

High Utilizers of
Department of Behavioral Wellness Services

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SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

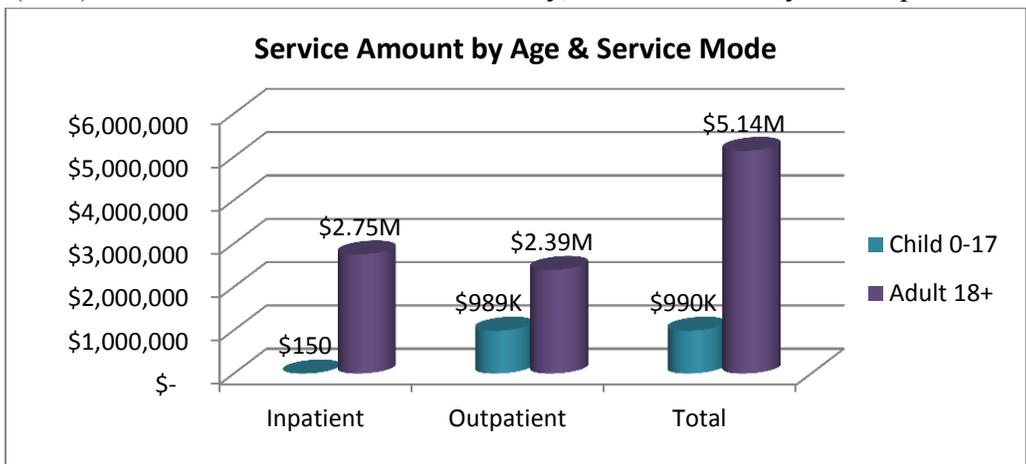
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Clients with high utilization of services in behavioral health care systems are often clients with highly complex needs, usually one or more chronic conditions that generate the largest cost per client ratio. These clients may also seek services from multiple systems such as other County-based services, Emergency Rooms and hospitals, community-based organizations and are frequently involved in the criminal justice system.

This report is a descriptive analysis of the highest utilizers of Department of Behavioral Wellness services. High Utilizers are defined as clients that generate \$20,000 or more worth of mental health services per quarter. For purposes of this report, Quarters 1 and 2 of FY2015/16 were combined to produce 142 High Utilizers. These clients generated \$6,130,522 worth of services, which accounted for 21% of the total service amount for all clients served in the first 6 months of the fiscal year. Inpatient (mode 05) service amounts were \$2,748,933 (45%) and outpatient (mode 15) service amounts were \$3,381,589 (55%).

Demographic Distribution of Clients

Of the 142 High Utilizers, 29 were children (less than 18 years) and 113 were adults over 18 years of age. The majority (83%) of services were for adults. Notably, children had very little inpatient services.

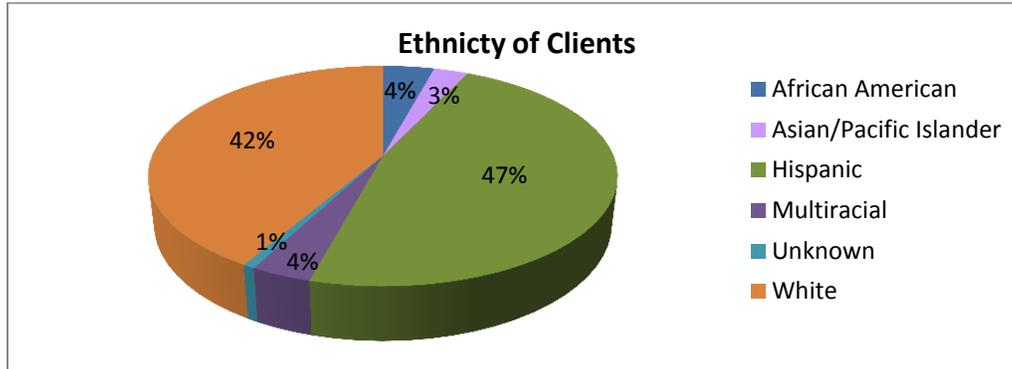


Consistent with the geographic distribution of County residents and Behavioral Wellness clients, most of the clients were from South and North County (client residence). The 12 Out-of-County clients were primarily from neighboring counties such as Ventura, Kern and Los Angeles. South County clients accounted for nearly half (46%) of the total service amount. All regions generated more outpatient service amounts than inpatient except for the Out-of-County residents.

