

Public Meeting Notice

Please note this meeting is open to the public and is being recorded
Anything said during this meeting may be part of the public record



Get Out & Stay Out!!

Maintaining Care After Discharge



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Department of Health Care
Policy & Financing





Agenda

- Current state of transitions
- Models in Practice
- Elements of success
- Innovation opportunities
- Change that can happen now



What You Will Learn Today

Attendees will be able to:

- Identify key considerations to compare and contrast their current practices with alternative, innovative models in use.
- Summarize emerging and evidence-based practices that support the transition from an institution and continuity of care in the community and identify key components that are similar across the models.
- Identify ways their organization may be able to put into practice the key components discussed during the training that will support successful transitions not already in use.
- Identify those practices which may be hindering their organization's ability to foster smooth transitions and support continuity of care.



Level Setting

People with Complex Needs who are Transitioning to Community Following Institutional Care

- For today, those who have
 - Spent a lengthy period of time(s) in a non-integrated residential setting either involuntarily or voluntarily
 - Have had minimal agency or decision-making opportunities
 - Little to no community ties
 - A degree of behavioral health stability
 - Frequently not been able to maintain connections socially as well as clinically
 - Many times, developed ways of interacting with the world that cause people to stay away
 - Deserve and need active support and care



Level Setting

Institutional Care

Hospitals and State operated mental health hospitals, prison/jails, and residential treatment programs

- Longer stays
- More intensity of acuity and complex challenges
- Non-integrated
- Voluntary and involuntary status

Discharge
to
Community

Transitions
Between
Facilities

Continuity
of Care





Navigating Transitions

What Are the Challenges to Making
All the Connections Happen?

Getting From Here to There



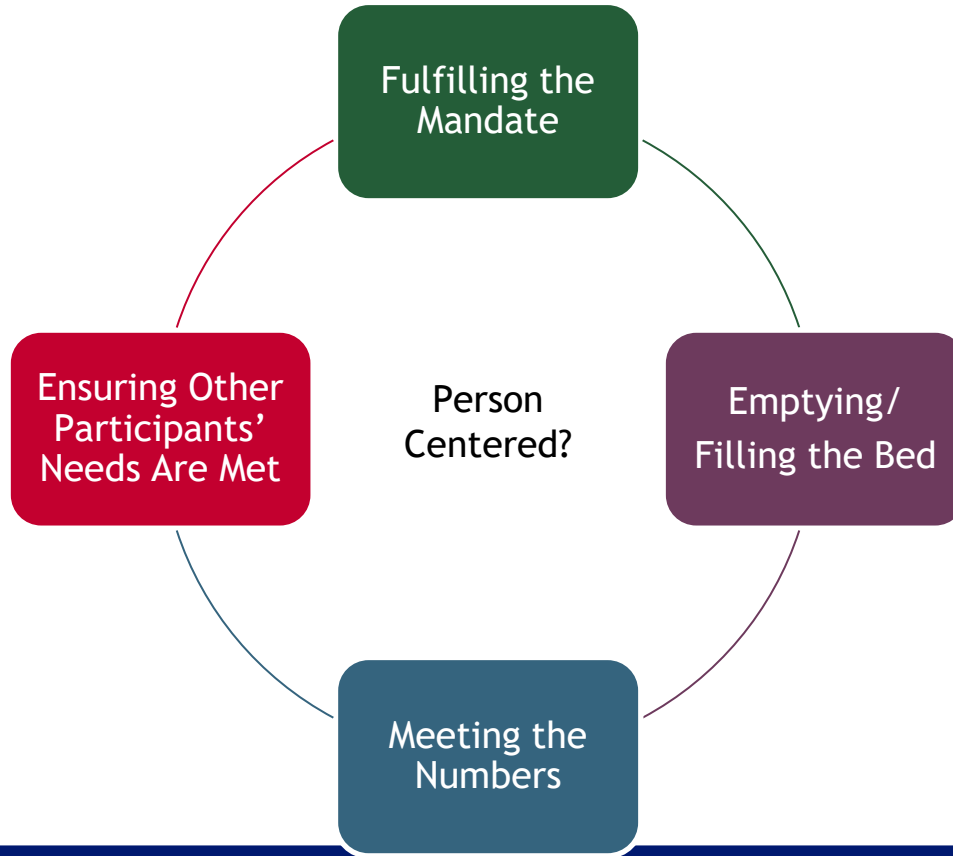
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Getting From Here to There?



