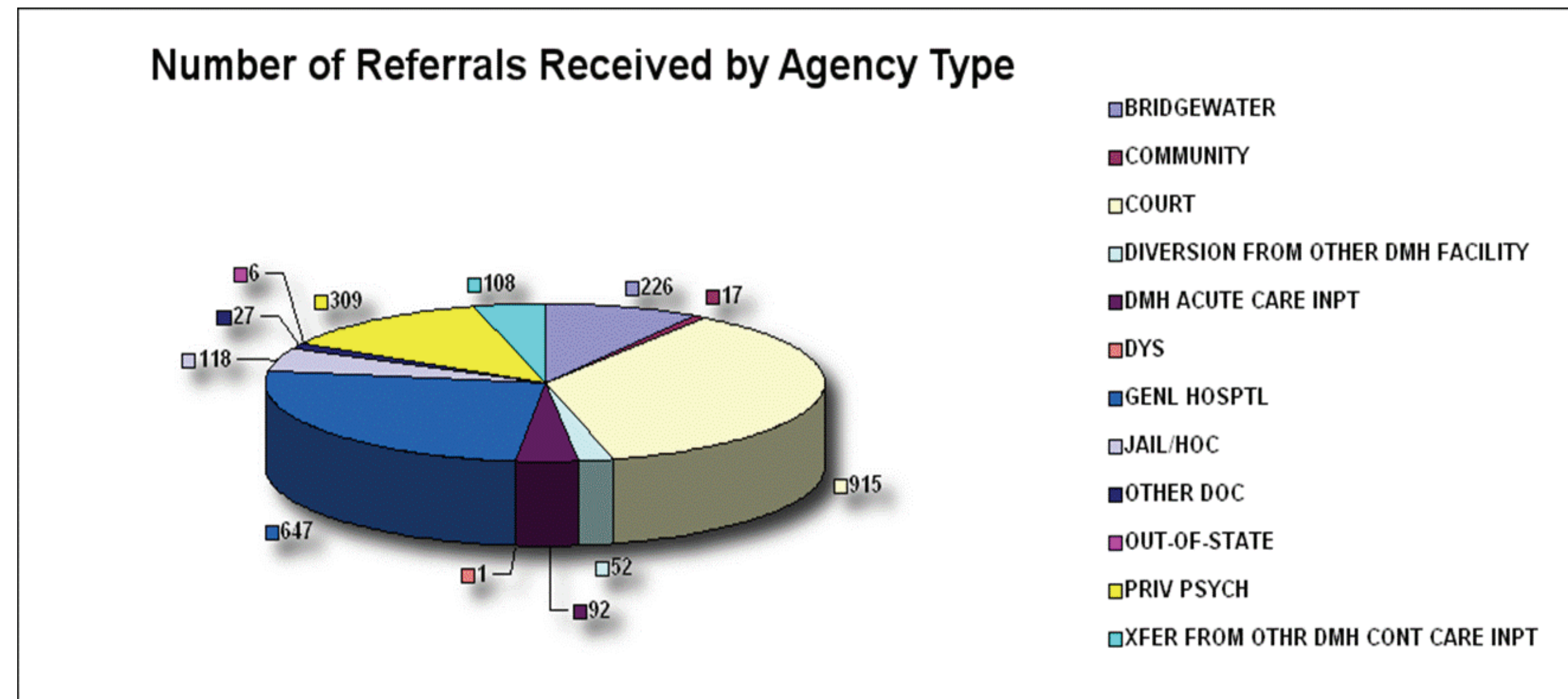




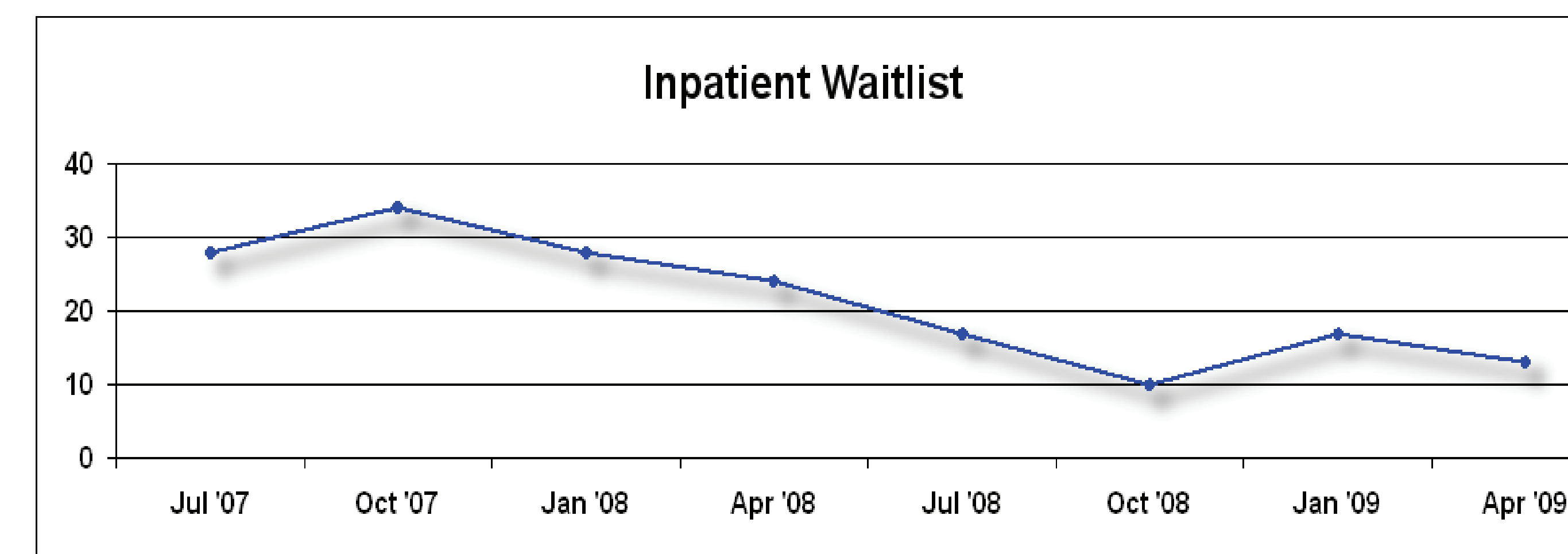
Massachusetts Department of Mental Health Admission Referral Tracking System

PROMOTING THE USE OF DATA TO INFORM DECISION MAKING AND IMPROVE SERVICE DELIVERY



Purpose:

