Transforming
Lives

TCOM in Washington State:
Using Decision Points of Care to transform services for children with serious emotional disturbances and their families

Kathy Smith-DiJulio, Gregory Endler, Nathaniel Israel

Washington State
Department of Social & Health Services
Transforming lives

Goal of TCOM Implementation in WA

- Rapid and consistent screening with WISe entry algorithm

- Reassessment (every 90 days) for outcomes management

- System wide supports in place (Policy to Practice)

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Improved Outcomes (Youth and Families achieve goals within their homes and communities)

2nd Year, 2016: Using What we Know

- Quarterly Data Review
  - Built joint action and accountability
  - Enacted PDSA cycles (Plan, Do, Study, ACT)
  - Entire state implemented WISe
- Quality Service Review

What we Know <u>Now</u> About How Children and Families Experience the System

| Access	Engagement	Appropriateness	Effectiveness	Linkages
In Gaining Access	**In How We're Engaging**	**In Getting Appropriate Supports**	**In Getting Effective Supports**	**In Getting Linked to Other Appropriate Supports**

Access

- Improve Screening Timeliness
  - Screen completed within 10 days of referral 75% of the time by 12/31/2016
    - Made process changes, achieved 95% at end of 3rd Quarter

Access

Screening Timeliness for the State of Washington and by BHO, Q2 and Q3 Calendar Year 2016
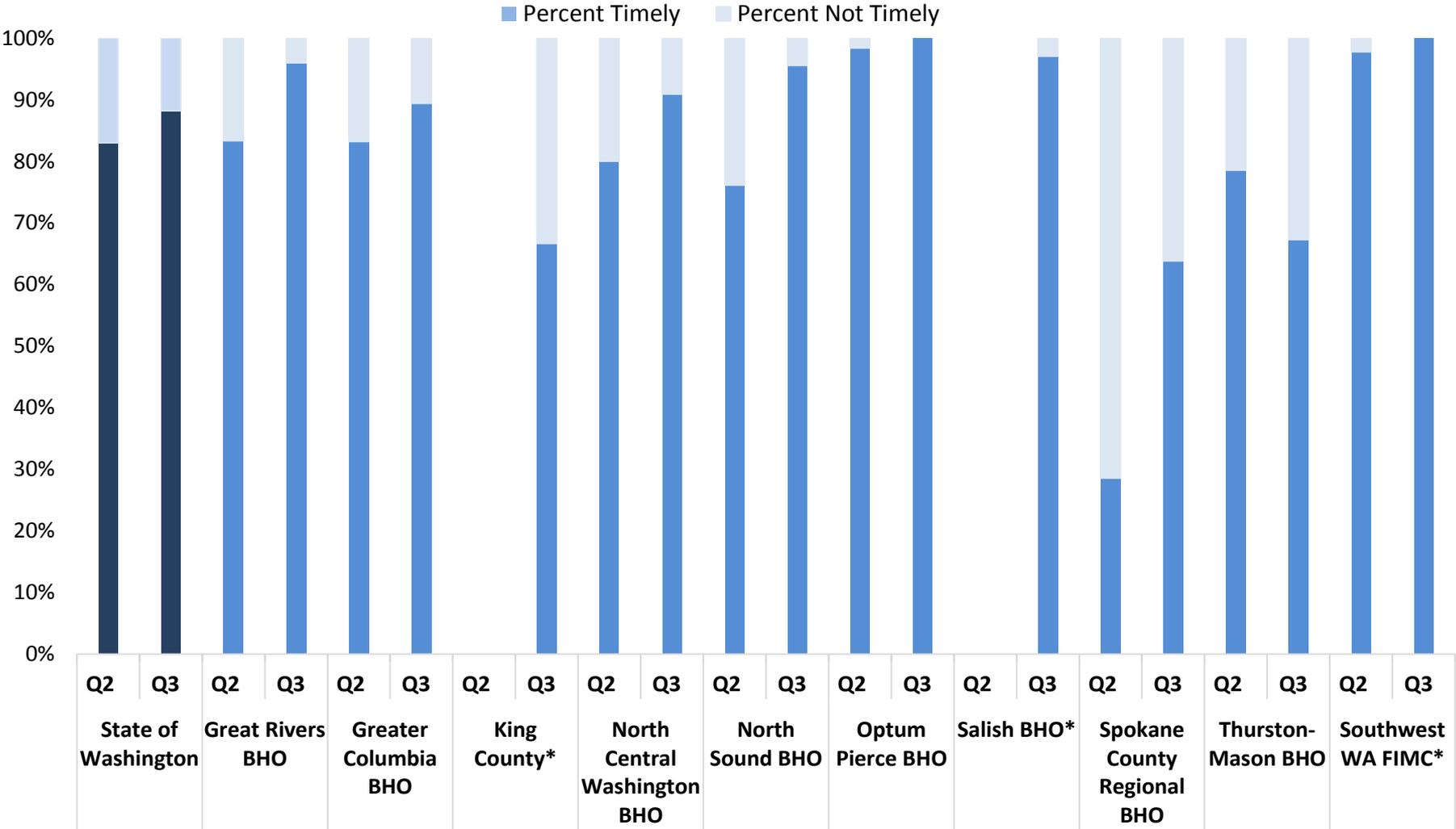
Engagement

