Residential Care: It’s Everyone’s Business!
Shawn Thiele, LCSW
Magellan Health Services of Arizona
Pat Hunt
Magellan Health Services, Public Sector Solutions

Identifying Outcomes and Metrics

System Wide Functional Outcomes
- Lives with Family
- Success in School
- Avoid Delinquency
- Increased Stability
- Decreased Safety Risk
- Stable/Productive Transition to Adulthood

Targeted Metrics
- Monthly Census & Bed Day Utilization
- Average Length of Stay
- Admissions & Discharges
- Cost of Care
- Out-of-Home Risk
- Out-of-Home (OOH) diversion

Framework for Culture Change: Setting the Local Tone
- Key Concepts for All Providers – Community-Based, Out-of-Home and Family Run Organizations
  - Family Involvement
  - Community Involvement and Service Integration
  - Targeted Discharge Planning
  - Provider Integration

Strengthening Child & Family Team (CFT) Treatment Model

Operational Process
- Incorporate Consultation Approach
  - Clinical/Medical
  - Family Expertise
- Family Support and Education
  - Creating Localized Expertise/Structure
  - Building off National Models
- Treatment Intervention According to Need

Guiding Tools
- Case Consultation
  - Periodic Progress Review
  - CFT Checklist
  - Family Run Organization Case Consultation
- Family and Youth FAQs
  - CFT Process
  - Community-based Service Options
  - What to know when considering OOH treatment
- Operational Workflows
  - Front-end education and diversion
  - CASI
  - Back-end integration and management
  - CANS

Strategic Timeline

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<tr>
<th>Magellan White Paper Completion</th>
<th>Maricopa County Application</th>
<th>Outcomes and Metrics Adoption</th>
<th>Joint Provider Rollout Meeting OOH Level</th>
<th>Process and Tool Development</th>
<th>Implementation Rollout</th>
<th>Joint Provider Planning/Strategy</th>
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OUTCOMES/RESULTS
**Child and Adolescent Out of State Placement**

- Graph showing trends over time.

**Child/Adolescent Residential Census**

- Graph showing RTC census over time.

**Child/Adolescent Residential Bed Days**

- Graph showing bed day utilization.

**Functional Outcomes Performance Compared to Target Threshold**

- Graph showing outcomes compared to target.

**Meet Me Where I Am: Impact on Out-of-Home (OOH) - Jan 09 - Dec 09**

- Pie chart showing outcome impact.

**Continuing Evolution**

**Areas for Continued Improvement**

- Early outreach and continued inclusion of families
  - Treatment Intervention
  - Consultation Model
- Reducing Length of Stay
  - Out-of-home
  - Overall Service
- Strengthen Back-End Approach
  - CANS tool
  - Maintain community, school, social connections
  - Reintegration of Community-based services

**Additional Positive Impact**

- Cross sector communication
  - Understanding each other's value
  - Solution Focused
  - Sharing Risk
- Out-of-home Providers are shifting culture
  - Rethinking practice based on need versus program
Discussion/Questions

Contact Information
SThiele@magellanhealth.com
PAHunt@magellanhealth.com