

Division of Mental Health & Addiction Services
wellness **recovery** **prevention**

laying the foundation for healthy communities, together

IME Discussion Groups

June 2016

September 2016 Revised

Agenda

- I. Review of IME implementation statistics
- II. Open discussion

IME/UM Reviewed Clients By LOC (May 24, 2016 to June 12, 2016)

Level of Care	Total	% of Total
Detox-Free-Standing Residential (Sub-Acute) - (3.7 WM)	70	5%
Detox-Methadone Outpatient - (1 WM)	1	0%
Short-Term Residential - (3.7)	59	4%
Long-Term Residential - (3.5)	17	1%
Halfway House - (3.1)	13	1%
Partial Hospitalization/Care - (2.5)	45	3%
Intensive Outpatient (2.1)	479	35%
OPIOID Maintenance-Intensive Outpatient - (2.1)	73	5%
Standard/Traditional Outpatient - (1)	227	17%
OPIOID Maintenance-Outpatient - (1)	388	28%
Early Intervention (0.5)	3	0%
TOTAL	1375	

IME/UM Reviewed Clients By LOC & Hours of Operation

(May 24, 2016 to June 12, 2016)

Level of Care	Total	% of Total	Regular Hours	Afterhours	Weekends & Holidays
Detox-Free-Standing Residential (Sub-Acute) - (3.7 WM)	70	5%	31	21	18
Detox-Methadone Outpatient - (1 WM)	1	0%	1	0	0
Short-Term Residential - (3.7)	59	4%	51	5	3
Long-Term Residential - (3.5)	17	1%	17	0	0
Halfway House - (3.1)	13	1%	13	0	0
Partial Hospitalization/Care - (2.5)	45	3%	37	8	0
Intensive Outpatient (2.1)	479	35%	414	51	14
OPIOID Maintenance-Intensive Outpatient - (2.1)	73	5%	72	1	0
Standard/Traditional Outpatient - (1)	227	17%	200	25	2
OPIOID Maintenance-Outpatient - (1)	388	28%	374	8	6
Early Intervention (0.5)	3	0%	3	0	0
TOTAL	1375		1213	119	43
			88%	9%	3%
Note:					
Regular Hours (Mondays to Fridays - 6:30am to 6pm)					
After Hours (Monday to Thurs - 6:01 pm of same day to 6:29am of next day; Fridays up to 11:59pm only)					
Weekends and Holidays (Sat, Sunday and Holidays - 24 hours)					

IME/UM INCOMING & OUTGOING PHONE CALLS THRU
2444 PROVIDER HOTLINE
(May 24, 2016 to June 12, 2016)

Month	Incoming	Outgoing	TOTAL CALLS
Jan 2016	56	247	303
Feb 2016	72	338	410
Mar 2016	120	286	406
Apr 2016	234	340	574
May 2016	352	421	773
Jun 2016	125	156	281
Total Calls → To Date	959	1788	2747

IME/UM REVIEWED CLIENTS - DAILY REPORT

(May 24, 2016 to May 31, 2016)

	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	
May 2016	5/24/16	5/25/16	5/26/16	5/27/16	5/28/16	5/29/16	5/30/16	5/31/16	TOTAL
Clients approved immediately	34	37	82	70	8	4	4	92	331
Clients with two or more reviews by the IME	36	37	55	20	2	3	1	20	174
TOTAL CLIENTS REVIEWED	70	74	137	90	10	7	5	112	505

IME/UM REVIEWED CLIENTS - DAILY REPORT

(June 1, 2016 to June 12, 2016)

	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
June 2016 (Week 1)			6/1/16	6/2/16	6/3/16	6/4/16	6/5/16	Subtotal	
Clients approved immediately			90	122	56	1	7	276	
Clients w two or more reviews by the IME			11	30	30	0	1	72	
TOTAL CLIENTS REVIEWED			101	152	86	1	8	348	
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
June 2016 (Week 2)	6/6/16	6/7/16	6/8/16	6/9/16	6/10/16	6/11/16	6/12/16	Subtotal	TOTAL (JUNE)
Clients approved immediately	95	84	89	71	52	7	5	403	679
Clients requiring two or more reviews by the IME	27	29	19	29	15	0	0	119	191
TOTAL CLIENTS REVIEWED	122	113	108	100	67	7	5	522	870

UM RESPONSE TIME TO PA REQUESTS

(5 Days Sample)

Minutes	25-May (Wed) Day 2		4-Jun(Sat)		6-Jun (Mon)		7-Jun (Tue)		9-Jun (Thurs) Day 17	
1-20	26	17%	1	100%	78	64%	84	75%	81	81%
21-40	19	13%	0	0%	32	26%	17	15%	12	12%
41-60	20	13%	0	0%	9	7%	2	2%	1	1%
Total reviewed within one hour		43%		100%		97%		92%	94	94%
Over 60 minutes		57%		0%		3%		8%	6	6%

Discussion and Questions