

Affiliation: Northwest CMH Affiliation  
Section 8: Coordinating and Managing Care

### Challenges and Areas for Improvement

West Michigan Community Mental Health System identifies challenges and opportunities for improvement in the following areas: need to fully implement Systems of Care for children with SED/DD and Great Start Collaborative; need to develop common vision for best course of care and desired goals for youth across systems; potential loss of funding for Migrant program; need to increase availability of support groups; need to strengthen older adult/dementia outreach/coordination; need to improve Primary Care coordination; need to provide consultation to local physicians prescribing psychotropic medications (funding allowing); lack of available health care in the community; lack of funding equity across CMHSPs and the impact on coordination of care; resource limitations relative to non-Medicaid enrolled population; enrollment challenges for Medicaid eligibles not enrolled; decreased employment opportunities for consumers; public resource shortages in housing, homeless support, medical and dental care and transportation, closure of a local inpatient unit; and difficulty recruiting AFC providers willing to accept Medicaid rates.

Northern Lakes Community Mental Health identifies similar challenges and opportunities for improvement including: need to fully implement Systems of Care for children with SED/DD; demand exceeding capacity having a potential adverse effect on persons identified as having maintenance status or underserved; need to develop positive cooperative relationships with FQHPs; need for further development and monitoring of crisis plans for persons determined to be at risk; need for more collaboration with providers of services to the elderly; need for increased capacity for CMH Psychiatric consultation with Primary Care including curb side consultations; decreasing GF and increasing demand for services from persons not enrolled in Medicaid; lack of availability of Primary Care and dental providers accepting Medicaid; and the need to increase collaborative efforts on transition planning for youth with developmental disabilities.

### Methods For Making Improvements

WCMHMS will continue work with the Great Start Collaborative and Leadership Council to advance children's System of Care initiatives (DD and SED) beginning in June 2009 and on an ongoing basis per PPGs. They will continue partnership with Great Start collaborative for early childhood beginning in October 2009 and will explore options with primary health care for information sharing, co-location with FQHPs and common IT systems on an ongoing basis. They will continue to advocate for funding equity across the system on an ongoing basis to support coordination of care across CMHSP boundaries and will work with the affiliation to develop common service definitions and standards for access and eligibility.

NLCMH will continue development of Systems of Care for children with SED and DD according to the timelines in the PPGs and will begin dialogue with local FQHPs in June in an effort to increase coordination and collaboration. Operations Managers will review crisis plans for at risk

populations on a semi-annual basis. The Medical Director will work with local Primary Care providers to establish regular semi-annual meetings to address issues including physician education, curbside consultations and other efforts to coordinate care. A system of Care plan for elderly adults will be initiated with efforts beginning in September (contingent upon funding) and NLCMH staff will work with the affiliation to develop common service definitions and standards for access and eligibility

The PIHP will charge the affiliation Utilization Management Committee with development of common service definitions and standards for access and eligibility in cooperation with workgroups from TSG.

#### Methods to Measure Success

WMCMHS and NLCMH will monitor progress on their QI plans for Coordinating and Managing Care via ongoing review of Individual Plans of Services, and monitoring of specific initiatives via their respective Quality Improvement Committees.

The PIHP will monitor progress on QI plans at their annual site reviews at the respective CMHSPs. Quality Improvement Plans at the local CMHSP Affiliates will also be monitored by the PIHP Quality Oversight Committee.