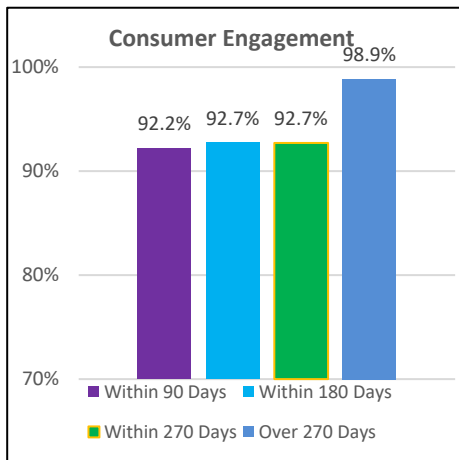


# UTILIZATION MANAGEMENT UPDATE

*Utilization Management (UM): The process by which a behavioral health organization ensures that individuals receive timely, quality, cost-effective services in the most appropriate and least restrictive treatment setting and ensures that the organization has an effective mechanism to manage the utilization of clinical resources.*

## ENSURING SERVICES DELIVERED



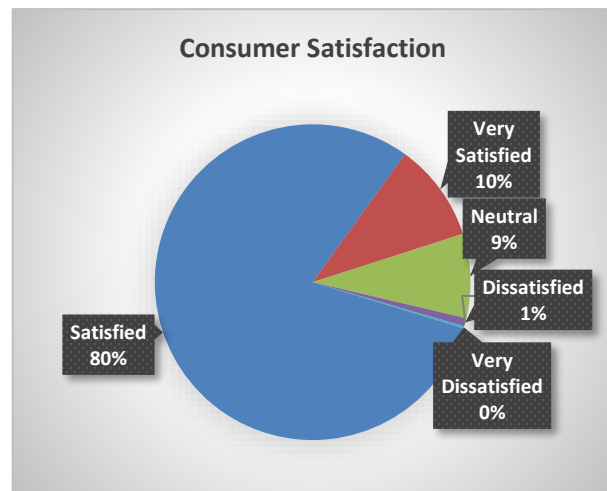
The Utilization Management Committee continues to review Consumer Engagement on a monthly basis. Consumer Engagement is defined as at least one billable service within the given time frame. The billable service could be from the primary service area that the consumer is receiving services from, or from an ancillary service provided by another ACCMHS service area.

During the UM Committee review, senior level clinical staff review any barriers that have been encountered in service delivery. Efforts are made to problem solve any barriers. Recently a goal has been established to have 95% of all consumers identified

as being engaged in services for all time frames.

## ENSURING QUALITY OF SERVICES

Service satisfaction must be obtained and documented at least once a quarter. This CARF standard was being monitored during the Quality Records Review process. The Consumer Satisfaction Monitoring Dashboard was recently created to assure that the documentation is being completed. During the months of April, May and June, 96% of all cases had service satisfaction documented at least once. A goal was recently set to have at least 98% of consumers having a documented satisfaction level every quarter.



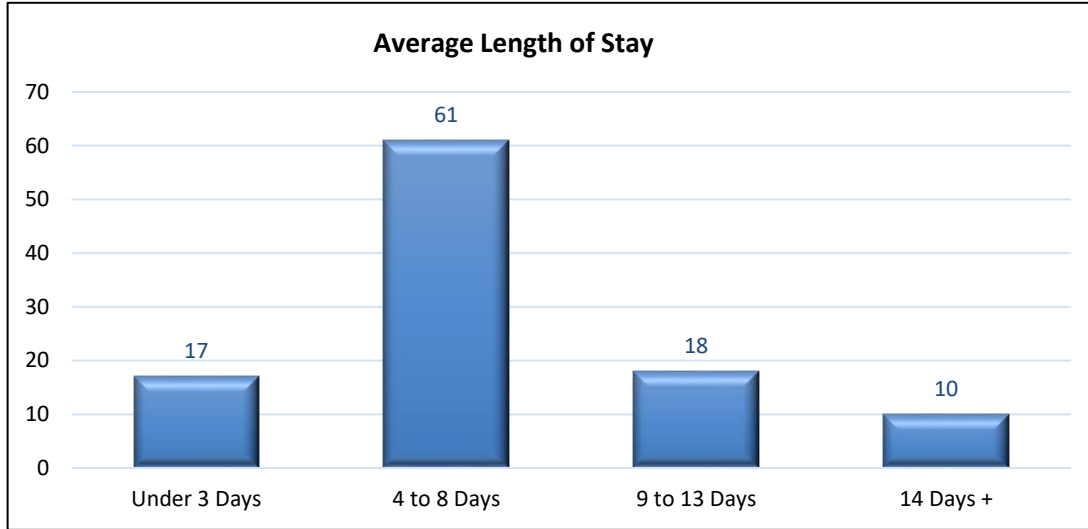
The chart to the left shows the array of satisfaction levels for consumers indicating satisfaction. It should be noted that this information was pulled from the more than 3,000 service notes during the time frame. Consumers could have indicated service satisfaction on multiple service notes during the time. Of the more than 3,000 service notes 90% had indications of either Satisfied or Very Satisfied with services provided by ACCMHS. The Consumer Satisfaction Monitoring Dashboard will be reviewed by the UM Committee at least quarterly during the next fiscal year.

# UTILIZATION MANAGEMENT UPDATE

---

## MONITORING TREATMENT PROVISION

Higher Levels of Care are monitored by the UM Committee through the Inpatient and Crisis Residential Dashboard on a quarterly basis. While the reporting is reviewed quarterly, each report covers a six-month time span. The reporting allows for monitoring of the number of prescreens by month, the disposition of admissions



versus diversions, and the presenting insurance at the time of the screening. The average length of stay is also monitored. Attention is paid to those stays that are under 3 days with one question being if the shorter stay is appropriate given the clinical presentation. Additionally, the dashboard allows for the committee to monitor the shorter stays for readmissions that might happen within the 6 months following a short stay.

Respectfully Submitted,  
Michell Truax, MA LLP  
Utilization Manager