



**mercy maricopa**  
integrated care

# Collaborative Work Pays Off

Multi-Systemic Innovation in Serving Adults and Youth in Transition with Dual Diagnoses and Complex Behavioral Concerns

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Proprietary and Confidential



# Today's presenters

**Travis Bell, MS, M.Ed**

**Megan Woods, M.Ed, BCBA, LBA**

**Linda Flores, BA**

**David Harvey, Ph.D**



# Purpose and mission

IMPROVE

- Health outcomes for dually enrolled members with complex needs

DEVELOP

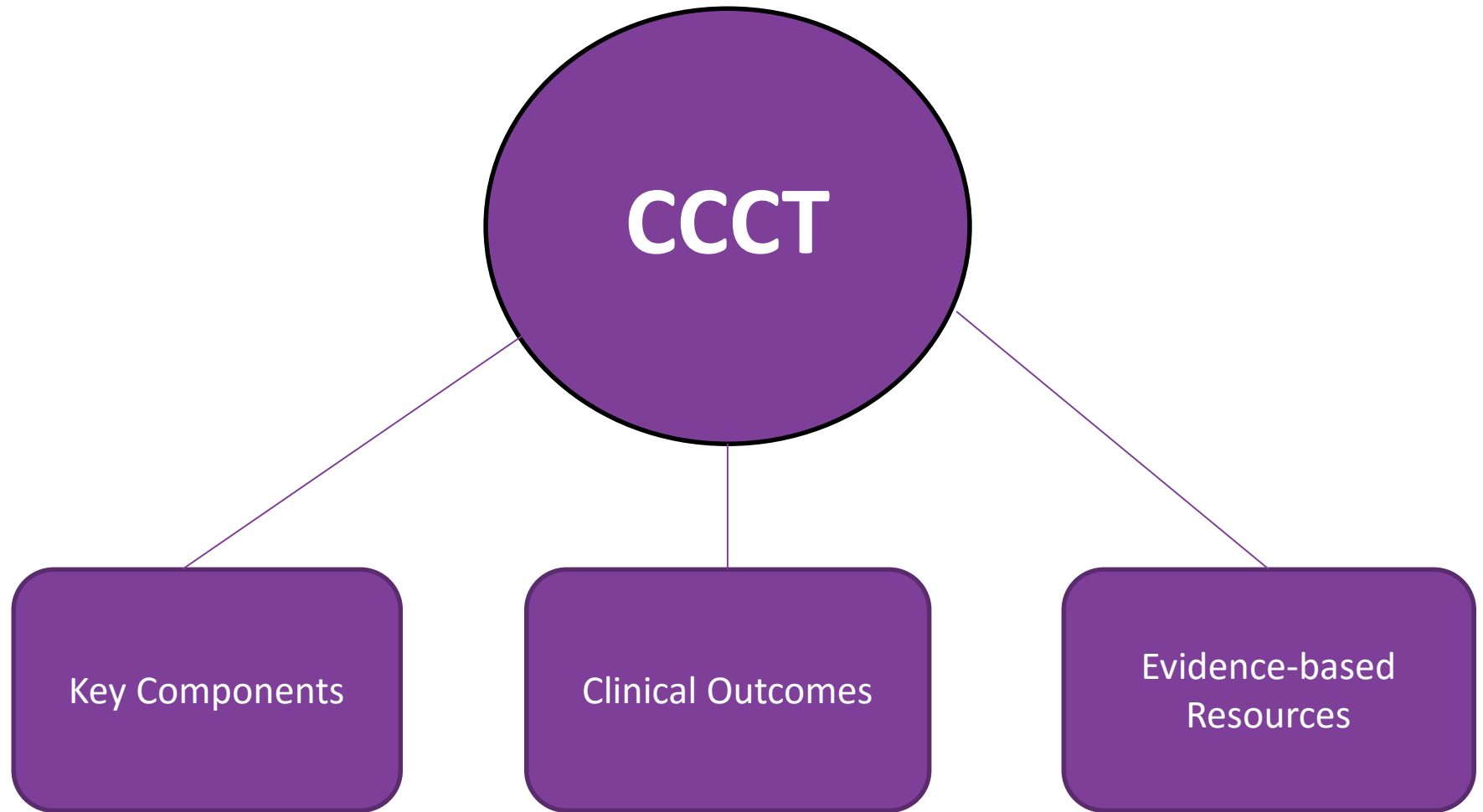
- Specially designed expert team

IDENTIFY

- Systemic gaps in services and identify opportunities for growth



# Learning objectives





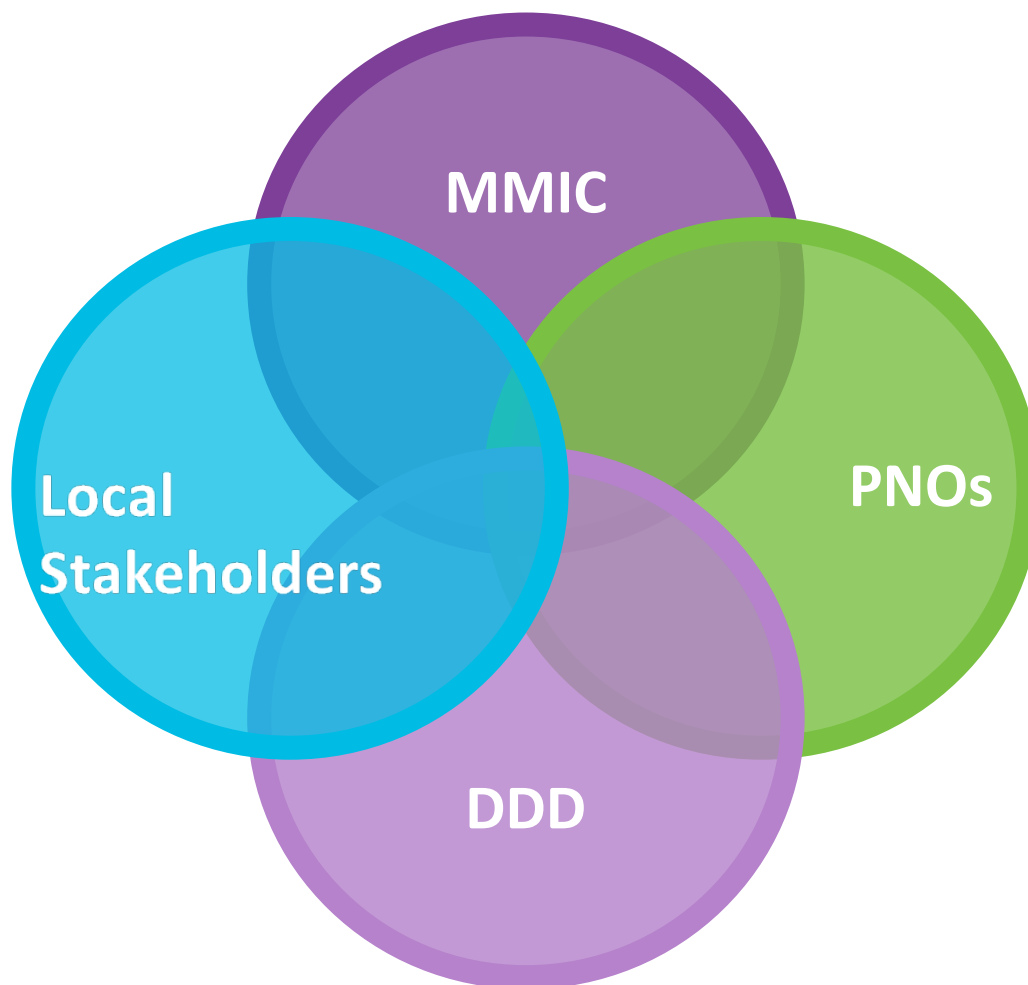
# Program development





# CCCT committees

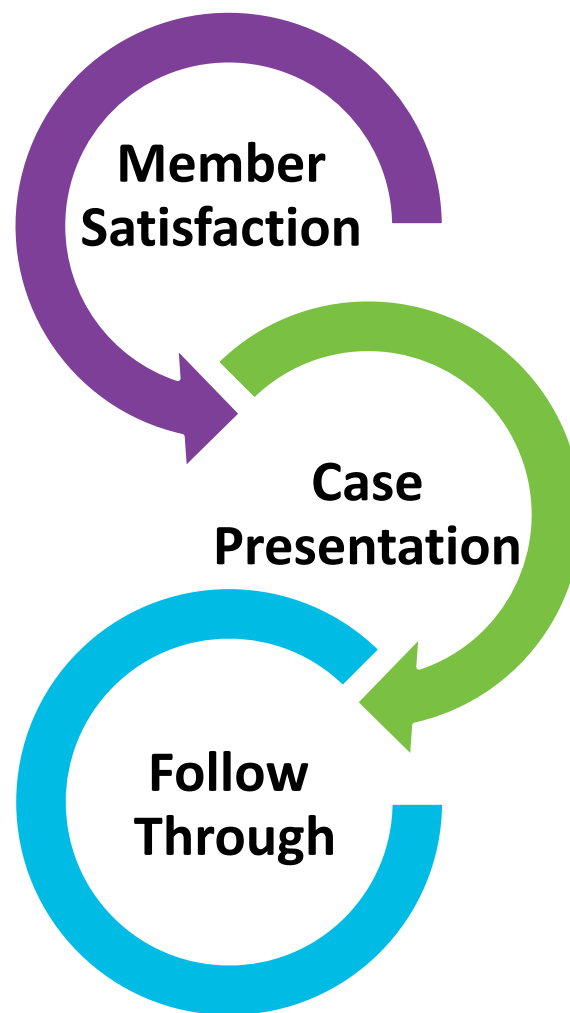