	Clients	Inpatient	Outpatient	Total Service Amount	% of Total Service Amount
South	55	\$ 1,294,812	\$ 1,511,900	\$ 2,806,711	46%
West	27	\$ 197,384	\$ 695,804	\$ 893,189	15%
North	48	\$ 976,160	\$ 1,001,231	\$ 1,977,391	32%
Out of County	12	\$ 280,577	\$ 172,654	\$ 453,231	7%
Total	142	\$ 2,748,933	\$ 3,381,589	\$ 6,130,522	

Behavioral Wellness: High Utilizers Report

The majority of clients were Hispanic (47%) and White (42%). Both ethnic groups had \$2.7M worth of services. Additionally, 84% of the clients indicated that English was their preferred language at admission; 9% indicated Spanish.



The gender distribution was approximately equal, with 51% female and 49% male. Female clients had 55% of the total service amount generated by the clients. Both genders used more outpatient services.

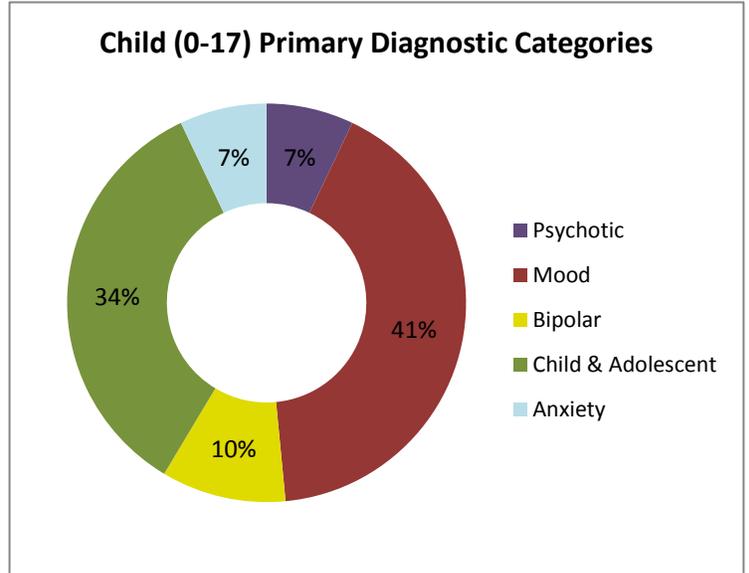
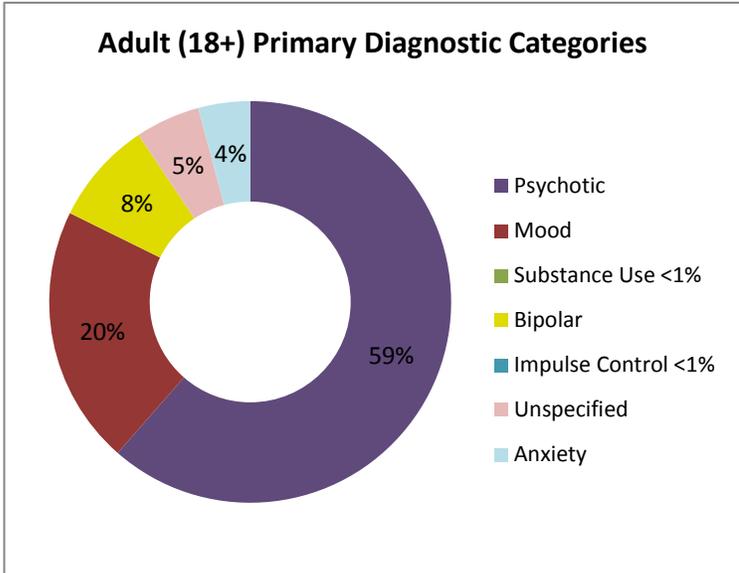
	Clients	Inpatient	Outpatient	Total Service Amount
Female	72	\$ 1,510,534	\$ 1,852,402	\$ 3,362,935
Male	70	\$ 1,238,399	\$ 1,529,188	\$ 2,767,587
Total	142	\$ 2,748,933	\$ 3,381,589	\$ 6,130,522

All open admissions data were drawn as of March 8, 2016, and used as a proxy for the programs the clients were open to during Q1-Q2 of FY15/16. Clients (63) open to South County programs and SM ACT accounted for 49% of the total service amount. Santa Barbara Adults, CARES/Crisis programs and high intensity programs had higher inpatient utilization than outpatient.

