

Case Management Outcome Initiative Project

VBH-PA

April 27, 2011

Webinar Details

- All lines are currently open. We will mute the phone lines for the initial part of the presentation so the participants are not interrupted by any background noise
- There will be a designated question and answer portion at the end of today's presentation. We ask attendees to hold their questions for this designated question/answer period. Your ideas about increasing community tenure are most welcome! Several members of the VBH Panel will be available to answer questions and to address concerns related to the case management initiative. We are looking forward to discussions with you
- If you happen to get disconnected from the audio portion, please call back: 1-877-329-0172, Passcode: **9429776**

Case Management Webinar Panel

- Mark Fuller, MD
- Anne Toland, PhD
- Angie Sarneso, MSW, MPM
- Gary Kordes, RN
- Leigh Gardner, MS
- Sandy Potter, LCSW, MBA
- Shar Whitmire, MSW, LSW
- Lisa Ciccarelli, BS, CAC
- Betty Steiner, B Sc
- Nathan Bukovitz, MBA
- Susanna Zawacki, MA

Our Common Mission: Recovery

- Ensure Consumers are Aware of the Services Available to Them
- Encourage Active Participation in Needed Services
- Provide Adequate Support to the Severely Mentally Ill (SMI) in their Recovery Efforts

Our Common Mission: Recovery

- Promote Community Tenure
- Prevent Crises & Subsequent Inpatient Admissions
- Empower the Consumer and Offer Hope

Embrace Recovery Principles

- *Consumers and Providers are encouraged to endorse the Recovery Principles set forth in the Substance Abuse and Mental Health Services Administration's Consensus Statement on Mental Health Recovery*
- **“Mental health recovery is considered a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in the community of his or her choice while striving to achieve his or her full potential”**

Ways to Collaborate with VBH-PA to Promote Community Tenure

- Encourage consumers to be screened for alcohol and substance abuse
- Encourage consumers to reduce or eliminate abuse of substances
- Educate consumers about resources and recovery tools

Ways to Collaborate with VBH-PA to Promote Community Tenure

- Promote adherence with psychotropic medications and other behavioral health services
- Encourage member to be an active participant in both their behavioral and physical health care
- Utilize prevention material/resources located on VBH-PA website at:

http://www.vbh-pa.com/member/mbr_resources.htm

Ways to Collaborate with VBH-PA to Promote Community Tenure

- Contact Providers to Encourage Coordination and Increased Access to Medically Necessary Behavioral Health Services
- Educate Providers about Recovery Resources, including Self-Help Groups & Tools

