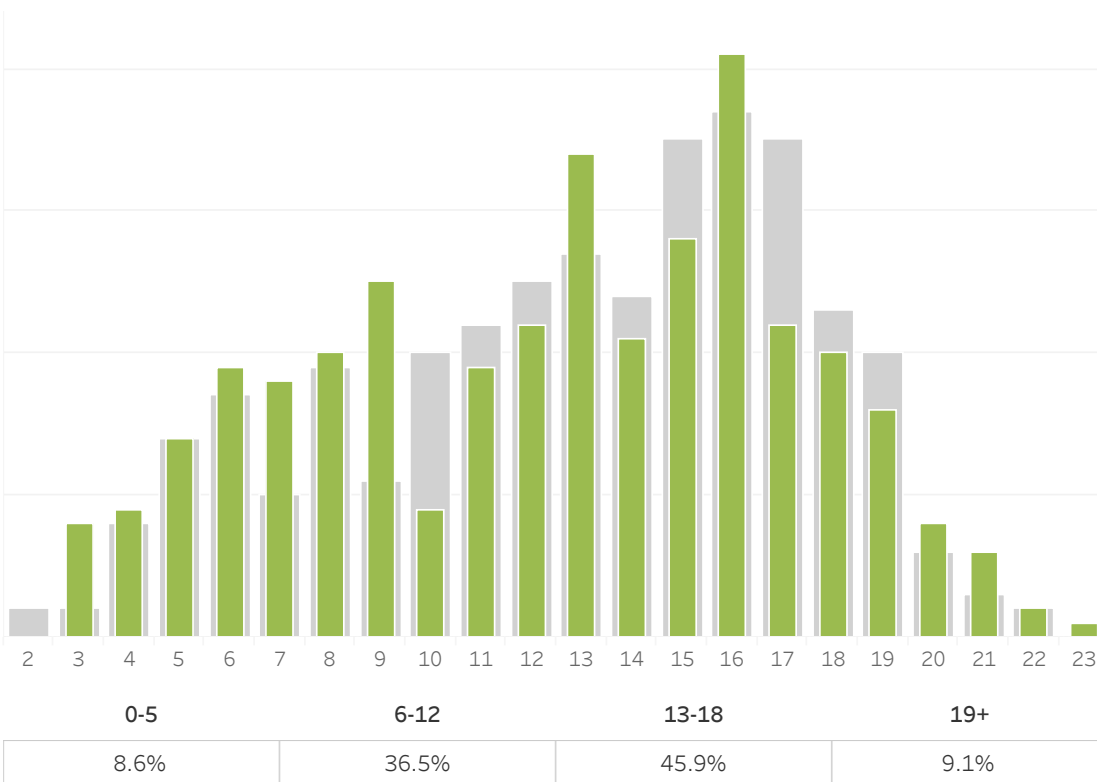


While the program supported 5% more youth this period compared to the same six-month period last state fiscal year (1,139 in Q1&Q2SFY'23 compared to 1,089 in Q1&Q2 SFY'22) the volume is fairly shared across the three Hub teams with little variation in demographic patterns.

Hartford Hospital supported 362 unique youth in Q1&Q2 SFY'23. This is comparable to the volume of youth served by Hartford Hospital during the same six-month period in the previous state fiscal year (362 youth in Q1&Q2 SFY'22) and is approximately 32% of the total volume of unique youth served in this reporting period (362 out of 1,139).

As noted previously, approximately 11% (125 out of 1,139) of the total unique youth served during this reporting period were 19 years of age or older. Yale Child Study Center supported 50% (63 out of 125) of the total unique young adults in Q1&Q2 of SFY'23; Wheeler Clinic supported the oldest by providing psychiatric consultation to a family physician treating a 29-year-old patient.

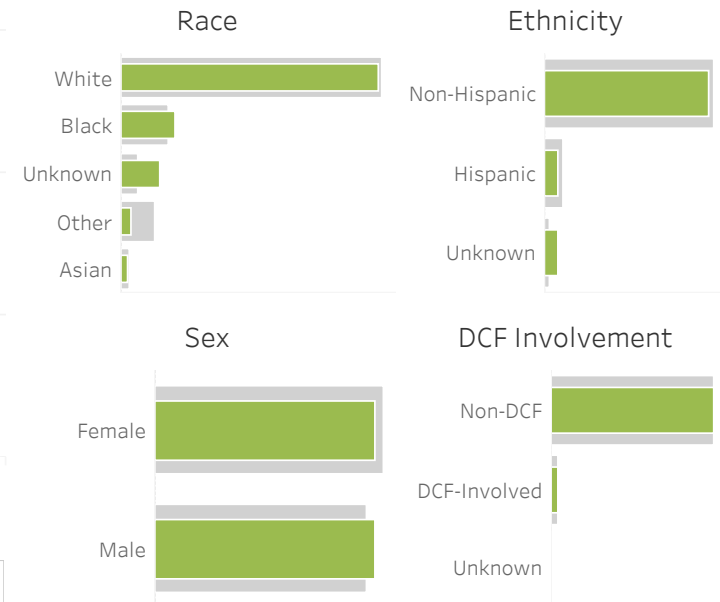
Distribution of Youth by Age



Hub Name  
Hartford Hospital

Select Current and/or Last Fiscal Year:  
All

● Current SFY Q1&Q2 2023    ● Last SFY Q1&Q2 2022  
Click on any graph to filter all other demographics for the chosen population



