Centralized Operational Support Hub (COSH)

COSH June 2022 Report

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Topics for Discussion

CPAN
TCHATTP
CPAN
Child Psychiatry Access Network
CPAN Project ECHO: Spring 2022 Series
- 6 sessions completed
- 914 learners have attended

Summer Project ECHO: Trauma and Grief
- 2 sessions completed
- 70 learners have attended
- Recorded and will be added to the site
ARPA Project : Direct Consultation

Pilot Direct Consultation: August 1, 2022
6 teams participating:
- Baylor College of Medicine
- UT Austin
- UTMB Galveston
- Texas A&M
- Texas Tech - Lubbock
- Texas Tech El Paso

Will begin build in Trayt once feedback from the pilot is received
ARPA Project: Texting Pilot

- Pilot is completed, currently getting feedback from participating pcps

ARPA Project: FISP

- currently waiting to hire staff
Lantana

- 26 new lines needed
- 22 of those are for ARPA

5 minute metric Replacement

- Lantana dashboard
### Lantana Dashboard

#### Extension 1002

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Inbound</td>
<td>65</td>
</tr>
<tr>
<td>Total Outbound</td>
<td>35</td>
</tr>
<tr>
<td>Total Answered</td>
<td>72</td>
</tr>
<tr>
<td>Total Missed</td>
<td>21</td>
</tr>
<tr>
<td>Total Abandoned</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Voicemails</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Extension 1002 Details

- **Total Call Time**: 4:57:26
- **Total Ring Time**: 0:15:01
- **Total Talk Time**: 4:40:11
- **Total Abandoned Time**: 0:00:21
- **Average Ring Time**: 0:00:09
- **Average Talk Time**: 0:03:53
- **Average Call Time**: 0:03:43
- **Average Abandoned Time**: 0:00:02

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Inbound Answered</td>
<td>45</td>
</tr>
<tr>
<td>Total Inbound Missed</td>
<td>20</td>
</tr>
<tr>
<td>Total Inbound Abandoned</td>
<td>2</td>
</tr>
<tr>
<td>External Inbound Total</td>
<td>40</td>
</tr>
<tr>
<td>External Inbound Answered</td>
<td>40</td>
</tr>
<tr>
<td>External Inbound Missed</td>
<td>0</td>
</tr>
<tr>
<td>External Inbound Abandoned</td>
<td>0</td>
</tr>
<tr>
<td>Total Outbound Answered</td>
<td>27</td>
</tr>
<tr>
<td>Total Outbound Missed</td>
<td>6</td>
</tr>
<tr>
<td>Total Outbound Abandoned</td>
<td>6</td>
</tr>
<tr>
<td>External Outbound Total</td>
<td>11</td>
</tr>
<tr>
<td>External Outbound Answered</td>
<td>11</td>
</tr>
<tr>
<td>External Outbound Missed</td>
<td>0</td>
</tr>
<tr>
<td>External Outbound Abandoned</td>
<td>0</td>
</tr>
</tbody>
</table>

- **Ext to Ext Inbound Total**: 25
- **Ext to Ext Inbound Answered**: 5
- **Ext to Ext Inbound Missed**: 20
- **Ext to Ext Inbound Abandoned**: 2
- **Ext to Ext Outbound Total**: 24
- **Ext to Ext Outbound Answered**: 16
- **Ext to Ext Outbound Missed**: 6
Year to Year Growth: Purpose Of Contact

Data was extracted from the CPAN Key Metrics report under the "Purpose of Contact" column.

* NOTE: Information presented is provisional and subject to change. Please do not distribute / attribute without prior approval from the COSH staff.
Year to Year Growth: Referral Measures

Aug 2020-June 2021 vs July 2021-June 2022

- No further referrals: 992 vs 1643
- Consults with referrals: 2019 vs 1643
- CAP: 4975 vs 1831
- Local Therapist: 4274 vs 1437
- LMHA: 6547 vs 168
- Higher Level of Care: 992 vs 137

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**Year to Year: Top 6 Diagnosis**

- **Aug 2020-June 2021**
  - ADHD: 383
  - Anxiety: 185
  - Autism: 117
  - Bipolar: 25
  - Depression: 465
  - PTSD: 38

- **July 2021-June 2022**
  - ADHD: 828
  - Anxiety: 495
  - Autism: 296
  - Bipolar: 47
  - Depression: 700
  - PTSD: 47

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TCHATT
Texas Child Health Access Through Telemedicine
School Portal

- Already is live
- Launch date for new features
  - July 29-August 3: Trayt trainings
  - August 17-19: school staff self-enrollment
  - August 29: Document transfer uploader
  - November 1: Insights & Reporting
    - Phase 1: Exports
  - November 30: Insights & Reporting
    - Phase 2 Insights Dashboard
Data is Preliminary
Data is from the last 11 months
August 2021-June 2022
Total Number of Enrolled Patients 8,653
August 2021-June 2022

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Sessions Total 29,018
August 2021-June 2022

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Enrolled Students
August 2021-June 2022

Active 3990 (46.1%)
Archived 3978 (46%)
Transitional State 685 (7.9%)

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ARPA Project: DirectConsultation

ECHO: Spring 2022 Series

Unknown: 355
Complete: 2,350
Declined: 494
No Show: 779

Service Status and End of Service Reason Total 3,978
August 2021-June 2022

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QUESTIONS