



STAR-SI Change #1

Reducing Time from Request for
Service to Initial Screening

MaineGeneral Behavioral Health Services



- Combined services of MaineGeneral Medical Center and HealthReach Network
- Continuum of Services:
 - Outpatient Counseling
 - Outpatient Psychiatry
 - Intensive Outpatient
 - Community Support
 - Inpatient Detox
 - Inpatient Psychiatry



Maine General Counseling Services

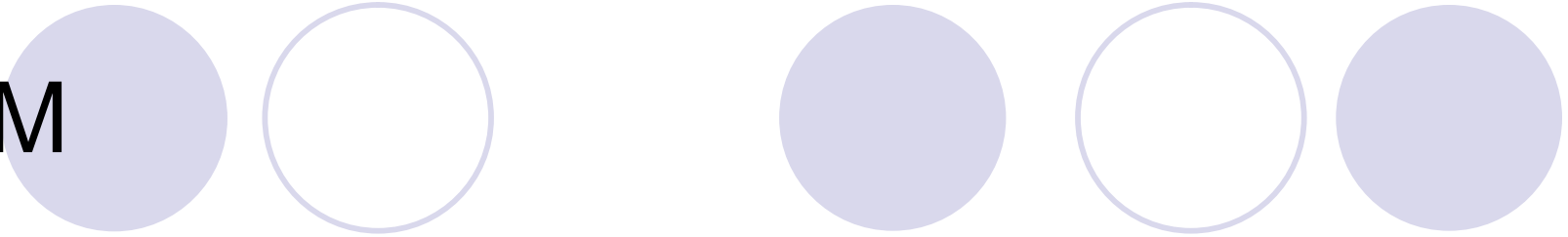
- Formerly “New Directions”
- Outpatient Counseling service of HealthReach Network
- Substance Abuse, Mental Health, Co-Occurring Disorders
- Offices in Augusta, Waterville, Skowhegan
- Clinician Mix: Substance Abuse Counselors (LADC, Social Workers (LCSW), Clinical Counselors (LCPC)



The Problem

- Time from first call to Access Service to first appointment averaged 8.5 days
- Wait sometimes longer in Waterville office for Substance Abuse services
- Adolescent IOP staff underutilized due to low referral/admissions
- High number of no-shows for first scheduled appointment

AIM



- Reduce time between first call to Access Center and initial screening to 1-2 business days
- Reduce number of no-shows to first appointment

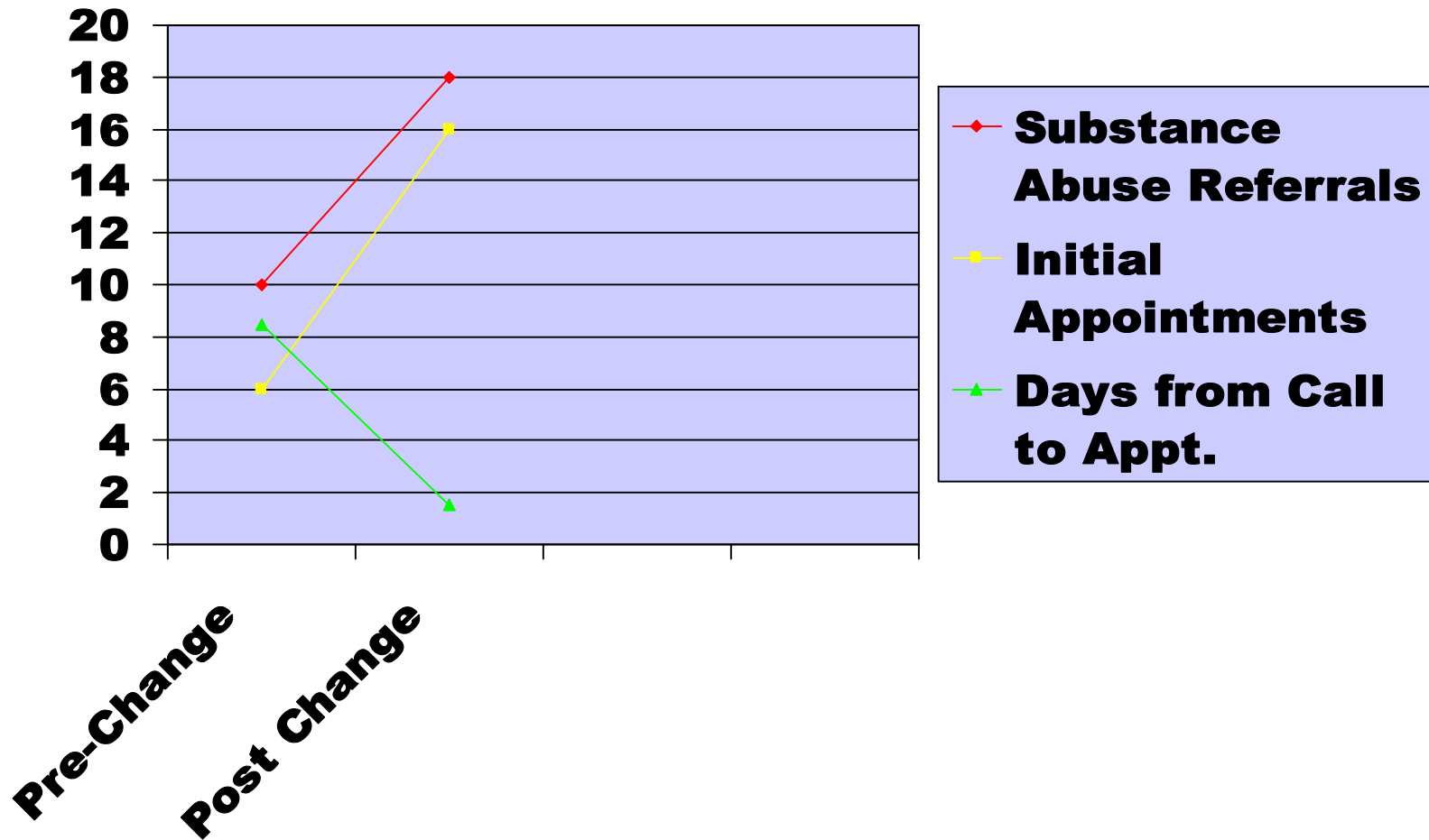


Change

- Utilize AIOP staff to conduct initial screening
- Focus on Waterville office due to location and longer wait times