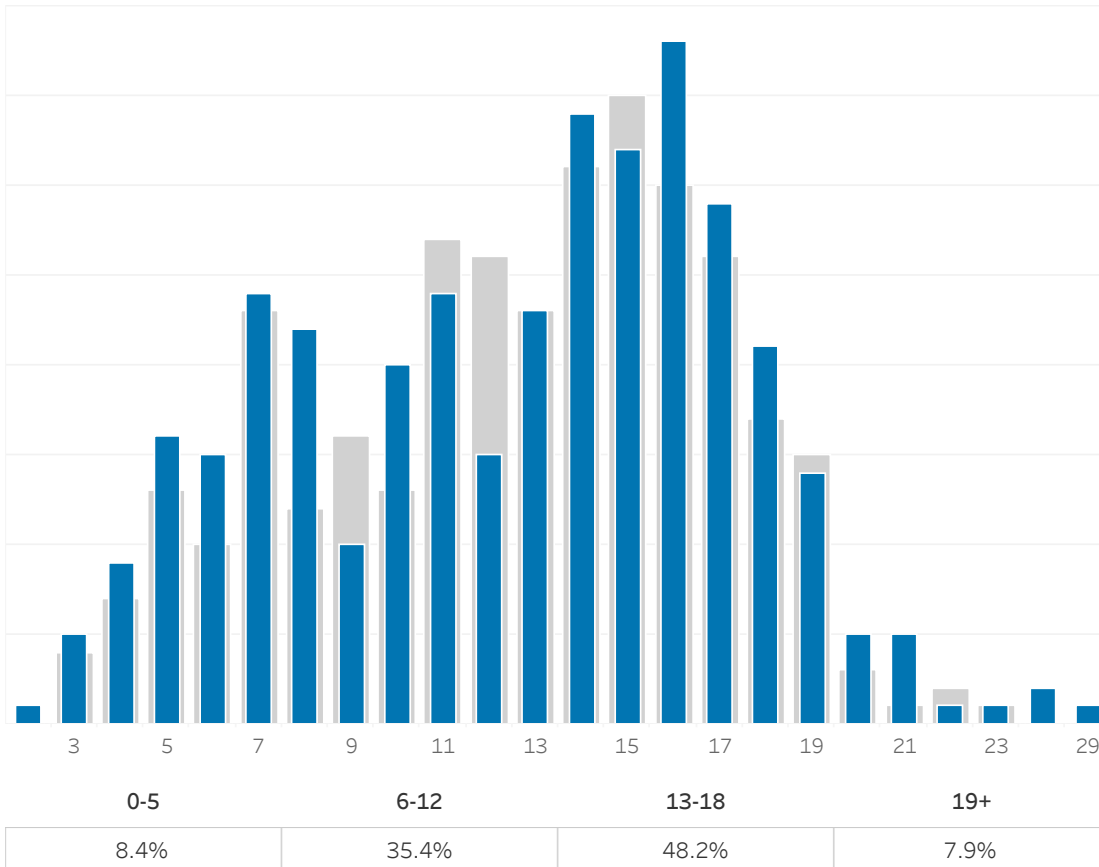
# Youth Demographics

Wheeler Clinic, Inc Hub served a total of 367 unique youth in Q1&Q2 SFY 2023

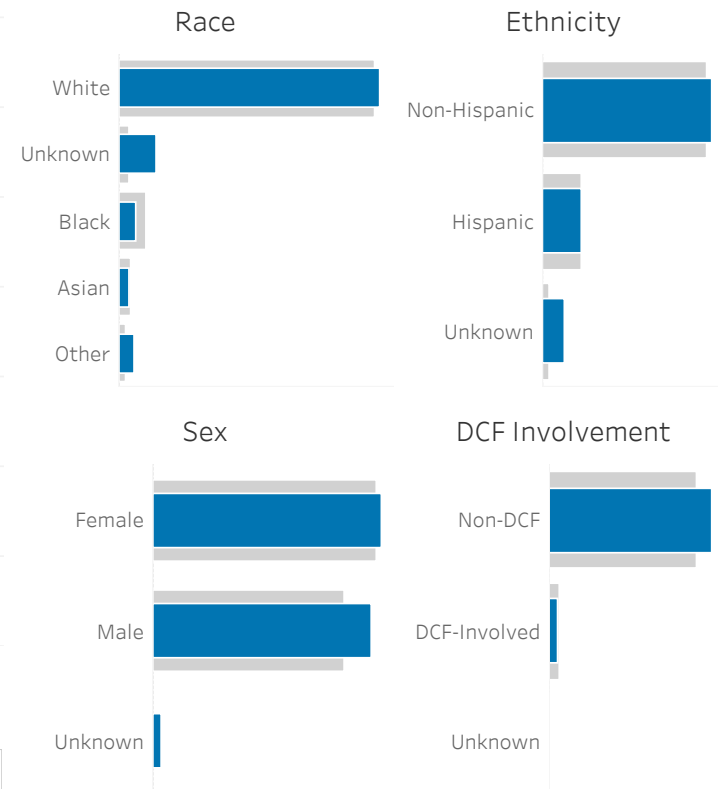


Wheeler Clinic supported 367 unique youth in Q1&Q2 SFY'23. This is a 10% increase in volume of youth served when compared to the volume of youth served by Wheeler Clinic during the same six-month period in the previous state fiscal year (335 youth in Q1&Q2 SFY'22) and is approximately 32% of the total volume of unique youth served in this reporting period (367 out of 1,139).

Distribution of Youth by Age



● Current SFY Q1&Q2 2023 ● Last SFY Q1&Q2 2022  
Click on any graph to filter all other demographics for the chosen population



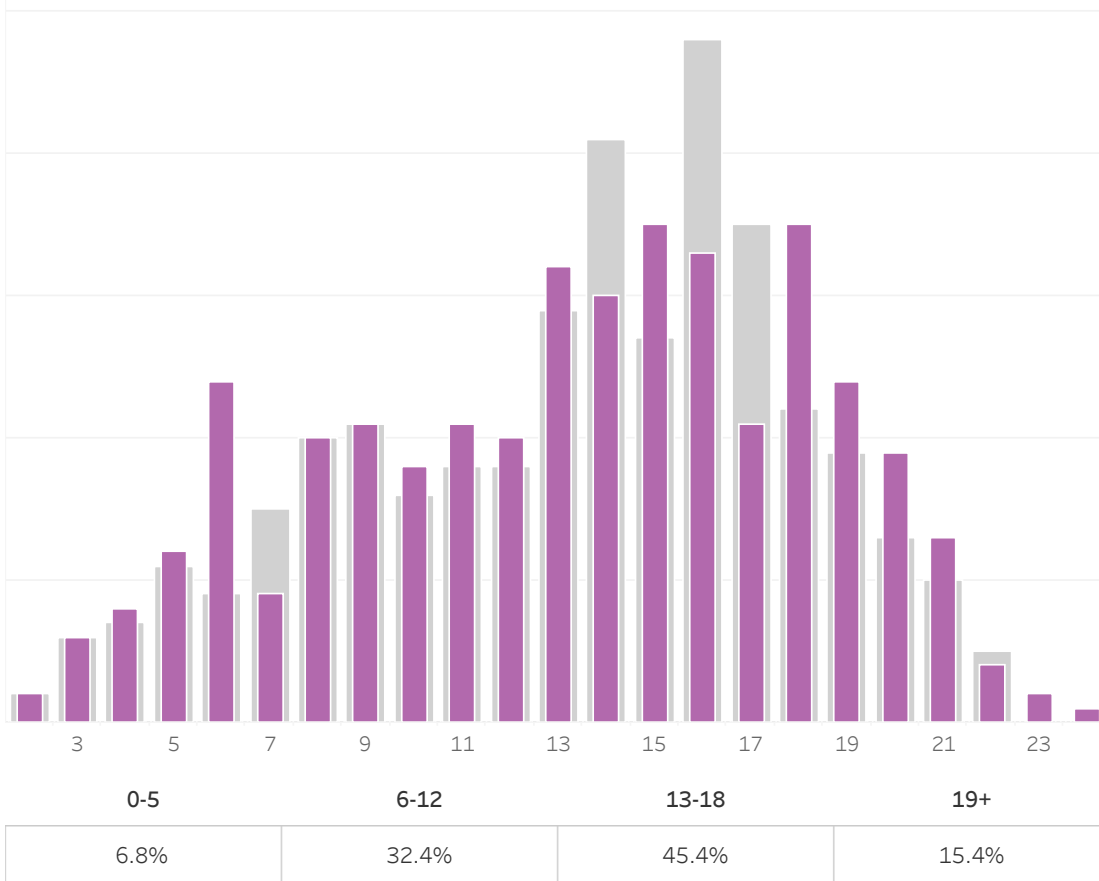
# Youth Demographics

Yale Child Study Center Hub served a total of 410 unique youth in Q1&Q2 SFY 2023

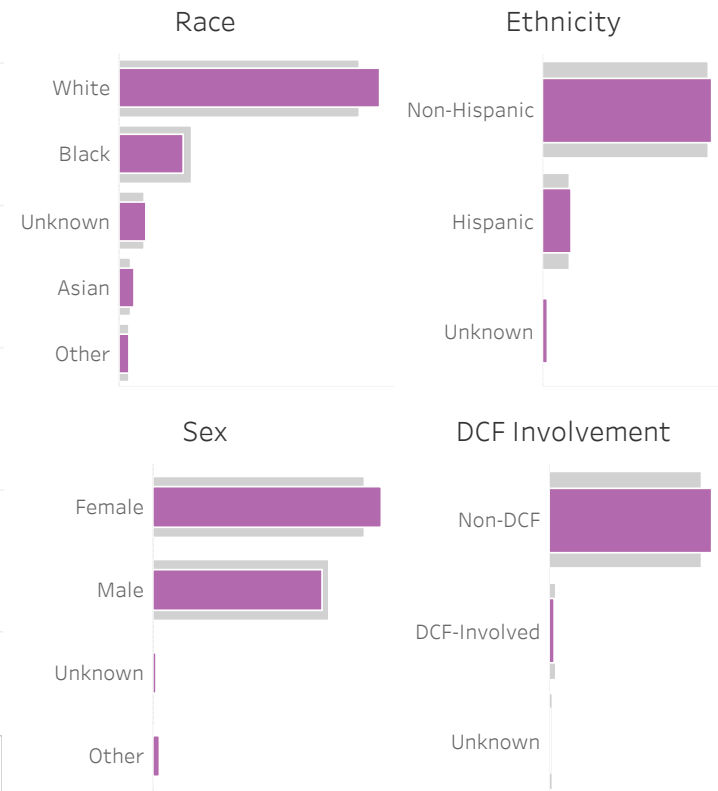


With approximately 36% of the total volume of unique youth served statewide during this six-month time period, Yale Child Study Center supported 410 youth. This is the highest volume of the three Hub teams and is a 5% increase in volume of youth served when compared to the volume of youth served by Yale Child Study Center during the same six-month period in the previous state fiscal year (392 youth in Q1&Q2 SFY'22).

