



APS HealthcareSM

DATA DRIVEN CARE COORDINATION:

Improving Care For High Risk Marylanders in the Public Mental Health System

● February 12, 2008



Overview

- Maryland Public Mental Health System
- Data collection
- High Inpatient Utilization (HIU) Project
- Jail DataLink



Maryland Public Mental Health System (PMHS)



1997: Reorganization of publicly supported mental health services in Maryland under the Mental Hygiene Administration (MHA)

- Mental health services carve-out (excludes substance abuse services)
- Partnership between MHA, MAPS-MD, and the Core Service Agencies (CSA)

Goals of the New System

- Improve access to mental health care
- Ensure the care is appropriate and effective
- Measure outcomes

Partnership for the Coordination and Administration of the PMHS

Mental Hygiene Administration (MHA)

- Program oversight
- Policy development
- Statewide planning


Core Service Agencies

- Local management

MAPS-MD


- Utilization Management
- Claims payment
- Communication, training and auditing
- Data collection and reporting

PMHS Continuum of Services

- 
- Hospitalization
 - Residential Treatment
 - Partial Hospitalization
 - 24-hour Crisis Services
 - Mobile Treatment / Assertive Community Treatment
 - Intensive Outpatient
 - Psychiatric Rehabilitative Services
 - Supported Living / Supported Employment
 - Therapeutic Behavioral Services
 - Case Management
 - Traditional Outpatient Services



Data Collection



AUTHORIZATION REQUEST FORM (RMFG)

System = PROD
PwId Expires in 14 days

CLEAR FORM SAVE
Logout Password Print Expand

AUTHORIZATION REQUEST FORM (Record ID:)

Requesting Facility, Agency, or Provider: * (Required for SAVE)

Administrative

Authorization Type: * (Required for SAVE)

Status:

Start Date for Services (for this authorization request): * [mm/dd/yyyy] (Not required for Inpatient Admission Pending)

Submit Method:

Request Submission Date & Time: [mm/dd/yyyy hh:mm am (or pm)] *

Is this a continuation of a Maryland Health Partners (MHP) authorization? *

Is this request for CSA or APS Review? * (Required for SAVE)

Consumer Information

Is this a Courtesy Review? * (Required for SAVE)

Consumer ID (Medicaid or Uninsured Number): * (Required for SAVE - Enter ID and click Verify)

(The information in the right column is from MMIS II and is not updateable. The information in the left column is populated

Opening page https://careconnectionmd.apshealthcare.com/asp/cti_mfg.asp...

Internet

Information Collected by APS CareConnection®

- Consumer demographics
- Provider information
- Services requested
- Clinical information
- Outcome data



Additional Information Available

- Consumer eligibility
- Pharmacy data
- Service history

Detail and Aggregate Reporting

- Authorizations
- Pharmacy
- Claims
- Outcomes
- Eligibility


APS CareConnection®

Mock CC screen.mdi - Microsoft Office Document Imaging

File Edit View Page Tools Window Help

Page: 1 of 1

Zoom: Page Width



Prescription History Form

CLEAR FORM SAVE Consumer Name - Consumer Number LOGOUT PASSWORD PRINT EXPAND

Medications - Requesting Provider

Date Filled	Medication Name	Days Supplied	Quantity	Refill Number	Strength	Unit	Form
1/15/2007	Zyprexa	30	30	2	20	MG	Tab
1/12/2007	Zoloft	30	30	2	50	MG	Tab
12/18/2006	Zyprexa	30	30	1	20	MG	Tab
12/18/2006	Zoloft	30	30	1	50	MG	Tab
11/12/2006	Zyprexa	30	30	0	20	MG	Tab
11/20/2006	Zoloft	30	30	0	50	MG	Tab

Medications - Other Providers

Date Filled	Medication Name	Provider	Days Supplied	Quantity	Refill Number	Strength	Unit	Form
1/26/2007	Zoocor	Dr. Sally Smith	30	30	2	20	MG	Tab
12/22/2006	Zoocor	Dr. Sally Smith	30	30	1	20	MG	Tab
11/25/2006	Zoocor	Dr. Sally Smith	30	30	0	20	MG	Tab

Ready OCR Language: English NUM

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High Inpatient Utilization (HIU) Project

Mission Statement

The High Inpatient Utilization program goals are:

- To improve the health and well-being of mental health consumers by engaging relevant stakeholders in collaborating on consumers' hospital discharge and aftercare plans
- To reduce the frequency of inpatient admissions
- To increase access to appropriate mental health treatment and services in the community

Objectives

- Facilitate consumer treatment in community settings
- Effectively collaborate with PMHS providers and stakeholders across systems
- Establish well-planned post-hospitalization referrals and linkages to new services

Phases

- 2005 - Development, implementation and operations
- 2007 - Intensive Care Management (ICM)
- Future directions

Pre-implementation Analysis

- Customized reports
 - Length of stay
 - Emergency Department utilization
 - Claims and authorizations

- Consumer authorization histories

- Identification of consumers to be enrolled in program

Enrollment Criteria

- Consumers
 - 18 years or older
 - Primary diagnosis of a mental health disorder

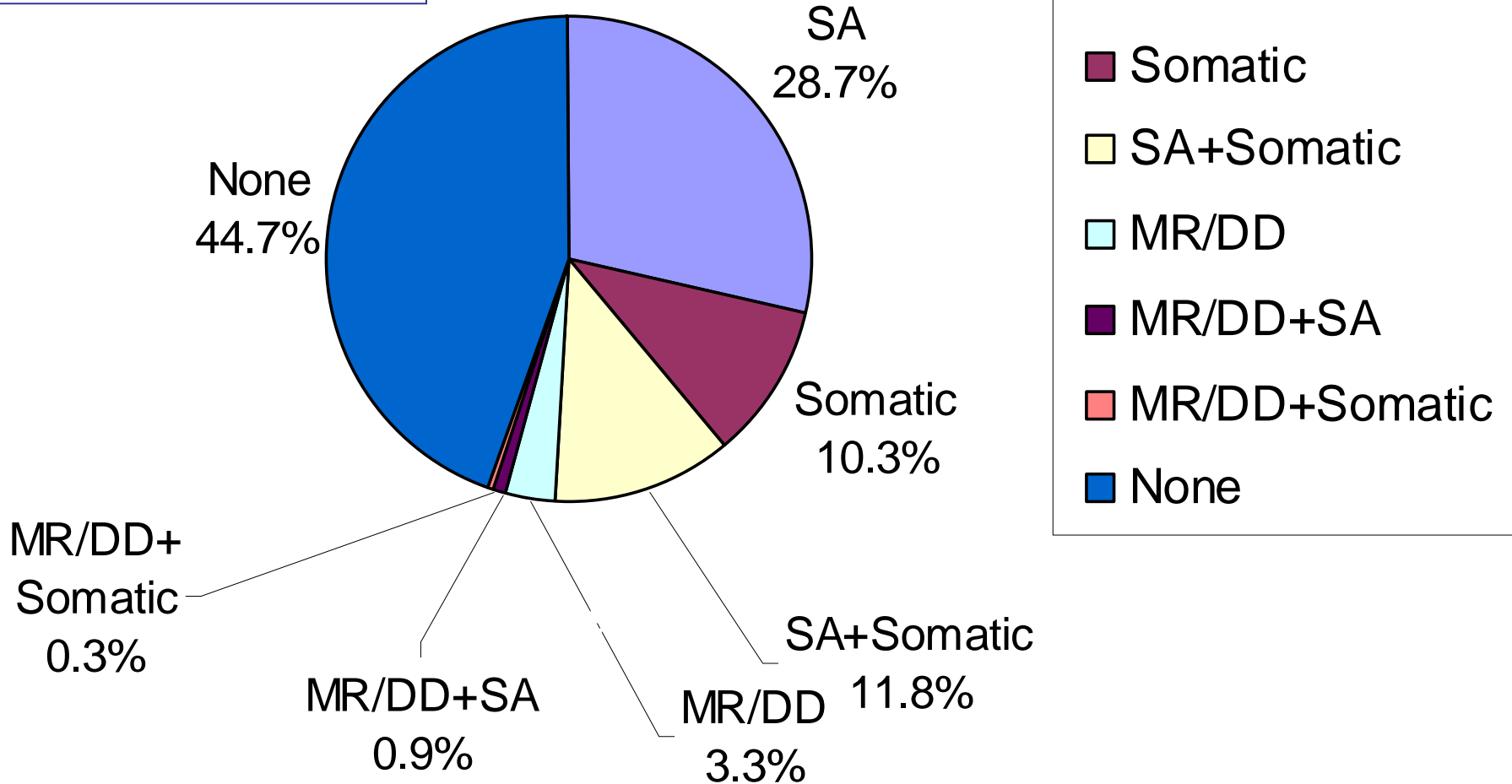
- History of inpatient psychiatric hospitalizations
 - 5 or more hospitalizations in previous 6 months; or
 - Current hospitalization lasting over 30 days

