Network Development and Patient Access

May 07, 2024

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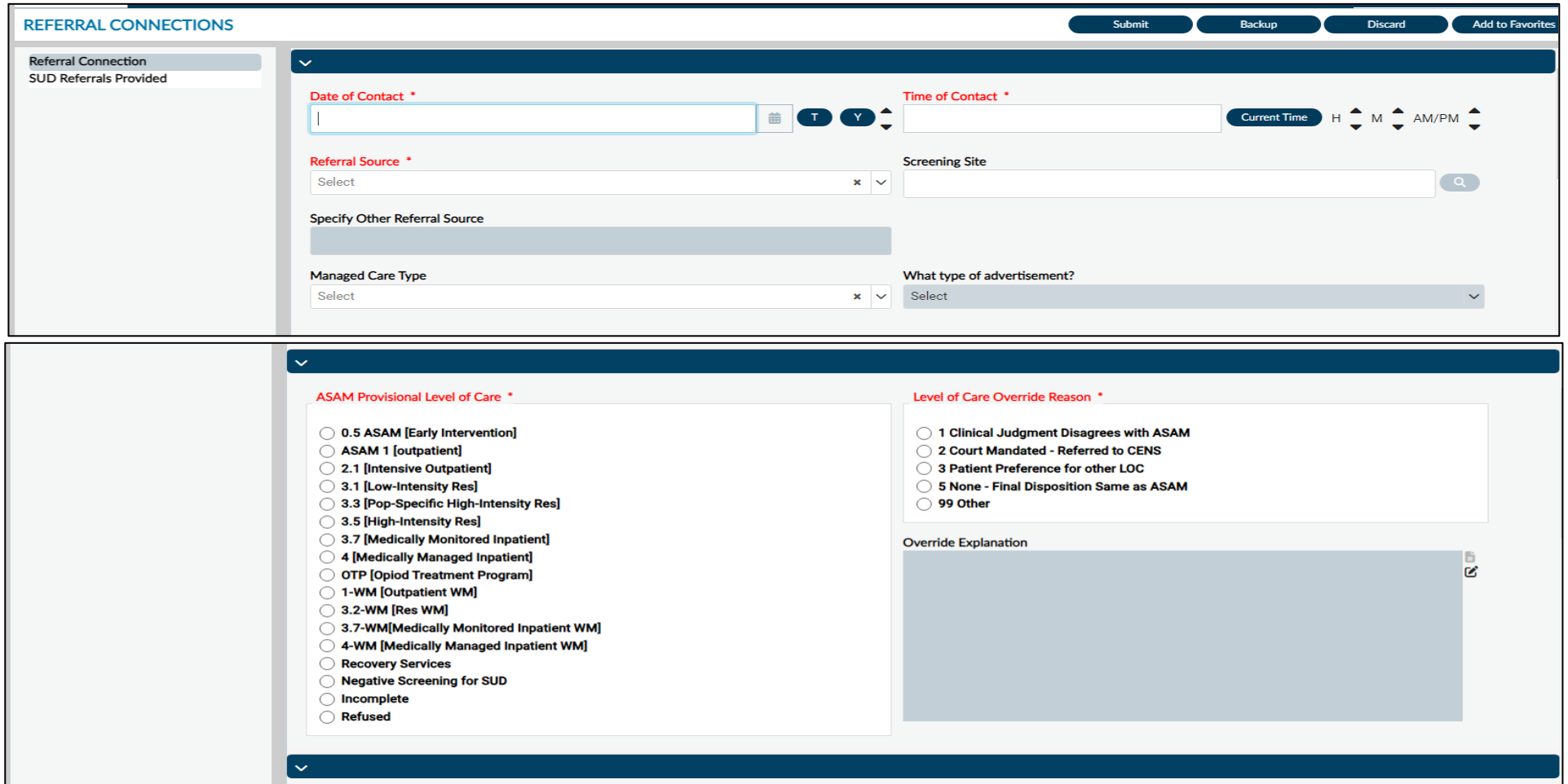
Strategic and Network Development
Substance Abuse Prevention and Control

