

Pierce County Regional Support Network (RSN)

Innovations in Systems of Care

Optum™ is committed to improving the quality of care for mental health conditions while promoting a vision of resiliency, rehabilitation, recovery, and community integration for those we serve. People are served efficiently by connecting them with the appropriate community services while managing limited resources and funding. We accomplish this by working with providers, consumers and families, law enforcement, and others to find new and more creative ways to help consumers move toward recovery.

Since 2009, Optum Pierce has served as the Regional Support Network (RSN) for Pierce County Washington. As the RSN, Optum coordinates mental health care for Medicaid beneficiaries (an eligible monthly population of approximately 203,300). This is accomplished through a network of inpatient, outpatient and residential treatment providers; evaluation and treatment centers; a certified crisis stabilization unit; and specialized mobile crisis teams covering the county. In collaboration with an array of Pierce County stakeholders, Optum has made major improvements in the local mental health delivery system. Certified Peer Counselors are assuming a major role in the delivery of services, and treatment outcomes improve when peer supports are involved. An integrated approach is used to monitor and provide care for enrollees' physical and mental health care needs. The Pierce County RSN accomplishments are evident in the improvement of clinical services and the coordination of care, and expanded community involvement and resources.

Better access. Better care. Better outcomes.

	Benchmark (Prior to Optum)	Optum Year 1	Optum Year 2	Optum Year 3	Optum Year 4	Optum Year 5
58.0% increase in individuals served annually	12,121	15,262	15,410	16,005	17,348	19,152
31.9% reduction in hospitalizations, \$12.1M estimated cumulative 5-year savings	123 monthly	99.0 monthly	79.3 monthly	71.6 monthly	82.92 monthly	86.33 monthly
32.6% reduction in involuntary Treatment Act admissions, \$10.3M estimated cumulative 5-year savings	83.6 monthly	56.8 monthly	55.8 monthly	57.58 monthly	56.0 monthly	55.6 monthly
32.1% reduction in 30-day readmission rate \$1.1M estimated cumulative 5-year savings	12.6%	8.6%	10.75%	8.45%	7.36%	7.59%
22.5% below state average for inpatient bed days/1,000, \$12.8M estimated cumulative 5-year savings	19.60	12.13	12.37	13.73	17.96	19.76

Source: Optum analysis of redesigned regional support network, G. Dolezal and F. Motz, 5/1/15. Reduction in hospitalizations, ITA reductions, and reduction in 30-day readmission rate percentages are calculated as the average reduction over the five-year period compared to the prior benchmark year. Bed days per 1,000 is calculated as bed days divided by total covered county population. Average length of stay and daily unit cost based upon the base period experience.

Expanding Community Involvement

Community Conversation: Optum Pierce annually conducts Community Conversations focusing on Systems Collaboration and Building a Sustainable Health Community in Pierce County. Over 140 health care providers, legislators, cross-system stakeholders and individuals who have used public health care have attended these events, and report satisfaction with their level of engagement.

Commitment and Responsiveness to the Voice of the Community:

Consumers, youth and families with mental health and wellness challenges participate in the development and management of the Pierce County mental health system of care. For example, the RSN Staff is comprised of 31 percent consumers; the Advisory Board maintains a 51 percent representation by consumers and family members; and consumers, youth, and families participate on all Optum committees and the Governing Board.

Developing the Peer Support Workforce

Prior to Optum assuming responsibility for the Pierce County RSN, only one Certified Peer Counselor was serving on a provider governing board, and no peers were employed. Optum Pierce RSN has provided Certified Peer Counselor training to 414 individuals. Currently, 187 of these Certified Peer Counselors are employed by contract providers throughout our recovery-based mental health system of care. Through our commitment to expanding the peer workforce we continue to train and employ peers on an ongoing basis.

Clinical Services and the Coordination of Care

Building a System of Care: Optum Pierce RSN has established collaboration agreements with law enforcement, the Aging and Disability Services Administration, Community Health Plan, Federally Qualified Health Centers (FQHCs), and other community service providers to support referrals, communications and shared care coordination responsibilities. Optum also has collaboration agreements with Healthy Option Health Plans, and conducts quarterly meetings with hospital leadership to improve referrals, transitional care and communication.

Crisis System Redesign: Optum Pierce RSN has worked with consumers, providers, hospital systems and other local constituents and stakeholders to transform the region's crisis system into a community-based, recovery-oriented response system integrating peer supports and a no-force approach to care.

- *The Recovery Response Center* is staffed 24/7 and features a "living room" model, providing a secure and welcoming environment provided by 50% clinical and 50% peer support staff. Staff help consumers find solutions in times of crisis, avoiding automatic hospitalization or involuntary detention. Overall, consumers have reported a 91% satisfaction rate for this program.
- *Recovery Response Line:* The Recovery Response Line or Warm Line is a non-crisis phone service run by and for individuals who have been diagnosed with a mental illness. This gives consumers someone with whom they can talk before a crisis arises.

Managing Utilization: Prior to Optum assuming the management of the Pierce RSN, the state average rate of inpatient days per 1,000 was 19.6. Over the last three years, this inpatient rate for the Optum Pierce RSN has been 22.5% below this average — an estimated \$12.8 million in cumulative savings.

Involuntary Treatment Reductions: Since Optum assumed management of the Pierce RSN, the monthly rate of involuntary admissions has declined by 32.6%. This reduction in involuntary admissions has resulted in an estimated \$10.3 million in cumulated savings.

Expanding Service Availability: In the first three years following implementation, the Optum Pierce RSN has increased the number of individuals served by 58%. While overall state funding was reduced, Optum has used the savings from reduced hospital admissions to fund 17 new programs, and conduct more than 70 trainings throughout the provider network and community.

Transforming Systems and Improving Lives

Since assuming the management of the Pierce County RSN, Optum has successfully engaged the community, provider systems, and other constituents to improve mental health services, and foster a commitment to recovery and resiliency. Outcomes have been improved, resources are used efficiently, and those with mental health conditions have been supported in their recovery efforts.

Peer-Delivered Recovery and Resiliency Services

Mobile Crisis Teams with Peer

Support: The addition of Peer Support Counselors to the mobile crisis outreach teams (MCOTs) played a key role in achieving the 32.6% reduction in involuntary treatment admissions. Optum utilizes the resources of adult Peer Specialists and youth advocates.

Mobile Integrated Health Clinic:

The Optum Pierce RSN has developed a collaborative model with MultiCare Good Samaritan hospital (the largest hospital system in Pierce County) for delivering mobile integrated primary care and mental health services. This model uses the resources of a mobile van to provide these services and includes deploying Peer Support Counselors to teach and coach wellness programs for consumers served by three different community mental health agencies.

Community re-entry program: Optum is employing Peer Support Counselors in this new program designed to provide services to the top repeat offenders, those with mental health issues, in order to reduce recidivism in the county jail. These community-based peer services support recovery principles and increased community tenure. Among the 55 individuals selected for this program, booking was reduced by 83% after one year.

Contact us

To learn how we can help you improve behavioral health outcomes and reduce expenses, visit optum.com/BH4Medicaid or contact us at **1-866-223-4603**; email outcomes@optum.com.