Getting From Here to There (continued)

82 percent of those released from state prisons were arrested at least once in 10 years

Estimates of 30-day psychiatric hospital readmission rates range from 5-43 percent!

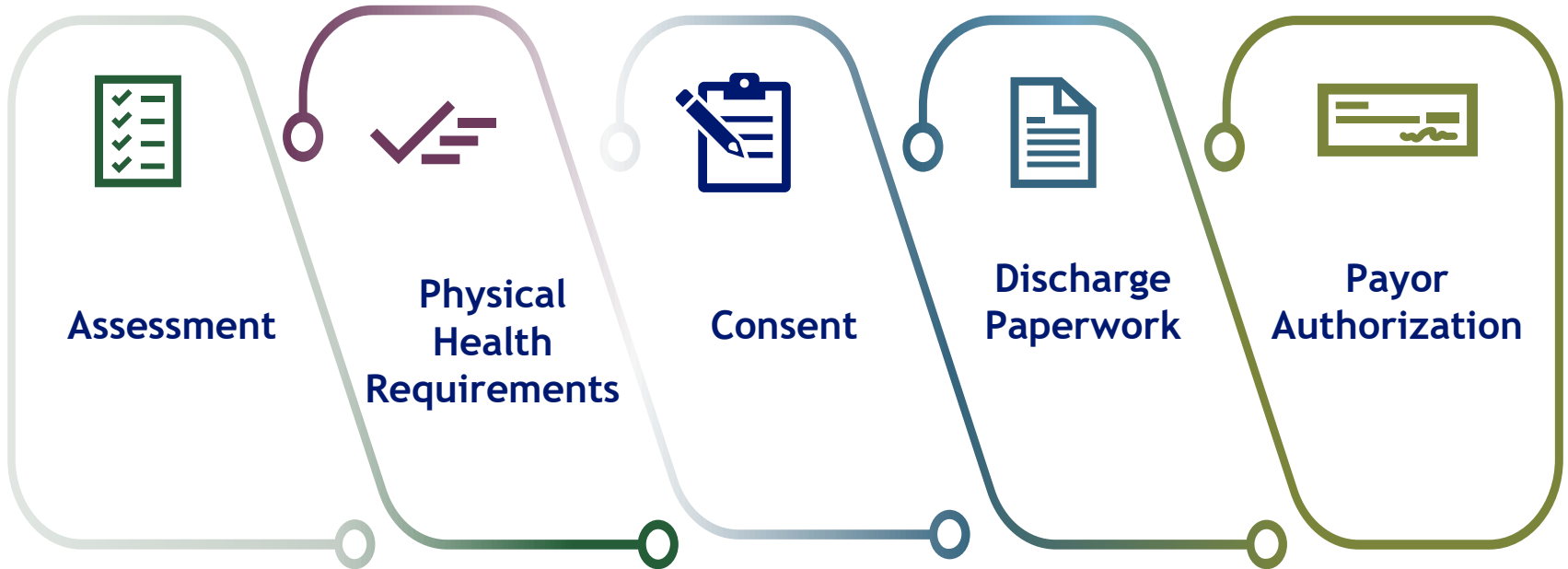
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The Steps Along the Way



How Many Steps Is it (Really)

Coming

Going



Stock Photo of Model



Why Are All These Planks Here and How they Can be Misused?

