

What have we learned about service experiences, quality, access, and utilization?

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Overview of the presentation

- From the national literature
 - What are the major themes?
- From the national evaluation of the federal systems of care program
 - What have we learned?
- Reflections...
 - What do we know? What don't we know? What research is most needed?

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The national literature:
Search terms and areas of review

- Databases reviewed
 - MedLine
 - PsycInfo
- Search terms
 - Children [or] youth +
 - Mental Health +
 - Services [or] treatment +
 - Utilization, intensity, access, outcomes

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Services, access, utilization, and outcomes
Themes from the national literature

- Utilization rates and service mix profiles for different groups
 - Age
 - Race
 - Diagnosis / problem area / degree of impairment
 - Familial factors
 - Special populations
 - Rural
 - Experience of past trauma

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Services, access, utilization, and outcomes
Themes from the national literature

- Utilization rates and service mix profiles for different groups
 - Material resources
 - Type of insurance
 - Access to primary care
 - System involvement
 - Youths in foster care or involved in child welfare
 - Youths involved in Juvenile justice

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Services, access, utilization, and outcomes
Themes from the national literature

- Barriers to access/Factors related to drop-out
 - Stressors associated with treatment
 - Treatment irrelevance
 - Poor relationship with therapist
 - Poverty, single parent status and stress
 - Concrete obstacles: time, transportation, child care, competing priorities
 - Previous negative experiences with mental health or institutions
- Etiological beliefs (what is causing the problem?)
- Changes in residential placement
- Inconsistent primary care

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Services, access, utilization, and outcomes
Themes from the national literature

- Impact of specific service delivery models on utilization
 - Case management, wraparound process
 - Evaluation of specific programs to increase retention/access/utilization
- Impact of major policy changes and shifts on utilization
 - E.g., Medicaid Managed Care
 - Implementation of system outcomes monitoring

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Services, access, utilization, and outcomes
Themes from the national literature

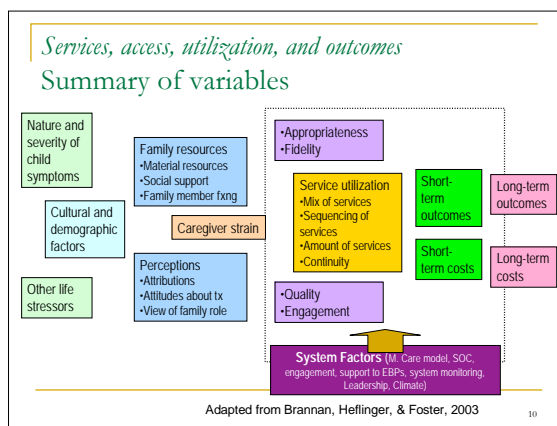
- Service characteristics and association with outcomes
 - Intensity
 - Services mix / Match to needs
 - Indicators of quality
 - e.g., parental involvement, satisfaction, therapeutic alliance
 - Fidelity to specific models
- Provider organization characteristics and outcomes
 - E.g., Culture and climate

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Services, access, utilization, and outcomes
Themes from the national literature

- Costs studies
 - Costs of unmet service needs/unaddressed mental health problems, e.g.
 - Depression
 - Conduct disorder in youth
 - Social problems related to unaddressed MH problems
 - Costs related to achieving successful outcome

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Services, access, utilization, and outcomes
Contributions of system of care research

- Nature of services delivered in SOC
 - Intensity, Access, Mix of services
 - Appropriateness to needs
 - Types of services (traditional, innovative, restrictive; EBP knowledge and use)
- Costs of services
 - Costs of MH services offset by reductions in costs for partner systems
- Role of service utilization in achieving outcomes

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Services, access, utilization, and outcomes
Summary of findings

- We have learned much about child and family factors that predict service utilization
- We have learned some about system factors that influence access, utilization, and cost
- We have learned much less about how to purposefully engineer service systems to
 - Overcome disparities and barriers
 - Achieve positive outcomes
- We have learned less about service factors and their relationship to outcomes
 - How do we achieve good "fit" to youth and family needs?
 - What represents service "quality"?

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What more might we do within the national evaluation?

- Which families benefit from services of different types
 - Make predictions and test hypotheses rather than rely on post-hoc correlational studies
- The role of other service systems
 - Primary care, schools, child welfare, juvenile justice
- More investigation of role of service utilization and outcomes
 - How do short-term health and mental health improvement trajectories influence long-term utilization and costs?

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What more might we do within the national evaluation?

- Across SOC communities (*and comparison communities*), what is driving service mix, utilization, and access?
 - Systems involved/degree of systems integration?
 - Adherence to SOC principles?
 - Payor system?
 - Use of special models (Family support, wraparound)

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What are our biggest priorities?

- Need to get beyond analysis of existing administrative data
 - What do families and youth say they need?
 - What do they actually get?
 - What do they report are the barriers?
- What represents “quality”? What leads to better outcomes?
 - This is not assessed via administrative and survey data
 - In-depth investigation of organizational factors and provider activities
 - Better measurement of EBP utilization

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The ultimate goal...

- To purposefully test hypotheses about factors that will lead to access, quality of care, better “fit” to needs, and outcomes
 - Addition of delivery models (family support, wraparound)
 - Systematic intervention with provider organizations (leadership, organizational climate, support to EBPs)
 - System-level monitoring of utilization, outcomes, adherence, quality
- We need to start taking some leaps...

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