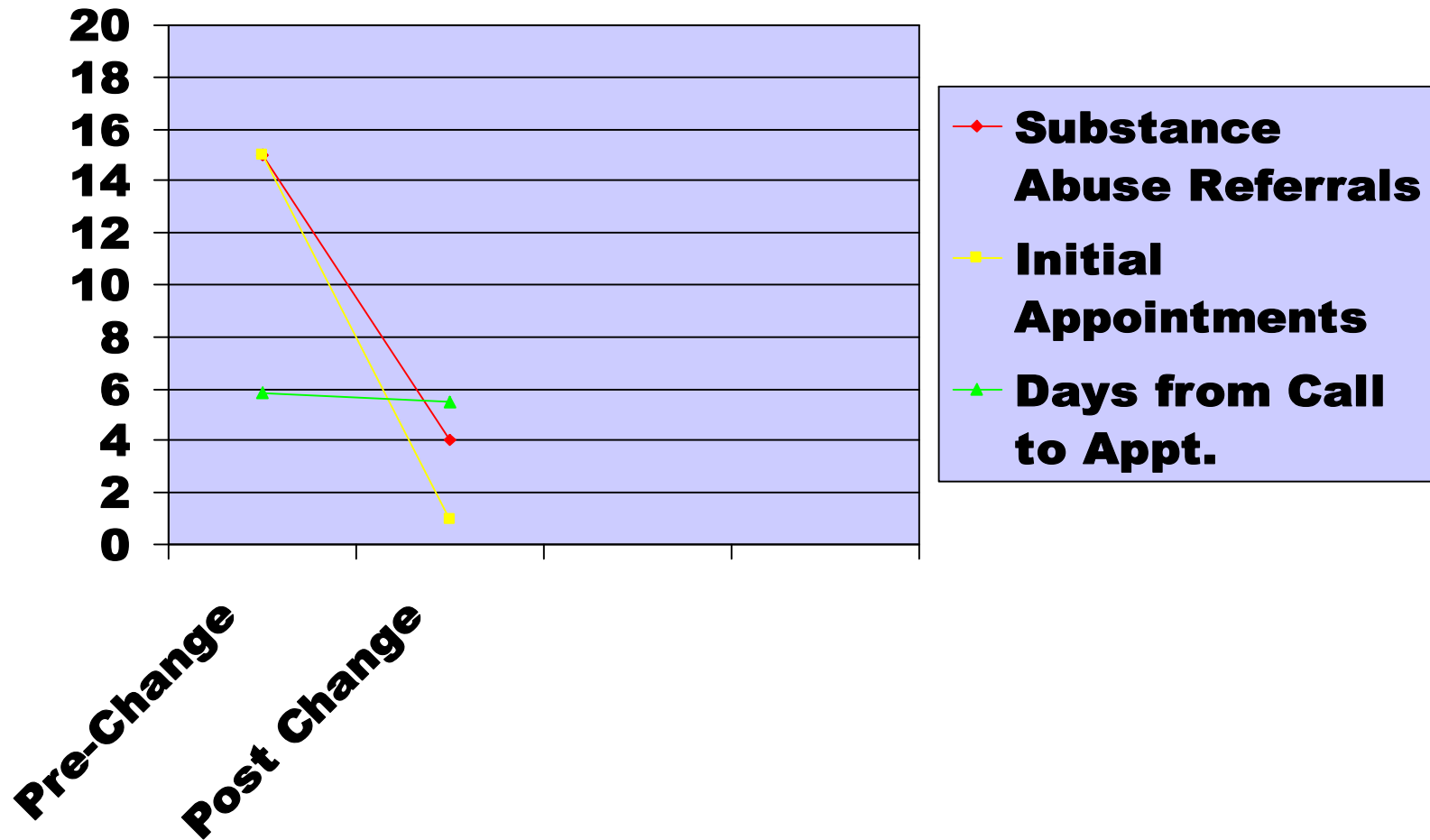


Change Data - Waterville





Change Data - All Other Sites



Findings



- Shorter appointment times tend to increase show rate
- Possible to use staff flexibly among programs
- Wait times between initial screening and first outpatient counseling appointments reduced, but not at same rate - backlog created
- More direct referral if higher levels of care are indicated



Barriers to Sustainability

- Location – Licensing Site
- Staff Credentials
- Reimbursement
- Separate Registration Systems - different initial paperwork requirements
- Lack of capability for data transfer for electronic medical record
- Need to increase access for ongoing counseling after initial screening



Next Steps

- Location issues
 - Location of services – should staff travel to increase continuity for clients?
 - License AIOB as additional Outpatient Counseling site?
- Explore credentialing and reimbursement issues
- Unify level of care screening for SA services throughout system?
- Increase capacity for ongoing services



Impact of STAR-SI Project

- Increasing communication and collaboration within MG Behavioral Health Services
- Focus on use of data
- Rapid Change being seen as valuable approach and is being tried in other areas outside of this project.