- Additional considerations
 - Comorbidity issues
 - Lack of linkages with community services
 - History of noncompliance with treatment

Implementation

- Partnerships developed with CSAs, Managed Care Organizations (MCOs) and hospitals to enhance care coordination
- Additional referrals submitted by
 - Community providers
 - MCOs
 - CSAs
- HIU consumers flagged in APS CareConnection® for future tracking and ongoing care coordination

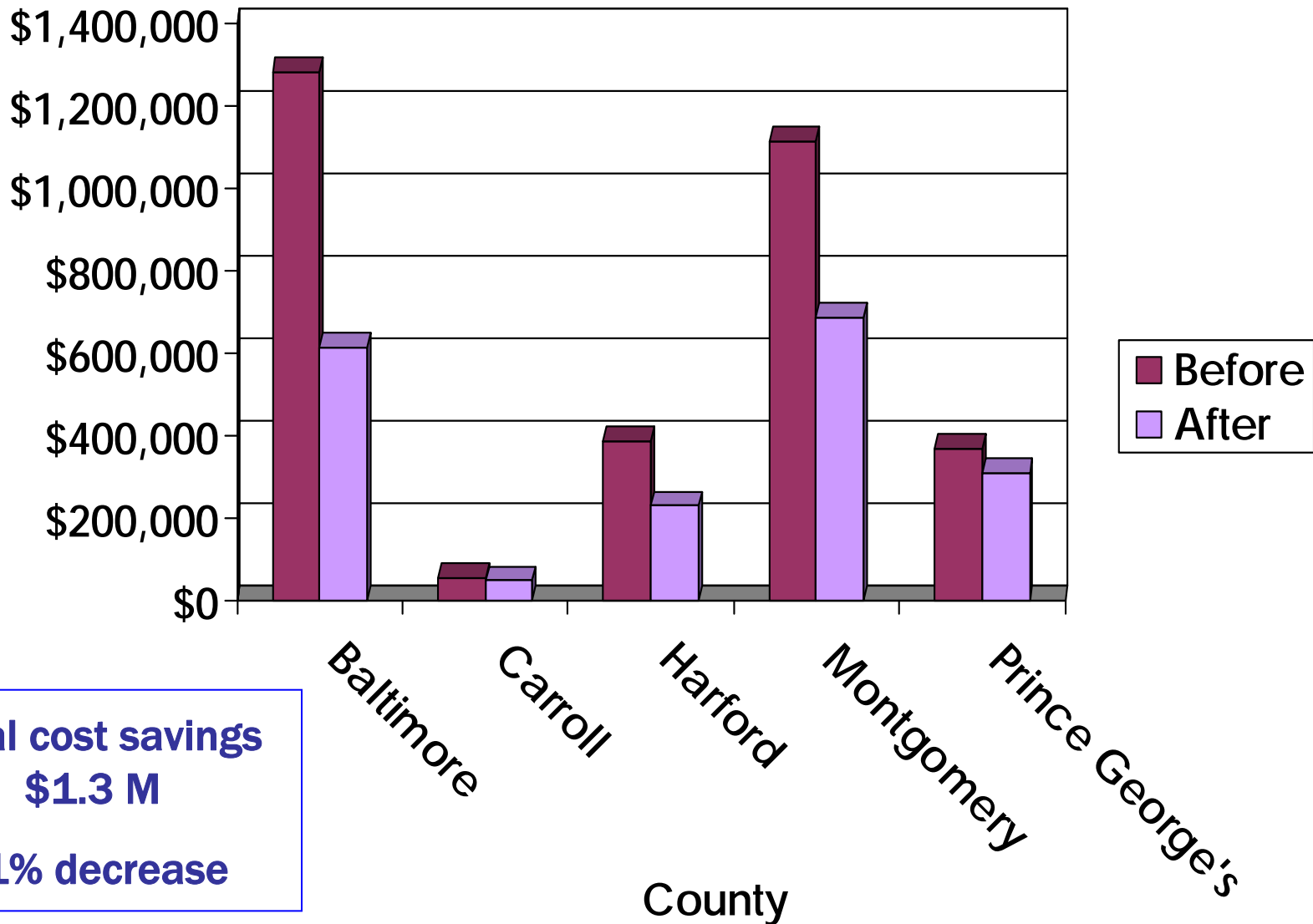
Comorbidity



Ongoing Operations

- Daily review of HIU hospital admissions
- Daily notification to CSAs and MCOs of HIU re-admissions
- Intervention by CSAs and MCOs

HIU COST SAVINGS TO PMHS – 2006 SELECTED COUNTIES



Intensive Care Management Pilot (ICM)

- 2 dedicated MAPS-MD clinicians to cover ICM pilot in 5 counties
- Consumers enrolled in ICM for 6 months
- Enrollment may be extended for additional 3 months

ICM Services

- Direct outreach to hospitals
- Establish new community and treatment linkages
- Monitor consumers' aftercare compliance

