

Measure: **Follow Up After Mental Health Discharge (7/30 Day)**

<p><b>Our goal is to increase the percentage of members 6 years of age and older who were hospitalized for treatment of selected mental illness diagnoses and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner and received follow-up within 7 days of discharge from 39% to 42% by 2017.</b></p>	
<b>Identified Barriers:</b>	<b>Recommendations:</b>
<p>Some hospitals do not seek authorization for inpatient care until patients have already been discharged. As a result BH case managers do not have an opportunity to collaborate on discharge planning.</p>	<p>Encourage providers within your practice or hospital to obtain authorization from Beacon MetroPlus prior to or upon inpatient admission. Please call Beacon Health Strategies at 1.855.371.9228.</p>
<p>Lack of coordination and continuity of care between inpatient and outpatient follow up services.</p>	<p>Beacon Utilization Management (UM) clinicians work on a comprehensive discharge planning with hospitals beginning at the pre-authorization whenever possible.</p> <p>Beacon Case Managers will also follow up with discharged patients to encourage compliance with all follow-up appointments.</p> <p>Beacon also have the capability to refer all known HHC discharged patients to the <b><i>Road Home Program</i></b> for home visits or its <i>Home Based Treatment</i> (HBT) program for patients discharged from other hospitals.</p> <p>Work with hospitals to encourage enrollment in <i>Health Homes</i> (HHs) while a client is an inpatient. Enrollment in HHs would facilitate care coordination post discharge resulting in increased compliance with f/u appointments.</p>
<p>Appointment waiting times for outpatient services are lengthy.</p>	<p>Appointment waiting times should not exceed an hour.</p>
<p>Some hospitals are discharging patients with referrals to a Walk-In Clinics which</p>	<p>Referral to a walk-in clinic is not considered an acceptable form of follow up appointment upon mental health discharge. Most facilities send patients for follow up care however due to lack of an escort or long waiting times in the waiting room patients are not seen.</p>

<b>Our goal is to increase the percentage of members 6 years of age and older who were hospitalized for treatment of selected mental illness diagnoses and who had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner and received follow-up within 7 days of discharge from 39% to 42% by 2017.</b>	
<b>Identified Barriers:</b>	<b>Recommendations:</b>
are inappropriate for follow up appointments	
Patients are not fully involved in discharge planning. As a result patients are not engaged in follow up care.	Educate inpatient providers on the importance of more fully engaging patients in discharge planning. Please partner with Beacon MetroPlus on engaging the member during the discharge planning process or educating the inpatient providers about this recommendation. Please call Beacon Health Strategies at 1.855.371.9228 (Hours: 24/7)