

Title of Presentation: “Implementing Community Treatment Teams: Improving Outcomes Through Research, Assessment, And Collaboration”

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Allegheny County (Pittsburgh, PA) instituted four Community Treatment Teams (CTT), based upon the Assertive Community Treatment (ACT) model, in the fall of 2001. These teams were developed through a collaborative venture of Community Care Behavioral Health Organization (the managed care organization that has an at risk contract for Medicaid behavioral health services in Allegheny County), Allegheny County, and Allegheny HealthChoices, Inc. (the monitoring entity for the behavioral health managed care program). The initiation of the teams created a new level of care for members with severe mental illnesses who had not responded to other services. Community Care and Allegheny County provide funding for the CTT services.

Four main areas will be covered in the presentation:

This presentation will explain how best practice research and local data have been used to support the implementation of the CTTs. Best practice research and expert consultation were used to define the nature and scope of services provided by the CTTs. Community Care consulted with their outcomes steering committee to provide guidance on outcomes initiatives related to the CTTs. Community Care also consulted with the developers of the SAMHSA ACT toolkit and took the lead in using the toolkit at the local level.

The presentation will also include how the performance of teams is monitored and the results of the various evaluation projects.

Structured assessments from the SAMHSA toolkit have been implemented, and have provided a vehicle to measure model adherence and to identify quality of care, organizational strengths, and areas of improvement. Research results will be presented. To also measure consumers' recovery, consumers complete a semi-annual outcomes questionnaire. Recovery concepts measured on the outcome scale include items that assess quality of life, community engagement, consumer satisfaction with services, and health behavior. Research results will be presented.

Cost, outcomes, and utilization data are also monitored. Research results will be presented, including comparisons of CTT consumers prior to and after enrollment in CTT, as well as that of a matched cohort.

Collaboration and perspectives from the teams will be covered. The assessment and evaluation of CTT services involves multiple stakeholders including Community Care, Allegheny County, Allegheny HealthChoices, Inc., CTT Providers, CTT consumers and family members.

Finally, implications of the findings, particularly in relation to developing programs that follow the ACT EBP, will be discussed.