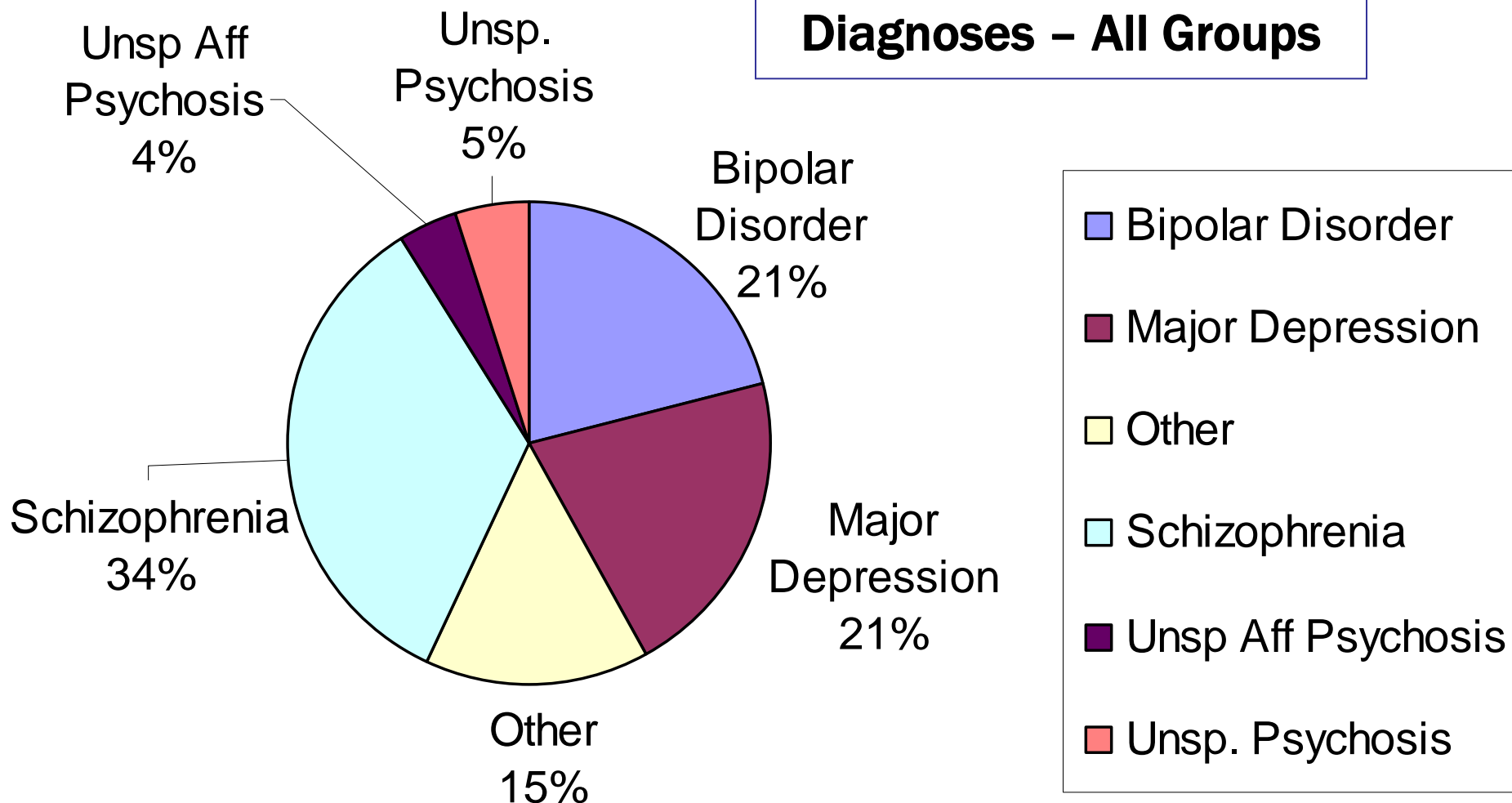
Analysis Criteria

- Enrollment through 6/30/07
- Claims based
- Cost and treatment units
- 3 months prior to enrollment to 3 months after enrollment

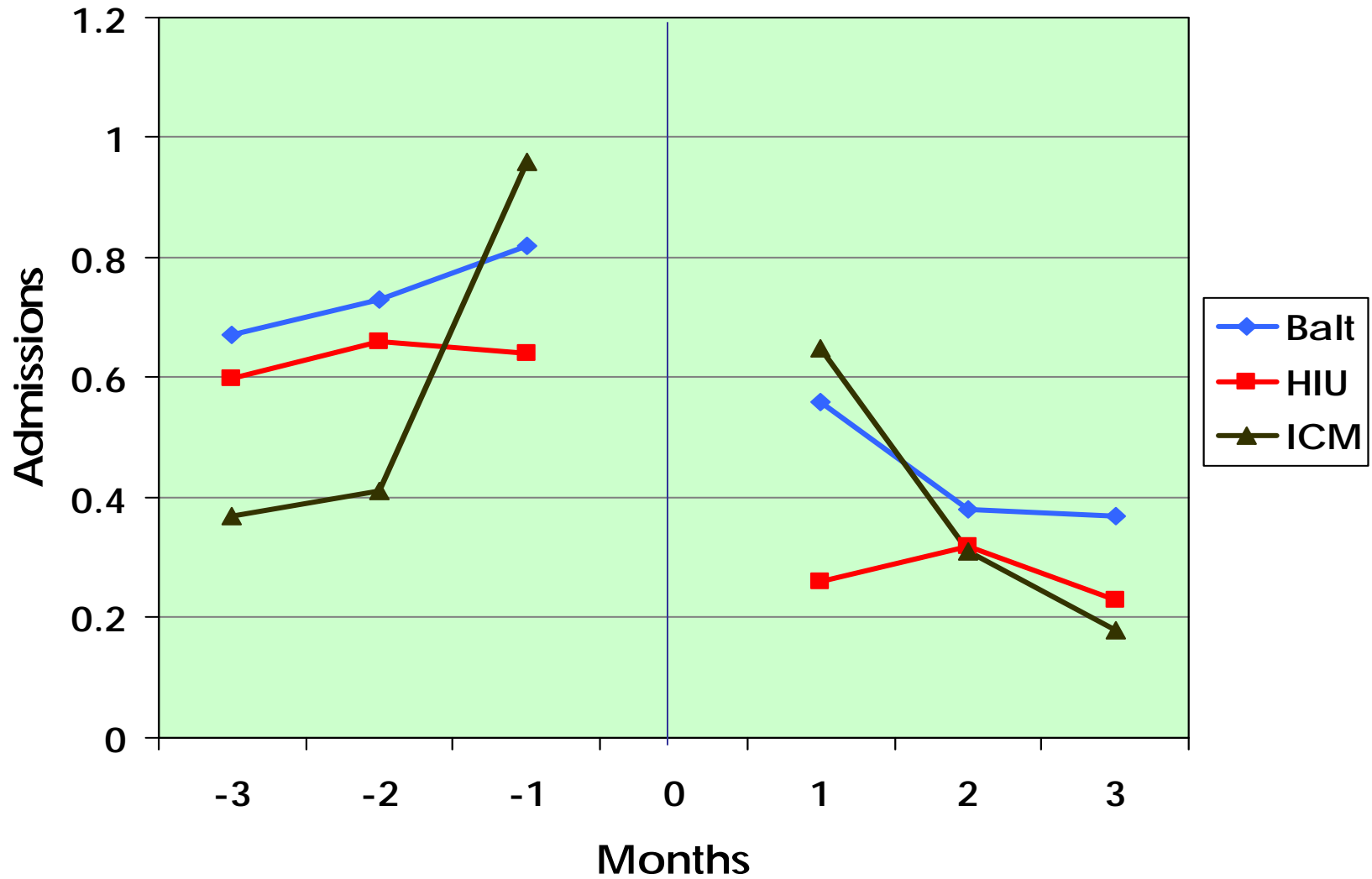
HIU PROGRAM

Region	Number of consumers	Percent of consumers
Baltimore City	94	34%
HIU	135	48%
ICM	51	18%
Total	280	100%

