

Community Mental Health Organization (CMHO) Care Management Dashboards

Project Description	
Vendor: Rhode Island Quality Institute Scott Young State Contact(s): Melissa Lauer, EOHHS/SIM <input type="checkbox"/> <input type="checkbox"/>	Care Management Dashboards deliver real-time, encrypted data to providers when patients under their care visit a hospital emergency department or have an inpatient encounter. SIM supported the implementation of this product in the 7 Community Mental Health Organizations. These dashboards put critical health information in the hands of the appropriate providers at the right time. Funds Allocated: \$150,000
Successes, Milestones and Key Metrics	
<ul style="list-style-type: none"> • Across the 8 implemented sites, RIQI sees approximately 400 clinical record lookups per month. • RIQI conducted a return on investment analysis in 2017 which indicated that the dashboard services for all their clients reduced inpatient readmissions by 18.9%, reduced ED visits after inpatient discharges by 18.4%, and reduced ED returns by 16.1%. This helped to avoid approximately 3,244 events with an estimated savings of \$7.5 million. • The University of Rhode Island conducted an independent evaluation of dashboard services provided to CMHOs, highlights are (full evaluation results attached): <ul style="list-style-type: none"> ○ Examining the effect pre and post-implementation for ED visit resulted in a significant difference between time periods, with a significant decrease ($p < .05$) in the number of visits per 1000 member months of nearly 40 visits ○ There were approximately 6 fewer inpatient stays per 1000 member months post CMD implementation ○ Similar findings were found when examining psychiatric stays, with significant reductions post implementation ($p < .05$) of approximately 4 stays per 1000 member month ○ 60% of users surveyed report that they are using the CMD many times per day ○ Over half of the care managers reported spending 11 or more hours on high risk patient identification in 2016 and all reported spending at least 6-10 hours per week on the task. In 2018, half of those surveyed were spending 5 hours of less on the task, indicative of much greater efficiency in the process of identifying high risk patients • Reflecting feedback from Dashboards users, RIQI has added a number of enhancements to the Dashboards product, improving user interface and a new dashboard with a patient panel list. • User testimonials: https://riqi.org/how-we-help/care-management-testimonials • Training videos: https://riqi.org/how-we-help/care-management-testimonials; https://www.youtube.com/watch?v=FwMKU-L1GMM • Quick start guide: https://riqi.org/sites/default/files/2018-11/CMAD-Book-091518F.pdf • Information Flyer: https://riqi.org/sites/default/files/2018-10/RIQI-Care-Management-Info-Sheet.pdf 	
Sustainability & Transition Planning	
<p>There is little need to address sustainability planning for the dashboards for this project because the implementation model has already shifted ongoing sustainability to the CMHOs, which pay the monthly maintenance fees. Scaling implementation to other provider organizations throughout the State had proven to be a challenge, however cost efficiencies have been enacted and resulting in reduced pricing which has resulted in increased adoption by the RI provider community. One of the main challenges with sustainability is that the business value proposition for the dashboards is strongest in markets that are advanced in the percentage of risk sharing payment models. Given the consistently demonstrated positive impact on utilization and quality of care, the State is funding the dashboards for 9 Accountable Entities and their Medicaid patients.</p>	

Impacts:

Patients

PCPs

Payers

Specialists

State Government

Community Mental Health Center Staff

Hospital & Long-Term Care Staff

Community Based Organizations