

Telecare Corporation

Our Mission

Deliver excellent and effective behavioral health services that engage individual with complex needs in recovering their health, hopes and dreams



27,107

Unique
Individuals Served
in FY 16-17



SUB-ACUTE
Length of stay:
Typically 3-6 months



ACUTE
Length of stay:
Typically 3-10 days



CRISIS
Length of stay:
Few hours to 30 days



COMMUNITY
Membership:
90 days to 5+ years



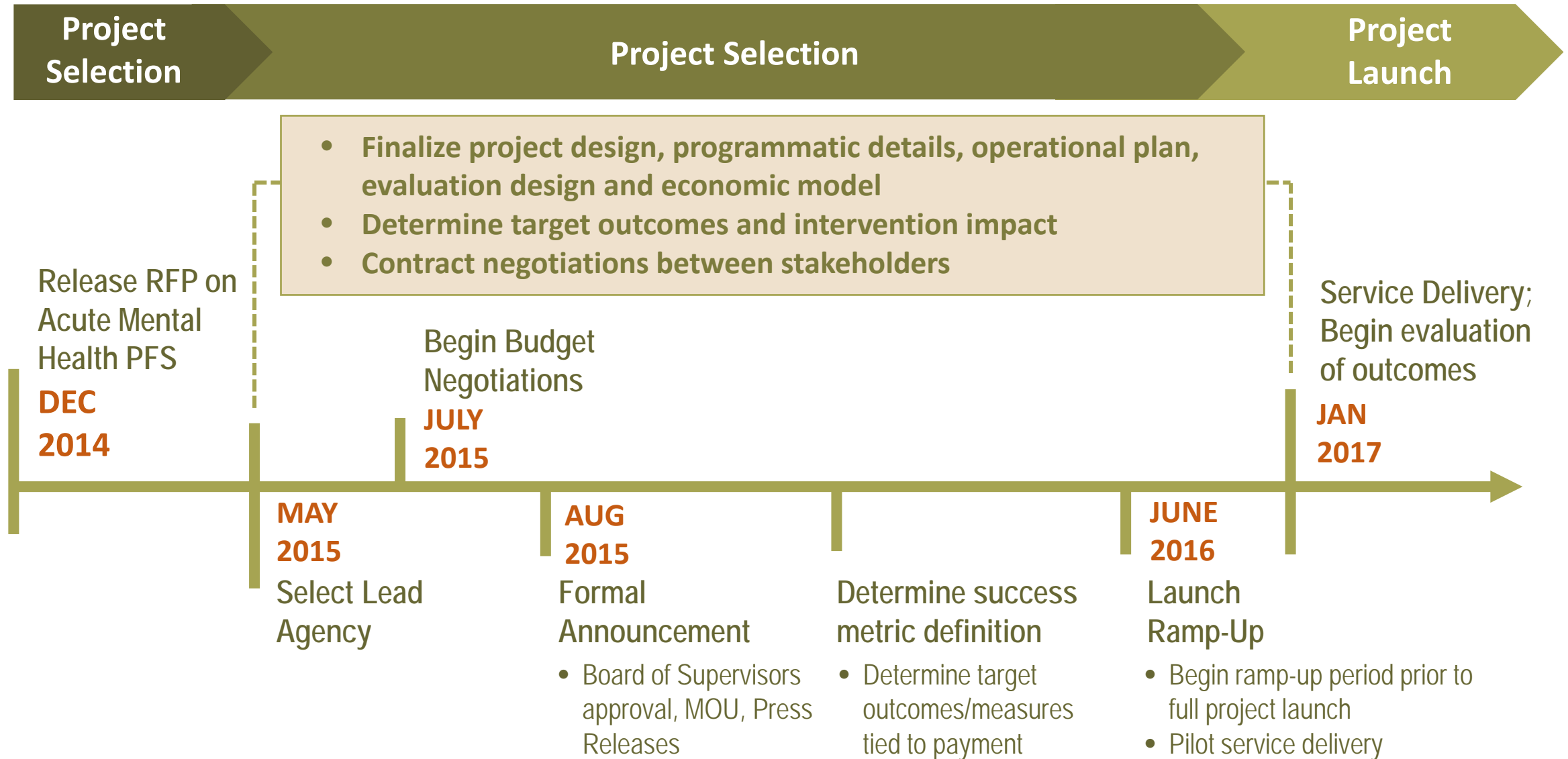
COMMUNITY
Membership:
90 days to 5+ years

Partners in Wellness: Santa Clara County & Telecare

First “Pay for Success” mental health program in the country

- An innovative six-year, performance-based contract to deliver publicly-funded services.
- Provider (Telecare) *at risk* to deliver savings by reducing clients’ use of Psychiatric Hospital, Psychiatric Emergency Services, State Hospital, and other mental health services while also ensuring clients’ wellness.
- Objectively evaluated by Dr. Keith Humphreys, Stanford University.
- Performance targets set to fully pay for program and return additional savings at the end of the six years.