Assessment

- To be planful
- To judge if someone is ready

Physical

- To assess what other services might be needed

Consent

- To guarantee a person's rights
- To give people choice and agency

Discharge Paperwork

- For continuity

Payer Authorization

- To ensure the best level of care

Well intentioned
Processes

Sometimes
Result in Poor
Outcomes

Assessment

- Select people out

Physical

- Identify hidden costs to taking this person

Consent

- Required

Discharge Paperwork

- Repetitive

Payer Authorization

- Ill-advised and removed

Engineering



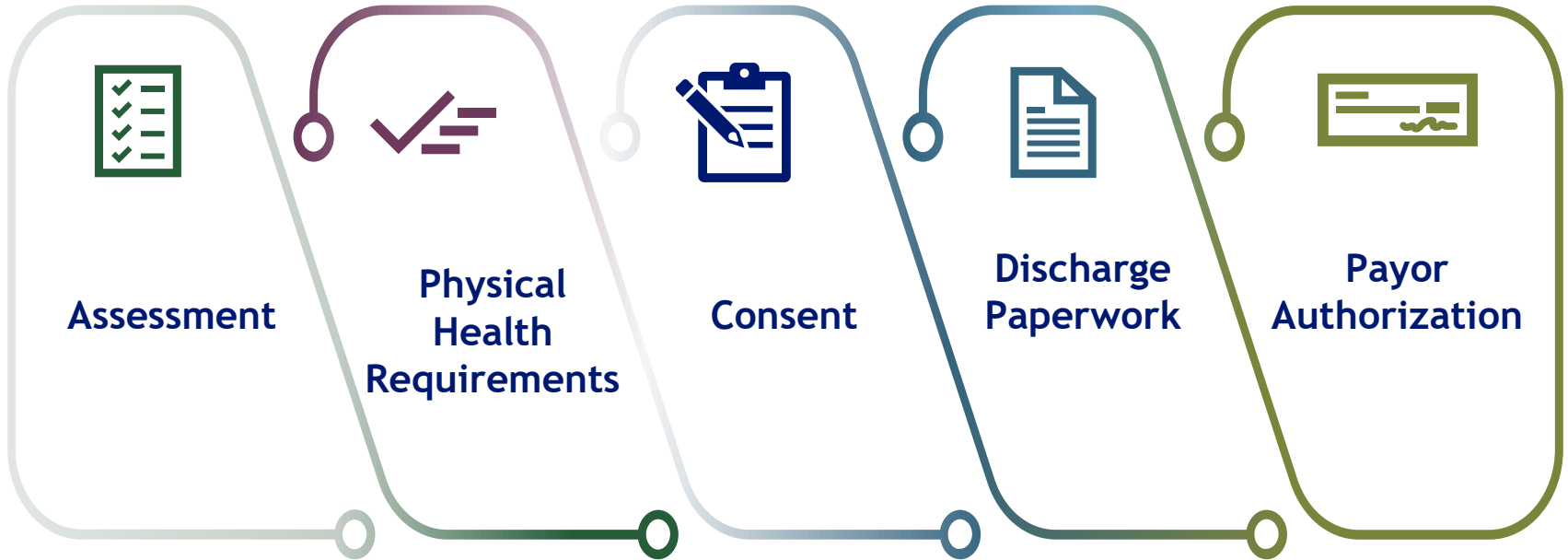
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The Steps Along the Way



Who Pays the Tolls

The regulatory and payor environment often can drive the process and steps required rather than the specific needs of the person in the transition. Successful transitions require steadfast commitment to the human and the trauma informed approach despite the administrative process.



Insurance/Managed
Care Rules



Commercial or Other
Payor



No Reimbursement



Stock Photo: Posed by Models

The Other Side Individual Experience?

What was the experience of transition
to the community?

