

CCBHC Cross-Site Recommendations Summary

Recommendations: Improving Access to Services

- Improve accuracy of service data and tracking of sub-populations (i.e. MAT, veteran, justice-involved clients) by standardizing pathways for the nine required CCBHC services
- *Timeliness of Care*: Develop and monitor request to intake dashboards for all states to avoid delayed treatment
- *Care Coordination*: Improve tracking system of social services to ensure identification of specific services (i.e. housing, employment, transportation) provided to clients. These are usually non-billable services that if tracked can help make an argument for future funding.
- *MAT*: Eliminate stigma, increase provider capacity, and expand sustainable funding and state support in TN

Recommendations: Significant Changes in Client Outcomes

- Standardize criteria for enrolling clients to be tracked and monitored for all CCBHC states
- Increase provider competency in all four states for identifying and treating substance use and co-occurring disorders i.e. training to increase understanding of the ICD coding in the EHR system
- Integrate routine and consistent PHQ-9 screening into clinical processes for all states to ensure long-term sustainability as well as more reliable and valid analysis

Recommendations: Special Populations

- Emphasize peer and social support and improve cultural competency to address treatment gaps and reduced engagement for LGBTQ+ and populations experiencing homelessness
- Ensure consistent and comprehensive recording of gender and sexual identities in EHR system for all states
- Further explore and understand processes funneling Veteran clients to separate non-CCBHC treatment pathways

Recommendations: Social Factors

- Standardize tracking and reporting of specific support services related to employment, education, housing, and other social factors
- Investigate potential housing and criminal justice assessments in addition to the NOMs to increase knowledge of prevalent housing concerns and criminal justice involvement among populations served
- Address underrepresentation of justice-involved clients in CCBHC programs
- Enhance trauma-informed care infrastructure including training and monitoring of staff to deal with high trauma rates, particularly for special populations
 - Consult and collaborate with internal Trauma Informed Care Committee

Recommendations: Integrating Physical Health Care

- Optimize physical health screenings and further explore variance across clinics, different providers, and individual circumstances
- Establish and build upon relationships with organizations addressing physical health issues and promoting healthy lifestyles (e.g. physical activity and diet) in which vital metrics indicate will benefit the populations served
- Improve and standardize tracking of primary care utilization and medical services
- Continue collaborating with the analytics team to streamline reporting of services received, reduce inconsistencies, and guarantee accuracy

Recommendations: Perceptions of Care

- Continue disseminating perception of care feedback to inform clinical and program efficacy and promote positive client experiences

Recommendations: Reducing Hospital Utilization

- Explore and potentially implement methods for tracking hospital utilization outside of NOMs' specified time frame

Recommendations: Expanding Telemental Health

- Investigate lack of Hispanic or Latino representation particularly in Tennessee
- Ensure comprehensive and systematic collection of demographic (e.g. race and ethnicity) information in EHR system for all states to avoid "unknown" or missing data
- Clarify and standardize processes for reporting service delivery method (i.e. face to face vs televideo vs telephone) in EHR system to allow for more exhaustive analysis of telemental health utilization and improvement opportunities

Recommendations: Sustainability

- Enhance and promote sharing of differential experiences across the four CCBHC clinics to increase awareness of barriers and facilitators and boost sustainability efforts