PRESENTATION OUTLINE

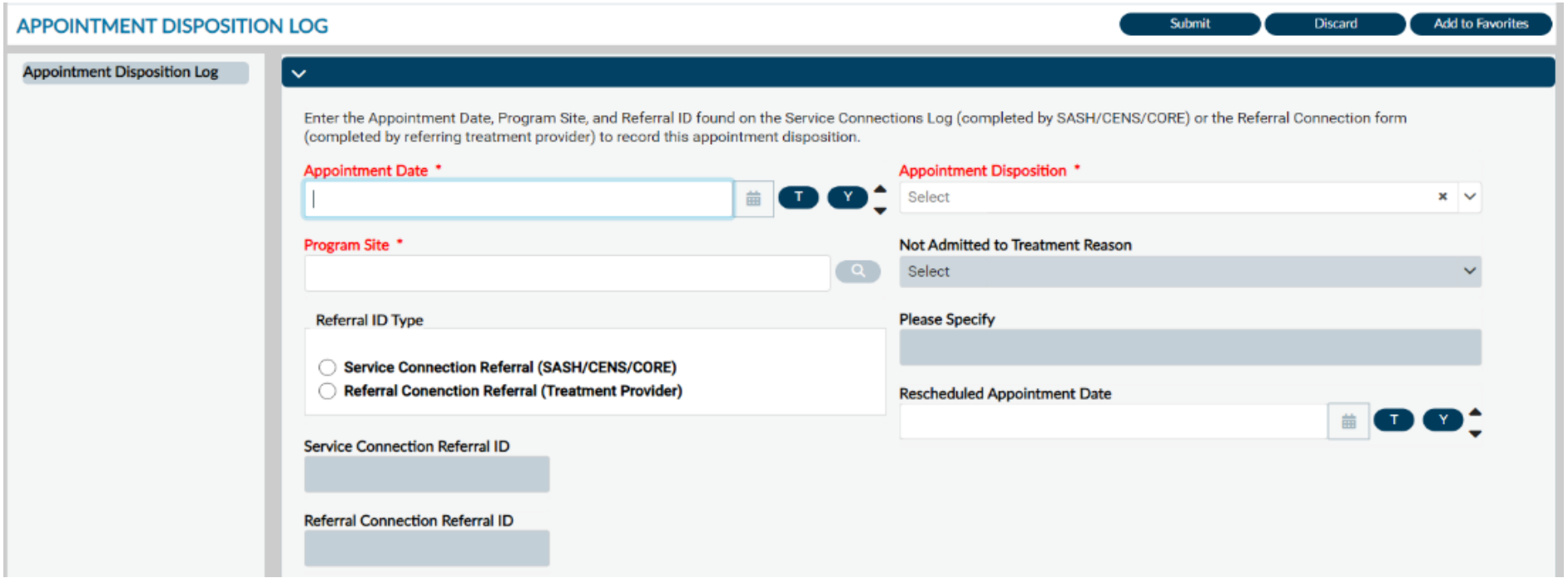
- Referral Connection and Appointment Disposition
- SASH Collateral Caller Expansion
- CIBHS Training and Technical Assistance Activities

REFERRAL CONNECTION AND APPOINTMENT DISPOSITION

- **Referral Connection Form Submissions**
  - For all initial patient encounters, providers are **required** to document connections to either the provider site or another agency, including **referral attempts** and **scheduled appointment** using the Referral Connections Form in PCNX.



- **Appointment Disposition Log**
  - In accordance with 42 CFR Part 438.206(c)(1) and WIC section 14197 (d), counties are required to monitor, assess, and meet timely access to service.
  - SAPC will be tracking what happens after patients are screened and receive a scheduled appointment, through the Appointment Disposition Form in PCNX, including No Shows
  - Effective July 1, 2024, providers will be required to input the result of that referral into the Appointment Disposition Form when they receive referrals from any service connection point.



