

Promoting Family Choice in Hawaii


Presenter: Mary Brogan MEd

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Authors/Contributors:
Mary Brogan MEd
Christina Donkervoet MSN, APRN
Eric Daleidan, PhD
Alton Tamashiro, MSW

Child and Adolescent Mental Health Service System in Hawaii

- Provides intensive case management for SEBD youth through eight Family Guidance Centers throughout the State
- Provides an array of mental health services through a provider network
- Developed during a decade-long period of system reform
- Functions as a Pre-paid Inpatient Health Plan
- Has been recognized for successes in promoting evidence-based services and its performance management system



Choice

- Mental health is changing in response to agendas of human rights, anti-stigma, inclusion and choice in health care.
- Choice is beyond voice
- Public systems struggle with choice-
 - Acknowledge that families can make choices
 - Choice versus control (risk management)
 - Accountability for access and quality
- Assuring choice can transform systems

System attributes that support family choice


- Integration of system of care, individualized planning, and evidence-based services
- Broad service array/provider network
- Practice supports and practice expectations
- Performance management and continuous quality improvement

System attributes that support family choice

- Access
- Continuity of care
- Flexible funding
- Value: Family Choice
- Value: Youth Choice; Youth Rights

Family Choice in Hawaii

- Value and value added
- What do families experience?
- Informed choice
 - Consumerism: providers and services
 - Myriad of other choices
- Facilitated through the therapeutic relationship
- Supported through system infrastructure and practice expectations



Statewide Service Array

- Emergency Services
- Outpatient
 - Intensive in-home
 - MST
- Residential
 - Therapeutic Foster Homes
 - Respite Homes
 - Multi-dimensional Treatment Foster Care
 - Group Homes
 - Independent Living
 - Community-based Residential
 - JSO
 - Hospital-based Residential
- Shelter
- Ancillary Services (flex funded)
- Outpatient ILP
- Partial Hospitalization
- Acute Inpatient
- Substance Abuse Intensive Outpatient
- Substance Abuse Detox
- Community Hospital Crisis Stabilization
- Parent Training
- Peer Support
- Functional Family Therapy

Several New RFP features

- Serving special populations
- Integration with PCP as well as child serving agencies
- Training in EBS
- Family Specialist
- Youth Specialist
- Cultural Competency Specialist
- “Real life” skill development

Family Engagement

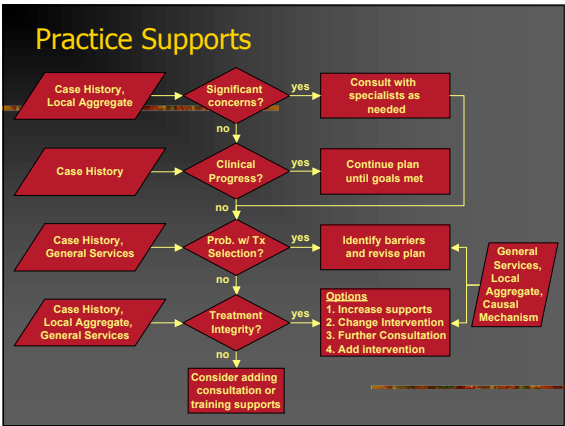
- Care coordination
 - Low caseloads (1:15-20)
 - Foundation Training
 - Supervision structure
 - Data-informed
- Practice expectations
 - Engagement starts at first meeting with family
 - Presenting families with choices is a constant practice
 - Coordinated service planning
 - Comprehensive ecological assessment
- Therapeutic relationship

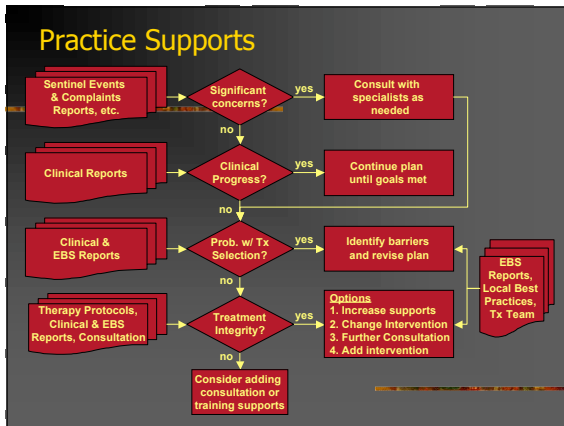
Therapeutic Relationship

- Engaging families in the process
- Change agent model
- Informed Choice
 - After a comprehensive assessment, the MHCC sits with the family and discusses the formulation and recommendations
 - Informed consent- discussing the risks and benefits, answering all questions
 - Family/youth rights and responsibilities
- Core skills: listening, engaging, advocating, positive regard
- Self-determination and empowerment

Hawaii “Blue Menu” of Evidence-Based Services

Population	Level 1 (low support)	Level 2 (mod support)	Level 3 (some support)	Level 4 (no support)	Level 5 (limited skills)
Autism	CBT; Exposure; Modeling	CBT+ parents; Ed support	None	EMDR; Play Tx; GIST	None
ADHD	Behavior Therapy	None	None	Biofeedback; Play Tx; GIST	None
Autism	None	None	ABA; FCT	Play Therapy; GIST	None
Oppositional	None	Motivational Therapy	None	Juvenile Justice; Individual Tx	Group Therapy
Depression	CBT	CBT + parents; IPT; Relaxation	None	Family Tx; Individual Tx	None
Oppositional	Parent/Teacher Training	Anger Coping; Assertiveness; PSST	None	Relaxation; Individual Tx	Group Therapy
Substance	CBT	Behavior Tx; Family Tx	None	Individual Therapy	Group Therapy





Quality of Care Coordination: Service Plans

- Does each child have a current plan?
- Does that plan meet quality expectations?

The top graph, 'Average Coordinated Service Plan Timeliness', shows a steady increase from approximately 75% in FY00 to 95% in FY04. The bottom graph, 'Average Coordinated Service Plan Overall Quality', shows a steady increase from approximately 75% in FY00 to 95% in FY04.

Partnerships with providers

- Practice expectations and standards: Interagency Performance Standards and Practice Guidelines
- Monitoring
 - Administrative
 - Training and Supervision
 - Practices
 - Family engagement

} Case-based Review

Youth choice

- Strategies
 - Residential treatment: Tension between control and choice
 - Trauma-informed care
 - Circles of Engagement (Best-practices in Residential Care)
 - “Real time” monitoring of practice
 - Case-based review
 - Incident reporting-root cause analysis
 - Youth Organization

An important result

- Youth are improving more quickly over time

Figure 17. Rate Change per Month on the CAFAS 6-Scale Total Score during Current Service Episode. The graph shows a downward trend in the 'Within Client Effect' from approximately -1.5 in 2002 to -2.5 in 2004, indicating improvement. A horizontal line represents the 'Mean (SEM)' at approximately -1.5.

In summary...

- Hawaii has found that in order to support family choice:
 - Policies
 - Provider network and array
 - Infrastructure
 - Incentives
 - Practice expectations and supports
 - System values
 - Skills of staff