



## FAST FACTS *Magellan Behavioral Care of Iowa, Inc.*

### “The Psychiatrist Can See You Today”

To better serve Iowa Plan consumers who were experiencing difficulty accessing outpatient psychiatric care, the Iowa Psychiatric Society partnered with Dr. Robert Smith, clinical associate professor in the Department of Psychiatry at the University of Iowa to offer training in a new model of conducting business for Iowa providers. Through this new business model, access to services has improved resulting in a positive impact on the client’s satisfaction. Improved client access can also lead to improved mental health symptoms and can ultimately lead to lowered health care costs. The training is offered through a grant from the Iowa Community Reinvestment fund.

#### “The Psychiatrist Can See You Today” Approach

During the training, participating providers attend three learning workshops within the first year of the project to learn ways to improve client access and analyze how they can enhance appointment capacity in their practice. Specifically, providers learn how to:

- Set aside appointment times so clients can “see the psychiatrist today”
- Shape the demand by working down the backlog and reducing demand
- Understand and measure the capacity for appointments compared to the demand for new and follow-up appointments to more effectively manage scheduling
- Predict and anticipate client needs
- Analyze time and tasks to optimize the work of the care team

#### Outcomes

Training workshops began in the spring of 2008 and included psychiatrists and staff from five Iowa provider organizations. Providers are also participating in monthly conference calls to share experiences and findings regarding their selected areas to improve.

Today’s office practice plays a key role in continuing to move healthcare from an acute care model, focused on inpatient treatment to a health maintenance model which strives to manage symptoms within an outpatient setting. Together with the Iowa Psychiatric Society, we are training providers to use the principles of open access so that clients receive more timely and increased access to outpatient services in mental health centers and psychiatric clinics in Iowa.

*Community Reinvestment Projects are funded by the Iowa Department of Human Services through its Medicaid managed care contract with Magellan Health Services.*