REFERRAL CONNECTION AND APPOINTMENT DISPOSITION

- **Referral ID report**
  - Populated from the Referral Connections Form and Service Connection Log.
  - Provides client name, date of birth, gender information (for validation purposes), preferred contact, and appointment date (and time if available) for referrals made to your agency.
  - Providers can pull this report regularly to input the outcome of individual's appointment status in the Appointment Disposition Log and track show/no show correctly.

County of Los Angeles Public Health

Referral ID # Report

Date Parameters: 12/1/2023 - 12/12/2023

12/12/2023

Agency: Recovery, Inc.

Location: Recovery Facility

Service Connections Log

Referral ID #	PATID	Patient Name (Last,First)	Date of Birth	Gender	Contact	Appointment Date	Appointment Time
138429	171926	Test,Admission	1/1/1952	Male	N/A	12/12/2023	10:53 AM

Referral Connections

Referral ID #	PATID	Patient Name (Last,First)	Date of Birth	Gender	Contact	Appointment Date	Appointment Time
12179	198802	Test,Client	10/19/2004	Male	N/A	12/12/2023	10:55 AM

REFERRAL CONNECTION AND APPOINTMENT DISPOSITION

- **Monitoring**
  - Joint effort between multiple sections within SAPC
  - SAPC will be monitoring the input into the Referral Connection Form and Appointment Disposition Log regularly and conduct regular follow ups with providers.

- **Provider Considerations**
  - If not doing so already, will need to consider how to incorporate into existing appointment scheduling workflows.

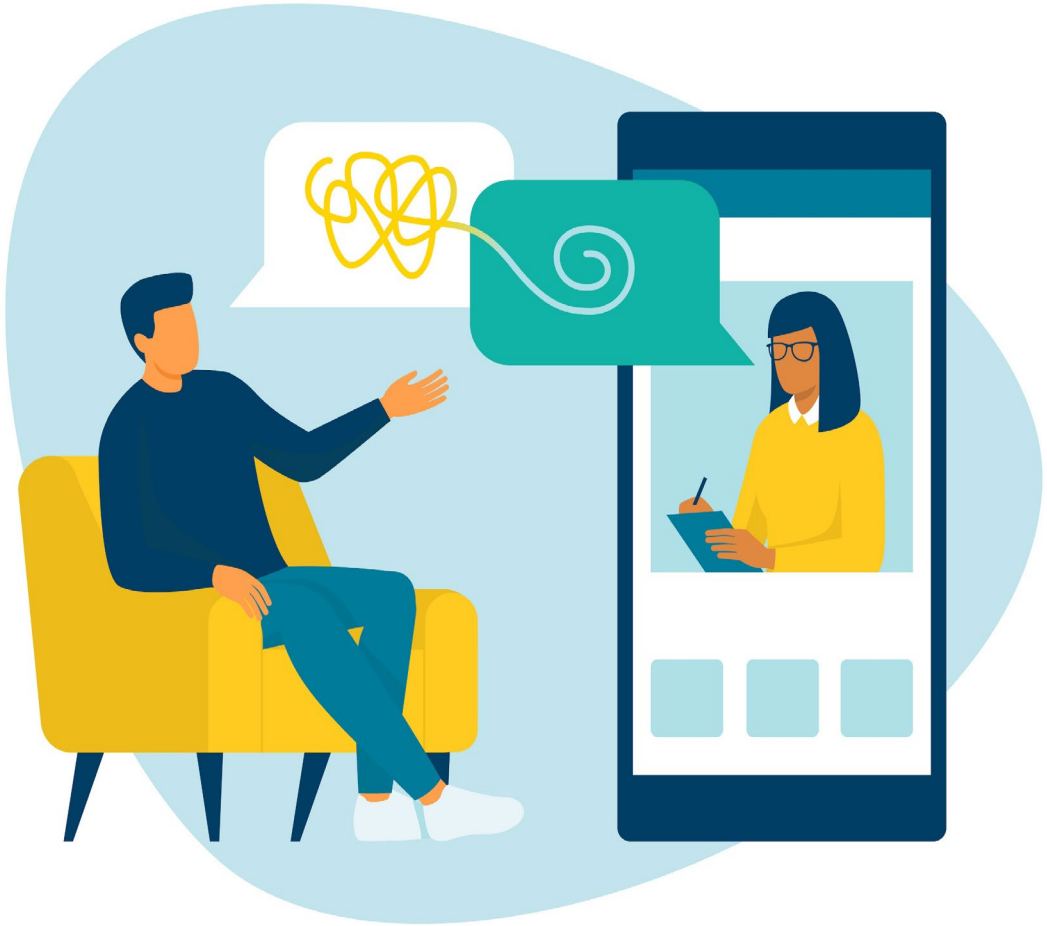
- **SAPC Support**
  - Job Aide is being developed to support provider staff.
  - Training (live and recorded) will be provided and posted to website.
    - Includes ability to practice in training environment.
  - Exploring possible incentive for FY24/25.