Distribution of Youth by Age



● Current SFY Q1&Q2 2023 ● Last SFY Q1&Q2 2022  
Click on any graph to filter all other demographics for the chosen population



# Consultative Activities

The program provided a total of 4,265 consultations in Q1&Q2 SFY 2023.



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.

Summary for Current SFY → Average of 711 consultations per month. → Average of 2,133 consultations per quarter.

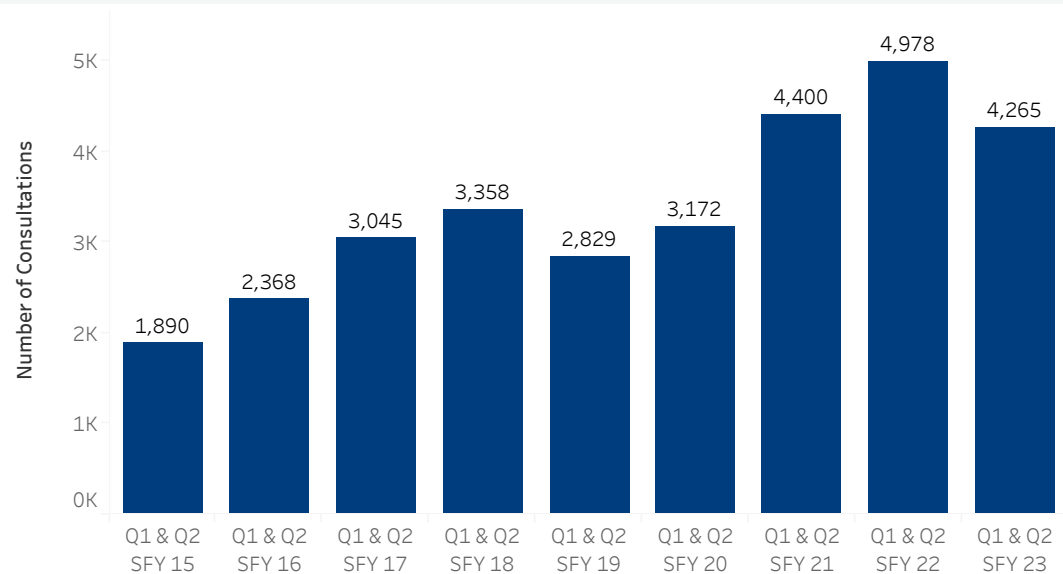
Since inception of the program, the Hub teams have provided approximately 62,000 consultative activities supporting PCPs treating youth within their primary care practice (June 16, 2014 – December 31, 2022).

In Q1&Q2 SFY'23, the program provided a total of 4,265 consultations with an average of 711 consultations per month and 2,133 consultations per quarter. While this is a 14% decrease in volume of consultations as compared to the same time-period in the previous state fiscal year (4,978 in Q1&Q2 SFY'22), it is still a 34% increase in consultation volume when compared to the six-month period immediately preceding the COVID-19 pandemic (Q1&Q2 SFY'20; 3,172).

As noted previously, the volume of unique youth served during this six-month period is approximately 5% higher when compared to the same period last state fiscal year. Typically, when the volume of youth served increases, volume of consultations also increases. When asked about the decrease in consultation volume, the Hub teams hypothesized that the waitlists for routine outpatient services is improving, therefore reducing the number of consultations provided by the care coordination teams. Further review and analysis will be reported in the program's SFY2023 year-end report.

Consultation Volume | SFY Encounters

Select View ▶ Encounters by SFY



Consultation Volume | Quarterly Over Time

Select SFY ▶ Multiple values

Select View ▶ Quarterly Over Time



# Consultative Activities

The program provided a total of 4,265 consultations in Q1&Q2 SFY 2023.



**Direct PCP Consultations:** Of the 4,265 consultations provided throughout the state in Q1&Q2 SFY'23, approximately 41% (1,757 out of 4,265) were reported as direct contact with PCPs. This is an increase of three percentage points when compared to the volume of direct PCP consultations provided in Q1&Q2 SFY'22 (38% or 1,898 consults).

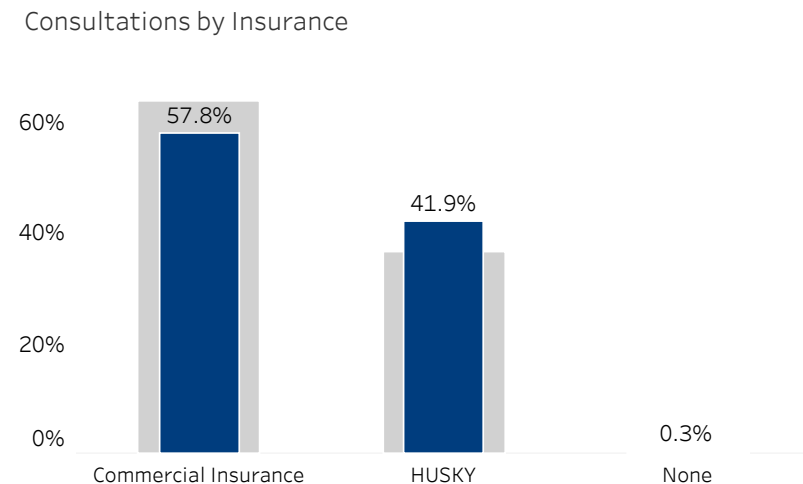
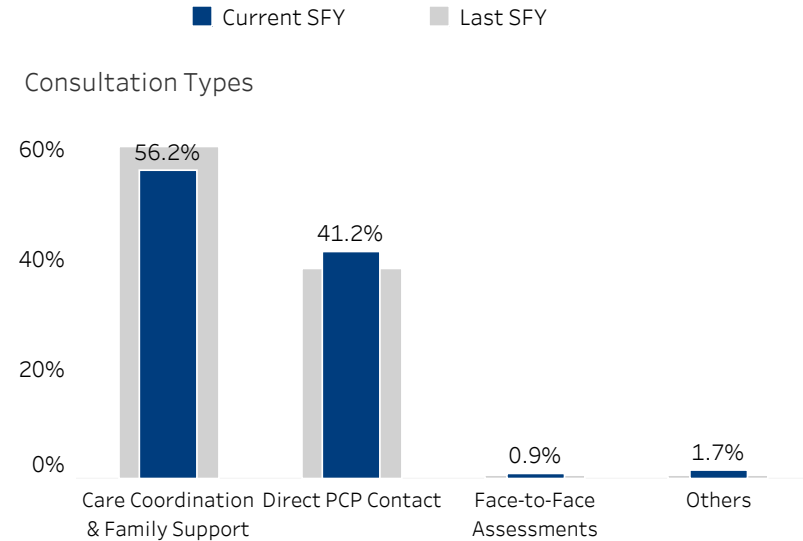
In Q1&Q2 SFY'23, per Hub team report, approximately 99.8% (1,110 out of 1,112) of initial PCP calls were answered by the Hub team's consulting psychiatrist within 30-minutes of the PCP's initial inquiry; 89% (991 out of 1,112) of which were connected directly at the time of the call. The program benchmark for year nine 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.

**Care Coordination and Family Support:** Approximately 56% (2,398 out of 4,265) of the total consultative activities for Q1&Q2 SFY'23 were activities related to care coordination and direct family support. This is a decrease of five percentage points as compared to the volume of care coordination consultations provided in Q1&Q2 SFY'22 (61% or 3,011 consults). As noted previously, the decrease in care coordination support could be correlated to the improvement in availability of routine outpatient services.

**Face to Face Assessments:** Approximately 1% (38 out of 4,265) of the total consultative activities in Q1&Q2 SFY'23 were one-time diagnostic and psychopharmacological assessments. Hartford Hospital provided 16, Wheeler Clinic provided 14 and Yale Child Study Center provided five face-to-face assessments during the first six months of this state fiscal year. This is an increase from Q1&Q2 SFY'22 when the Hub teams provided 30 face-to-face assessments across the state.

Of the 4,265 total consultations provided in Q1&Q2 SFY'23, approximately 58% (2,465) were for youth with an identified commercial insurance plan such as Aetna or Anthem BCBS of CT; 42% (1,786) were for youth with HUSKY Health coverage and less than 1% (14) were identified as having no coverage at all. While there is some variation from year to year, the majority of the consultations provided across eight-and-a-half years of programming were for youth with an identified commercial insurance plan.