Ways to Collaborate with VBH-PA to Promote Community Tenure

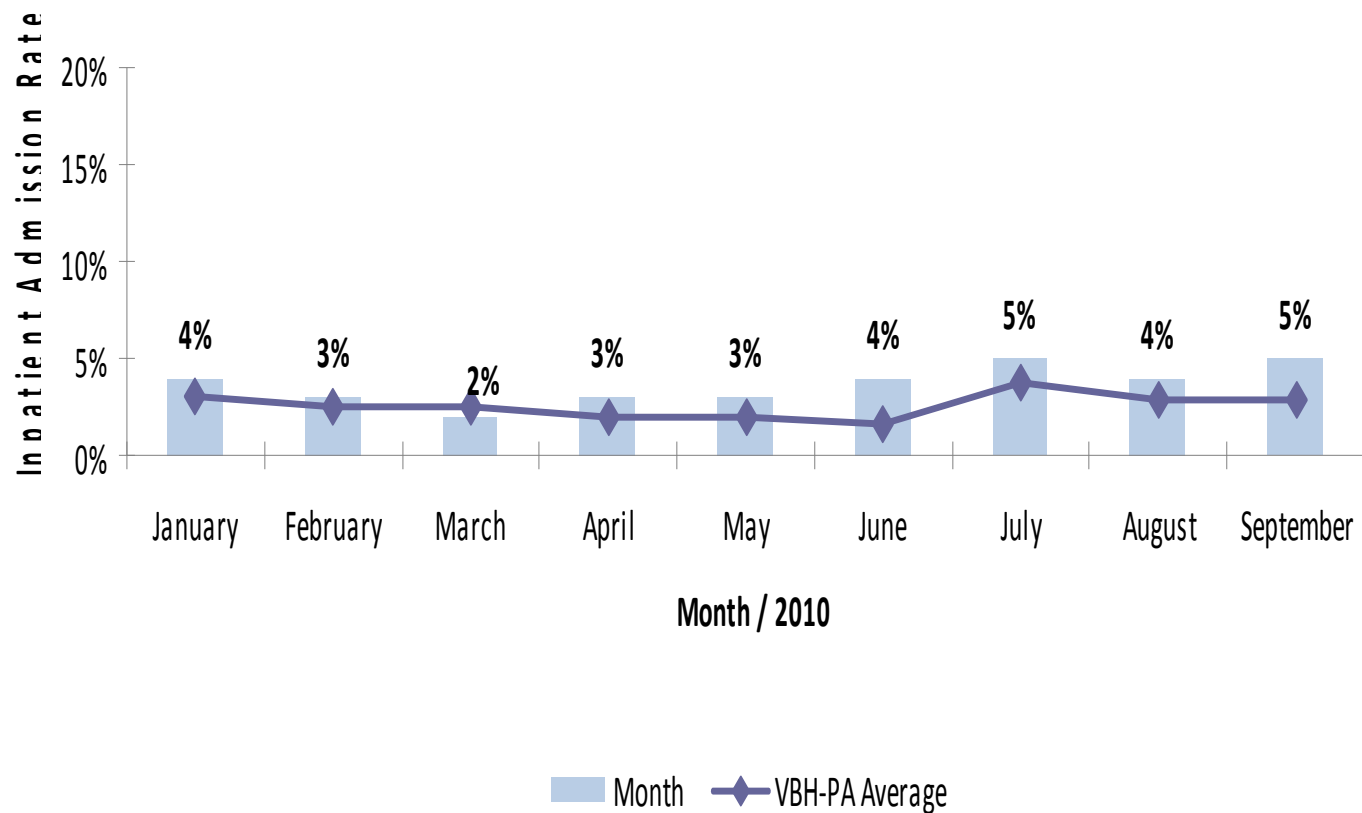
- Make Suggestions regarding Modification of Existing Behavioral Health Services and the Development of New Services
- Identify Best Practice Methods and Promote Use of Approved Clinical Practice Guidelines and Evidence-Based Treatment Modalities
- Help Consumers Develop and Maintain Social Support System

How To Use the Inpatient Data

- To See What Your Overall Inpatient Admission Rate is & to Monitor Your Rate Over Time
- To Compare Your Organization's Inpatient Admission Rates with Other Case Management Providers
- To Set A Goal For Future Inpatient Admission Rates for Case Management Consumers

Sample Profile Data

Sample Provider CM Profile - Inpatient Admission Rates

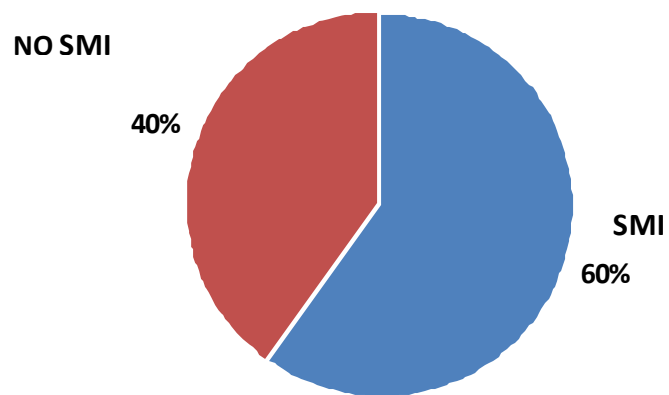


How to Use the Case Mix Data

- To Assess the Population Served, Determining How Many Are Severely Ill
- To Consider Need for Different Strategies to Meet the Behavioral Health Needs of the SMI versus Non-SMI
- To Establish Goal Regarding How to Increase CM Service to SMI Population

Sample Provider Data

**Percentage of Health Choices Caseload
with & without SMI Diagnoses
Engaged in Case Management
Second Quarter 2010- Provider B**



Assessing Treatment Effectiveness

- ❖ Select A Case Management Intervention Strategy to Implement with the SMI

For Example, Train Staff to Address Medication Adherence at the Time of Each Contact