SASH Collateral Call Expansion Planning

REMINDER: SASH Calls to Providers

- The SASH and other entryways may still refer clients to site locations that show zero (0) availability on their SBAT
  - SBAT updates are point-in-time and agents may call looking for the most updated availability information
  - Members may have specific needs (e.g. language, accessibility) where a referral to a specific site location is most appropriate
  - Members may express a preference in connecting with a specific site location

SASH Collateral Call Expansion Planning



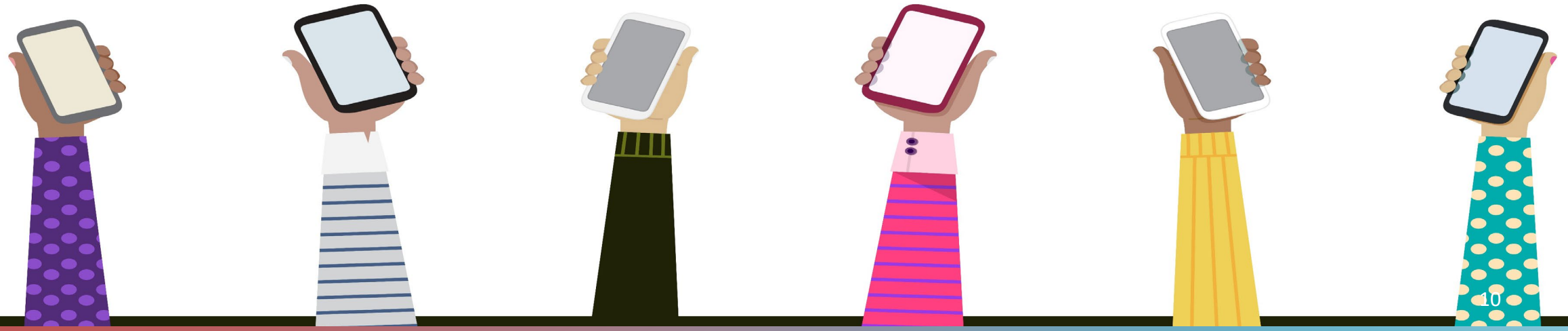
- **R95 Lower Barrier Access for SASH**.
  - SAPC identified a barrier to patients receiving appointments when another person calls on their behalf (i.e. collateral)
    - Collateral callers represent the 2nd most frequent type of caller requesting referrals.
    - Majority of collateral callers are calling on behalf of someone who is Medi-Cal eligible/enrolled.

