

Unlocking Insights, Shaping Practices: Enhancing Provider Performance in Connecticut's Behavioral Health System Through the Provider Analysis and Reporting (PAR) Program

The CT BHP Provider Analysis and Reporting (PAR) Program by Carelon Behavioral Health of Connecticut (Carelon BH CT) aims to enhance provider performance for HUSKY Health members. Utilizing Tableau visualization dashboards, this initiative encourages conversations around specific provider data, such as average length of stay and readmission rates. By examining this information, Carelon BH CT and providers gain valuable insights into how utilization differs among providers, allowing for targeted strategies to enhance practices and ensure quality care. This promotes ongoing improvements in provider performance, benefiting the HUSKY Health community in Connecticut.

PAR Program Highlight: 2023 Adult and Youth Emergency Department Services:

In 2023, Carelon BH CT conducted two Emergency Department (ED) PAR Programs for Adults and Youth, fostering collaboration between EDs and various treatment partners. The initiative aimed to improve operational efficiency through data sharing and communication to reduce wait times, expedite care access, and lower return visits. It specifically addressed throughput challenges in pediatric EDs, which saw 12,540 behavioral health visits in 2022. The strategy also focused on substance use disorder (SUD) treatment and health equity for vulnerable populations, highlighting the need for ongoing improvements in screening and treatment practices due to rising behavioral health ED visits linked to SUD diagnoses.

To respond to these insights, Carelon BH CT addressed the adult needs by promoting [Medications for Opioid Use Disorder \(MOUD\)](#) and implemented the Changing Pathways model in Emergency Departments. Collaborations with Nuvance Health and various hospitals led to successful pilot initiatives that optimized referral processes and enhanced provider accessibility. A statewide Community Care Team (CCT) Forum, organized with the Connecticut Hospital Association, gathered stakeholders to discuss CCT sustainability, data collection, and improved provider collaboration, emphasizing the importance of cross-sector partnerships in behavioral health care.

For youth, the focus was on improving system efficiency for HUSKY Health members to enhance navigation, engagement, and treatment for substance use disorders. Carelon BH CT has facilitated this through Connect-to-Care meetings that bring together pediatric hospitals, community providers, and regional stakeholders.

Adults

Members identified as having a primary SUD diagnosis increased 6.9% from CY 2018.
(Carelon BH CT on behalf of the CT BHP, 2023)

Youth

Members identified as having a primary SUD diagnosis increased 2.4% from CY 2018.
(Carelon BH CT on behalf of the CT BHP, 2023)

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Both adult and youth initiatives prioritized smooth transitions from Emergency Departments to appropriate care settings and **highlighted the need to address health disparities and promote health equity*** through ongoing stakeholder engagement and sharing best practices.

*In 2023, an analysis compared demographic data with the rates of individuals seeking inpatient services immediately or the day after behavioral health emergency department visits in 2022. The bars in the analysis figures below (figures 5 & 6) reflect the proportion of adults/youth by race and ethnicity rather than the quantity of admissions. The findings highlight racial and ethnic differences in adult and youth visits, particularly those admitted for inpatient care shortly after their emergency department visit, providing insights into disparities in the use of inpatient services for mental health treatment.

Both adult and youth interventions emphasize building collaborative partnerships with treatment providers and community organizations to enhance communication, reduce emergency department wait times, and minimize repeat visits. They prioritize data-driven decision-making to ensure timely access to care and improve screening, assessment, and treatment for substance use disorders, while also addressing health disparities for equitable care delivery. Carelon BH CT's ED PAR program aims to tackle systemic challenges, fostering provider collaboration and focusing on the needs of at-risk populations to enhance overall behavioral health care quality.

Provider Resources related to PAR ED Strategies:

[Changing Pathways Provider Toolkit](#)
[Adolescent Substance Use Screening Tools](#)
[CT BHP Brochures](#)

For more information on this and other PAR Programs, please reach out to Carelon BH CT's Regional Network Management Team at CTBHPRegionalNetworkManagement@carelon.com.

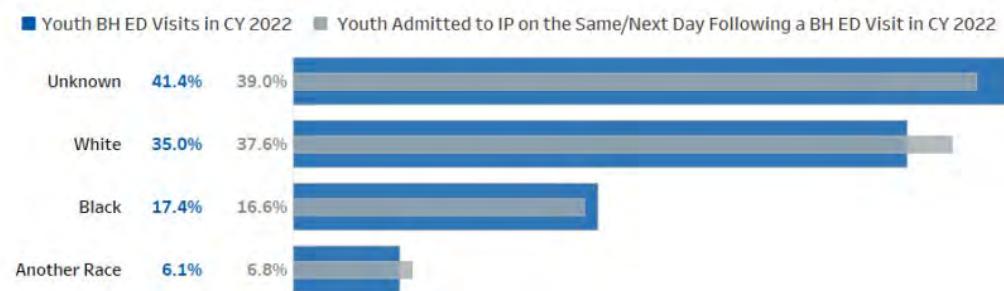


Figure 5 - Youth BH ED visits admitted to IP same or next day by race/ethnicity.

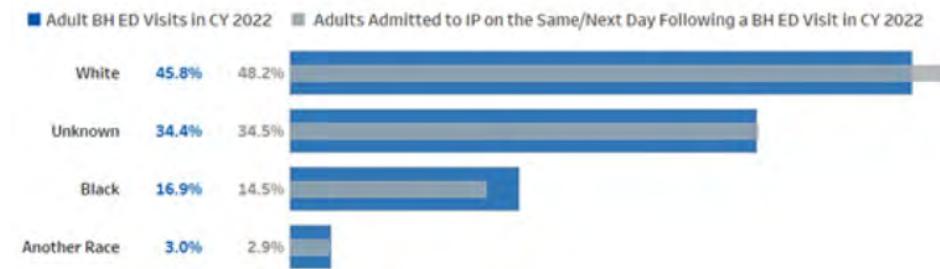


Figure 6 – Adult BH ED visits admitted to IP same or next day by race/ethnicity.