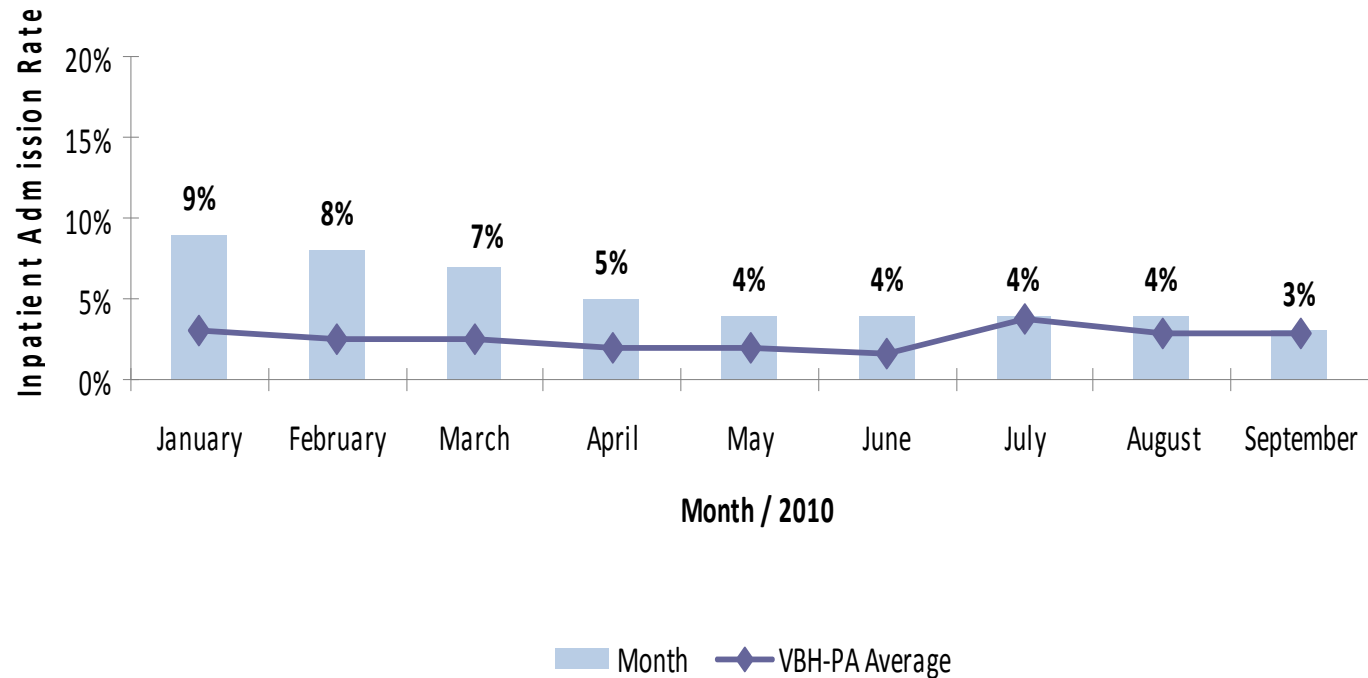
- ❖ Select A Time Period to Implement the Strategy with All SMI Cases

- ❖ Monitor Admission Rates for 1 or 2 Quarters with Strategy Fully Implemented

- ❖ Assess Whether Admission Rates Increased, Decreased, or Remained the Same While the Strategy was Being Utilized

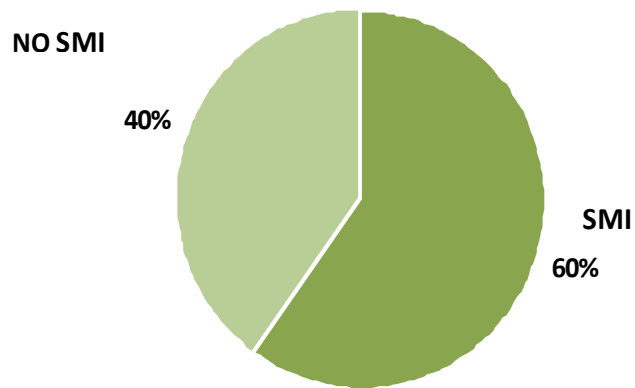
Assessing Treatment Effectiveness

Sample Provider CM Profile - Inpatient Admission Rates

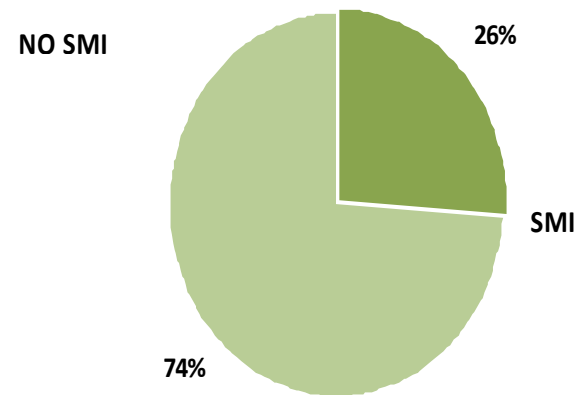


Identifying and Modifying Populations Served

**Percentage of Health Choices Caseload
with & without SMI Diagnoses
Engaged in Case Management
Second Quarter 2010- Provider B**