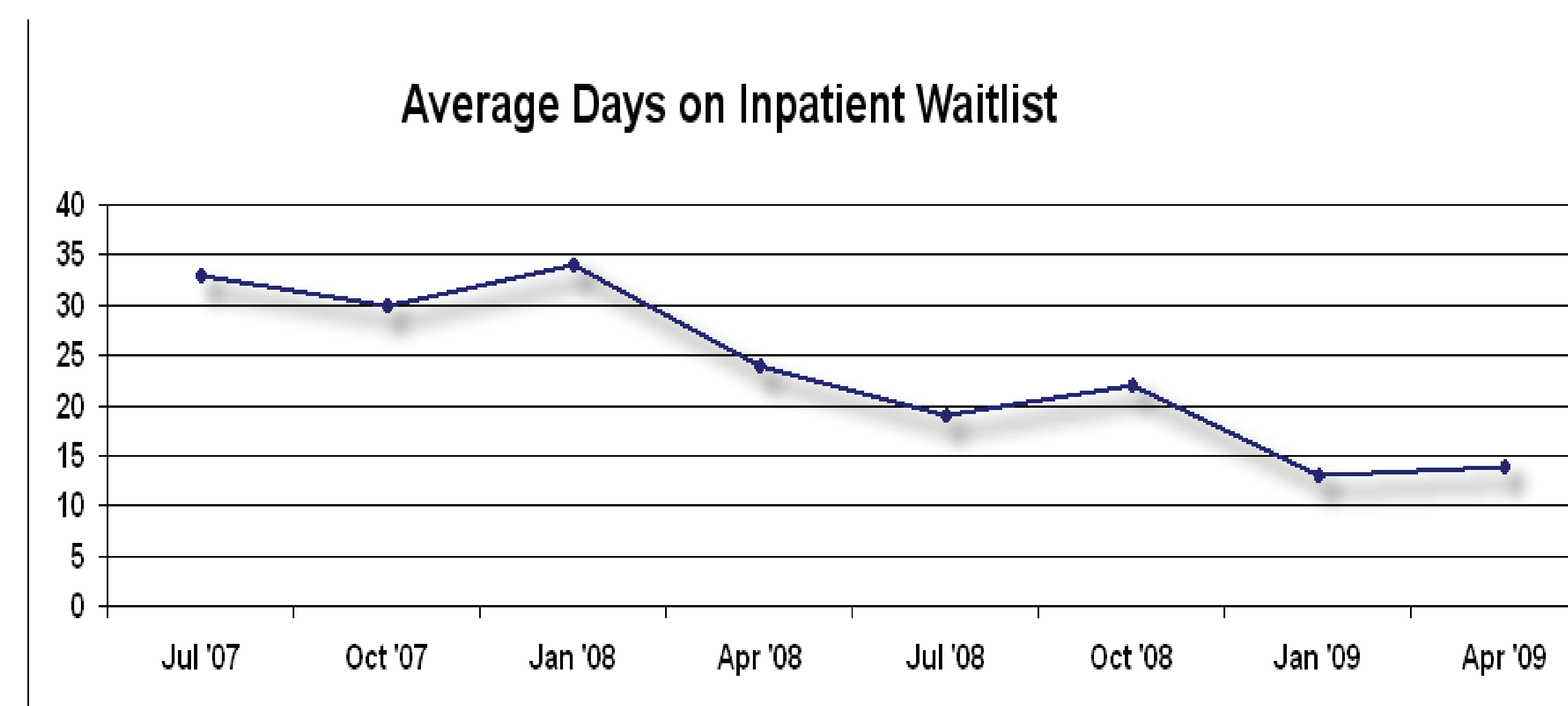
- DART was developed in response to:
- Lack of standardized procedures for referrals to Continuing Care from acute hospitals
 - Inconsistent criteria and timelines for accepting clients for admission (Waitlist) across Areas
 - Need for data driven approach to decision making for Agency Senior Leadership



National Outcome Measure: Reduced Inpatient Utilization

2009 Block Grant Indicator Continuing Care Inpatient Diversions: Percent of Non Forensic Referrals to DMH Continuing Care Inpatient Facilities Who Are Diverted
Measure: Number of Non Forensic Referrals Who Are Diverted Divided By Number of Non Forensic Referrals To DMH Continuing Care

Fiscal Year	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY08 %Attained
Indicator	18.30%	29.01%	20%	41.15%	205.75%
Numerator	107	150		165	
Denominator	584	517		401	



Milestones:

- June 2007:** Uniform Referral Process established for referrals from acute hospitals to DMH Continuing Care inpatient
- July 2007:** Statewide rollout of DART, consisting of web based data entry screen and a desktop reports module, providing real time access to client level data on all referrals
- December 2007:** Metro Boston Area includes DART diversion reports as criteria in performance evaluations of Site Directors
- March 2008:** Waitlist Reports distributed weekly to Area Directors for use in Senior Management meetings with Commissioner for decision support around movement in and out of inpatient system
- May 2008:** Establishment of DMH/MABH Collaborative Performance Improvement Workgroup; comprised of DMH management, representatives from Mass Association of Behavioral Health Systems (acute hospital provider association) and consumer advocates to address issues around timelines and procedures in the inpatient referral process
- September 2008:** Weekly Distribution of Waitlist reports and trend charts to MABH members and community stakeholders
- December 2008:** DART data used to produce indicators for Continuing Care Admissions and Diversions for 2008 Block Grant Implementation Report
- March 2009:** DART measure added to the Health Map of EHSResults; an executive dashboard of the Executive Office of Health and Human Services (Average number of days from acceptance to admission of acute-care inpatient referrals to DMH continuing care facilities)
- April 2009:** Rollout of DART Reports Module II with enhanced desktop reporting capabilities, including trend charts, audit reports, client level and aggregate reports

Additional uses of DART data:

- Clinical communication tool at individual referral level
- Area level utilization management
- Provides information on flow of forensic evaluations

What's Next?

- Inclusion in DMH Warehouse
- Analysis of Trends in Forensic Evaluations

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