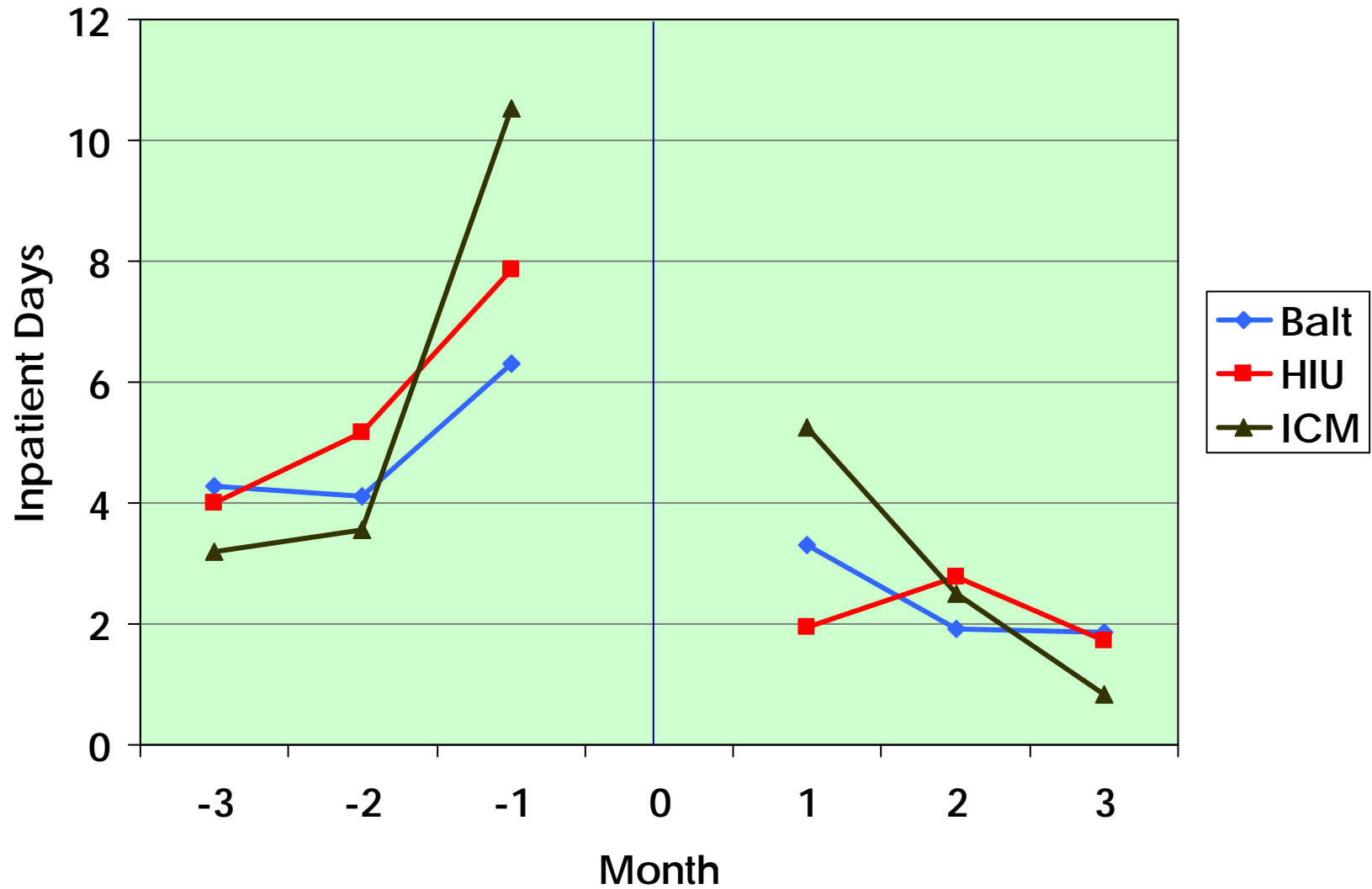
Diagnoses - All Groups



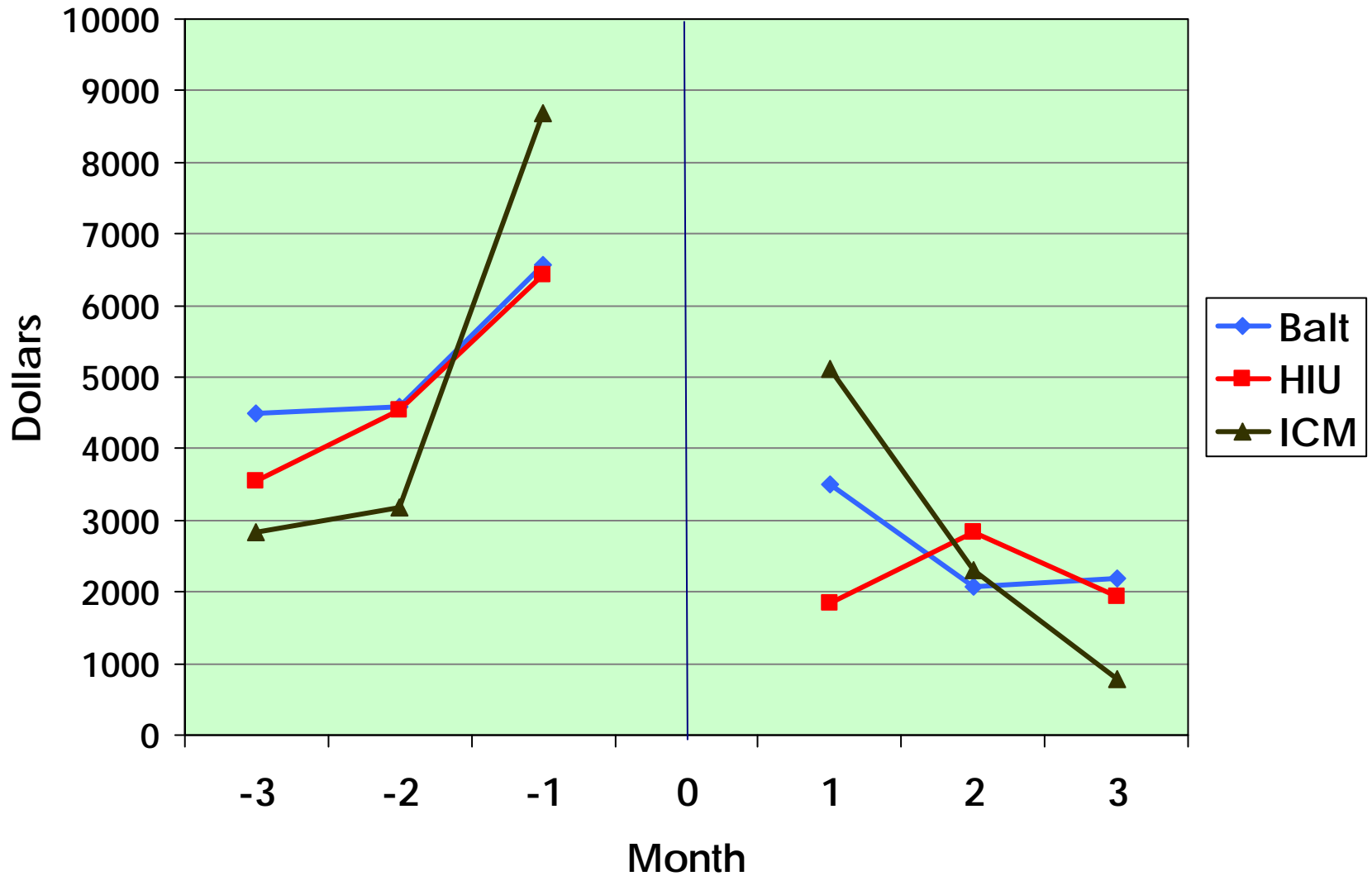
INPATIENT ADMISSIONS PER CONSUMER



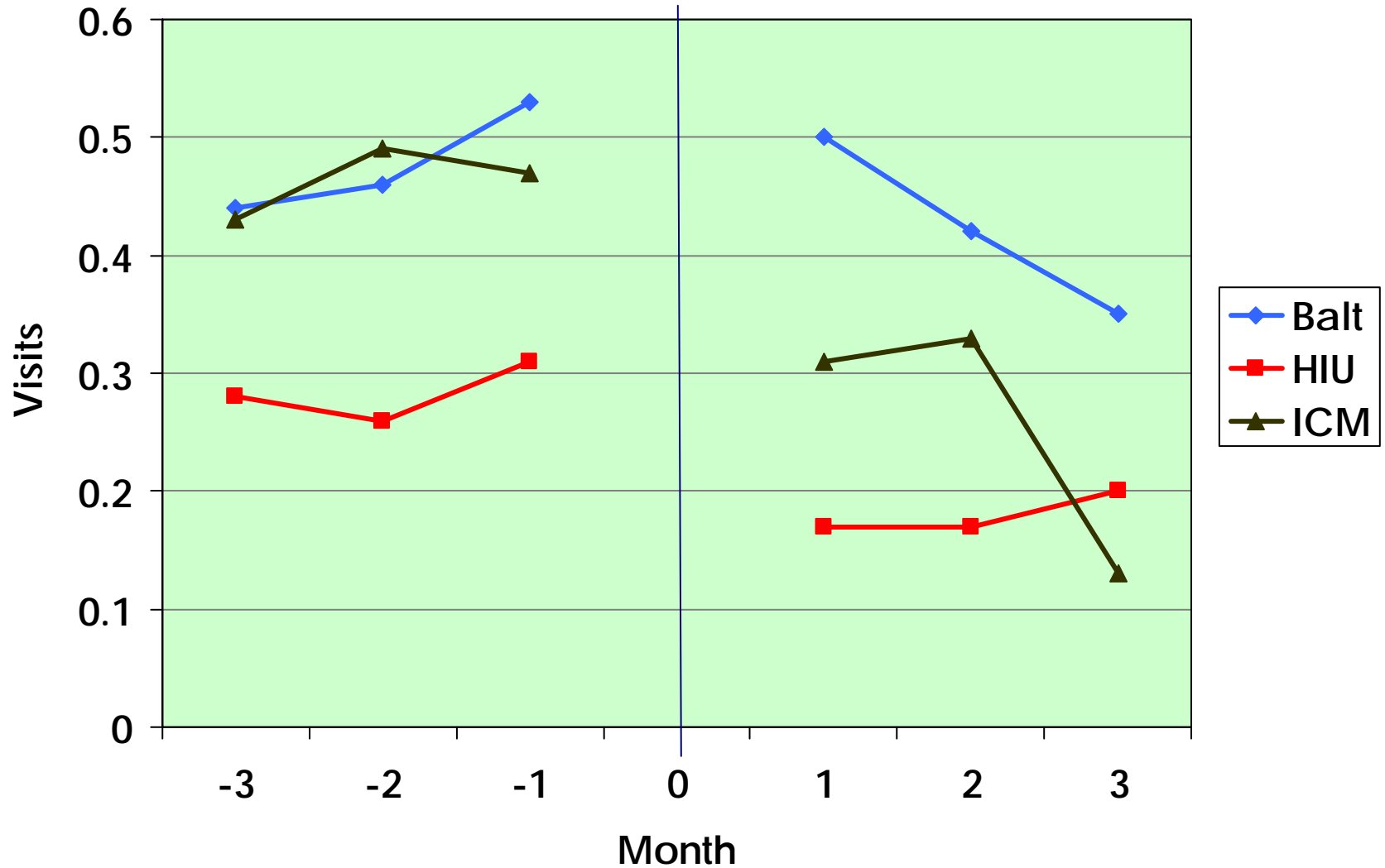
INPATIENT DAYS PER CONSUMER



INPATIENT COST PER CONSUMER



EMERGENCY DEPARTMENT VISITS PER CONSUMER



Future Directions

- Expand ICM services state-wide
- Add Aftercare Coordinators to improve consumer engagement with aftercare recommendations
- Expand to children and adolescents
- Formalize outcomes tools and measures



The Jail DataLink Project

Background

- Began development in 2004
- Baltimore City population 650,000
- Arrests approaching 250 persons per day
- State Hospital population 50% forensic
- Successful jail diversion program (FAST – Forensic Alternative Services Team)
- Mental Health Court