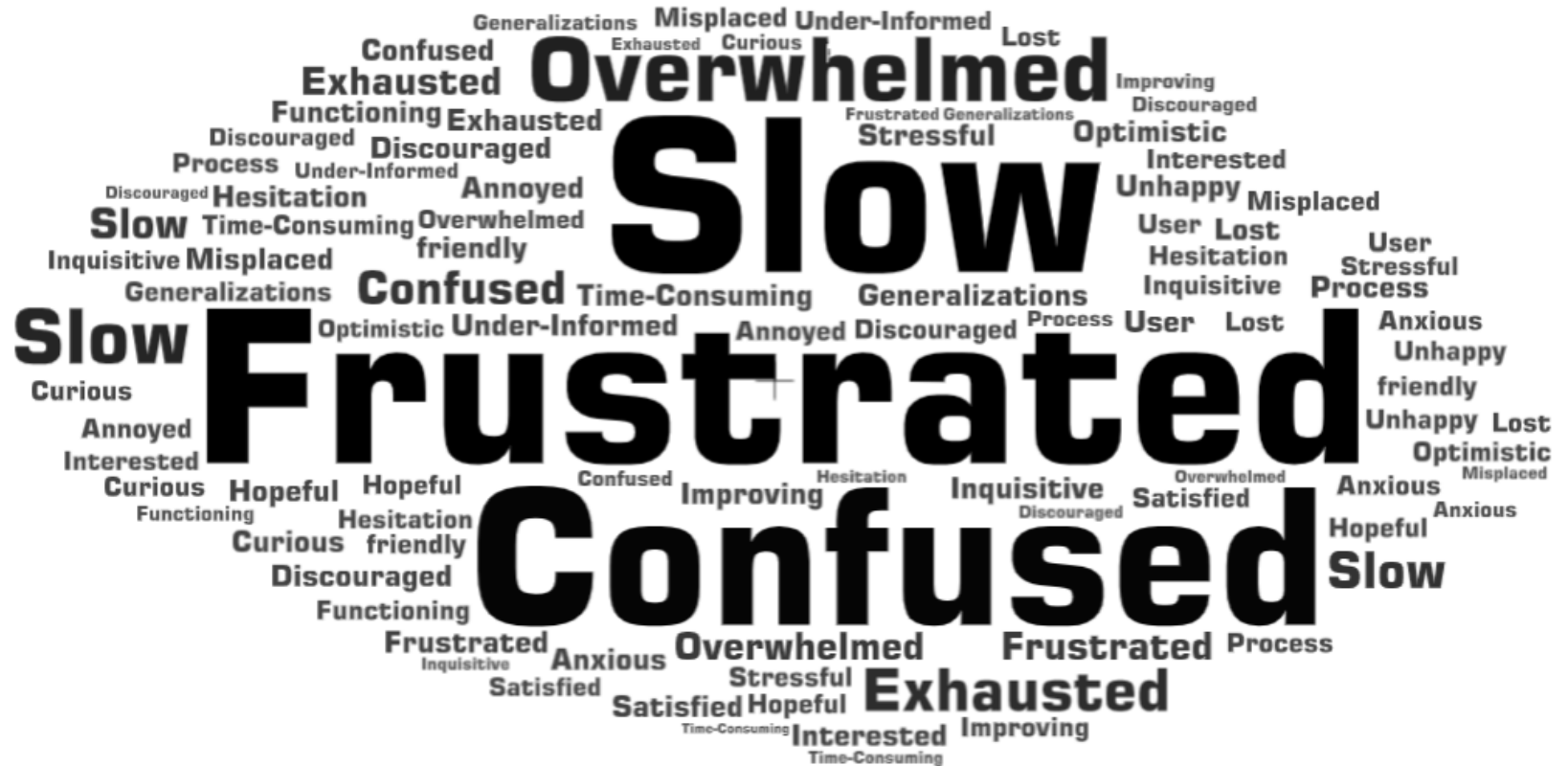
Are we attending to satisfaction and
experience of care?

Do we ask?

