

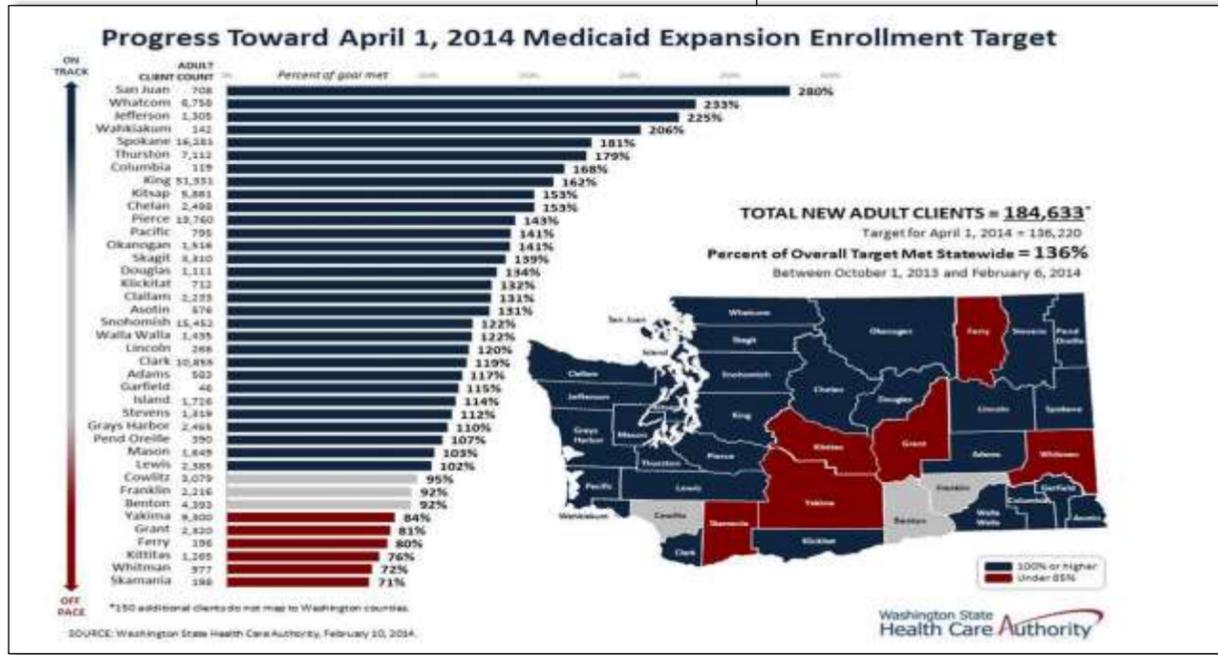
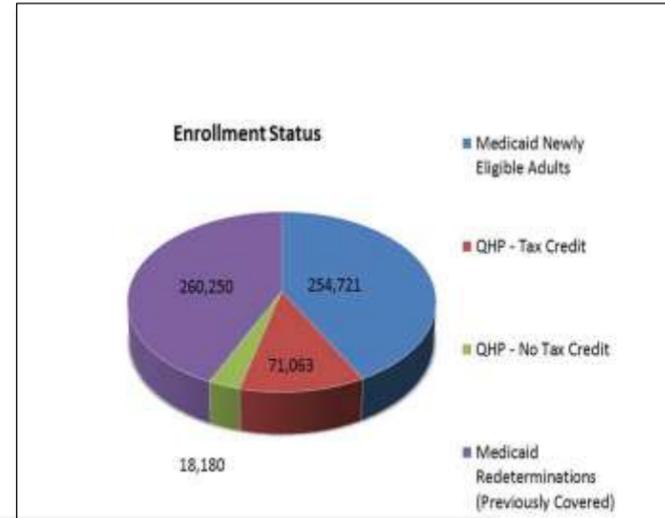
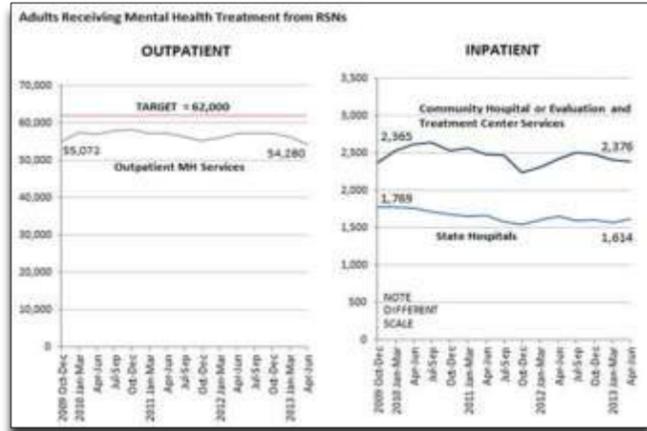
A3 Problem Solving | Increase the Number of Adults (Ages 18 and Older) Receiving Outpatient Mental Health Services