Project Construction Timeline Overview





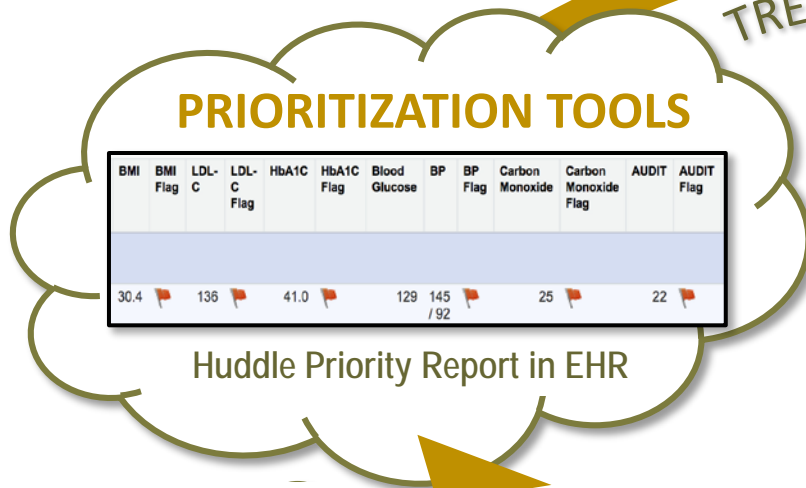
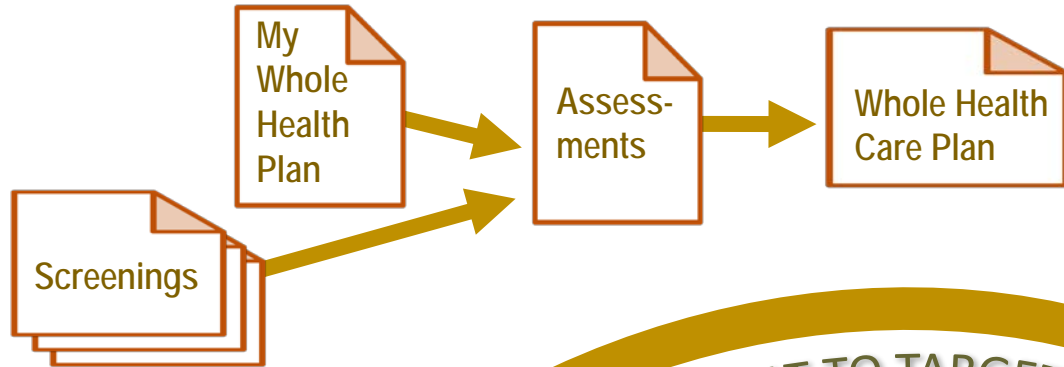
TYPICAL PROGRAM LEADERSHIP

PAY FOR SUCCESS: TYPICAL “PLUS”

1. Operational Clinical Leadership	<ul style="list-style-type: none">• Assure good clinical quality• Recovery-oriented culture• Client & staff safety• FSP/ACT wraparound program model	<ul style="list-style-type: none">• Whole Person Care elements, with “Treat to Target” focus and discharge planning• Measure clinical improvement with multiple screening measures
2. Finance/Budget	<ul style="list-style-type: none">• Work within annual expense budget• Monitor staff productivity• Assure MediCal revenue earnings	<ul style="list-style-type: none">• Monthly tracking of cashable savings with 6 year time horizon - \pm \$1.4 million risk for client utilization + overall cost risks
3. Stakeholder/ Community Engagement	<ul style="list-style-type: none">• Maintain good relationship with county customer• Network with other providers, NAMI, etc.	<ul style="list-style-type: none">• Need very tight relationship with Acute/PES, 24-Hour Care Unit• High visibility with county – fishbowl• External Evaluator at Stanford

