

IMPACT NORTH CAROLINA

Provider Driven Solution to Behavioral Health System Challenges

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Intended Audience: Provider Chief Operating and Executive Officers, Program Directors/Managers, State and Community Stake Holders, and Clinical Directors

Session Description

As North Carolina has instituted Mental Health Reform over the past several years, the state, providers, and consumers have faced several challenges. The challenges include: over-utilization of services resulting in significant budget challenges, services provided with limited clinical oversight resulting in an increase in consumer hospitalizations and difficulty accessing services, and limited data to support outcomes and quality of services. A unique approach to the problem is essential in supporting consumers and providers during this difficult transition.

In an effort to address these challenges, several quality providers joined forces and resources to create an innovative answer. IMPACT NC is a **provider-driven** solution to ensure that state and privately funded MHDDSAS benefits are utilized to produce the greatest impact in as responsible manner as possible. At the core, IMPACT NC is driven by voluntary participation and collaboration from several provider organizations that have the capacity and willingness to systematically apply the principles and tools of IMPACT NC.

Each organization is invested in establishing a credible, data-driven, discussion on how to best utilize existing resources to effect the greatest change in the lives of our constituents while preserving the investment made by public and private financiers. Through the development of treatment protocols, tools, algorithms, keystone data measurements, expected outcomes, and on-going evaluation, IMPACT NC strives to assist the provider in determining and quantifying, at both the consumer and the aggregate level, the severity of need, the level of intervention, and the effectiveness of intervention for individual(s) with mental health and substance abuse needs. By quality providers joining together to address the problems, consumers benefit from stronger staff, stronger organizations, and, ultimately, stronger systems.

Presentation will review the following

- challenges communities and providers faced during Mental Health Reform in NC.
- overview of the development of the concept and implementation of IMPACT NC
- the necessary elements and principles of providers participating in IMPACT NC
- preliminary data regarding controlling utilization of services, outcomes, and budgetary impact
- outline of how to develop such a group in your area