Utilization Management Dashboard

The goal of the Utilization Management (UM) Committee is to ensure that individuals receive timely, quality, cost-effective services in the most appropriate treatment setting and ensure that the organization has an effective mechanism to manage the utilization of clinical resources.

The UM Committee tracks the number of Ottawa County residents who are considered High Emergency Department Utilizers. Those served by CMHOC are identified, staff are notified, and recommendations are discussed. The number of High Utilizers has shown variability over time.

Hospital re-admissions are closely monitored by the UM Committee. Re-admission within a 30 day window is one of the MMBPIS Indicators; a State required outcome measurement. CMHOC meets the State's benchmarks for no more than 15% of hospitalizations resulting in a re-admission within 30 days as well as 60 and 90 days later.

The Adult Needs and Strengths Assessment (ANSA) is a tool designed to provide a profile of the needs and strengths of adults with a mental illness. The assessment is administrated every 90 days and outcomes are measured. For adults with an initial and follow-up ANSA, improvements in Community Connection, Educational, Family, Natural Supports, Optimism, Resiliency, Resourcefulness, Social Connectedness, Talents/Interests and Volunteering were displayed.

For persons with a substance use disorder served by CMHOC, the primary drug use at admission is alcohol followed by heroin and marijuana. The LRE summarizes data from BH-TEDs records giving its partners the ability to monitor primary drug trends over time.

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