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Assistant Secretary, BHSIA

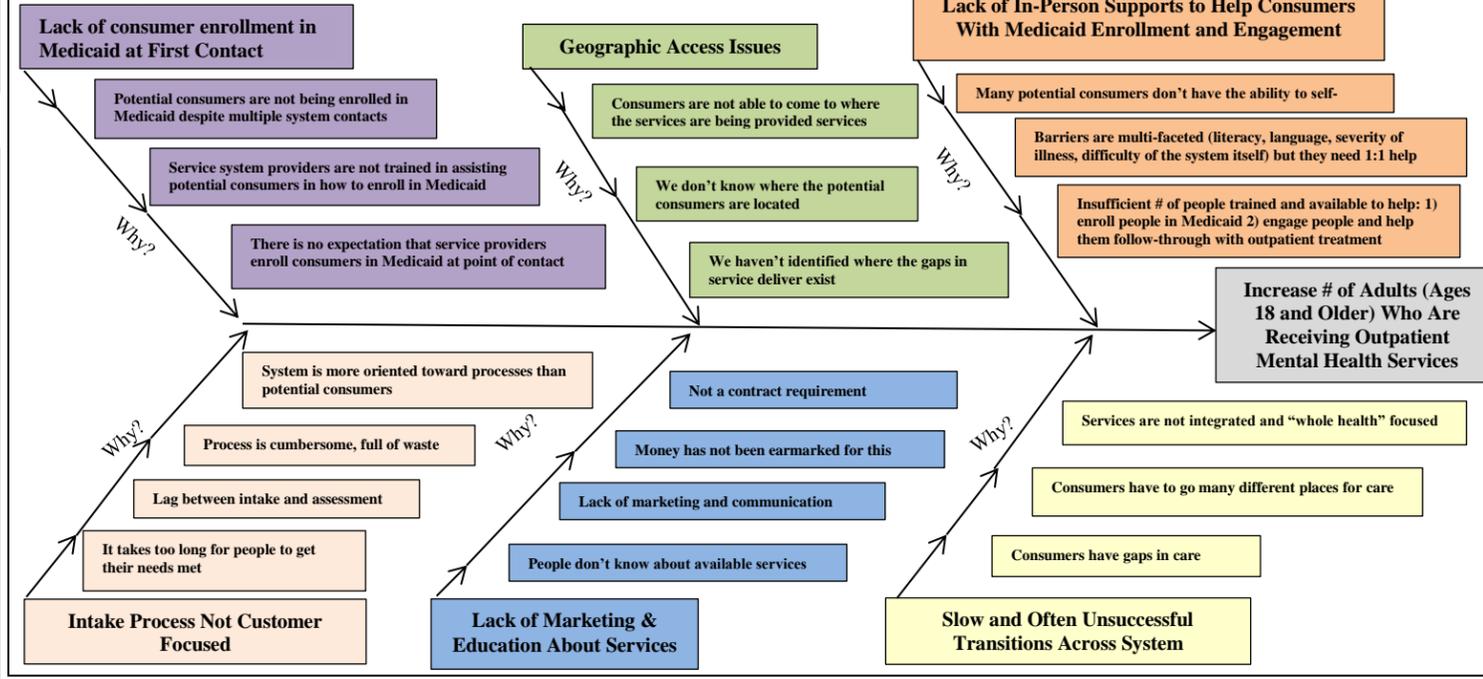
Clarify the Problem

- Our challenge is two-fold: 1) We need to increase enrollment in Medicaid and then 2) We need to effectively engage those individuals with Medicaid who need outpatient mental health services as evidenced by their meeting medical necessity criteria.

Breakdown the Problem



Identify Root Cause



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
Medicaid Enrollment	Enroll potential consumers in Medicaid at first contact	High	Unknown	Low	High
Geographic Issues	Determine where the people are (Geo-map) and bring services to them	High	None	Low	High
In-person supports	Increase # of peer specialists/ navigators/in-person assisters for consumers	Moderate	Unknown	Low	High
Intake Process	Create a process for engaging people in treatment at intake	High	Unknown	Low	High
Marketing	Develop communication/marketing campaign for outpatient behavioral health	High	Unknown	Low	High
System Integration	Unaddressed at this time	Difficult	Unknown	Unknown	High

Action Plan

ID#	Problem to be solved	Action Item	Lead	Due	Status
1	Medicaid Enrollment	Assemble population analysis to inform Medicaid Enrollment Workgroup	Michael Paulson	30 days	
2	Medicaid Enrollment	Convene Medicaid Enrollment Workgroup to determine best practices for enrollment at point of first contact	Michael Paulson	60 days	
3	Geographic Issues	Gather data and resources regarding how potential consumers are identified and located through Geo-mapping and other available data systems	Dave Daniels	30 days	
4	In-person supports	Gather data to show impact of in-person supports/ potential data for funding request for ongoing in-person supports (in-person assisters)	Janet St. Claire	30 days	
5	Intake Process	Convene Service Engagement Workgroup to address engagement in treatment at intake	Michael Paulson	60 days	
6	Marketing	Unaddressed at this time	TBD		
7	System Integration	Unaddressed at this time	TBD		

Target Condition

Increase the number of adults aged 18 and older who are receiving outpatient community mental health services by 6,000 people by December 2015

Evaluate Results Standardize then Repeat