- Improve Initial Full Assessment Timeliness
- Reduce proportion of caseload that leave WISe prior to the end of the 180 day authorization.

Service Appropriateness

- Reduce frequency of services provided in mental health agency to 30% (from 44%)

- Report results through FYSPRT

- Following the algorithm's WISe recommendation was associated with higher rates of persons reliably improving after six months in care.
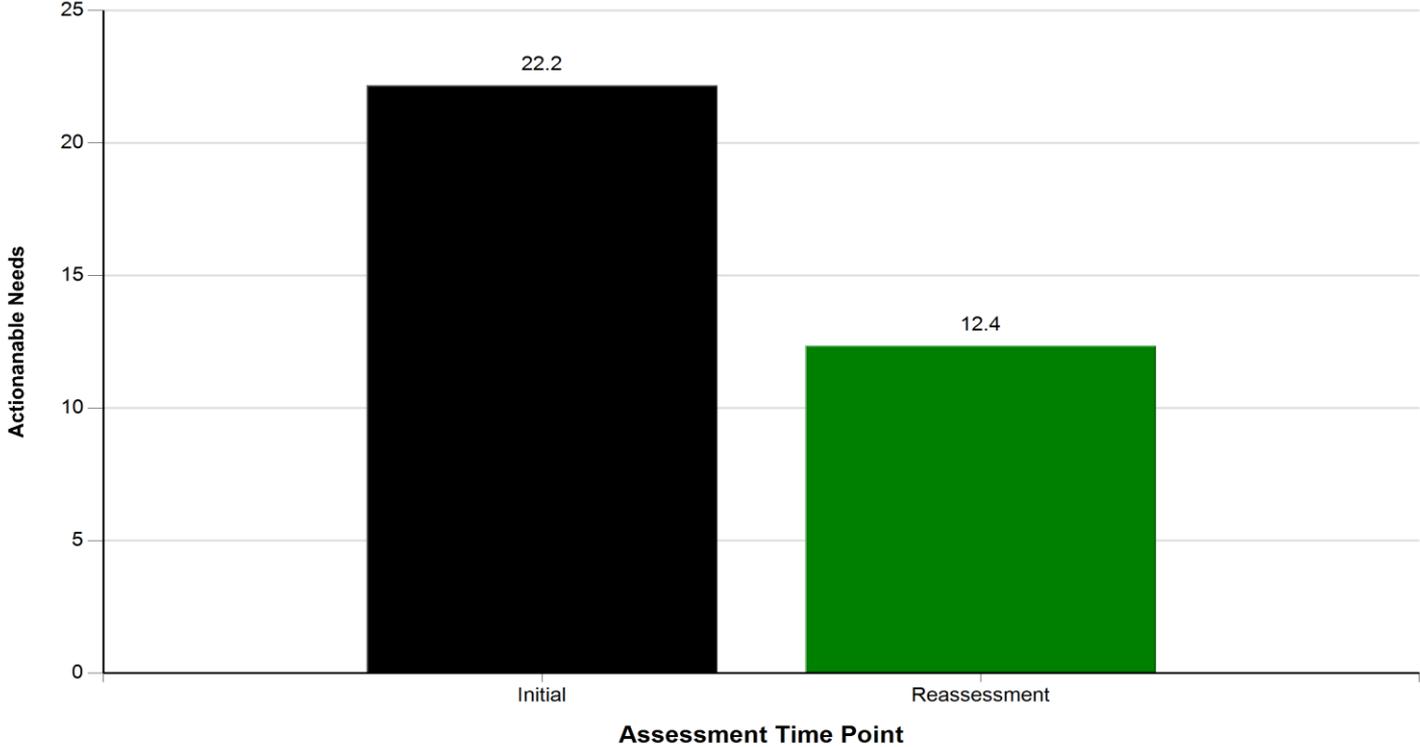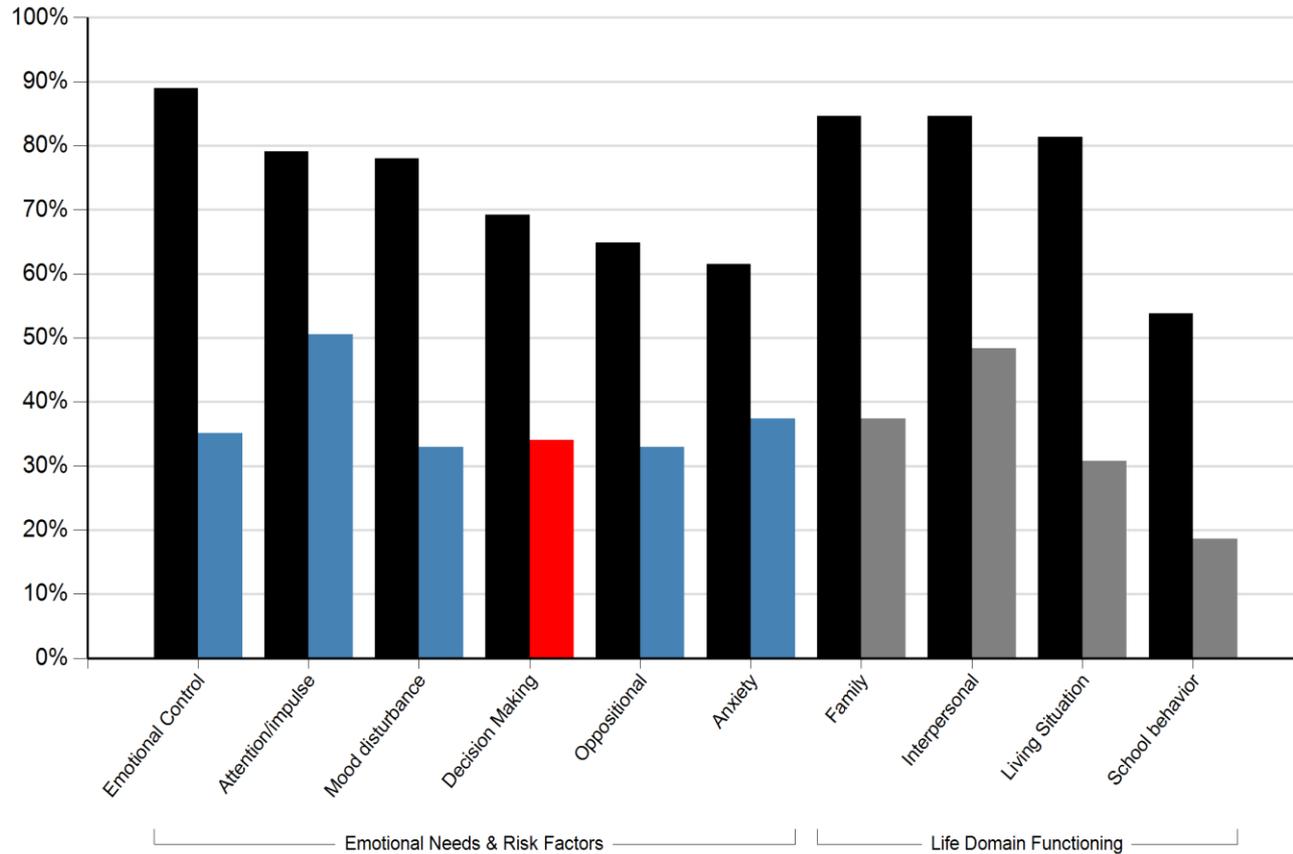
Appropriateness
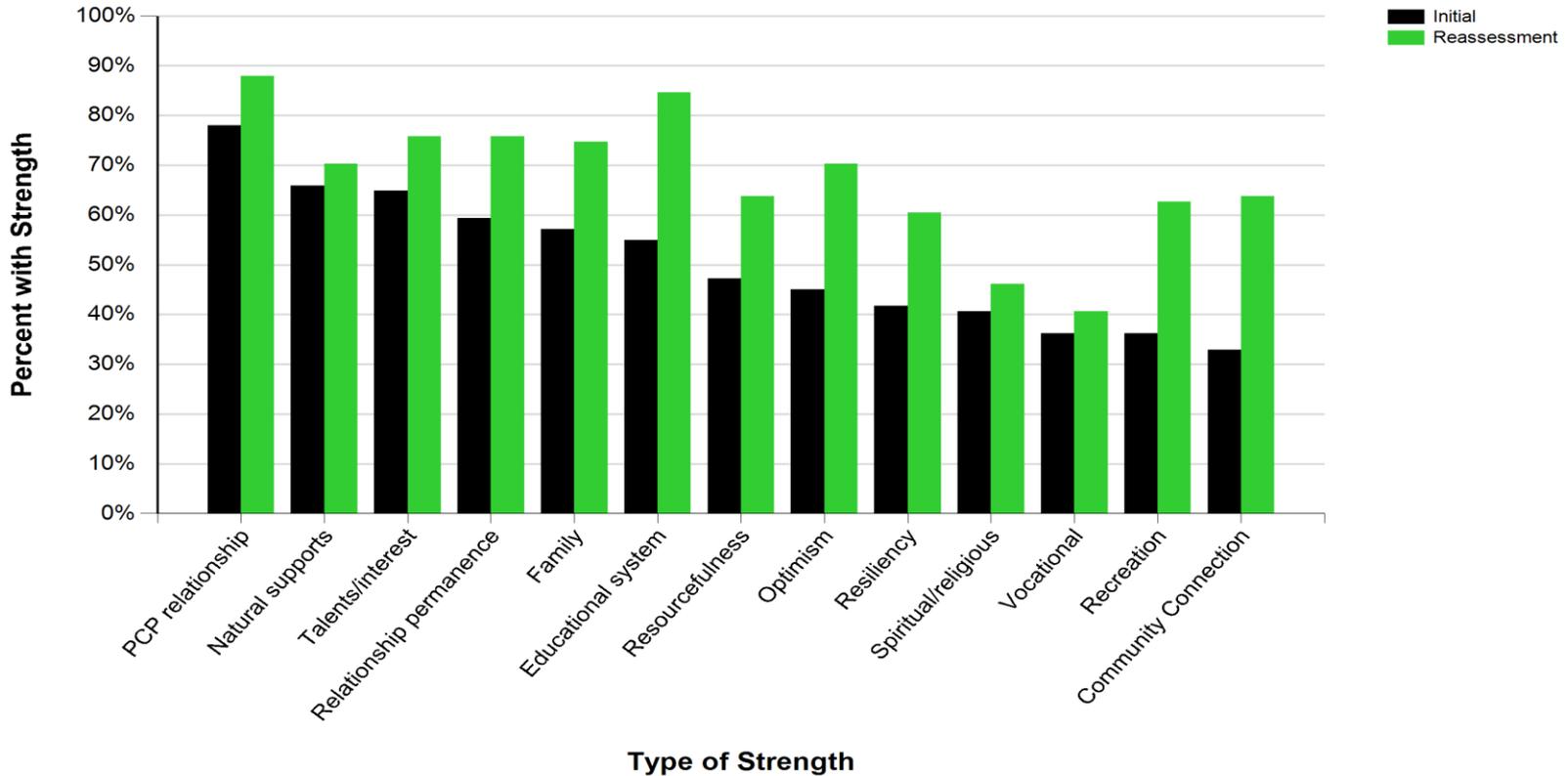
Service Effectiveness