**Percentage of Health Choices Caseload
with & without SMI Diagnoses
Engaged in Case Management
Third Quarter 2010 - Provider C**



Evaluate Factors Contributing to Inpatient Hospitalization Rates

- For Any Given Month that Provider A's Inpatient Admission Rate is Above their Agency's Average or the Network's Average, Provider A Assesses Possible Contributing Factors to their Elevated Rate
- Internal Chart Audit Results Indicate that Lack of Both Housing and Social Supports were Common in SMI Cases Who Were Hospitalized

Evaluate Factors Contributing to Inpatient Hospitalization Rates

- Provider C Focuses on Monthly Inpatient Rates Which were Lower than the Network's Average
- Case Managers examine their caseloads, assessing factors such as medication adherence, housing, involvement in meaningful activity, diet, and exercise.
- Results show stable housing and structured meaningful activity lowered hospitalization rate

Identify Barriers to Community Tenure

- By examining cases in months well above the agency's average and/or the network's average, Provider D can identify barriers keeping persons from successfully managing in the community
- For instance, July and August inpatient rates may have been higher than normal due to decreased access to outpatient therapists. February's rate may have been high due to transportation issues, especially in rural areas

Identify Barriers to Provision of Services to Severely Mentally Ill

- Provider Z noted a decrease in the percentages of SMI served during the months of September through November
- Provider Z decided to do a barrier analysis for those months. Staff were surveyed about possible consumer, provider, community, health care and governmental barriers leading to the decline
- Provider Z concluded limited medical resources and inadequate contact information impacted the rates and brainstormed about ways to overcome these barriers

Consider & Select Interventions Designed to Increase Community Tenure

- Provider T Reviews their Inpatient Admission Rates and Decides They Can Directly Impact the Rates by Considering the Following Strategies:
 - ❑ Emphasizing social support development
 - ❑ Implementing crisis plans
 - ❑ Stressing medication adherence
 - ❑ Promoting meaningful activity
 - ❑ Focusing on health promotion techniques
 - ❑ Screening for Substance Abuse

Consider & Select Interventions Designed to Increase Community Tenure

- Provider T selects one or at most 2 interventions that they think will be most powerful in promoting community tenure and trains staff regarding how to implement
- Selected strategy is fully implemented for at least 3 to 6 months

Evaluate the Effectiveness of Interventions Implemented Over Time

- Provider T analyzes its admission rates over the next 2 Quarters to determine if selected intervention had any impact on their rates
- If positive impact, continue intervention
- If no change or negative impact, modify or replace intervention

Consider & Select Interventions Designed to Increase Provision of Services to SMI

- Provider M notes that they are providing case management services to 39% SMI and 61% Non-SMI
- Provider M is motivated to increase provision of services to SMI, and sets a new goal to serve 45% SMI
- Provider M reviews the literature and attends CM trainings to gather ideas about how to better engage the SMI

Consider & Select Interventions Designed to Increase Provision of Services to SMI

- Provider M considers 6 strategies to implement to raise its SMI percentage based on their experience, literature review, and any expert opinion
- Provider M selects 1 or at most 2 interventions to put in place to achieve their targeted goal of 45%

Evaluate the Effectiveness of Interventions Implemented Over Time

- Provider M implements the Selected Intervention for at least 1 Quarter
- Provider M analyzes its SMI percentages over the next 2 Quarters to determine if selected intervention(s) had any impact on their rates
- If positive impact, continue intervention(s)
- If no change or negative impact, modify or replace intervention(s)