As indicated earlier, modifications to the program's Encounter System were made in July 2022 including the ability to track whether a PCP used a behavioral health screening tool prior to seeking psychiatric consultation for their patient. In Q1&Q2 SFY'23, a total of 175 unique youth were noted to have received a behavioral health screening tool prior to the PCP contacting the program seeking psychiatric consultation and resource and referral support. This volume is expected to increase with time, given that this is a new measure. Further review and analysis will be reported in the program's SFY2023 year-end report.



# Consultative Activities

The program provided a total of 4,265 consultations in Q1&Q2 SFY 2023.

Of the 4,265 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. Wheeler Clinic provided a slightly higher percentage with 42% of the total volume (1,782 out of 4,265), followed by Yale Child Study Center with approximately 32% of the statewide volume (1,353 out of 4,265), and Hartford Hospital provided approximately 26% of the statewide consultation volume (1,130 out of 4,265).

In Q1&Q2 SFY'23, Hartford Hospital provided 1,130 consultations. This is a 40% decrease 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 (1,880 in Q1&Q2 SFY'22).

Wheeler Clinic provided 1,782 consultations in Q1&Q2 SFY'23. This is a 17% 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 (1,519 in Q1&Q2 SFY'22).

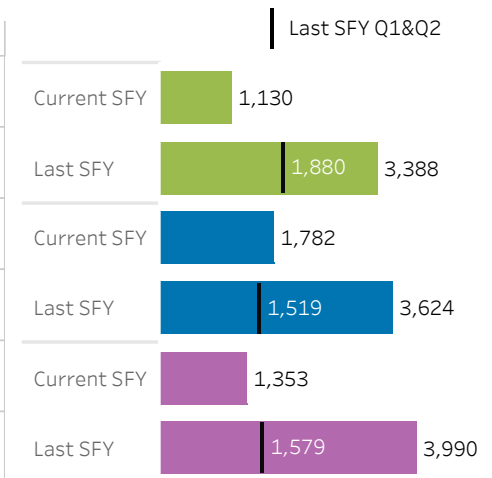
In Q1&Q2 SFY'23, Yale Child Study provided 1,353 consultations. This is a 14% decrease in consultation volume when compared to the volume of consultations provided by Yale Child Study Center during the same six-month period in the previous state fiscal year (1,579 in Q1&Q2 SFY'22).

## 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	166	184	211	208	227	134						
	Last SFY	236	239	304	373	443	285	267	292	264	183	251	251
● Wheeler Clinic, Inc	Current SFY	258	290	313	299	259	363						
	Last SFY	231	237	291	253	256	251	272	402	465	342	329	295
● Yale Child Study Center	Current SFY	254	243	206	224	222	204						
	Last SFY	255	216	263	242	269	334	361	377	492	404	452	325
● Current SFY Totals		678	717	730	731	708	701	900	1,071	1,221	929	1,032	871
○ Last SFY Totals		722	692	858	868	968	870						

## Total SFY Consultations by Hub Team





# Consultative Activities

Hartford Hospital Hub provided a total of 1,130 consultations in Q1&Q2 SFY 2023

As noted previously, the statewide volume of youth served by the program during this six-month period increased while the statewide volume of consultations decreased as compared to the same six-month period last state fiscal year. However, this variation is not true when viewing each Hub team individually.

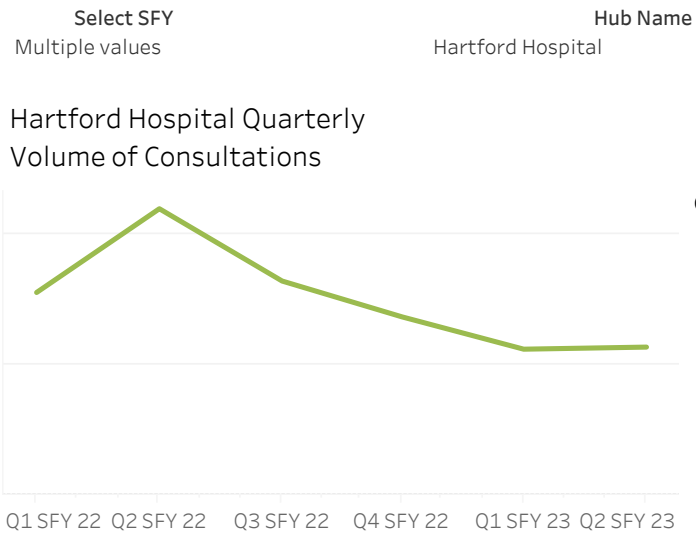
Hartford Hospital Hub team served the same volume of youth in the same six-month period year over year (362 youth in both Q1&Q2 SFY'23 and SFY'22) and yet their consultation volume decreased by 40% when compared to the same six-month period last state fiscal year (1,130 consultations in Q1&Q2 SFY'23 compared to 1,880 consultations in Q1&Q2 SFY'22).

Wheeler Clinic served more youth and provided more consultations during this reporting period when compared to the same six-month time period last state fiscal year (367 youth and 1,782 consultations in Q1&Q2 SFY'23 compared to 335 youth and 1,519 consultations in Q1&Q2 SFY'22).

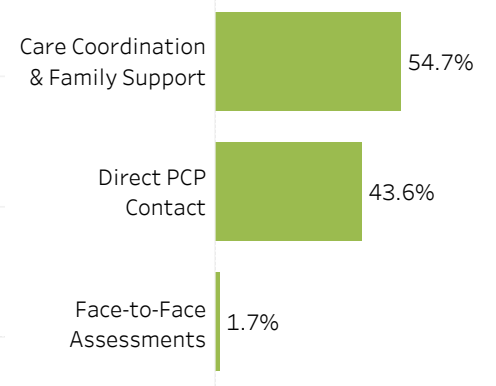
Yale Child Study also served more youth during this reporting period compared to last state fiscal year, however, the volume of consultations decreased by 14% (410 youth and 1,353 consultations in Q1&Q2 SFY'23 compared to 392 youth and 1,579 consultations in Q1&Q2 SFY'22).

As noted previously, the Hub teams hypothesized that the change could be correlated with the improvement of access to routine outpatient services, requiring fewer consultations for youth needing resource and referral support.

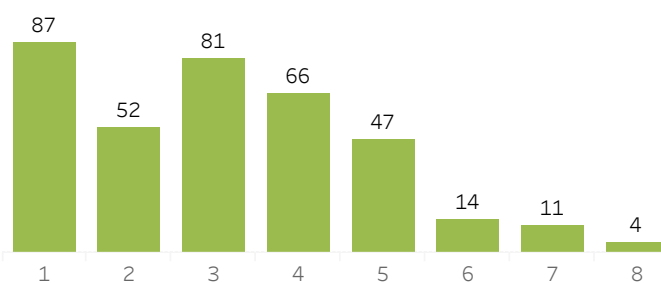
The consultation frequency graph above was created to demonstrate the number of consultations provided to youth for the respective reporting period. This allows the reader to view the volume of youth who were subject to only one consultation, for example. It is anticipated that there will always be individual youth who, due to complexity of needs, require several consultations either due to multiple consultations between psychiatrist and their treating PCP and/or due to several consultations supporting the youth and family in navigating the behavioral health system. For example, Wheeler Clinic provided 26 consultations to three youth during this reporting period. However, when comparing the consultation frequency graph for Hartford Hospital in six-month comparisons, there appears to be a dramatic shift in the median number of consultations provided for the youth served. It will be important for Beacon's central administration team to work with Hartford Hospital in Q3 SFY'23 to better understand this change. Further review and analysis will be reported in the program's SFY2023 year-end report.