**Representation included all levels of administrative professionals, management, and community stakeholders at bi-weekly committee meetings, with sub-committee meetings alternating in between**



# Data-driven decision making

## Process

To ensure that the process was data driven and to measure outcomes, a standardized process was developed to determine a baseline and create specific action items.





# Cohort decision making

Assigned DDD District	LTC Costs	Acute Costs	BH Costs	ED Admits	Psych Admits
District Central	\$157,346	\$3,978	\$2,315,925	0	3
District Central	\$83,075	\$376	\$490,350	2	1
District Central	\$36,093	\$15,142	\$3,375	2	0
District East	\$981	\$2,176	\$75,308	2	1
District Central	\$62,594	\$2,092	\$3,375	13	3



# Cohort identification



**“Juan”**

- Male early 20s
- Dx: Autism, schizoaffective DO, ADHD
- History of institutionalization, multiple placements, severely aggressive behaviors
- Lack of providers to support his needs, lack of behavior plan



**“Brittany”**

- Female early 30s
- Schizoaffective DO, Borderline PDO, Mild ID
- One year inpatient, multiple placements, legal involvement, aggressive behavior
- Placement, guardian loss of confidence in the system



**“Rhonda”**

- Upper 40s
- Bipolar
- Aggressive behavior, mild ID
- Diabetes, asthma, shunt, anemia
- Compliance with treatment, local placement, relationships
- Multiple placements
- At risk of RBHA transfer



# Case consultation



# Member progress



**“Juan”**

- Residential community placement for 120 days
- One agency for both DDD and RBHA services
- 0 ED/IP admissions
- Part time job
- Socially active
- Managing money independently
- Visiting family after 3 years



**“Brittany”**

- DDD group home for four months
- Cross trained staff
- Enhanced behavior management
- Guardian is content
- Intense team engagement

