

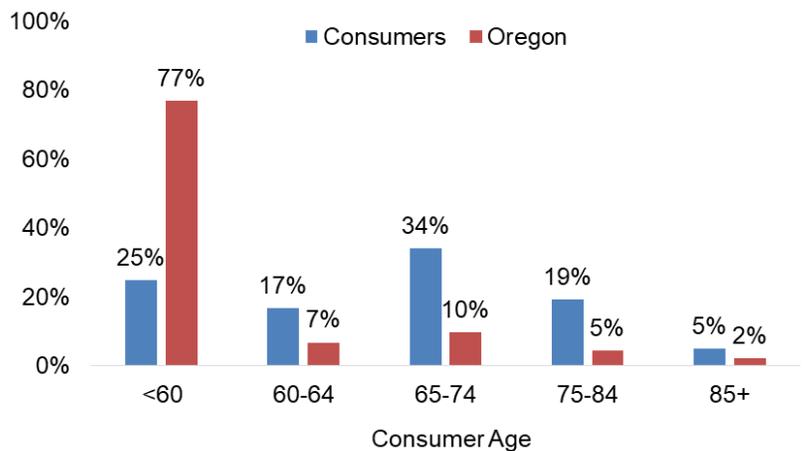


# Behavioral Health Initiative for Older Adults and People with Disabilities Complex Case Consultations Data Report October 2017 through September 2018

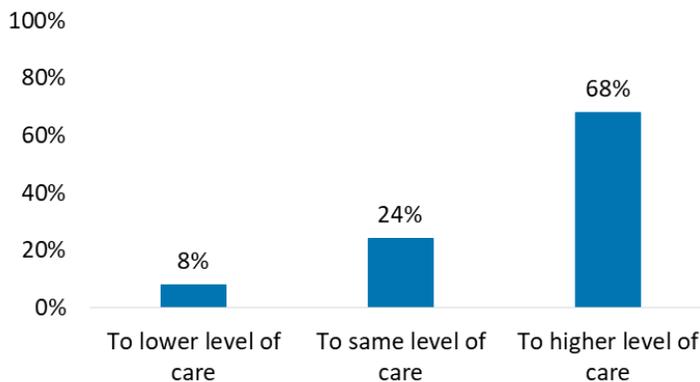
Complex case consultation (CCC) is a core job function of the Behavioral Health Specialists. A complex case consultation is defined as a discussion (in-person or via conference call) among the Behavioral Health Specialist and one or more direct service providers, primary care providers, hospital staff, emergency responders, consumers or family members with the express purpose of resolving issues or concerns about the care or treatment plan for an older adult or adult with physical disabilities who has behavioral health needs. Behavioral Health Specialists across Oregon used a reporting instrument to collect information about each complex case consultation in which they participated between October 2017 and September 2018. During this period, Specialists reported data on a total of 1,540 complex case consultations.

### Key highlights from these consultations:

- Consumers were slightly more likely to be female (52%).
- Consumers were expectedly older than the Oregon population<sup>1</sup> (figure to the right). The largest age group of consumers included people between ages 65 and 74 (34%), followed by those younger than age 60 (25%).
- Eleven percent of consumers with known veteran status were veterans, which is slightly higher than the Oregon average (10%)<sup>2</sup>.
- In 63 percent of cases, the meeting was the Specialist's first consultation about the consumer.
- Over half of consultations were planned (57%) and involved people from multiple organizations or departments or multidisciplinary teams (53%). A small portion (13%) of cases involved a team from a single organization only.



