

## Enhancing service access and quality Level of Care Transitions, and Walk-Thrus

In an ongoing effort to insure that Onondaga County residents have access to the highest quality behavioral health services, OCDMH is engaging in ***two new projects***:

### **Level of Care Transitions**

Transitions between inpatient and outpatient and/or residential care are a critical point in the care process. If individuals do not experience a smooth transition, they are much more likely to discontinue care. These hand-offs between services require coordination between organizations on a number of levels. Challenges can include struggles in communication and data exchange, as well as waiting periods between levels of care.

Under the facilitation of OCDMH, Stake holders from a range of organizations have come together through multiple meetings and surveys to explore how best to improve these level of care transitions. These data gathering efforts resulted in the identification of several key areas for action, including the following:

- Enhancing Relationships and communication among providers
- Encouraging the involvement of natural supports
- Improving timely access to medication
- Developing “warm hand-offs” between levels of care

The stake holders will continue to work together to make progress toward these goals.

### **The Walk Thru Project**

The walk through is a role play exercise in which an individual experiences the service process (being admitted into a clinic, for example) and then reports their experience to the provider of the clinic service. This report is then used to explore areas of potential improvement. If the “Walker reports that the waiting room was dreary and boring, the provider might try to decorate and add some magazines, etc.

OCDMH has recruited a number of providers who are interested in receiving feedback, and a number of service recipients and family members who are interested in “walking” in order to provide ideas for improvements. This partnership will result in a number of walk through exercises in our community, and subsequent quality improvements to the services involved.