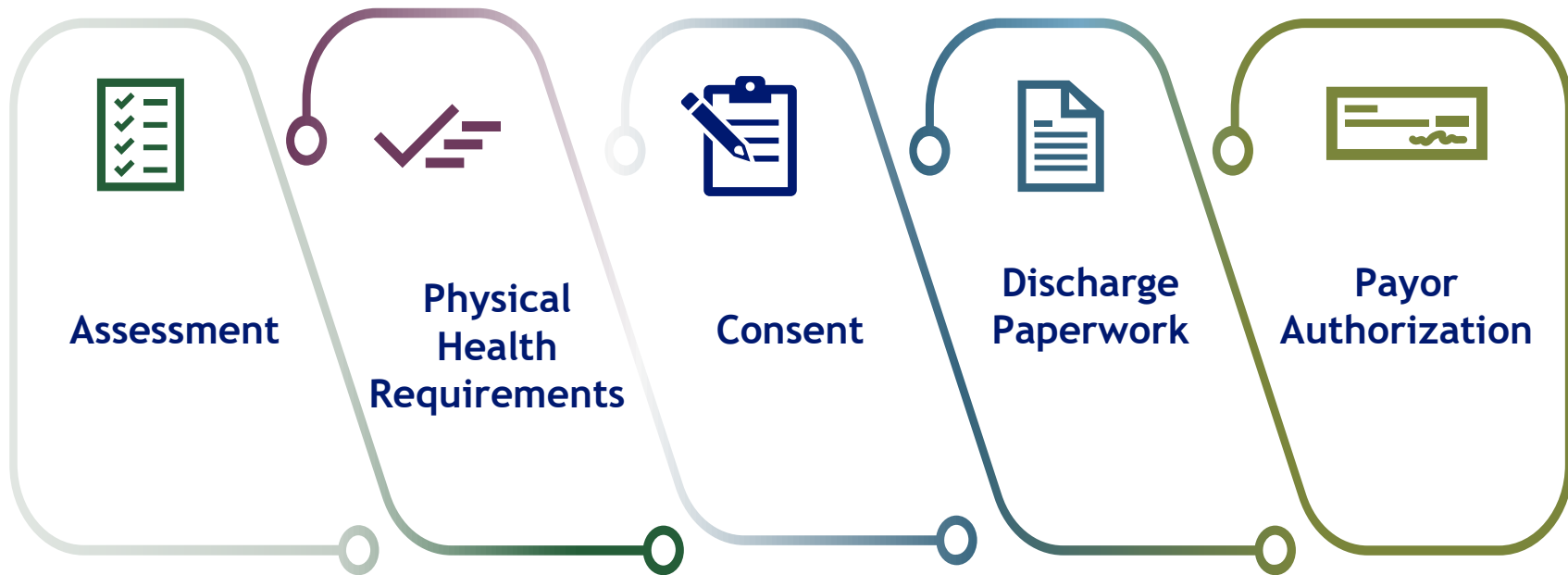
Do we know?



Thought Exercise - Provider Experience?