How To Use Diagnostic Category & Inpatient Admission Graphs

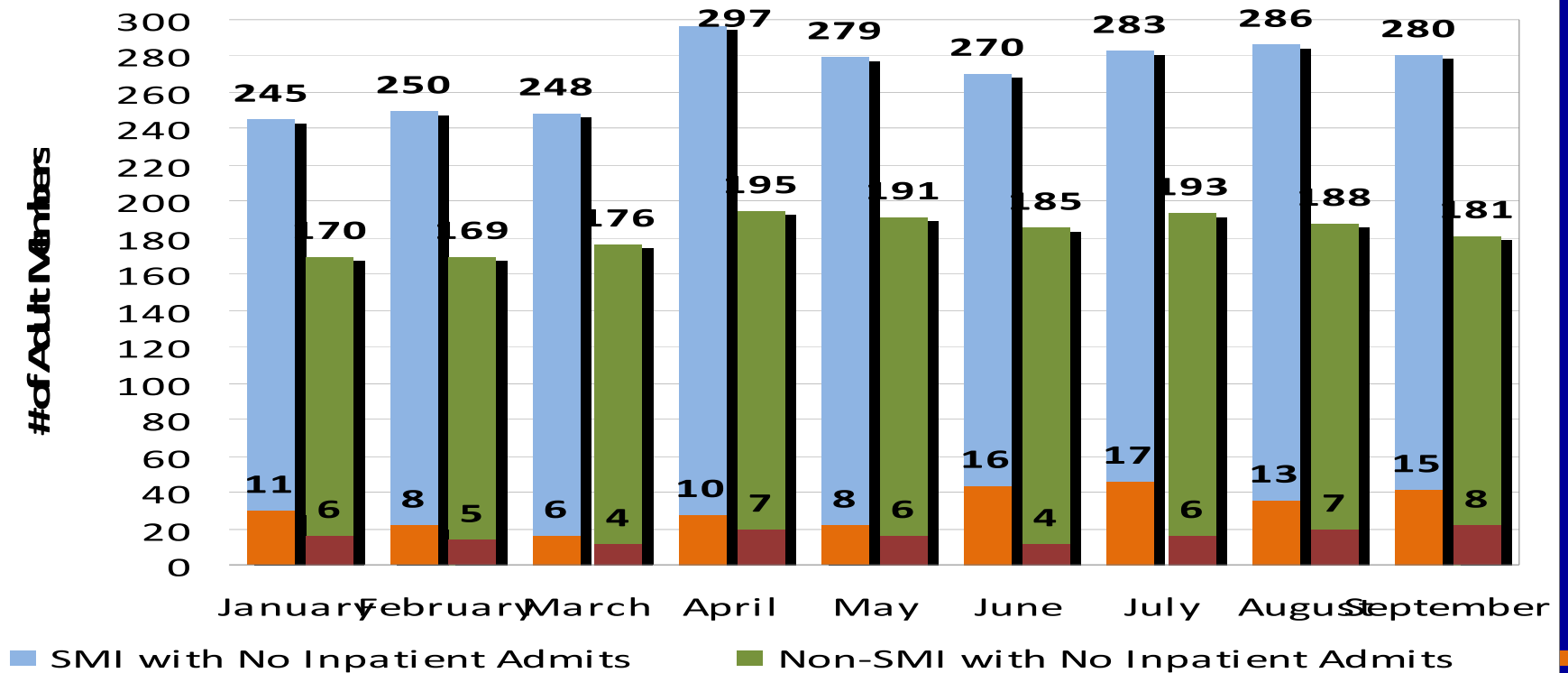
- To quickly assess whether the amount of case management staff and supervisors is sufficient to meet the caseload size
- To quickly evaluate staff training needs in terms of serving the SMI versus Non-SMI and to attempt to distribute the case load mix more evenly across staff. Avoid drift of experienced CM staff to Non-SMI cases

How To Use Diagnostic Category & Inpatient Admission Graphs

- Target the High Risk Cases (Orange and Red)
 - ❖ Offering More Frequent Contacts
 - ❖ Referring them to Evidence Based Treatments
 - ❖ Making Reminder Calls and Following-up Calls after Appointments
 - ❖ Regularly Assessing Medication Use & Supply

Sample Provider Data

Diagnostic Category and Inpatient Admissions of Health Choices Adult Members Engaged in Case Management: Sample Provider YTD 2010



Scheduling of Individual Teleconferences for Network Case Management Providers & VBH-PA

- In May 2011, VBH-PA is planning to host a Teleconference with each Case Management Provider Agency to Discuss their Baseline Data, Possible Interventions to be Implemented in the Future, and Opportunities for Collaboration to Improve the Quality of Case Management Services