



NORTH CAROLINA ENGAGEMENT CENTER QUALITY INITIATIVE: AMBULATORY FOLLOW-UP AFTER ACUTE INPATIENT CARE (FUH)

Follow-up care after discharge from an acute care setting is vital to optimal clinical outcomes. An outpatient visit with a mental health practitioner post discharge is recommended to ensure the patient's successful transition to the community and that gains made during hospitalization are not lost. Timely follow-up care assists members with integration of treatment plan goals and helps health care providers monitor the effectiveness of prescribed medications.

The Beacon Health Options (Beacon) North Carolina Engagement Center (NCEC) clinical staff continue to work with inpatient facilities to setup appointments prior to discharge.

The goal of the clinical staff is to assist members in acquiring the first available appointment. The expectation is to have the first appointment within seven days and a follow-up appointment within 30 days after an inpatient discharge. To ensure that appointments are kept, NCEC staff may reach out to either the practitioner office or member directly. Success requires ongoing collaboration between the NCEC, facility, practitioner, and member.

Beacon closely monitors ambulatory follow-up rates to increase the rate of follow-up for all members discharged from inpatient care. Ambulatory follow-up rates have remained stable over the last year.

Measure	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Follow-up 7 days	44%	48%	45%	44%	44%
Follow-up 30 days	65%	67%	64%	63%	59%

These significant barriers continue among members and providers: lack of resources, maintaining timely aftercare appointments, availability for appointments. Interventions implemented for all clients in prior years continue. Newer interventions include on-going training, collaboration projects, database improvements, aftercare coordinator, Family Advocacy program and discharge planning activities.