Clinical Care Model

TREATMENT PLANNING



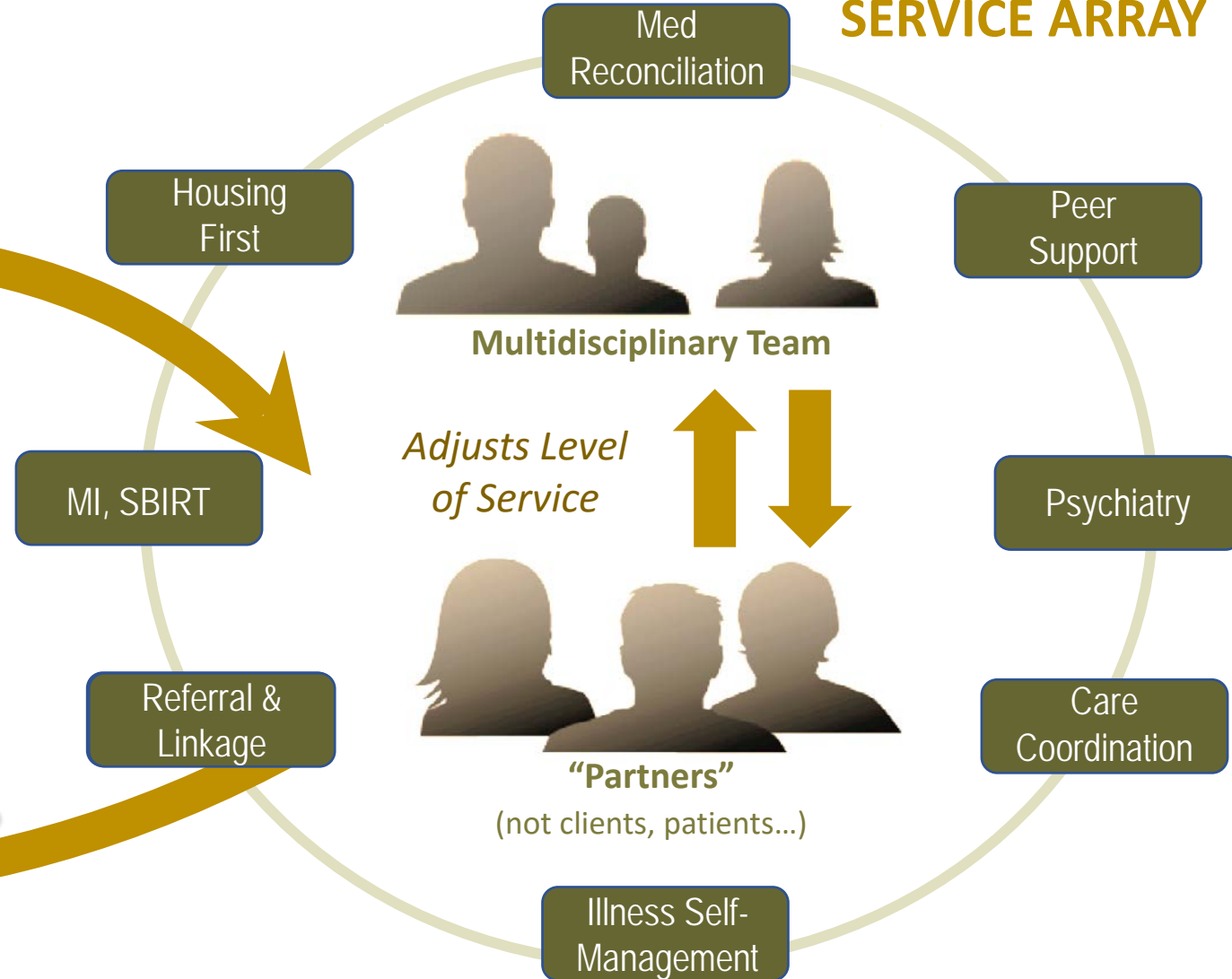
TREAT TO TARGET

MI, SBIRT

Referral & Linkage

PARTNER OUTCOMES

SERVICE ARRAY





Opening Celebration

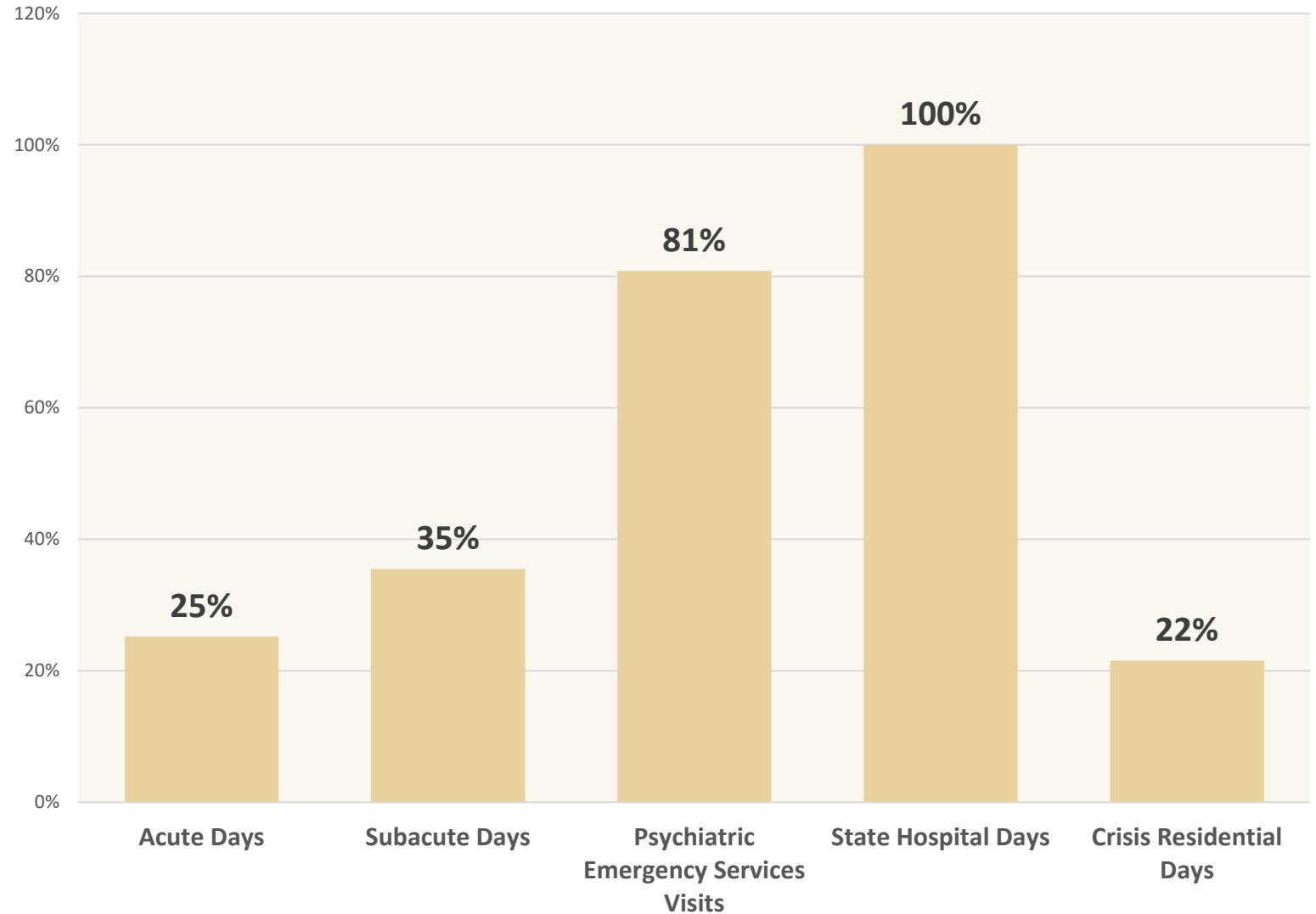
Partners in Wellness – Santa Clara County & Telecare

Cost Savings

In the first year of operation, the program saved **\$508,482** over the target



Partners in Wellness: January – December 2017 % Reductions in Usage Over Target - Year One Results



Partners in Wellness – Santa Clara County & Telecare *Clinical Outcomes*

For the first year of
operation



Partners in Wellness: January – December 2017

Clinical Outcomes

- Screening Tools included: BPRS, PHQ-9, GAD-7, DAST & AUDIT.
- Partners were also screened for BMI, HDL-C, HbA1C and blood pressure.
- As of 12/12/17, partners with higher depression, psychosis (as measured by BPRS), drug and alcohol use score showed significant improvement over time in the program.
- Partners with high levels of anxiety shown in the first screening showed improvement by the second screening
- There was also a significant improvement for those with HDL-C scores less than 40