RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for April - June 2020

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

RESULT: This quarter, we looked at 143 people who entered services. 99.4% of those members received services within ten days after approval. Which exceeded goal of 95%.

GOAL: At least 70% of members receive services at least every other week.

RESULT: 77% of members received services with the expected frequency, which exceeded the goal of 70%.

GOAL: At least 90% of members/guardians who are contacted will confirm the frequency of services. A sample of members/guardians are called and asked about how often services are provided.

RESULT 100% of members/guardians confirmed that services are being delivered consistently. Goal exceeded.

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 103 unplanned discharges and 34 planned discharges this quarter. 75% of discharges were unplanned which is an improvement over last quarter’s 86% unplanned discharges.

GOAL: Track hospitalizations of members during the quarter to potentially reduce the number of hospitalizations.

RESULT: We had 28 member hospitalizations this quarter which was 11 less than last quarter. 24 hospitalizations were psychiatric in nature, and 4 were medical-related. Improvement noted.

GOAL: Track number of Crisis Intervention Services. Increasing number of these services could potentially help to reduce hospitalizations.

RESULT: We had 41 Crisis Intervention Services provided this quarter #2, 2020, which was an increase by 26 services since last quarter #1, 2020.

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

RESULT: We had 372 hours of psychotherapy services delivered this quarter #2, 2020 which was up from 269 psychotherapy services last quarter.

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

RESULT: We had 1,562 telehealth services delivered this quarter by LMHPs and Med Mgt. Providers, which was a huge increase over last quarter, as more telehealth was indicated due to COVID-19 pandemic guidelines.

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

RESULT: Of the 140 members admitted to services, 93% had a Primary Care Provider this current quarter as compared to last quarter’s 98.5%.

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.