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