

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

<i>No Individual Therapy For Last 90 Days</i>	
Clinician	Consumer Count
Clinician A	7
Clinician B	3
Clinician C	3
Clinician D	3
Clinician E	3
Grand Total	19

The Utilization Management Coordinator exports data from the Electronic Medical Record (EMR) for several programs as laid out in the Utilization Management Plan. This data export is condensed and summarized in to a Program Dashboard.

Two dashboards each month are reviewed by the Utilization Management Committee. The

table to the left depicts just one area that the dashboard summarizes. (It should be noted that this table covers a timespan when COVID-19 was impacting the agency’s ability to deliver the service. This concern has since been addressed.) The Program Dashboard monitors service delivery within programs, frequency of services delivered and overall caseload assignment distributions. Detailed information underlying the Program Dashboard is sent directly to supervisors in real time for follow up with staff. This provides an opportunity for an exploration of barriers and potential solutions to issues with service delivery.

ENSURING QUALITY OF SERVICES

The UM Committee Continues to review the Homebased Units of Service report on a monthly basis. This report shows all children that have received homebased services within the last 90 days. An overview of the report is shown in the table below.

ClientID	HB Program Start	CAFAS/ PECFAS Baseline	CAFAS/ PECFAS Most Recent	Recent Elevated: # of Subscales @ 20+	Recent Severe: # of Subscales @ 30	CAFAS/ PECFAS Gains	Effect Size Gains*
A	3/4/2020	120	100	5	0	20	Small
B	2/10/2020	170	110	5	1	60	Large
C	10/9/2019	110	90	4	0	20	Moderate
D	12/12/2019	170	90	3	0	80	Large
E	9/4/2019	110	90	4	1	20	Moderate
F	8/7/2019	140	90	4	1	50	Large
G	8/7/2019	140	110	5	1	30	Moderate

The quality of services delivered through the Homebased program in monitored by changes within the Child Adolescent Functional Assessment System (CAFAS). The CAFAS is a standardized tool that measures the needs of a child and family across various domains. A lowered score indicates improvement in the identified child’s functioning. These changes in

UTILIZATION MANAGEMENT UPDATE

CAFAS scoring are further categorized in to effect size gains to assist in quantifying the improvements that are observed.

Work is well underway to develop a summary report for children who have been discharged from Homebased services within the last two years. The report will summarize the CAFAS improvements observed between baseline and discharge from the program.

MONITORING TREATMENT PROVISION

The UM Committee monitors the timely documentation of treatment provided. When a clinician enter a service in to the EMR, it has the same effective date as the date that the service was provided. The document is consider “timely” if the signature is completed within the established timeframes of the agency. By monitoring timeliness, the committee is able to monitor if services are being provided according to policy.

Timeliness and Number of Documents (By Reporting Month for Data Integrity Scorecard)						
	Assessment		Service Note		Treatment Plan	
Jan-19	45%	178	51%	2796	70%	255
Apr-19	46%	200	45%	2638	59%	256
Jul-19	48%	229	52%	2927	66%	292
Oct-19	62%	245	71%	3021	76%	245
Jan-20	68%	167	78%	2975	82%	238
Apr-20	61%	189	70%	2741	75%	254
Jul-20	63%	228	77%	3333	76%	262

The table here represents key documents found within a clinical record. The clinical teams have made considerable improvements in meeting timeliness standards over the last seven quarters. Timely documentation within a client record also assures that effective case coordination can occur between clinicians and providers.

Respectfully Submitted,
Michell Truax, MA LLP
Utilization Management Coordinator