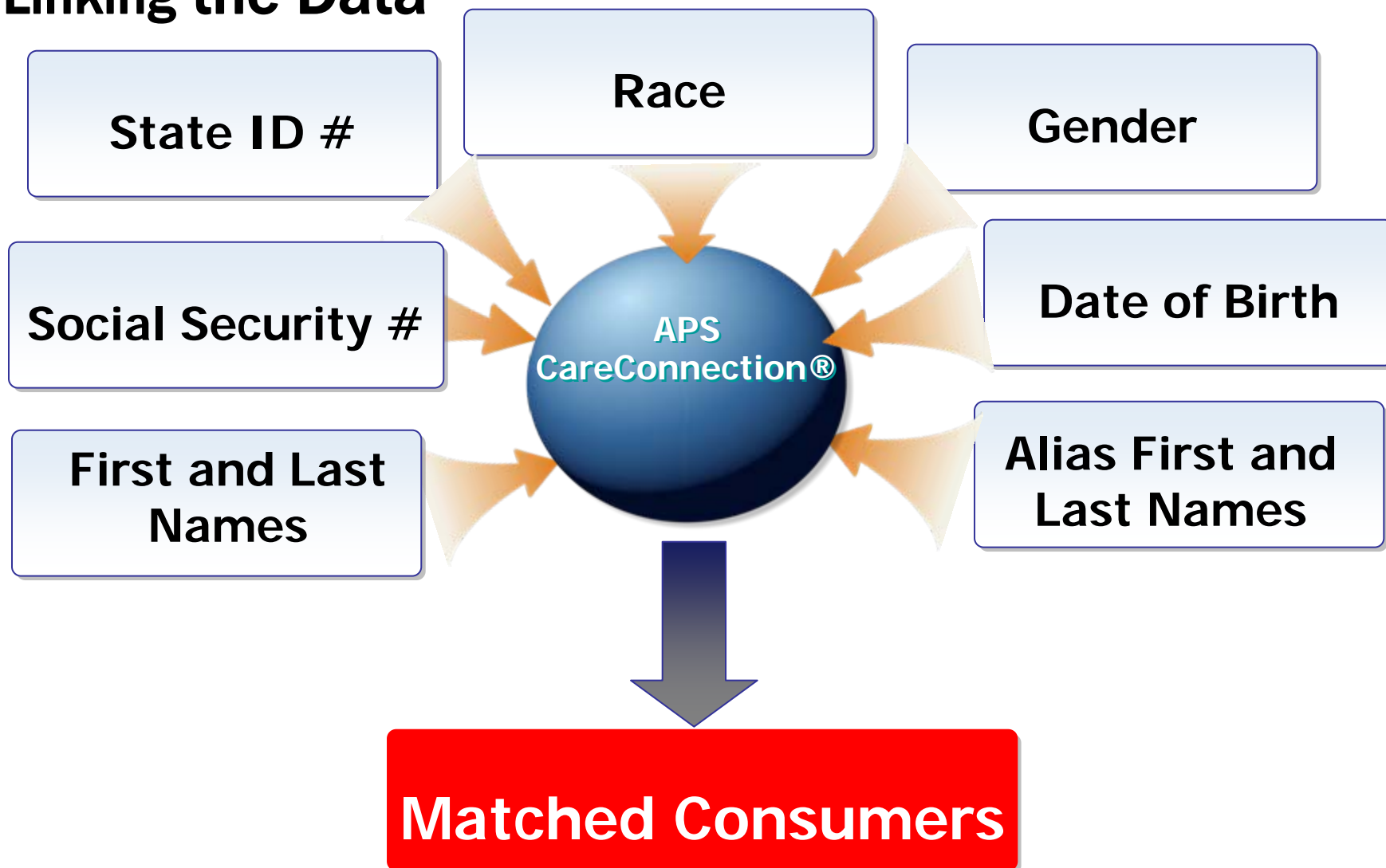
Objectives

- Identify PMHS consumers at time of arrest
- Improve continuity of care
- Reduce jail days
- Reduce recidivism

Initial Process

- Stakeholder consensus building
- Program funding

Linking the Data



Pilot Project

- Match daily arrest data with APS CareConnection® consumer information
- Obtain consumer consent
- Provide follow-up services

Arrested Individual – Consumer Matches 2007

	Number arrested	Number matched	Percent of arrests matched
Group I Jan-Mar	16,942	603	3.6%
Group II Apr-May	13,657	478	3.5%

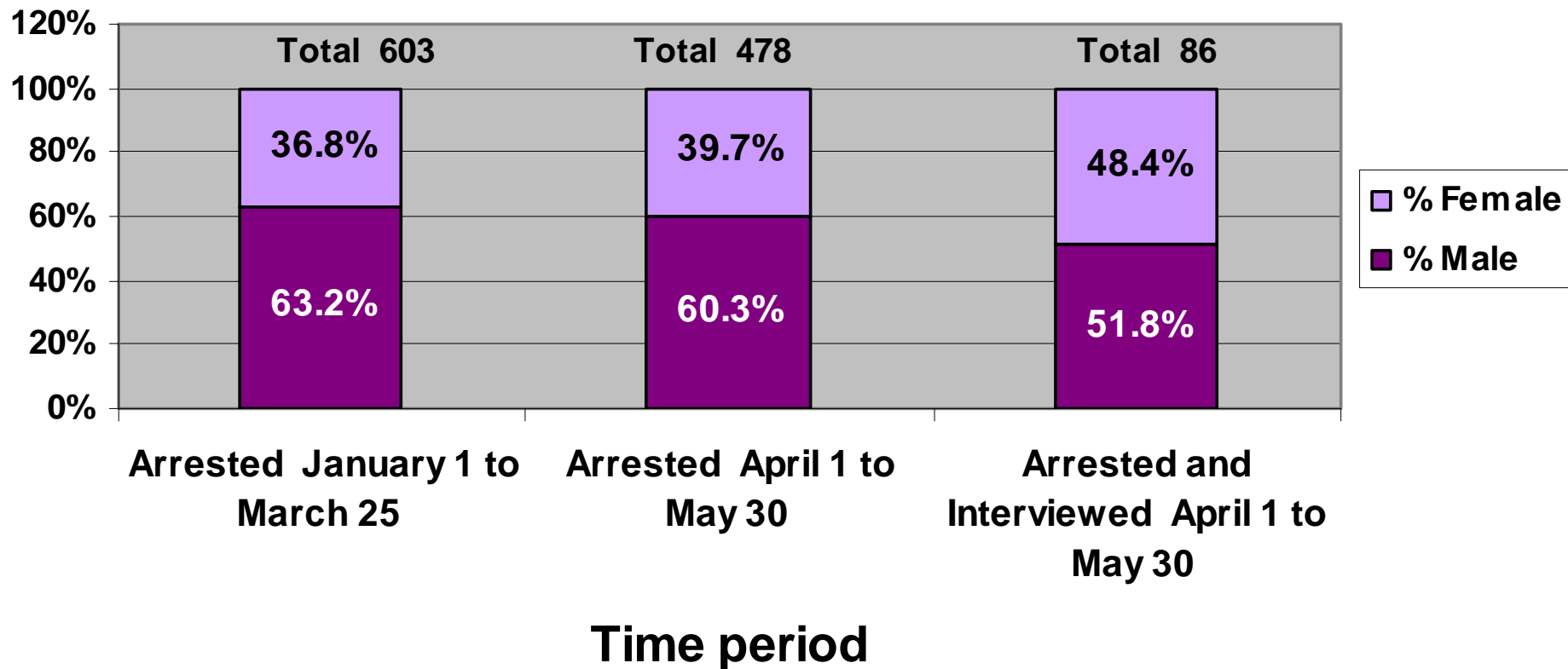
Findings

- Average age – 37 years
- 35% of the Baltimore City HIU consumers (43 of 123) were among the DataLink matched individuals
- 24% of consumers consented to providers being informed of incarcerations

