

# Brooklyn Health Home: Justice Informed Care Management

*April 2015*

# Correctional Health Services Partnership

- **Goal:**

Maximize support provided to HH members/candidates experiencing criminal justice affiliation

- **Objective:**

Promote secure and appropriate (long term) returns to the community, provide linkages to structured care team; reduce likelihood of recidivism

- **Method:**

- Data sharing & business agreements established with NYC DOHMH
- Health Home liaisons appointed to occupancy at DOHMH
- Weekly data share
- Liaisons conduct match reports to identify common patients
- Network response protocols and policies established

# Critical Event Notification

- **Active members** (*enrolled, outreach*):
  - *Case is reviewed in HCS Portal*
  - *Liaison records data in EHR & sends alerts to care manager:*
    - *Incarceration/admission*
    - *Court date(s)*
    - *Brad H (mental health discharge planning) eligibility*
    - *Projected & actual discharge date*
  - *Care Managers follows BHH protocols for alert response*
    - *Notify consented care team members of event status*
    - *Attempt contact with member @ facility*
    - *Update care plan & transitional care plan*
    - *Await information on release and provide physical accompaniment at initial provider appointment(s) where possible*
  - *Social worker @ Rikers is notified of BHH affiliation for all Brad H enrollees; efforts are made to link social worker and care manager*

# Critical Event Notification (cont.)

- **Inactive members** (*closed E or OR segments*):
  - *HCS Review*
    - *Assigned to other HH: no action taken*
    - *Assigned to BHH or “no HH assignment”-> monitoring activities commence:*
  - *Liaison documents in EHR & monitors for updates*
    - *Brad H enrollees = new OR segment*
      - *BHH coordinates w/social worker*
      - *Willing candidates are connected to a care manager*
    - *New OR segments for eligible members once released*

# Network Development

- Each CMO has identified key contact people equipped to respond to CJ alerts
- BHH distributes bulletins announcing trainings, webinars, programs & services designed to promote best practice justice informed care
- BHH hosts monthly workflow meetings specific to Justice Initiatives
  - In-services
  - Case conferences
  - Policy collaboration & design
  - Workflow design
- BHH collaborating with local training agencies to develop training opportunities specific to Justice Informed care

# Network Expansion

- Collaboration with forensic experts in the community
- Identification of value add opportunities
  - Invitations to forensic serving agencies to join network
  - In-Services
  - Referrals
  - Partnership

# Accomplishments

- Increased retention in network of members experiencing a forensic event
- Insights into where “lost to contact” members are
- Ability to close segments that will not be eligible for services for extended periods of time (allowing more focus on active cases and efficient allocation of resources)
- Enhanced care plans
- Strengthening of therapeutic alliances
- Fortifying network to include forensic expertise from the community
- Promoting versatility of care managers through specialized
- Ensuring members are being served in a holistic manner

# Areas to Improve

- Stronger connection and communication with criminal justice gatekeepers; ability to interface with members & candidates while incarcerated
- Medicaid billing restrictions e.g. “inpatient only”
- Reimbursement barriers and/or impediments
- Continued growth of network
- Housing options
- Data matching: Interoperability versus manual implementation
- Information sharing: e.g inability for members to sign 5055 while incarcerated
- Analytics: ensuring that all involved partners can provide equally viable data pools for observation of metrics