The Other Side - Consumer Edition

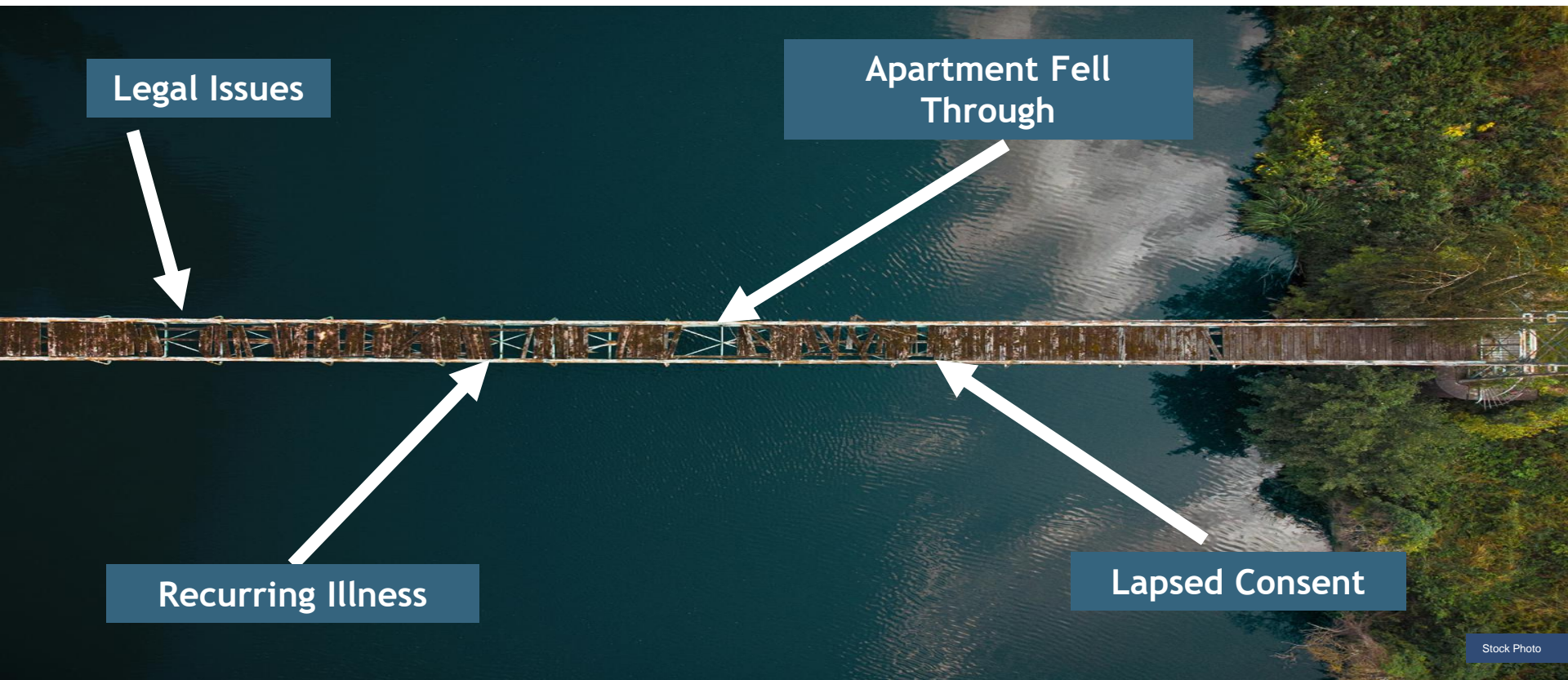


The Other Side of the Bridge

tired
drained
powerless
anxious
fried
numb
critical
frustrated
apathetic
stress
detached
disengaged
desperate
irritable
hopeless
fatigue



Engineering - Disruptions that get you Stuck on the Bridge and Present Risks



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Alternate Models

Innovation in Practice

Getting From Here to There (cont.)



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Wait, Where is “There” Again?



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What's on the Other Side



Peer Bridgers

- Peer Support Professionals workforce
- Support in state hospitals
- Starts with Admission
- Daily In Reach/Community Meetings
- Funded by Block Grant/Medicaid
- Community Transition and Immersion

**71 percent not
readmitted to State
hospital in year
following discharge**



Certified Community Behavioral Health Clinics (CCBHC)

- Faster Access
- Integrated care
- Measured Outcomes
- Crisis services
- Care Management
- Psych Rehab Services

87 percent see people
within 10 days of referral

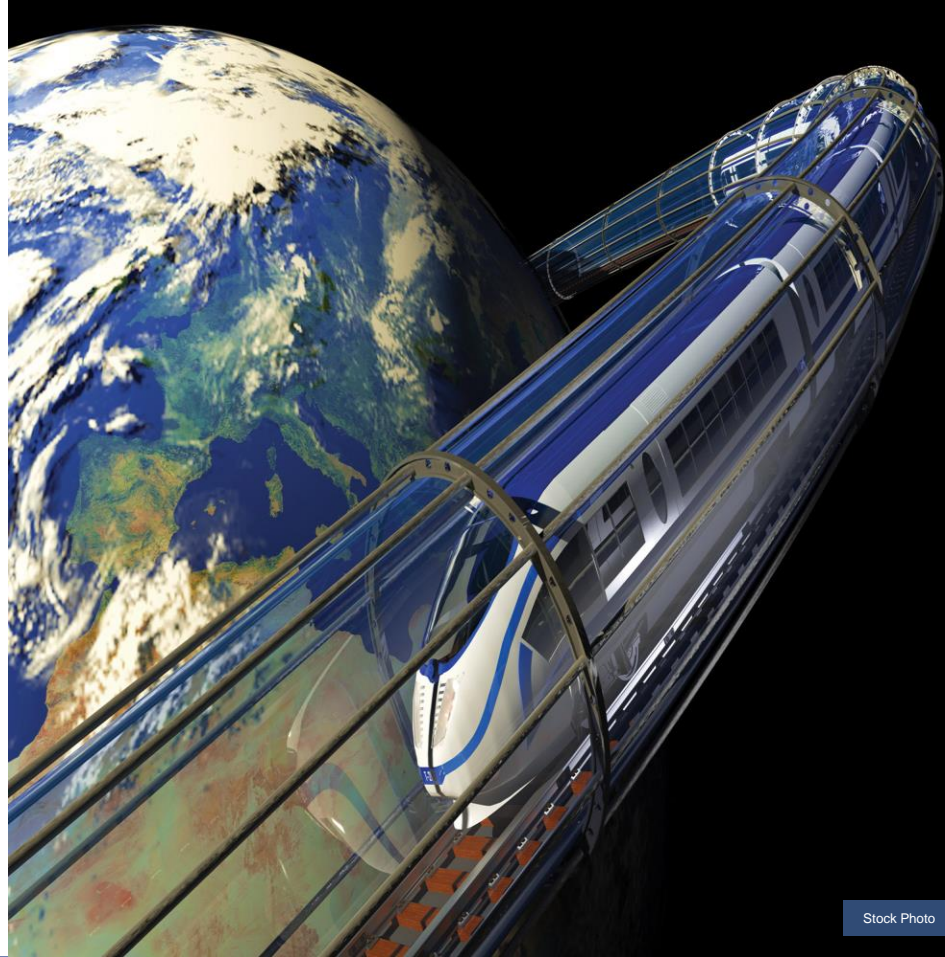
71 percent offer services
within one week



