RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for Jan. – Mar. 2021

GOAL: At least 95% of new members will begin receiving services within ten days after approval.

RESULT: This quarter, we looked at 68 people who entered services. 92% of those members received services within ten days after approval.

GOAL: At least 95% of members/guardians verified that services were delivered consistently.

RESULT: 100% of members polled said that they received services consistently, which exceeds the threshold by 5%.

GOAL: Track/review Discharges. Increase number of planned discharges, resulting in members receiving a successful connection with the receiving agency or provider during the Discharge process.

RESULT: We had 245 total discharges during the quarter #1, 2021. 43% were planned which is an improvement over last quarter’s 28% planned discharges.

GOAL: Track number of psychotherapy services being delivered to support use of Evidence-based Practices, and therefore improve quality and effectiveness of the program and potentially decrease number of hospitalizations.

RESULT: We had 289 hours of psychotherapy services delivered this quarter #1, 2021 which was an increase by 47 hours of psychotherapy services delivered last quarter. An increase in psychotherapy could potentially reduce number of hospitalizations.

GOAL: Track number of services provided via telehealth to improve accessibility of services to members and potentially increase census.

RESULT: We had 1,004 telehealth services delivered this quarter by LMHPs and Med Mgt. Providers, which was a decrease over last quarter’s 1,385 telehealth services. More face-to-face services are being provided, possibly due to the Covid crisis decreasing. Providers will continue to provide telehealth services, as appropriate.

GOAL: Track admissions to services to determine if members have a Primary Care Provider.

RESULT: Of the 155 members admitted to services, 94% had a Primary Care Provider this current quarter which is an increase by 2% over last quarter, and threshold of 80% was exceeded.

GOAL: Provide services in a safe, effective, and efficient manner to all members and potential members.

RESULT: 33 Incident Reports were completed this quarter which is 10 less than the previous quarter. Most of the incident reports related to communicable disease. RMS continues to educate members and staff according to CDC guidelines, governor, and local officials as recommended, and educate regarding the availability of the Covid vaccine.

If you would like us to report about other things that we do or measure, you can call Roxanne McGraw, Compliance Officer, at 337-437-4014.