



**Board of Director's Report**  
**Willie E. Brooks, Jr.**  
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## System Transformation Provider Network/Holistic Care

### Overview

DWMHA is in the process of completing the first and second phases of System Transformation which includes recapturing services performed by the Managers of Comprehensive Provider Network (MCPN), and the realignment of staff. These phases represent the first steps of converting DWMHA from a funder of care to a manager of care. Three of the four MCPN's are currently transitioning to DWMHA (CareLink, ConsumerLink, and Integrated Care Alliance; with the final MCPN, Community Living Services scheduled to transition to DWMHA early 2019. Several staff members have been hired and realigned to take on the task of managing care.

**There are several phases included in the System Transformation Process:**

- Phase 1 Staff Assessment: Realignment of Staff and the hiring of appropriate personnel**
- Phase 2 Transition from Funder to Manager of Care: Recapturing Delegated Services**
- Phase 3 Holistic Network: Establishing guidelines for a Holistic Network**
- Phase 4 Integration of Care Health Plan Pilot: Establishing the framework for the Integration of Physical and Behavioral Health**
- Phase 5 Crisis Continuum: Establishing Crisis Centers and alternatives to Emergency Room and Inpatient admissions**
- Phase 6 Jail Diversion: Establishing a comprehensive jail diversion program with measurable outcomes**
- Phase 7 School Programs: Critiquing and establishing a comprehensive school assistance program for Holistic Care**
- Phase 8 Value Based Funding: Establishing an incentive based and value based provider reimbursement model**

*Note: The phases may occur simultaneously with various start and end dates. Process improvements of each stage will be a continuous effort.*

### Mental Health Indicators

The overall goal of System Transformation is to make a measurable positive impact on the overall status of Behavioral Health in Wayne County. Key measurements are listed below.

Mental Health Indicators: The importance of Holistic Care		
Indicator	Data Source	Indicator Logic / Definition
<b>1. Correction Systems:</b> The impacts of individuals with Mental Health and Substance Use Health in the correction systems. (82% of moderate misdemeanors within the correction system are also within the Mental Health System)	Correction Status Field in the Consumer Demographic Record in MH-WIN	<b>Positive Result</b> – Reduce the percentage of CMH people served involvement in Criminal Justice. Connection to alternative services to reduce recidivism rates.  <b>Negative Results</b> – Increase of CMH people served involvement with the Criminal Justice system. Increased recidivism rates.

		<b>Involved in Criminal Justice System:</b> Includes the following - In prison, in jail, paroled from prison, probation from jail, juvenile detention center, under court supervision, awaiting trial, awaiting sentencing, minor (under age 18) who was referred by the court, and arrested and booked.
<b>2. Emergency Room Visits:</b> Number of Requests for Service received by Network Providers.	Request for services in the Crisis Module in MH-WIN	<b>Positive Result</b> – A reduction of ER visits and a shift to CMH services for people served. <b>Negative Result</b> – Increase in ER visits.
<b>3. Inpatient Cost:</b> number of claimed inpatient days and its cost	Number of Units and Paid Amount Fields in the Claims dataset in MH-WIN	<b>Positive Result</b> – Decrease of number of units and total cost of inpatient claims. <b>Negative Result</b> – Increase of number of units and total cost of inpatient claims.
<b>4. Homelessness:</b> Monitor and address homelessness within the community	Residential Living Arrangement Field in the Consumer Demographic Record in MH-WIN	<b>Positive Result</b> – Decrease of people served in critical environments. Increase in alternative care and shelter opportunities. <b>Negative Result</b> – Increase of people served Homeless.
<b>5. Suicide &amp; Mortality:</b> suicide rate indicator.	Sentinel Events Module Cause of Death field in MH-WIN, “Suicide”	<b>Positive Result</b> – Decrease in the number of suicide cases received. <b>Negative Result</b> – Increase in the number of suicide cases received.
<b>6. Life Expectancy :</b> Life expectancy rates	Sentinel Events Module Cause of Death field in MH-WIN- All reasons other than Suicide	<b>Positive Result</b> – Increase of the average life span of people we serve. Increase in the quality of life for people served. <b>Negative Result</b> – Decrease of the average life span of people we serve.

Last month, I provided details of **Phase 1 Staff Realignment**, and **Phase 2 Transition from Funder to Manager of Care**. This month I will provide details of **Phase 3 Holistic Network**.

Holistic Care Definition: Recognizing the sum approach to care which includes; Behavioral, Physical, Economic, Social and Spiritual...well-being.

Holistic Care Goals:

1. Establishing a provider network in Wayne County that both recognizes and treats the holistic needs of individuals.
2. Establishing a connection with all facets of care within the Community Mental Health (CMH) scope

3. Establishing the placement of both specialty providers and holistic providers within Wayne County
4. Facilitating the growth and positioning of holistic care provider networks throughout Wayne County

DWMHA will work with providers to determine the basis of a holistic care providers within Wayne County. This will include:

1. The facilitation and establishment of the role of specialty (non-holistic) providers
2. The facilitation and establishment of holistic care providers.
3. The inclusion of partners required to establish holistic care.

Holistic Care Providers will be defined as noted:

1. **Behavioral Health:** Providers that provide behavioral services as currently defined by the current CMH system which includes:
  - a. Adult Mental Illness
  - b. Intellectual & Development Disabilities
  - c. Autism Spectrum Disorder Benefit
  - d. Children's System of Care
  - e. Substance Use Disorders
2. **Physical Health:** Providers that have or will expand to have detailed physical health treatment plans which includes:
  - a. Satellite Health Clinics
  - b. Satellite and/or Mobile Dental Treatment
  - c. Detailed Health Plan Referral System
  - d. Detailed Health Plan Follow-up programs
3. **Economic Health:** Providers that have or will expand to have detailed economic assistance programs which includes:
  - a. Job Placement Assistance
  - b. Housing Assistance
  - c. Money Management Programs
  - d. Guidance with connecting to public assistance programs
  - e. Transportation assistance
4. **Social Well Being:** Providers that have or will expand to have detailed social well-being programs such as:
  - a. Providing integration into the general community
  - b. Physical and mental strengthening programs
    - i. Exercise
    - ii. Yoga
    - iii. Outdoor Activities
  - c. Promotion of Choice and Inclusion
5. **Spiritual Well Being:** Providers that promote and facilitate free choice of spiritual support systems as well as peer programs.

### Summary

The process of establishing holistic care providers will not be limited to providers that currently perform all of the five holistic care services. Providers that desire to become holistic care providers will be given assistance and guidance to establishing a holistic care center, including providing guidance on mergers and consolidations.

Specialty providers that provide one of the many CMH services will continue to provide those services with no requirements of becoming a holistic provider.

The entire DWMHA network will be evaluated to assure that a continuum of care is appropriately available throughout Wayne County to assure that the holistic care and specialty care needs are met throughout Wayne County.

DWMHA will seek out partnerships with key entities to assure a holistic environment including partnerships with:

1. Housing Providers
2. Job Placement Providers (Including key employers)
3. Financial Management Assistance
4. Social Assistance
5. Peer Supports
6. Community and Spiritual Support Groups
7. School Educational Assistance
8. Jail Diversion Assistance

All phase of System Transformation changes will remain focused on the key Mental Health Indicators with an effort in monitoring progress to the overall health improvements to the Wayne County community.