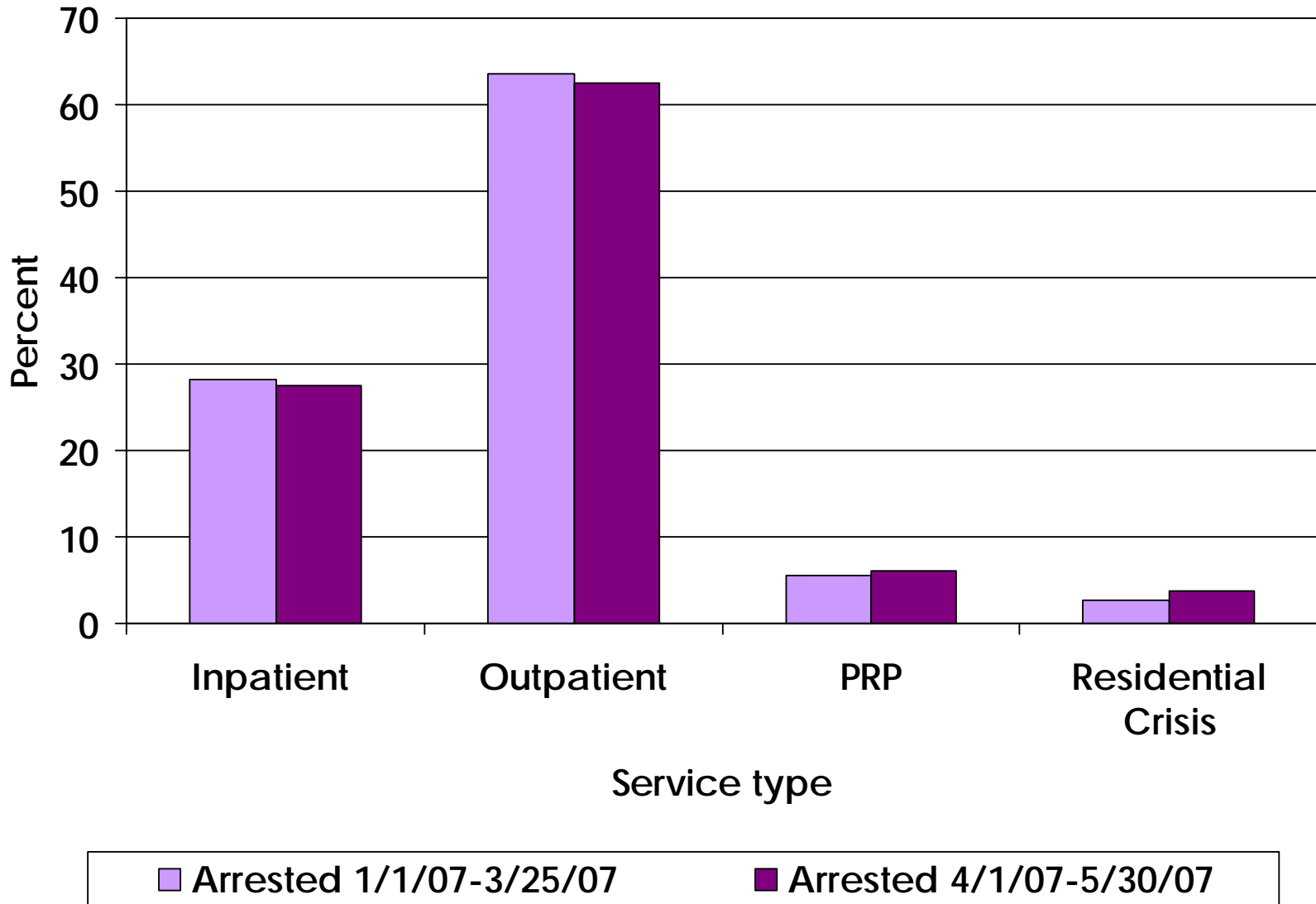
Findings – continued

- 90% of consumers consented to informing jail medical personnel of medication needs
- 74% of consumers consented to contact family or friend
- 86% of consumers consented to contact attorney
- 88% of consumers agreed to a referral to FAST program