Effectiveness

Average Impact

Service Effectiveness

Key Intervention Needs Over Time

Service Effectiveness

NATIONAL OUTCOME MEASURES

Measure	N	Baseline	Discharge
Functioning in Everyday Life, current	176	29%	62% 🟢
Serious Psychological Distress , past 30 days	96	34%	10% 🟢
Utilized an ED for Behavioral Health Issues, past 30 days	172	18%	3% 🟢
Hospitalized for Mental Health Care, past 30 days	172	10%	2% 🟢
Retained in the Community, past 30 days	171	79%	92% 🟢
Had a Stable Place to Live, past 30 days	175	93%	90% 🔴
Attending School Regularly, past 30 days	113	65%	84% 🟢
Doing Well in School or Work, current	146	43%	62% 🟢
Using Illegal Substances, past 30 days	94	30%	30% 🟡
Binge Drinking, past 30 days	88	6%	7% 🟡
Criminal Justice Involvement, past 30 days	169	10%	4% 🟢
Socially Connected, current	177	72%	88% 🟢
Positive Perception of Care, at discharge	173	N/A	90% 🟢

Linkages

Linkages

- Work with Children's Administration

- Transition to Fully Integrated Managed Care

- Youth-caregiver voice and choice

  - Youth-Family Team meetings

  - Family, Youth, System Partner Round Tables

TCOM Implementation Tools (QSR): *Facilitating Excellence at Every Level*

- Youth and Families: Multi Cultural Engagement Scale (MCES)

- Practitioners: CANS Uses and Supports-Provider (CUS-P)

- Supervisors: CUS-Supervisor (CUS-S)

- Program/System Administrators: TCOM Implementation Supports (TIS)

⚠ WARNING
ACRONYMS
AHEAD

TCOM as Child / Family Focused CQI
(Continuous Quality Improvement)

- Routine Use of Tools Aligns Supports with Goals

- Translates Immediately into Training or Support Action Items (rated on 0-3 or 0-1 Scale)

- Allows Us to See *Everyone's* Strengths and Needs

- Ratings Change as People and Systems Change

- Lets us Create a Logical, Helping *System*

Preliminary Results

- ~ 60% of practitioners report routinely reviewing the CANS with families and youth; only 30% report routinely helping people who disagree about a CANS item rating come to a working consensus.
- 86% can easily find someone in their agency to answer their CANS-related questions, yet only one respondent indicated that they had been observed using the CANS to better identify areas of practice need or strength
- Over 70% do not get regular reports telling them how well they help their caseload make treatment progress or develop strengths.
- Administrators advocated for more robust training.

Next Steps - 2017

- Quality Service Review Lessons Learned Report

- Enhanced reporting capabilities

- Proposed statewide Breakthrough series
  - Collective look at data with decision on where to focus improvement efforts