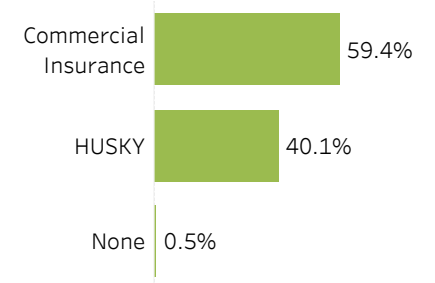
Consultation Types for Current SFY



Hartford Hospital Consultation Frequency for SFY 2023



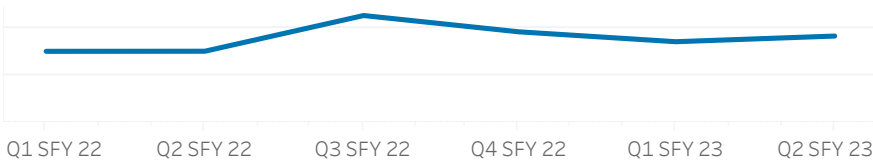
Consultations by Insurance for Current SFY



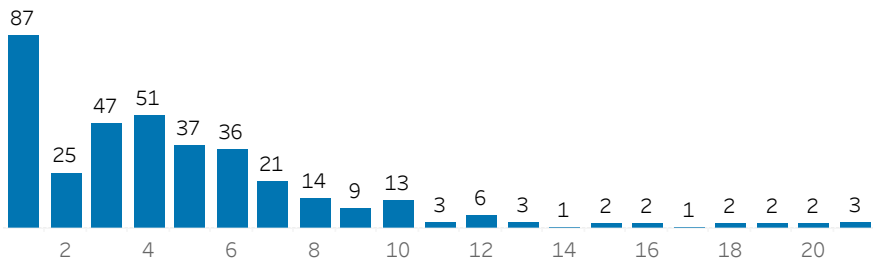
# Consultative Activities

Wheeler Clinic, Inc Hub provided a total of 1,782 consultations in Q1&Q2 SFY 2023

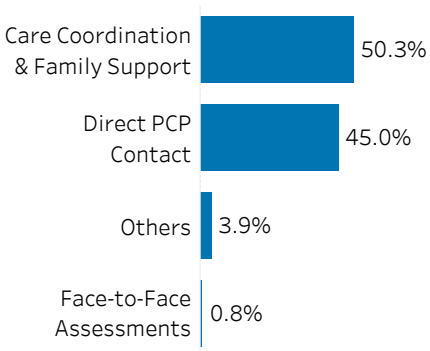
Wheeler Clinic, Inc Quarterly Volume of Consultations



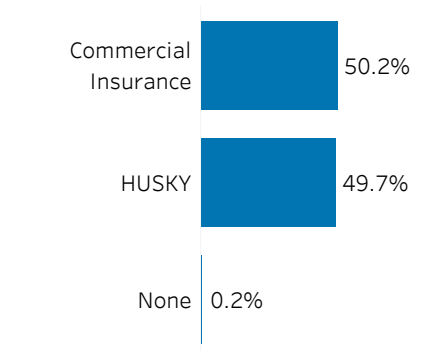
Wheeler Clinic, Inc Consultation Frequency for SFY 2023



Consultation Types for Current SFY

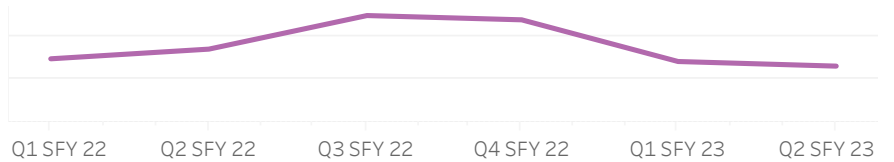


Consultations by Insurance for Current SFY

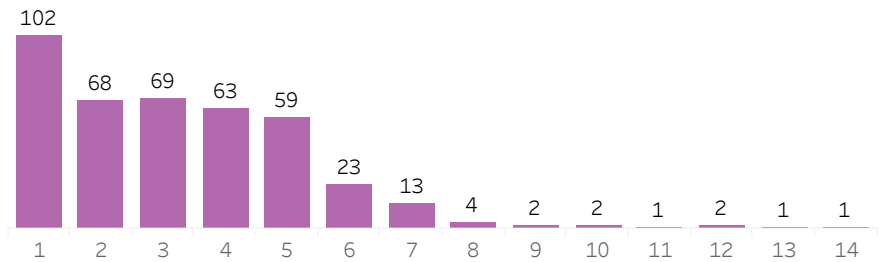


Yale Child Study Center Hub provided a total of 1,353 consultations in Q1&Q2 SFY 2023

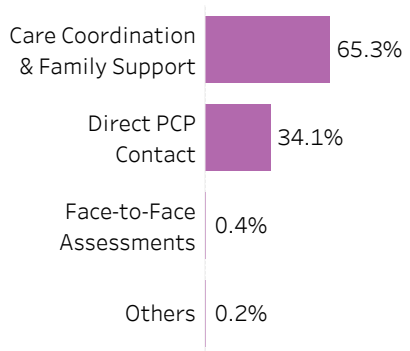
Yale Child Study Center Quarterly Volume of Consultations



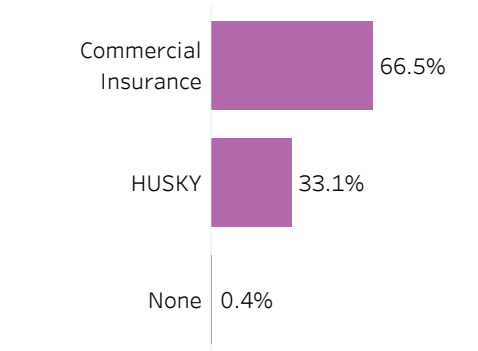
Yale Child Study Center Consultation Frequency for SFY 2023



Consultation Types for Current SFY



Consultations by Insurance for Current SFY



# Utilization Rate

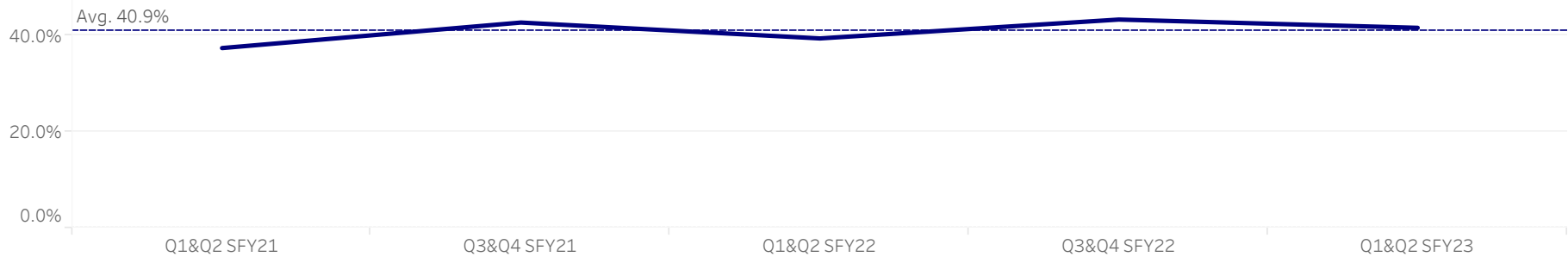
At enrollment, practice sites are asked to identify if they are a stand-alone practice or a practice with a primary site and additional satellite sites that share physicians, patients, and policies and procedures. To eliminate the possibility of inflation, practice utilization is measured by practice groups; a stand-alone practice is counted once and a practice with multiple sites is also counted once. As of December 31, 2022, approximately 315 practice groups with a total of 362 practice sites were enrolled.

The line graphs below 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. In Q1&Q2 SFY'23, the statewide utilization rate was approximately 42%, which is an increase of three percentage points when compared to the same six-month period in the previous state fiscal year (39% in Q1&Q2 SFY'22).

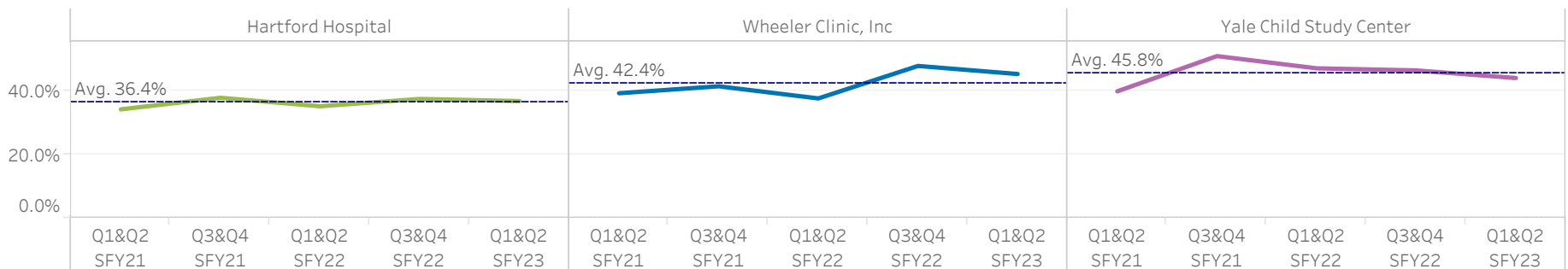
Hartford Hospital's six-month utilization rate increased two percentage points (37% in Q1&Q2 SFY'23 compared to 35% in Q1&Q2 SFY'22) and Wheeler Clinic's six-month utilization rate increased by eight percentage points (46% in Q1&Q2 SFY'23 compared to 38% in Q1&Q2 SFY'22). Yale Child Study Center's utilization rate decreased by three percentage points (44% in Q1&Q2 SFY'23 compared to 47% in Q1&Q2 SFY'22).