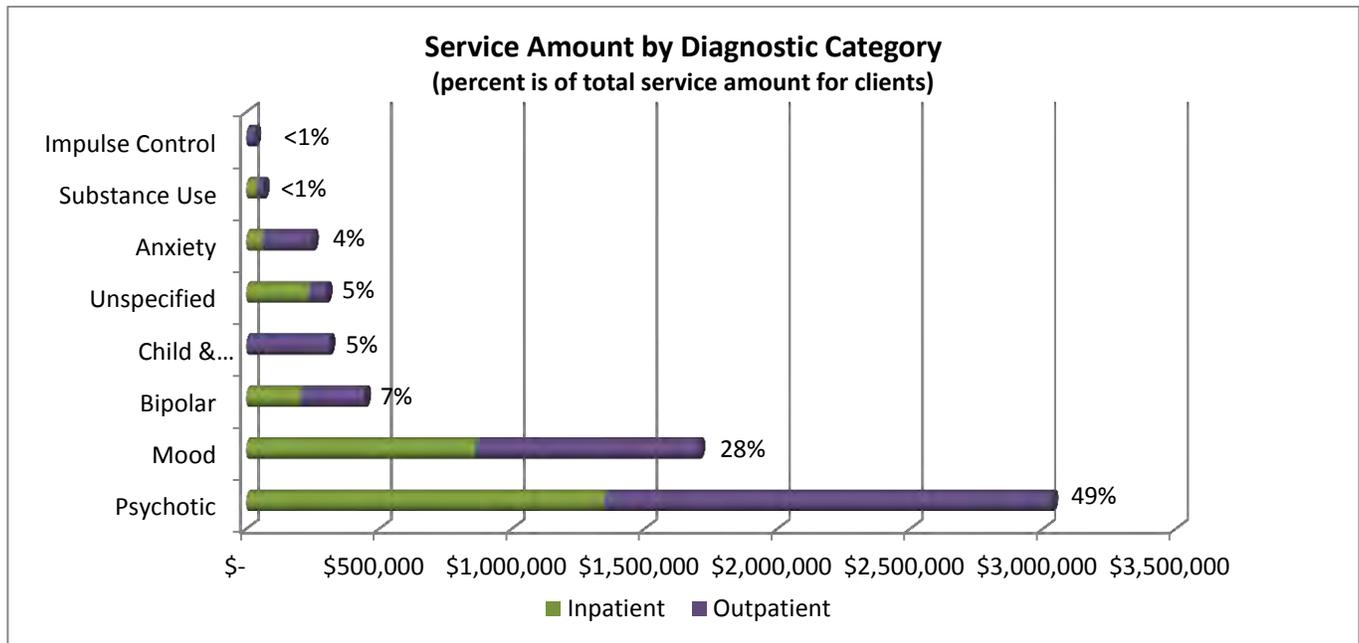
Primary Program	Clients	Inpatient	Outpatient	Total
CARES South	20	\$ 611,350	\$ 232,151	\$ 843,501
Santa Barbara ACT	15	\$ 387,314	\$ 395,361	\$ 782,676
Santa Barbara Adult	13	\$ 407,268	\$ 283,594	\$ 690,861
Santa Maria ACT	15	\$ 248,354	\$ 420,190	\$ 668,544
Lompoc Children's	14	\$ 10,016	\$ 438,191	\$ 448,207
Santa Maria Children's	10	\$ 3,585	\$ 367,444	\$ 371,029
CARES North	10	\$ 244,998	\$ 122,133	\$ 367,131
Santa Barbara Children's	7	\$ 6,763	\$ 333,236	\$ 339,998
Adult/Child CBO Provider	7	\$ 15,635	\$ 288,954	\$ 304,589
Residential & State Hospital	6	\$ 233,032	\$ 19,892	\$ 252,924
Lompoc ACT	6	\$ 58,095	\$ 160,601	\$ 218,696
Lompoc Adult	6	\$ 105,788	\$ 112,040	\$ 217,828
SM Supported Housing	2	\$ 79,939	\$ 34,017	\$ 113,956
Santa Maria Adult	2	\$ 20,772	\$ 39,314	\$ 60,086
Psychiatric Health Facility	1	\$ 40,006	\$ 13,742	\$ 53,747
Santa Barbara AB109	1	\$ 11,793	\$ 11,775	\$ 23,568
No Admission (as of 3/9/16)	7	\$ 264,225	\$ 108,954	\$ 373,179
Total	142	\$ 2,748,933	\$ 3,381,589	\$ 6,130,522

Mental Health and Substance Abuse Disorders Diagnostic Information

The primary diagnosis information presented below represents the most recent diagnosis in the electronic health record. As displayed below, 59% of the adults had a psychotic disorder, while children were more likely to be diagnosed with mood and child/adolescent disorders.



