RESHAPING DELAWARE'S BEHAVIORAL HEALTH TREATMENT SYSTEM

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DELAWARE’S TREATMENT SYSTEM

SUBSTANCE USE TREATMENT AND RECOVERY TRANSFORMATION (START) INITIATIVE

DELAWARE TREATMENT AND REFERRAL NETWORK (DTRN)
25 member Consortium creating a streamlined approach to improving Delaware’s behavioral health system.

The Consortium, through public meetings and focus groups, work with the local community to identify the most pressing issues facing the State in the behavioral health arena.
THREE-YEAR ACTION PLAN

- Access and Treatment
- Changing Perceptions and Stigma
- Corrections and Law Enforcement
- Data and Policy
- Education and Prevention
- Family and Community Readiness
THE INDIVIDUAL IS CONSIDERED ABOVE ALL — TREATMENT IS PERSON-CENTERED
START

- Substance Use Treatment and Recovery Transformation (START) Initiative
- START is the recovery pathway

DTRN

- Delaware Treatment and Referral Network (DTRN)
- DTRN is the software program that connects patients who enter START for treatment.
INSTANTLY CONNECTING PEOPLE IN CRISIS WITH THE CARE THEY NEED

- A transparent, efficient, and effective flow between primary and emergent care and behavioral health specialty care
- Matches a patient with services and resources
- Improves transitions of care
- Improves and enhances patient and care provider experience
- Gives patients a better chance to live the best life possible
47 Organizations Live
- Behavioral Health
- Out of State
- Primary Care
- Pediatric

Enhancements to make more efficient
- Close the Loop
- ASAM tool
- Highlights for START Participants
- Uploading Forms

DTRN is accessible on multiple platforms. Only an internet connection and a web browser are needed to access this secure service.
UTILIZATION: TOTAL REFERRALS

September 2018 through August 2019
16,600 Referrals

Total Referrals by Month

Total Referrals by County and Statewide Agencies

DELAWARE SHIP REPORT

10/24/2019
DIGITAL INITIATIVES

- DHIN Data Exchange – Bi-directional health summary exchange between the state exchange (DHIN) and DSAMH (all behavioral health providers)
- Behavioral Health Smart Alerts – Clinical alerts to providers when their patients are admitted/discharged for BH care throughout the state
- Electronic Medical Record (Cerner) – EMR for the DSAMH Division which includes 2 hospitals, Mental Health services, Crisis and Bridge Treatment.
- Care Coordination Platform- system to facilitate the appropriate delivery of care across multiple agencies caring for clients with Behavioral Health disorders. The case management application will help organizations identify, track, and better assist clients by removing the barriers of care around social, economic, and behavioral determinants of health.
- Delaware Treatment and Electronic Referral Network – Automated coordination of Substance Abuse and Mental Health referral messaging throughout the state
- Payer Project – Integrate Medicaid payment systems in EMR, revenue cycle management, care coordination software, patient tracking and care management across organizations.
THE INDIVIDUAL IS CONSIDERED ABOVE ALL — TREATMENT IS PERSON-CENTERED
FRAGMENTED APPROACH

- Medication Access
- Behavioral Health Services
- Medical Care
- Housing
WHOLE PERSON CARE COORDINATION

Day Care
Parenting Training
Medication Access
Safe Sleep Education
Medical Home
Food
Employment
Behavioral Health
Nutrition Education
Substance Use
Housing
Safety Education
Employment
• Find those at greatest risk
• Engage & identify individually modifiable risk factors
• Confirm that “packages of intervention” are delivered and risk factors are addressed
AREAS OF FOCUS

- Department of Corrections
- Hospitals
- Law Enforcement
- Education system
- Youth in Transition
- Custodial Parents and Pregnant Women
  - Children
- Aging
- Social Service Agencies
- Medicaid
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START SYSTEM OF CARE

THE GATEWAY TO CARE HAS MULTIPLE POINTS OF ENTRY

24/7 PEER SUPPORT IS THERE FROM THE BEGINNING

LEVEL-OF-CARE ASSESSMENT AND PERSONALIZED TREATMENT REFERRAL HAPPENS INSTANTLY

TREATMENT CAN TAKE MANY FORMS

ACUTE CARE • SUBACUTE CARE • ONGOING • CHRONIC CARE

OVERDOSE SYSTEM OF CARE

CONNECTING THEM IN ORDER TO AVOID OVERDOSE WITH IMMEDIATE CARE THROUGH:

Hospitals • Emergency Medical Services • Urgent Care • Police Officers • Department of Correction • Recovery Program • Family • Doctor • Self

SOCIAL SERVICES MEET OTHER LIFE NEEDS

GOAL SETTING • HOUSING • TRANSPORTATION • EMPLOYMENT • ACTIVITIES FOR DAILY LIVING

POST-TREATMENT SCREENING LEADS TO COMMUNITY SERVICES REFERRAL

REENTRY TO COMMUNITY WITH ONGOING CARE

RESULTING IN THE BEST LIFE POSSIBLE

DELAWARE SHIP REPORT
Rating System for Addiction Treatment Programs
Provide reliable and transparent information on the quality of addiction treatment programs to:

- Incentivize high-quality care
- Inform treatment selection
- Improve quality and align with Principles
- Identify high-quality care
THE INDIVIDUAL IS CONSIDERED ABOVE ALL — TREATMENT IS PERSON-CENTERED
RE-ENTRY TO COMMUNITY WITH ONGOING CARE

CARE CONTINUES AS THE PATIENT RE-ENTERS LIFE IN THE COMMUNITY, TO HELP THE PATIENT STAY IN RECOVERY

- Referral to mental health and substance use disorder community services
- Continuing Medication-Assisted Treatment (MAT), with or without counseling
- Peers stay engaged throughout

DELAWARE SHIP REPORT
INTEGRATION OF PRIMARY AND BEHAVIORAL HEALTH CARE

Goals and Objectives

- Promote full integration and collaboration in clinical practice between primary and behavioral healthcare
- Support the improvement of integrated care models for primary care and behavioral health care to improve the overall wellness and physical health status of adults with a serious mental illness (SMI) or children with a serious emotional disturbance (SED)
- Promote and offer integrated care services related to screening, diagnosis, prevention, and treatment of mental and substance use disorders, and co-occurring physical health conditions and chronic diseases
Partnership for Drug-Free Kids and the Delaware Department of Health and Social Services now offer evidence-based resources for Delaware families!

- Personalized support to families
- Help in creating an action plan to help a child work toward recovery
- Website, phone number and digital platforms with specific resources available in Delaware
This dedicated Helpline for Delaware families gives a place for parents and caregivers to connect with Parent Support Specialists by phone, text or e-mail.

The Partnership for Drug-Free Kids masters-level specialists will listen to families over the phone or chat with them digitally to help them develop an action plan, and make them feel supported through their difficult journey with a loved one’s substance use.

The specialists are trained in Delaware-specific resources so that they can direct families towards help in their region.
PARENT COACHING

- After speaking a Helpline specialist, a parent can be offered the option of peer support with another Delaware parent who has also struggled with a loved one’s substance use.

- By speaking with someone who has “been there”, parents can learn how to stay connected to their loved one, and get the support and encouragement they need and deserve.

- Parent coaching takes place over the phone for about 5 phone calls, where parents can feel supported by someone who truly understands what they’re going through, because they have been on this journey as well.

- The parent coaches from the Partnership for Drug-Free Kids are specially trained to be able to help and listen to another parent affected by a loved one’s substance use.
ONE-ON-ONE SUPPORT FOR YOUR FAMILY

CALL 1-855-DRUGFREE
Speak with a Family Specialist
M-F: 9am-12am ET
Weekends: 12pm-5pm ET

TEXT HopeDE to 55753
Text a Family Specialist
Receive a response within 24-48 hours

VISIT drugfree.org/delaware
Connect via email with our Family Specialists
Get Delaware-specific resources
THE INDIVIDUAL IS CONSIDERED ABOVE ALL — TREATMENT IS PERSON-CENTERED
Decreased deaths from opioid overdoses by ##
Improved wellbeing of those suffering from opioid addiction by ##
Improved wellbeing of families of those suffering from addictions by ##
#thriving communities

Engage and stabilize people with addictions wherever they might be ready to engage
Improved coordinated across referrals and transitions
Seamless access to wrap around services
Person-centered, peer-to-peer, and treatment support for patients and families in the community
Prepared and resilient communities (long-term, DPH and other DE initiatives)

Engage people where they are: ED, hospital, justice, primary care, specialty care, social services, community-based assets and connect them to support, treatment and harm reduction
Workflows and pathways that support seamless coordination at key transition points (medical, DoC, social services, family/community)
System of community-based coordination across sectors including data exchange and payment supports (e.g. Pathways Hub model implementation)
Proactive planning for stepped care based on a person's journey through addiction; initiatives to address opioids as a chronic disease in the community.
Engagement of schools, faith communities and community based organizations across prevention harm reduction, destigmatization and treatment
Well-being in the Nation Measures

Explore data about every community in the United States.
How many Delaware residents are thriving? How many are struggling or suffering?

- Thriving (2017): 55.36% Delaware
- Struggling (2017): 42.14% Delaware
- Suffering (2017): 2.49% Delaware
START Provider Well-Being Pilot

Adult Finance, Hope and Well-Being Assessment

- **Finance**
  - Suffering: 47.83%
  - Struggling: 26.09%
  - Thriving: 26.09%

- **Hope**
  - Suffering: 10.87%
  - Struggling: 10.87%
  - Thriving: 78.26%

- **Well-Being**
  - Suffering: 33.33%
  - Struggling: 37.78%
  - Thriving: 28.89%

Delaware SHIP Report
10/24/2019
QUESTIONS?