Select Date Format:  
Semiannual  
Select Semiannual/Quarter  
Multiple values

Statewide Practice Group Utilization Rate



Hub Specific Practice Group Utilization Rate



# 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 (35 quarters enrolled) and used every quarter since enrollment, their utilization rate equals 100% (35 quarters enrolled, 35 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.

## Hartford Hospital

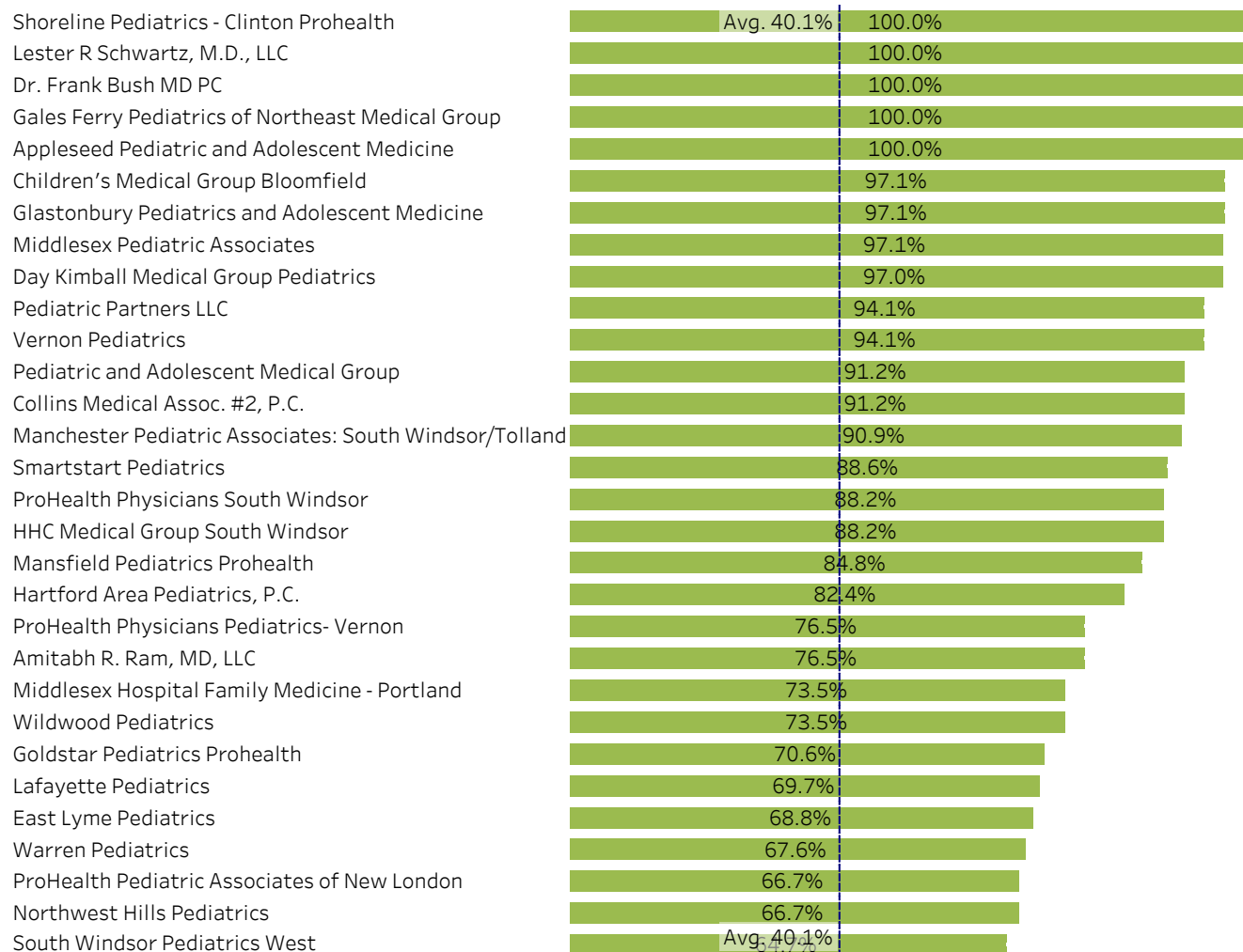
As of December 31, 2022, a total of 95 primary care practice groups were identified as actively enrolled and utilized Hartford Hospital's Hub team at least one quarter since enrollment of the program with an approximate average of 40% quarters utilized. A total of 19 practice groups fell in the high utilization group of 80% or greater, five of which have used 100% of the time since enrolled.

### Quarterly Utilization Rate:

All values

Average line is the average number of quarters used by the program to date (December 31, 2022)

- New User of Program



# Practice-Specific Utilization

## Wheeler Clinic

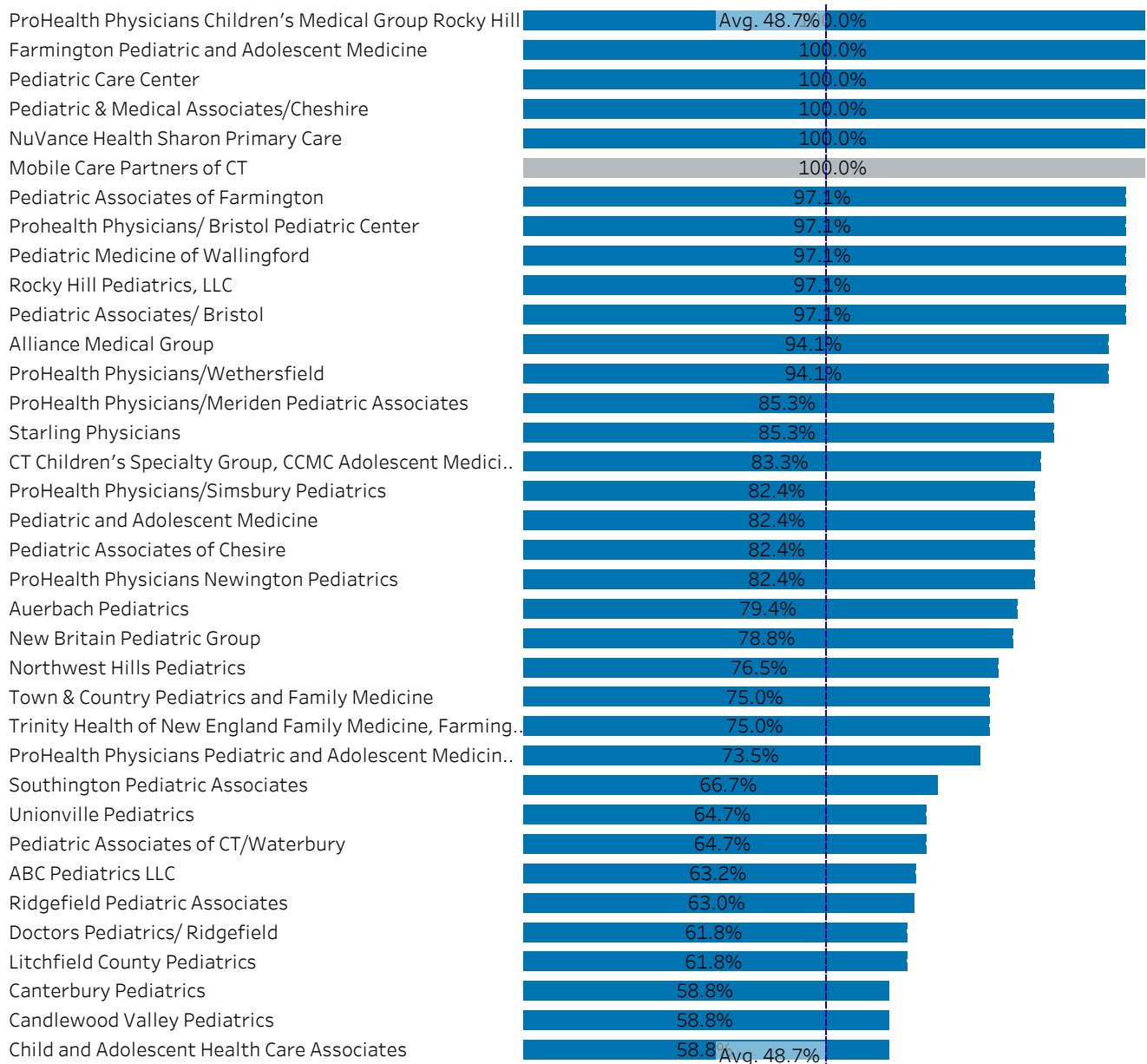
A total of 75 primary care practices were identified as actively enrolled and utilized Wheeler Clinic’s Hub team at least one quarter since enrollment of the program with an approximate average of 49% quarters utilized. A total of 20 practice groups fell in the high utilization group of 80% or greater, six of which have used 100% of the time since enrolled.