Critical Time Intervention

- Case Management model
- Highly focused
- Time Limited
- Three Phases
- Concentrated on key areas
- Travel accompaniment

5-10x REDUCTION
in odds of
homelessness



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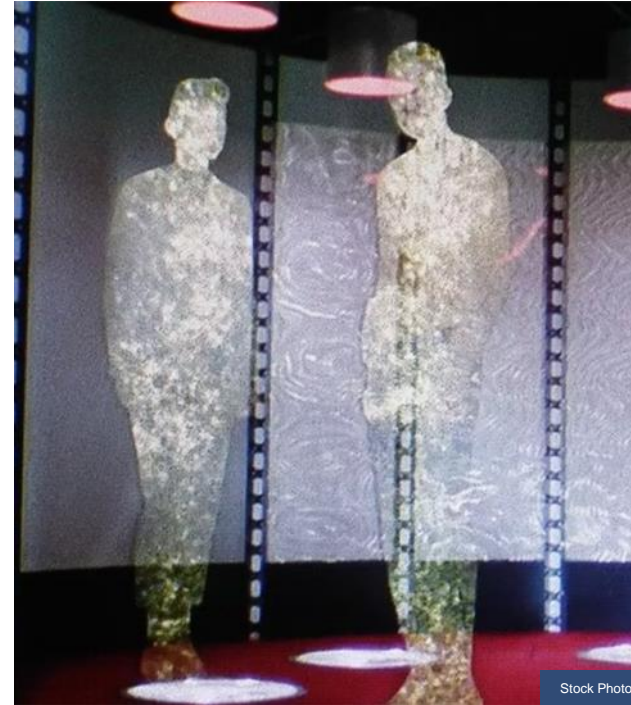
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Pathway Home™

- Team approach
- Network Resource
- Skills-building and Advocacy
- Benefits and entitlements support
- Travel accompaniment
- Expedited housing placement and care management enrollment and engagement,
- Wrap-around enhancement funds

94 percent stayed out of the hospital during first 30 days back in the community



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Shared Elements of Success



In-reach

- Starts early
- Follows the person
- Can be delivered to people with or without lived experience



Peer Services

- Increases engagement
- Addresses stigma
- Inspires hope
- Exists in many settings



Community Connections

- Reduces isolation
- Increases confidence
- Builds comfort with treatment

Person Centered and Trauma Informed Approaches



Shared Elements of Success



Honorable Mention to Other Ways of Shortening the Bridge

Barrier Free/Presumptive Eligibility/Housing First

- Minimize Paperwork
- Reduce Time to Placement
- Employ Harm Reduction

Technology

- Virtual Interviews
- Shared Data
- Self-Populating Forms
- Automated Eligibility Determinations





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How Do We Measure a Good Exit/Entrance?

Did they make it across?

Did they make it across in one piece?