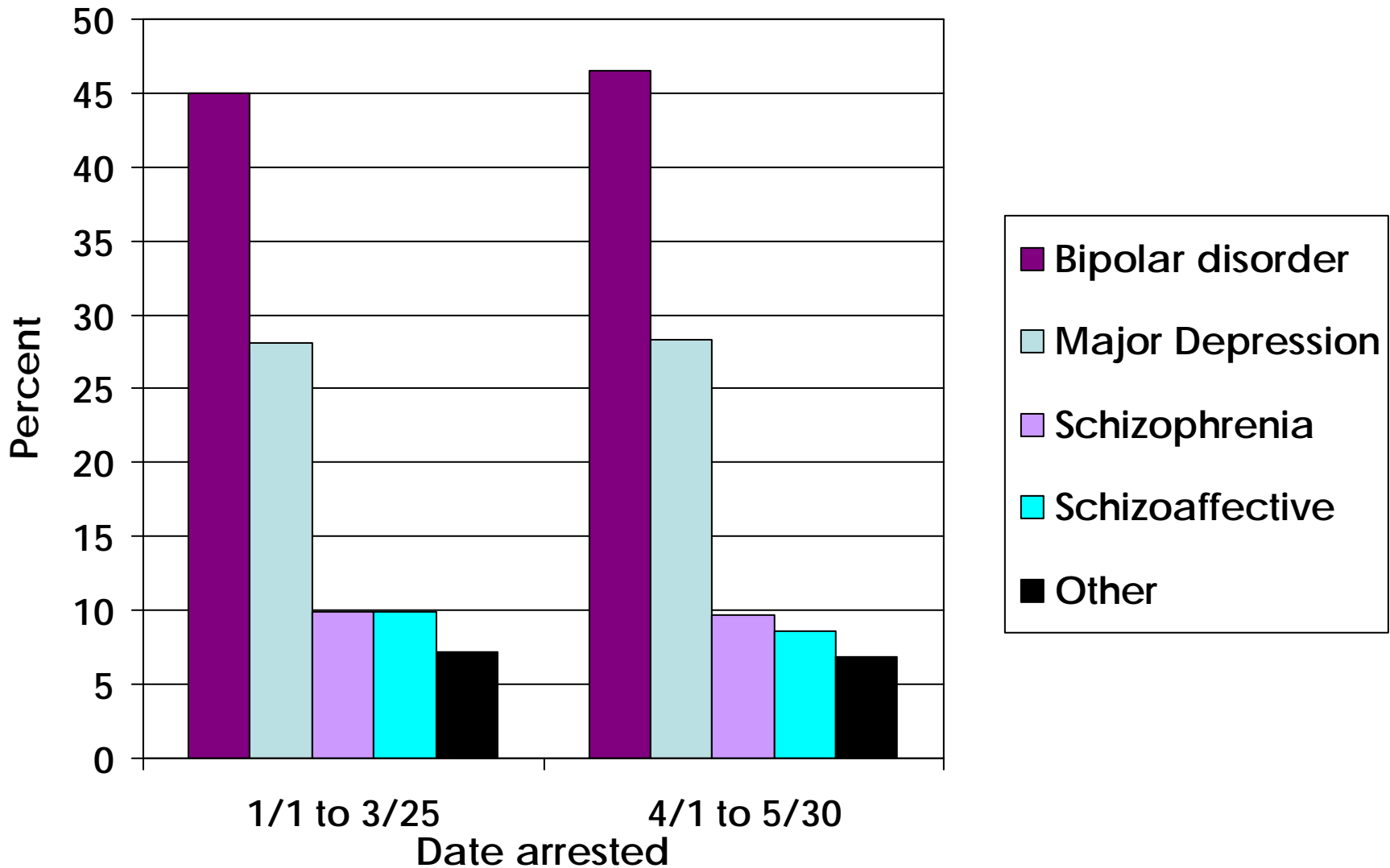
2007 DATALINK GROUPS BY GENDER



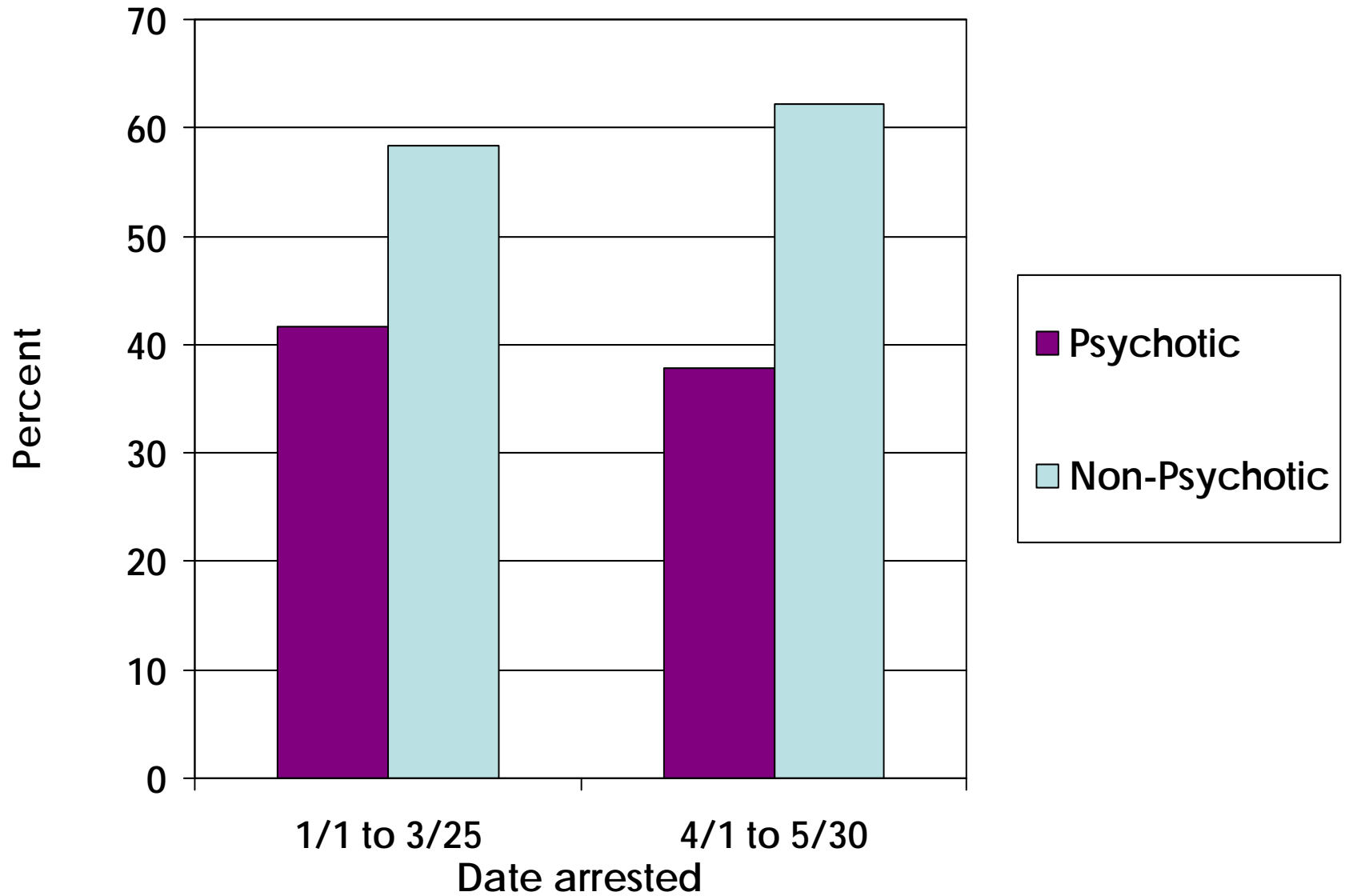
MOST RECENT SERVICE AUTHORIZED PRIOR TO ARREST



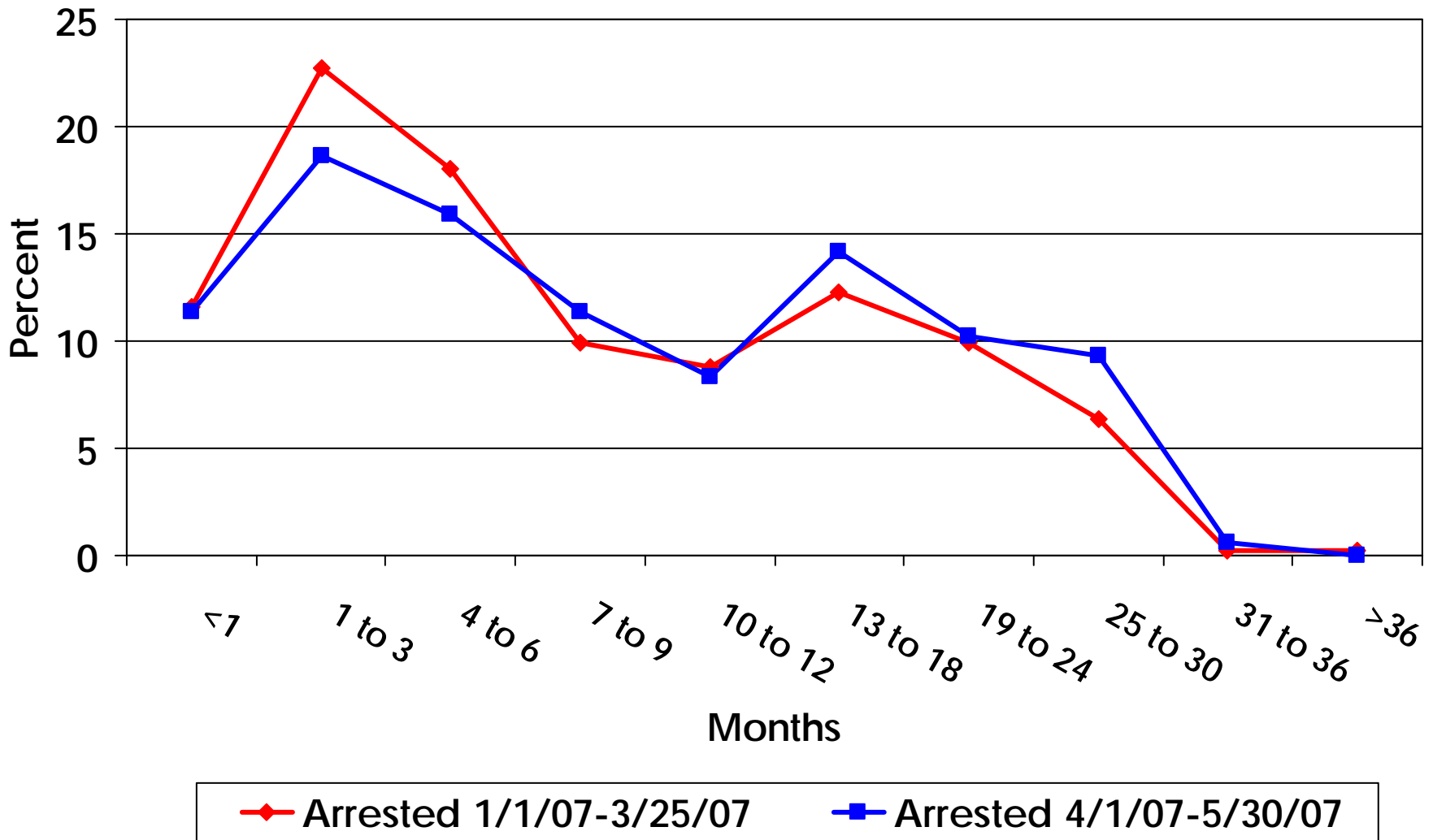
2007 MATCHED CONSUMERS BY MENTAL HEALTH DIAGNOSIS



2007 MATCHED CONSUMERS BY MENTAL HEALTH DIAGNOSIS



TIME BETWEEN LATEST MH SERVICE AUTHORIZATION AND ARREST



Next Steps

- Staff in detention center
- Statewide expansion
- Collaboration with providers
- Expansion of data analysis

QUESTIONS?

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