- **Los Angeles Alliance Opportunity**:
  - Required to respond to LA City Outreach Workers who connect PEH to needed SUD services, even when the patient is not physically present.
  - Opportunity to update existing SASH workflows.

SASH Collateral Call Expansion Planning

- Effective 06/01/2024, the SASH will be updating its call center protocols to include the following for LA City outreach workers callers:
  - Conduct screenings with LA City outreach workers calling on behalf of a patient.
  - Connect the outreach worker with provider for a scheduled appointment, **even when the patient is not present.**

- **Note**: Only collateral or outreach workers who can provide sufficient information to determine probably eligibility and preliminary level of care will be referred to providers for an appointment request.



Proposed Referral Workflow for LA City Outreach Workers

SASH agents will follow the below protocol when LA City Outreach workers call:

1. If individual is not present, will ensure there is enough information for a referral.
2. Gather basic financial information to ensure patient eligibility.
3. Complete a modified brief ASAM screening to determine patient's appropriate LOC.
4. Locate the nearest or most appropriate provider using the SBAT to secure an appointment with the caller.
5. Document outcomes in the Service Connection Log.

SASH Collateral Call Expansion Planning

- Eventually, the SASH will allow appointment requests from all collateral callers (e.g., outreach workers, hospital and other case managers/clinicians, and family members).

- To allow a more engaged roll-out, SAPC will seeking provider feedback on this planned change, through the following means:
  - Provider Advisory Committee meeting
  - Existing R95 Meetings
  - Other relevant forums

SASH Collateral Call Expansion Planning

Provider Considerations for Responding to SASH Calls

- Providers will need to prepare their staff to accept referrals from the SASH, **even if the person needing SUD treatment is not on the call**.

- Intake appointments that are offered at the **point of referral** (i.e., **not** requiring the patient to call-back)

- Collateral callers will have essential information if referred but may not have all patient information requested.

CIBHS Training and Technical Assistance Updates

Training Update

CBI Pop-Up Discussion – CBI 1C-1 Workforce Development

This pop-up session will provide guided instruction to assist providers in developing their plans and filling out the 1-C 1 template.

May 10, 2024, 10:00 am – 11:00 am
Location: Zoom
Registration Link

&

May 17, 2024, 10:00 am – 11:00 am
Location: Zoom
Register Link

Workforce Opportunities Across Behavioral Health 1C-1

This session will provide participants with the opportunity to explore, learn, and plan workforce-focused implementation steps based on best and emerging promising practices designed to attract, retain, and support high-quality and engaged staff within their organizations.

May 14, 2024, 1:00 pm – 2:30 pm
Location: Zoom
Registration Link

R-95 Service Design In-person Meeting

This meeting will include tips and tricks for ensuring you are able to take advantage of the lessons learned from your customer walk-through using hands-on activities facilitated by CIBHS.

May 15, 2024, 2:00 pm – 4:00 pm
Location: Behavioral Health Service Training Center
15519 Crenshaw Blvd, Gardena, CA 90249
Registration Link

Training Update

Best Practices for Delivering Culturally Responsive Care to Black Clients (series)

Upcoming Trainings

Discussion sessions March – June 2024
Topics include:
Culturally Responsive Care for Black Women & Mothers
May 16, 2024, 10:00 am -11:30 am
Location: Zoom
Registration Link

&

Allyship and Bias Mitigation
June 13, 2024, 9:00 am – 11:00 am
Location: Zoom
Registration Link

Field Based Services Safety Training

Upcoming Sessions

Part I. Introduction to Personal Field Safety
May 9, 2024, 10:00 - 11:30 am
Location: Zoom
Registration Link

Part II. How to Put Field Safety Training into Action
May 23, 2024, 8:30 am – 4:00 pm
Location: LA Area Chamber of Commerce, 350 S. Bixel St., Los Angeles, CA 90017
Registration Link

Part III. A Community of Safety Practice: Save the date.
June 13, 2024, 10:00 – 11:00 am
Location: Zoom