RESOURCE MANAGEMENT SERVICES

HOW DID WE DO?

Report for July- Sept. 2021

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 131 total discharges during the quarter #3, 2021. 45% were planned. RMS will continue to educate members throughout services regarding the significance of 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 283.5 hours of psychotherapy services delivered this quarter #3, 2021. 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 683 telehealth services delivered this quarter by LMHPs and Med Mgt. Providers, which was a decrease over last quarter’s 784 telehealth services. More services are being provided face-to-face which is the preferred mode of service delivery. 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, 93% had a Primary Care Provider. The threshold of 80% was exceeded.

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

RESULT: 31 Incident Reports were completed this quarter which is 10 more 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.

GOAL: Review all Child/Youth Satisfaction Surveys bi-annually to provide services which are deemed satisfactory by RMS Stakeholders.

RESULT: 97% of Children/Youth surveyed were satisfied with RMS services which exceeded the goal of 85%.

If you would like us to report about other things that we do or measure, you can call Roxanne McGraw, CCO, at 337-990-5475.