### Quarterly Utilization Rate:

All values

Average line is the average number of quarters used by the program to date (December 31, 2022)

- New User of Program



# Practice-Specific Utilization

## Yale Child Study Center

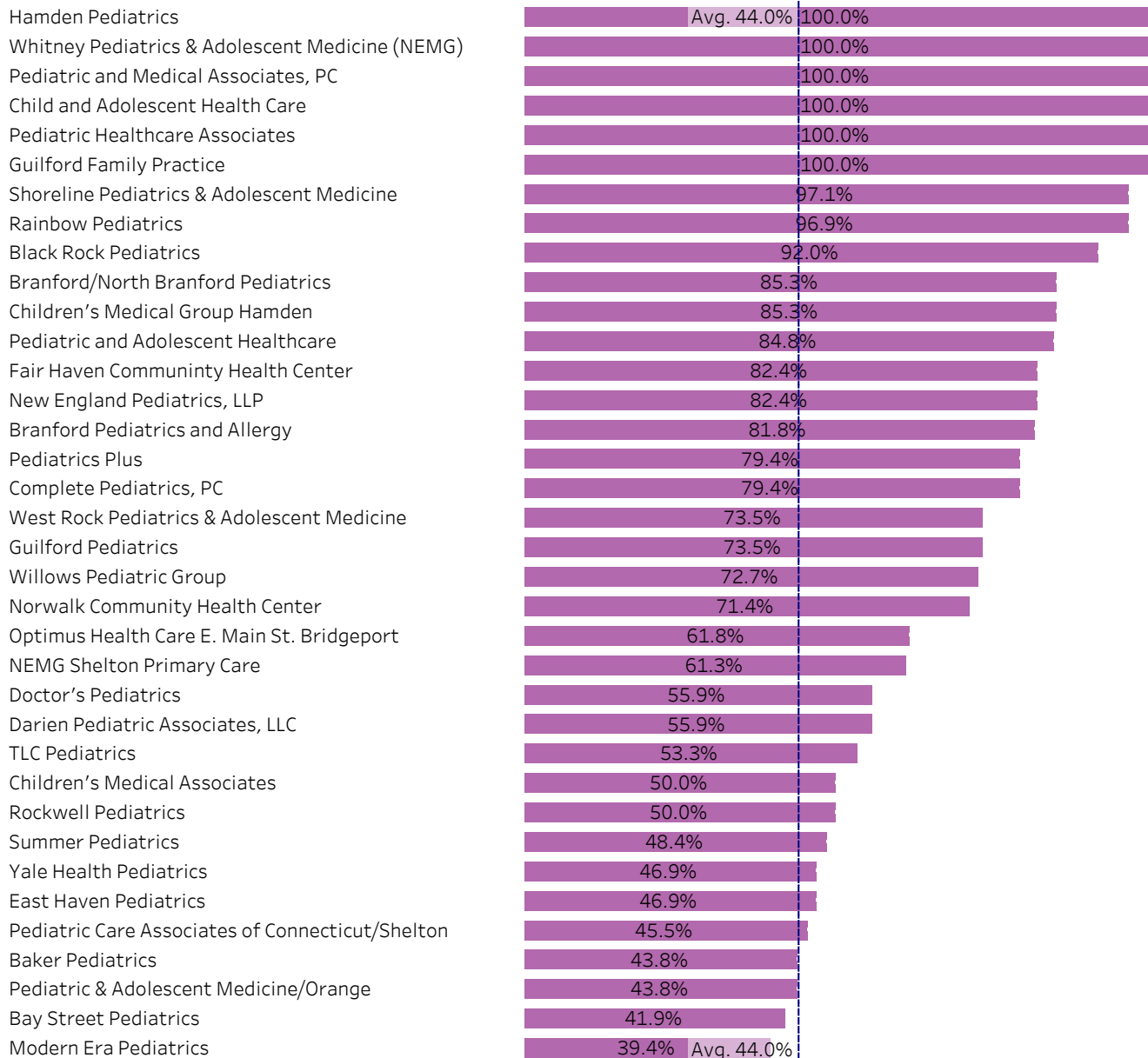
As of December 31, 2022, a total of 73 primary care practices were identified as actively enrolled and utilized Yale Child Study Center's Hub team at least one quarter since enrollment of the program with an approximate average of 44% quarters utilized. A total of 15 practice groups fell in the high utilization group of 80% or greater, six of which have used the program 100% of the time since enrollment.

### Quarterly Utilization Rate:

All values

Average line is the average number of quarters used by the program to date (December 31, 2022)

- New User of Program



# Youth Served by Practice

Another important way to measure utilization is to measure the volume of youth served by practice. While the Practice 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'23). The graphs are sorted by highest volume of youth per practice.

## Hartford Hospital

In Q1&Q2 SFY'23, a total of 48 practice groups utilized Hartford Hospital's Hub team. Two practice groups, David Schwindt MD, LLC, and Hemant K. Panchal, M.D., F.A.A.P, used the program for the first time in October 2022.

