Sandhills Center LME,
Therapeutic Alternatives, Inc.
and
Mental Health Association in N.C., Inc.

Sandhills Center Hospital Transition Team

Mental Health Leadership Academy

Capstone Project

August 2008

Sandhills Center Hospital Transition Team

Needs Analysis:

- Need to Reduce Readmissions to State & Community Hospitals
- Need to Insure Consumers Exiting Hospital Settings are Safely Integrated into Community Care System (e.g. psychiatric care, medication, housing, etc.)
- Approximately 40% of Hospitalized Consumers are New to the Community System
- Re-Hospitalized Consumers Become High Cost/High Risk and sometimes Lose their Provider
- Need to Increase Accountability for Consumer Care
- Create Financial Incentives in contracting model to get the Best Outcomes for Consumers

Sandhills Center Hospital Transition Team

Program Description:

- Sandhills Hospital Transition Team is a group of individuals contracted by Sandhills Center to provide linkage and assist with access to continued services of the consumer's choosing post discharge from a psychiatric hospital or substance abuse treatment facility.
- This program is designed to assist with prevention, recovery and reintegration into the community with identified providers based on an individual assessment of consumer needs.
- Two strong Providers within Sandhills Center's eight county catchment area were selected to partner this innovative concept.
  - Therapeutic Alternatives
  - Mental Health Association of North Carolina
- The program was implemented January of 2008.
- This service is provided for the first 30 to 45 days post discharge with an expectation of initial contact being made while the consumer is inpatient.
- Provides essential recovery/reintegration element in the Sandhills Crisis Continuum.

Sandhills Center Hospital Transition Team

Service Elements:

- Make Initial Contact in Hospital Setting via LME Hospital Liaison referral
- Coordinate with LME Hospital Liaisons on Discharge Planning
- Address Transition Issues
- Connect with Existing Providers
- Conduct Necessary Assessments and Develop Initial Person Centered Plan
- Make Appropriate Treatment Referrals
- Support Consumer Choice
- Weekly consumer updates by HTT to LME Hospital Liaison
- Monthly HTT and LME meeting to identify and resolve problem areas

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Program Goals:

- Increased Accountability for Consumer Care
- Increased % of Consumers with 30-day Post-Discharge Treatment Contact
- Reduction in State and Community Hospital Readmissions
- Improved Transition to Community Care for Consumers
- Improved consumer compliance with aftercare appointments post hospital discharge

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Funding Model:

- Initial Funding Commitment = $250,000
- Need to address Essential Unfunded Activities (e.g. travel, transportation & in-hospital contacts)
- Pay Provider's Actual Cost – Actual Revenues (State/Medicaid Patient Fees)
- Use of Single Stream Funding Flexibility for Non-unit Cost Reimbursements
- Assumed 50% State Dollar/Medicaid Reimbursement

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Jan-June 2008 Results:

- # of Consumers Served = 247
- Total Project Expenses = $177,333 (Estimated revenues = 40%)
- Cost Per Case = $717.94
- 48.2%of Consumers served has at least one prior hospitalization (high cost/high risk)
- Cost Benefit Model: Reduction in Hospital Bed Days
  - 1 day = $0.91 : $1
  - 3 days = $2.72 : $1
  - 5 days = $4.53 : $1

  Note: *Assumes $650 per day hospital/physician costs*
- "Soft Benefits":
  - Improved relationships with State/Community Hospitals
  - Improved consumers access to community services
  - On-going Needs Assessment Activities
  - Reduced Emergency Room and Law Enforcement Costs
  - Address needs of high cost/high risk consumers
  - Improved quality of life for consumers/long term recovery

Sandhills Center Hospital Transition Team

Critical Factors:

- Daily communication between LME Hospital Liaisons and HT Team
- Ability and willingness of hospital administrators and staff to support the program
- Provider's knowledge of community resources
- Accuracy of information (e.g. current address, telephone numbers and current providers)
- Single Stream Funding-Creation of an appropriate funding mechanism and incentives
- Strong public/private partnership