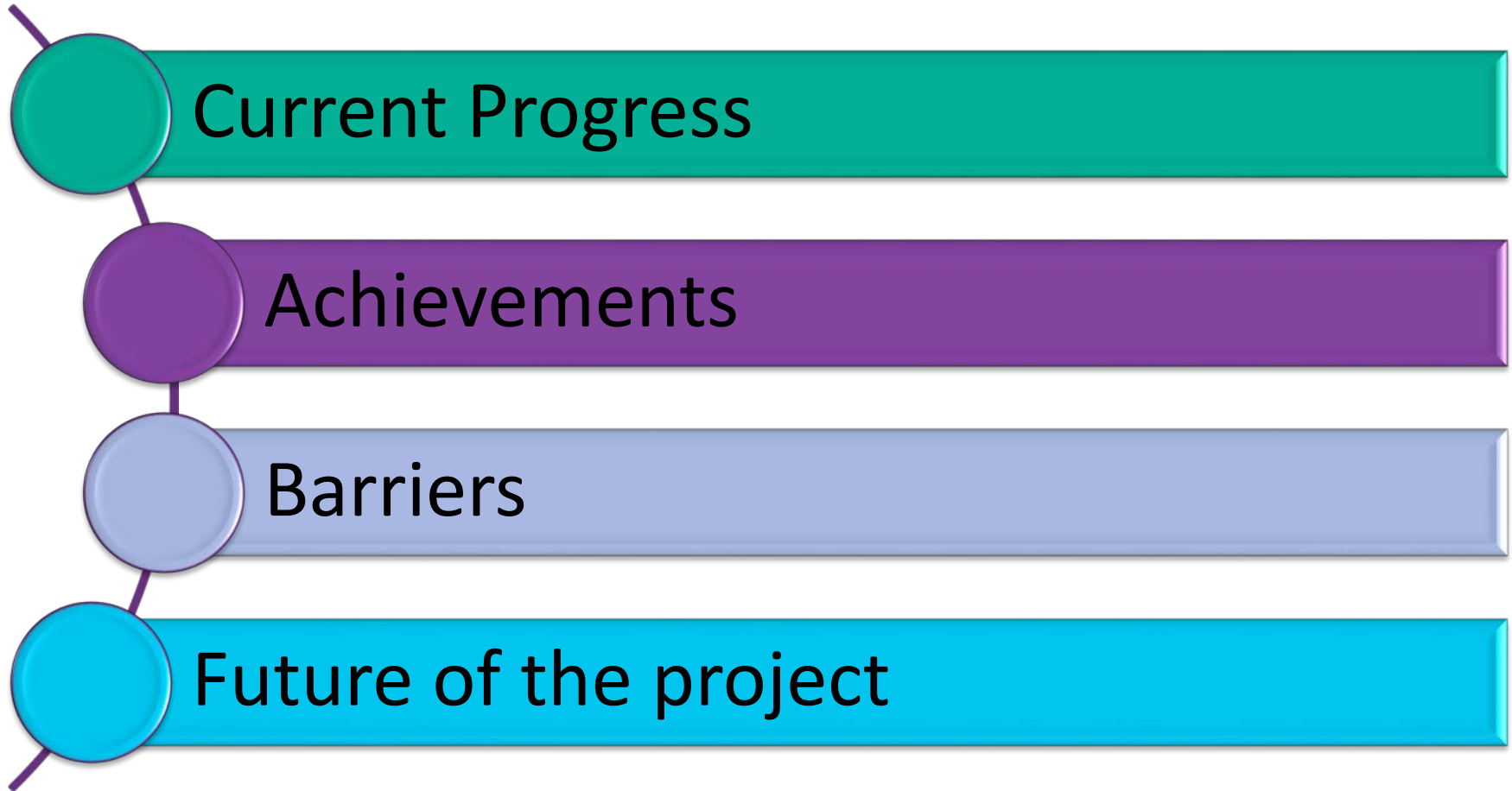


**“Rhonda”**

- Transferred to local DDD group home
- Cross trained staff
- Nursing assessment and follow up through DDD
- DDD nursing coordination with BH treatment team
- RBHA transfer averted
- No psychiatric ED/IP utilization



# Evaluation



# Thank you

