



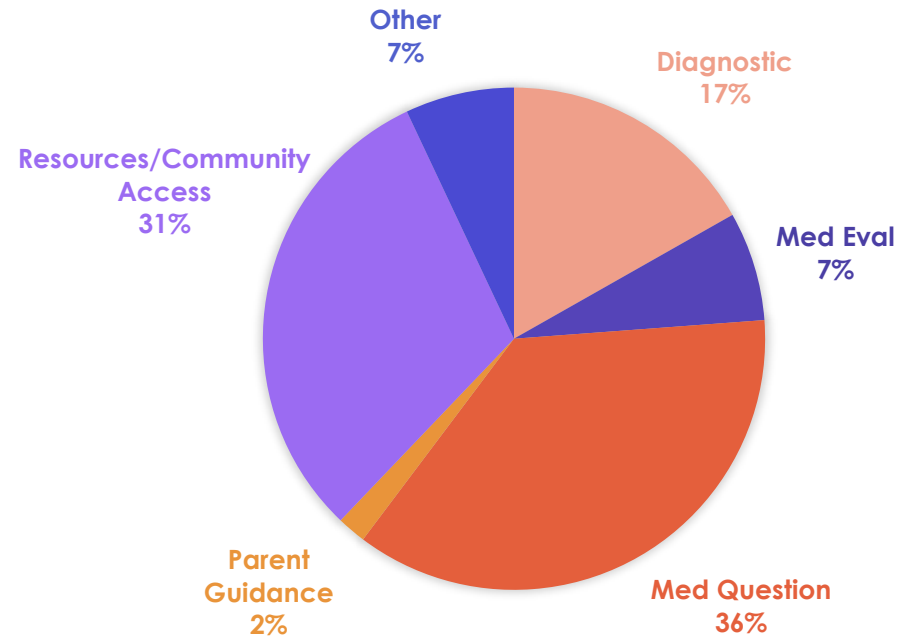
# **Children's TiPS Children's Telephonic Psychiatric Consultation Service**

**AN INTRODUCTION TO CARE COORDINATION**

# Benefits of Care Coordination

- ▶ Care coordination can lower healthcare costs, improve outcomes, and increase patient satisfaction.
- ▶ Assist with building the mental health dialogue in the primary care office regarding resources available in the community.
- ▶ Appropriate identification of proper levels of care

TIPS UTILIZATION: JULY '17 - JUNE '18



\*Other includes: (Collateral contact, crisis, follow up, parent guidance, school issues, second opinion, and non-member specific data - all less than 5%)

# How Does TiPS Care Coordination Begin?

- During the initial TiPS consultation, you will be asked to provide a patient phone number and parent/guardian name, which will be used if care coordination is recommended. TiPS Care Coordinators cannot contact patients and/or families until you have obtained verbal consent from the family.
- TiPS Care Coordination begins when the primary care clinician consults with a TiPS Child Psychiatrist, and the psychiatrist recommends care coordination.

# What do TiPS Care Coordinators do?

- ▶ Follow up on recommendations made by TiPS psychiatrists by:
  - ▶ Researching resources to find options close to the family that are accepting new patients and accepting the child's insurance.
  - ▶ Providing resource options to families and discuss the process for scheduling an appointment.
  - ▶ Answering questions about levels of care, obtaining services, and additional resources available.
  - ▶ Following up with the family to ensure appointments are made and kept, and problem solve barriers to receiving services.

# What do TiPS Care Coordinators do?

- ▶ Follow up on recommendations made by TiPS psychiatrists by:
  - ▶ Work with existing service coordinators to assist in locating resources and supporting the family.
  - ▶ Provide additional support and resources if current options are not working.
- ▶ Provide general resources back to PCP without a TiPS consultation

# What do TiPS Care Coordinators not do?

- ▶ Schedule appointments for patients/families with community providers.
- ▶ Act as long term service coordinators.
- ▶ Provide shortcuts to outpatient psychiatry, circumvent agency waiting lists, or otherwise get patients/families into agencies faster.
- ▶ Act as a referral source for parents to contact independently.

# TiPS Consult Process

PCP has a question about psychotropic medication or a behavioral health concern

PCC obtains verbal consent & has patient information available



**Call: 1-844-WPA-TIPS (1-844-972-8477)**

Talk to TiPS team member, who will gather basic information and initiate a return call from a TiPS Child Psychiatrist (within 30 minutes or at a time specified by PCP)



**PCC and TiPS Child Psychiatrist consult via phone**

- Medication recommendations/LOC recommendations made
- TiPS Care Coordinator provides resources to PCC or family, if needed
- Evaluation at a hub with a TiPS Licensed Therapist or Child Psychiatrist, if needed

# Questions for Parent Panel

- ▶ What were your concerns prior to talking to your child's pediatrician?
- ▶ What did your pediatrician tell you about Children's TiPS?
- ▶ What happened after your physician consulted with the TiPS team?