The majority (77%) of service amount was generated by clients with mood and psychotic disorders. Nearly half (49%) of the service amount for all High Utilizers was generated by clients with psychotic disorders; however, the inpatient service amount was \$335,000 less than outpatient. Clients with mood, substance use and unspecified disorders used more inpatient services compared to the other diagnostic categories. Those with unspecified disorders had an approximate 4:1 ratio of inpatient to outpatient service amount.



Co-Occurring Conditions

High Utilizers is behavioral health services often have co-occurring mental health and substance abuse conditions, which may increase service utilization and the complexity of treatment planning. National prevalence data suggest that 39% of adults with a mental disorder have a co-occurring mental disorder and substance abuse (dependence) disorder¹. Of the 142 clients, 13 (9%) were open to both Mental Health and Alcohol & Drug Systems of Care, but this is likely an under-reporting of co-occurring conditions within Behavioral Wellness. Most of the clients in this sample were male (69%). The ethnic composition was 54% White, 31% Hispanic and 15% were categorized as “Other”. Twice as many of the clients lived in South County (6) as did in North (3) or West County (3). Clients with co-occurring conditions accounted for 8.6% of the High Utilizers total service amount. Seven (54%) of the clients had services amounts in excess of \$40,000 between July and December 2015. Notably, clients using methamphetamine had the highest inpatient and outpatient service amount, particularly those with co-occurring psychotic disorders.

Drug of Choice	Clients	Inpatient	Outpatient	Total Service Amount
Alcohol				
Psychotic Disorders	3	\$ 5,435	\$ 110,151	\$ 115,586
Mood Disorders	1	\$ 13,362	\$ 14,549	\$ 27,911
Unspecified Disorders	1	\$ 55,846	\$ 5,770	\$ 61,616
Subtotal	5	\$ 74,642	\$ 130,470	\$ 205,112
Marijuana/Hashish				
Psychotic Disorders	1	\$ -	\$ 27,731	\$ 27,731
Mood Disorders	1	\$ -	\$ 33,519	\$ 33,519
Subtotal	2	\$ -	\$ 61,250	\$ 61,250
Methamphetamine				
Psychotic Disorders	3	\$ 48,685	\$ 82,986	\$ 131,670
Bipolar Disorders	1	\$ 27,971	\$ 19,549	\$ 47,521
Mood Disorders	2	\$ 30,916	\$ 48,169	\$ 79,084
Subtotal	6	\$ 107,572	\$ 150,703	\$ 258,275
Total	13	\$ 182,214	\$ 342,424	\$ 524,638

¹ Substance Abuse and Mental Health Services Administration; National Survey on Drug Use and Health (2014)

Recommendations

Recommendations for next steps within Behavioral Wellness:

- Clinical Leadership should review the details of the High Utilizers and disperse the list to the appropriate programs for further analysis and treatment planning.
- Since 44% of the total service amount was generated by clients in South County (excluding PHF), a focus of the detailed analysis by Clinical Leadership should be on determining the access and capacity, client flow or other programmatic factors associated with this finding.
- Incorporate review of the High Utilizers into the existing CTS and RTS meetings. If needed, reinstate the High Utilizers/Complex Case Review Workgroup to evaluate each case to develop action plans for client treatment revisions and needed systemic changes to address barriers.
- Conduct detailed analysis of the clients with Unspecified diagnoses, as the inpatient service amount for these clients was nearly four times greater than the outpatient service amount.
- ACT Leadership should determine the reasons why Lompoc ACT High Utilizers have less than a third of the service amount of the Santa Maria and Santa Barbara ACT clients. This information could be used for program or process improvement.
- Clinical Leadership should ensure that staff routinely review the currently available high utilizers report to manage the treatment for these clients.
- Repeat this summative analysis every 6 months to determine progress toward reducing the number of High Utilizers of Behavioral Wellness.

Next steps with Behavioral Wellness Partners:

- Explore opportunities with other County Departments, such as Public Health, Department of Social Services and Criminal Justice, to merge/match data in order to ascertain a more complete understanding of the High Utilizers of Multiple Systems (HUMS) in Santa Barbara County. If possible, this effort should include community hospitals, law enforcement and other entities that might come in contact with the clients.
- The Steering Committee should continue to encourage the CEO to fund the partnership between County Departments to develop a shared “data warehouse” that houses basic information and a universal identification number for the clients served by the Departments.