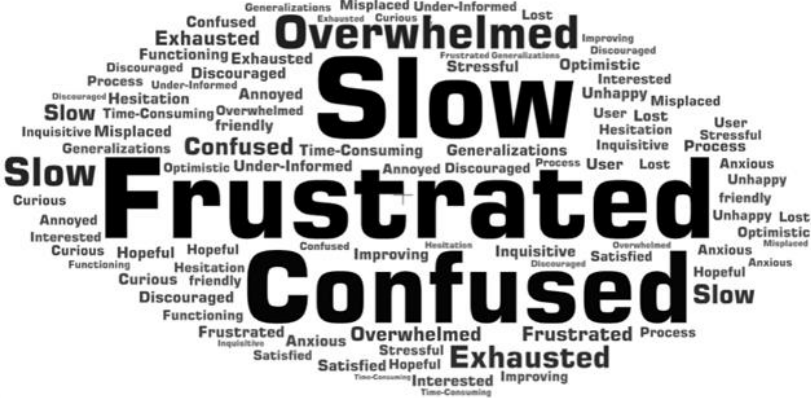
Did they stay?



Why Aren't We There Yet?

What Are the Opportunities to Do Our Best Work?

Thought Exercise





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Ch-Ch-Ch-Ch-Ch-Ch-Changes

How would we make this happen?



Funding



Regulatory



Data



Cultural



PRACTICE



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What Can You Stop/Start Doing Now to Align with National Innovation

Maximize Peer Support or Consider Peer
Bridger Model

Consider CCBHC Opportunities

Practice CTI





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What Can You Stop/Start Doing Now Within Colorado's Environment

Maximize Peer Support, QBHAs, Crisis Support Professionals

- Assess Staff Roles and Processes
- Start Discharge at Admission
- Warm handoffs and enhanced referral

Partner with Providers with Success Components (network, network, network)

Review Admission and Discharge Documents and Requirements

Examine Bottle Necks



Stay Out



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<https://bit.ly/bhprovidertrainingsurvey>



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Appendix A: Additional Resources



Office Hours

Office Hours are offered on the last Friday of every month (through September 2024) at noon MT! Please visit the [HCPF Safety Net Landing Page](#) for details & registration information.



Listserv

Join the Listserv to receive notifications of trainings, technical assistance, and other stakeholder engagement opportunities: [Register Here](#)



HCPF Safety Net
Provider Website

Visit the website for details on upcoming training topics and announcements, training recordings and presentation decks, FAQs and more: <https://hcpf.colorado.gov/safetynetproviders>



TTA Request Form
and E-Mail

Request TTA support or share your ideas, questions and concerns about this effort using the [TTA Request Form](#) or e-mail questions and comments to: info@safetynetproviders.com



Appendix B: References

- Sweeney A, Davies J, McLaren S, Whittock M, Lemma F, Belling R, Clement S, Burns T, Catty J, Jones IR, Rose D, Wykes T. Defining continuity of care from the perspectives of mental health service users and professionals: an exploratory, comparative study. *Health Expect.* 2016 Aug;19(4):973-87. doi: 10.1111/hex.12435. Epub 2015 Dec 29. PMID: 26714263; PMCID: PMC5006915.
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Appendix B: References (continued)

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- CCBHC: <https://www.samhsa.gov/certified-community-behavioral-health-clinics>
- National Council for Mental Wellbeing. 2022 CCBHC Impact Report Retrieved from the National Council Web site: <https://www.thenationalcouncil.org/wp-content/uploads/2022/10/2022-CCBHC-Impact-Report.pdf>
- Critical Time Intervention: <https://www.criticaltime.org/cti-model/>
- Herman, D.B., D.S.W., M.S., Conover, S., M.P.H., Gorroochurn, P., Ph.D., Hinterland, K., M.P.H., Hoepner, L., M.P.H., & Susser, E.S., M.D., Dr.P.H. (2011) Randomized Trial of Critical Time Intervention to Prevent Homelessness After Hospital Discharge. *Psychiatric Services*, 62, 7:713-718.
https://ps.psychiatryonline.org/doi/full/10.1176/ps.62.7.pss6207_0713
- Pathway Home: <https://cbcare.org/innovative-programs/pathway-home/>