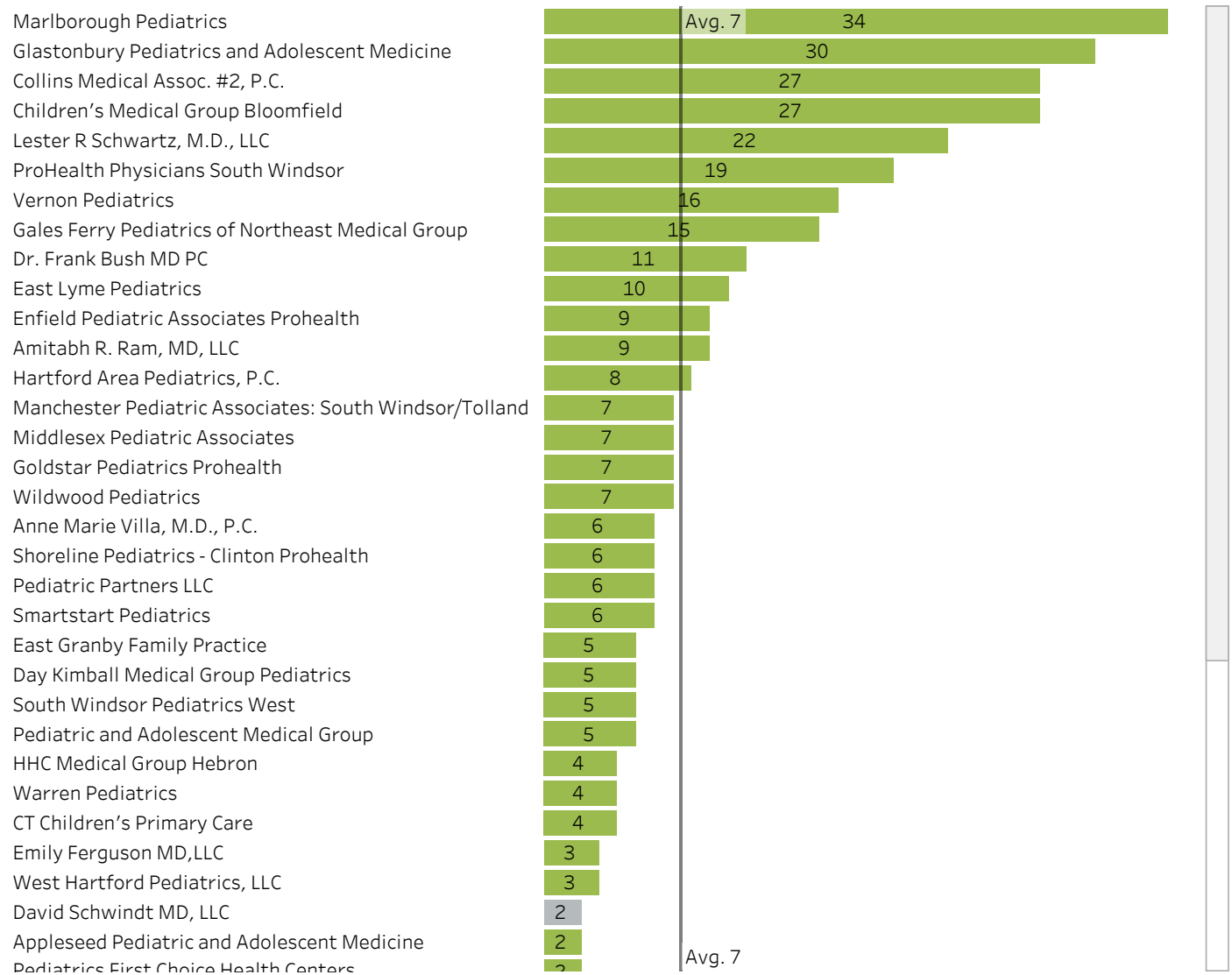
Total Practices Used  
in Q1&Q2 **48**

Total Youth Served by all  
practices in Q1&Q2 **356**

### Number of Youth Served by Practice - Q1&Q2 SFY 2023

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

● New User of Program





# Youth Served by Practice

## Wheeler Clinic

A total of 45 practice groups utilized Wheeler Clinic’s Hub team during the first six months of this state fiscal year. Two practice groups, Mobile Care Partners of CT, Community Health and Wellness Center of Greater Torrington, used the program for the first time in November and December 2022, respectively.

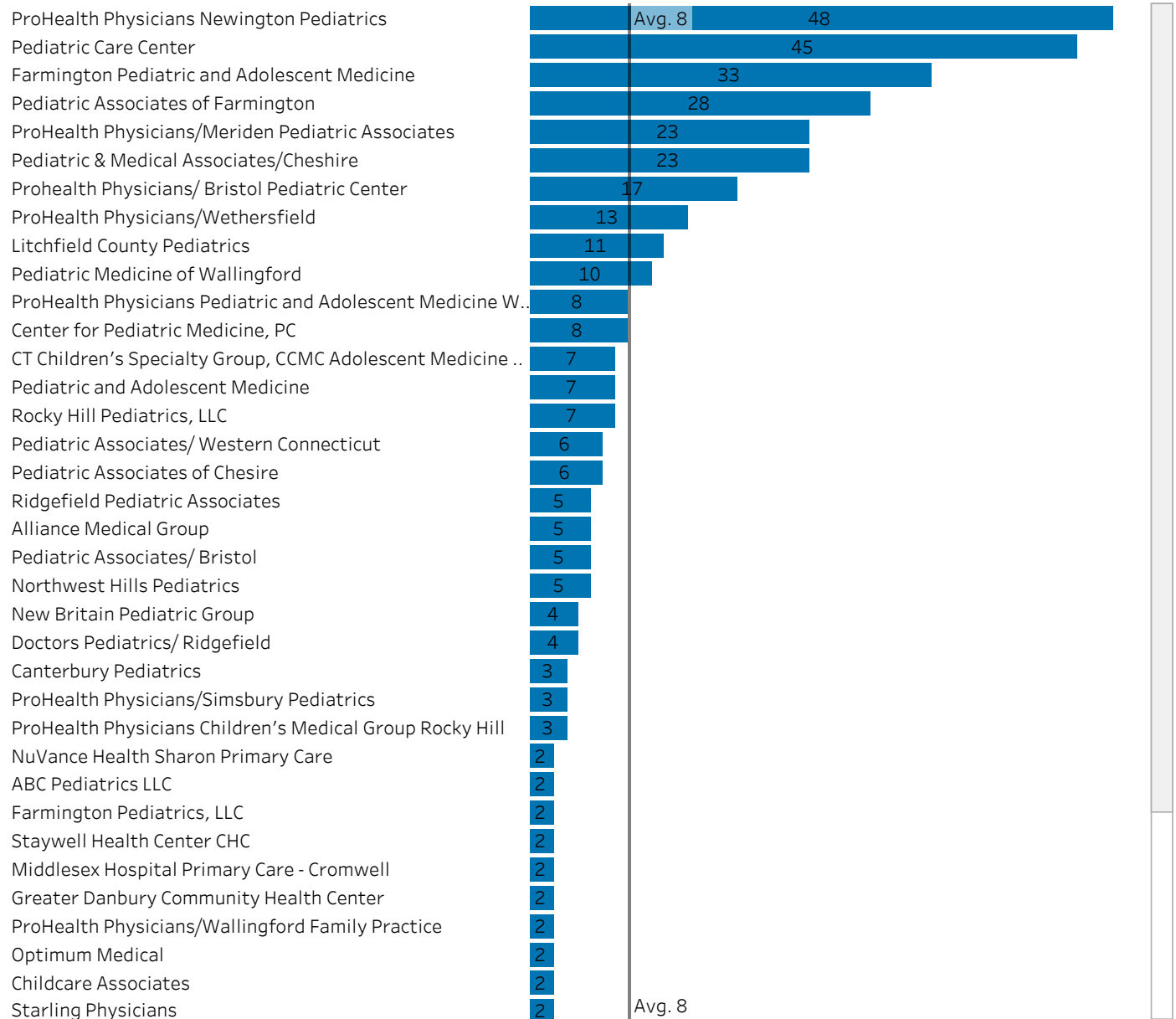
Total Practices Used in Q1&Q2 **45**

Total Youth Served by all practices in Q1&Q2 **367**

### Number of Youth Served by Practice - Q1&Q2 SFY 2023

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

● New User of Program



# Youth Served by Practice

## Yale Child Study Center

A total of 38 practice groups utilized Yale Child Study Center’s Hub team; all practice groups were noted to have used the program before.

Total Practices  
Used in Q1&Q2 **38**

Total Youth Served by all  
practices in Q1&Q2 **410**

### Number of Youth Served by Practice - Q1&Q2 SFY 2023

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

● New User of Program



# 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’23, 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 nine 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 by clicking on the dot near the Hub in the PCP Satisfaction Scores dashboard below.

In addition to satisfaction details captured on every consultation and the program’s annual PCP survey, the ACCESS Mental Health for Youth program will be supporting HRSA in the Spring of 2023 as they prepare to survey primary care practices across the country. Further review and analysis will be reported in the program’s SFY2023 year-end report.

Click to view Hub details ▼

## PCP Satisfaction Scores



	Q1 SFY 22	Q2 SFY 22	Q3 SFY 22	Q4 SFY 22	Q1 SFY 23	Q2 SFY 23
Hartford Hospital	4.98	4.98	4.98	4.97	4.95	4.94
Wheeler Clinic, Inc	4.99	5.00	5.00	5.00	5.00	5.00
Yale Child Study Center	5.00	5.00	5.00	5.00	5.00	5.00
<b>Grand Total</b>	<b>4.99</b>	<b>4.99</b>	<b>4.99</b>	<b>4.99</b>	<b>4.99</b>	<b>4.98</b>

## Count per PCP Score for All

● 99% or more received a score of 5

Satisfaction Score

	Q1 SFY 22	Q2 SFY 22	Q3 SFY 22	Q4 SFY 22	Q1 SFY 23	Q2 SFY 23
1						1
3		2	1		2	2
4	26	26	17	24	25	25
5	2,246	2,678	3,174	2,808	2,098	2,112
<b>Grand Total</b>	<b>2,272</b>	<b>2,706</b>	<b>3,192</b>	<b>2,832</b>	<b>2,125</b>	<b>2,140</b>

# 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 family peer specialist.

**PCP:** an individual primary care provider 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  
SU - Substance Use  
TX - Treatment