

# Community Behavioral Health

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## Vision & Future Planning

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# Key Elements for CBH Network

*What we believe are critical elements for an effective CBH Network:*

- Safe
- Accessible
- Efficient
- Effective (Positive Clinical Outcomes)
- Financially & Administratively Stable
- Competent Workforce

# Safe

- Perception of individuals with behavioral health issues living in the community and not in an institution;  
Myths vs. Reality
  - Substance Abuse
  - Homelessness
  - Violence
- Maintaining low incidents and proactively planning
- Consumer Safety
  - Trained Staff

# Access /Capacity & Efficiency

- Efficient wait time, staff time and process costs
- Responsiveness to enrolled consumers in crisis
- Reduction of no shows
- Balancing the right amount of services and duration
- Staff patterns to meet demands
- Standardized Clinical Tools
- Capacity to provide services that are clinically warranted

# Effective: Positive Clinical Outcomes

- *Outcome* based assessment tools that measures functionally
- Consumer satisfaction surveys
- Data collected and evaluated
- Clinical Pathways
- Targeted Key Indicators for specific services

# Financially & Administratively Stable

- Diverse Fund & Payor Sources
- Access for eligible consumers to application for Medicaid or other health benefits
- Evolving with Healthcare Act
  - Partnerships / Integrated Healthcare
- Fully Implemented Electronic Health Records System
- Innovative Executive Leadership
- Utilization Management & Quality Management infrastructure

# Competent Workforce

- Network/System Learning
  - Collaborative learning opportunities through partnerships
- Training / Evaluation & Sustainability

# The Path Ahead

## Responsibility of the Divisions of Community Mental Health & Addictive Disease

- Provide Clarity & Communication
- Make Data Informed Decisions
  - Make sure that the data that goes in comes out
- Identify ways to improve efficiency
  - In practice models
  - In reporting requirements
- Implement assessment tools that measure clinical outcomes and not just level of care
- Train Workforce & Invest in Evidenced Based Practices
- Ensure a safety net exists for the consumers



# The Path Ahead Cont.

- Ensure Network Capacity & Comprehensiveness
- Ensure quality of provider network meets the established standards
- Meet the requirements of the Settlement

# Where are we now?

- Assessing and planning for the future of the network's infrastructure for FY 15 and beyond
  - Core
  - Specialty
- Implementing Trainings for the network
  - Aaron Beck Cognitive Behavioral Therapy
  - Motivational Interviewing
  - Provider Symposium
  - Addiction Schools
  - C&A System of Care Academy
  - Building Fidelity Programming for ACT & SE
  - More...

# Where are we now cont?

- Meeting the requirements of the ADA Settlement
- Adding additional services and supports to the system
- Assessing & Planning for changes related to C&A & Managed Care Medicaid

# Keys to Success for the CBH

*How do we achieve our goals?*

- Partnerships
- Innovation
- Competency
- Communication & Clarity
- System Learning Opportunities (*Learning from what works and what does not*)

## Contact Info

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