### Recommended Change in Residential Setting



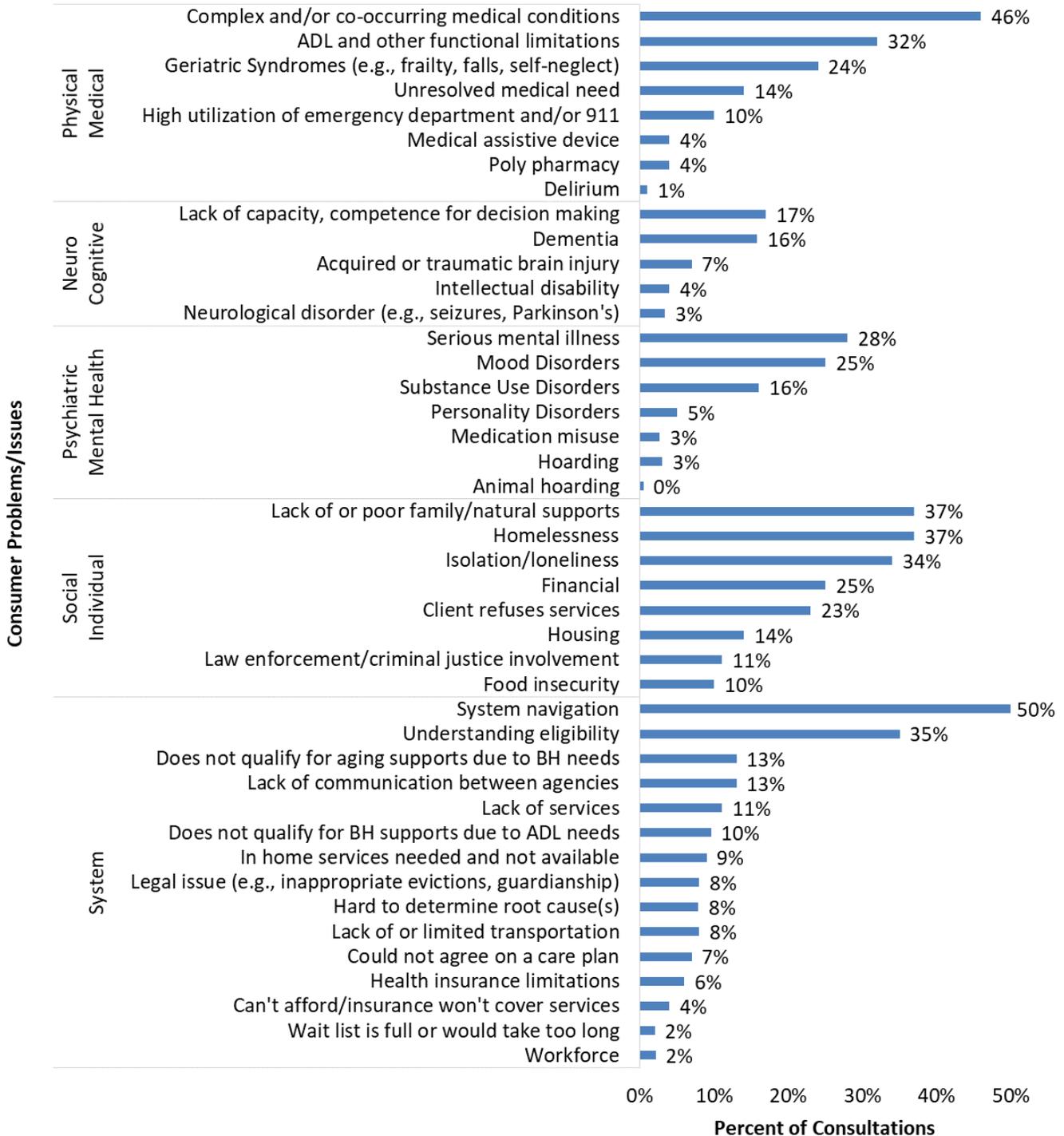
- The most common types of actions taken by the Specialist during a consultation were assisting consultee with information/referrals to services required by the consumer (61%), providing consumer and/or surrogate with short-term help in accessing services (29%), providing consultee with additional staff training/coaching (28%), and providing consultee with clinical information about consumer's presenting problems (26%).
- For about half of consumers (48%), a change in residence was recommended. In 66 percent of those cases, a change in residence was not obtained either because the option was not available (44%) or the consumer refused (12%). A majority (68%) of recommended changes in residential setting were moves to higher level of care.
- The Specialists reported that the community could provide at least some of the resources necessary to address the needs of the consumer in about 90 percent of cases.

<sup>1</sup> [https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_17\\_5YR\\_S0101&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_17_5YR_S0101&prodType=table)

<sup>2</sup> [https://www.va.gov/vetdata/docs/SpecialReports/State\\_Summaries\\_Oregon.pdf](https://www.va.gov/vetdata/docs/SpecialReports/State_Summaries_Oregon.pdf)

- Resolution of complex cases often demands considerable follow-up time from Specialists. Fifteen percent of cases were projected to take more than 3 hours.

As expected, most consumers faced multiple complex issues. About half of consultations (60%) involved consumers with five or more issues. On average, consumers had seven or more issues. Ten percent of reported consumer issues were suspected (no formal diagnosis) or pending diagnosis at the time of the consultation. Consumer issues varied for each case consultation. *System navigation* and *complex and/or co-occurring medical conditions* were most likely to be reported, followed by *lack of or poor family/natural supports* and *homelessness*.



For more details about this Initiative, visit <https://www.pdx.edu/iaa/older-adults-with-behavioral-health-needs> or contact Allyson Stodola, Project Manager, PSU Institute on Aging, [astodola@pdx.edu](mailto:astodola@pdx.edu), 503.725.5236.