# Centralized Operational Support Hub (COSH)

COSH June 2022 Report

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# Topics for
# Discussion

TODAY'S FORECAST:

## CPAN

## TCHATT

CPAN

Child Psychiatry
Access Network

# CPAN Updates

## 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

# CPAN Updates

![CPAN - Child Psychiatry Access Network]

## 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

# CPAN Updates

## ARPA Project: Texting Pilot

- Pilot is completed , currently getting feedback from participating pcps

## ARPA Project: FISP

- currently waiting to hire staff

# CPAN Updates

## Lantana

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

## 5 minute metric Replacement

- Lantana dashboard

# Lantana Dashboard

## Extension 1002

| Total Inbound | Total Outbound | Total Answered | Total Missed | Total Abandoned |
|---|---|---|---|---|
| 65 | 35 | 72 | 21 | 8 |

| Total Voicemails |
|---|
| 0 |

## Extension 1002

| ☐ Total Call Time | ☑ Total Inbound | ☑ Total Outbound | ☐ Ext to Ext Inbound Total |
|---|---|---|---|
| 4:57:26 | 65 | 35 | 25 |

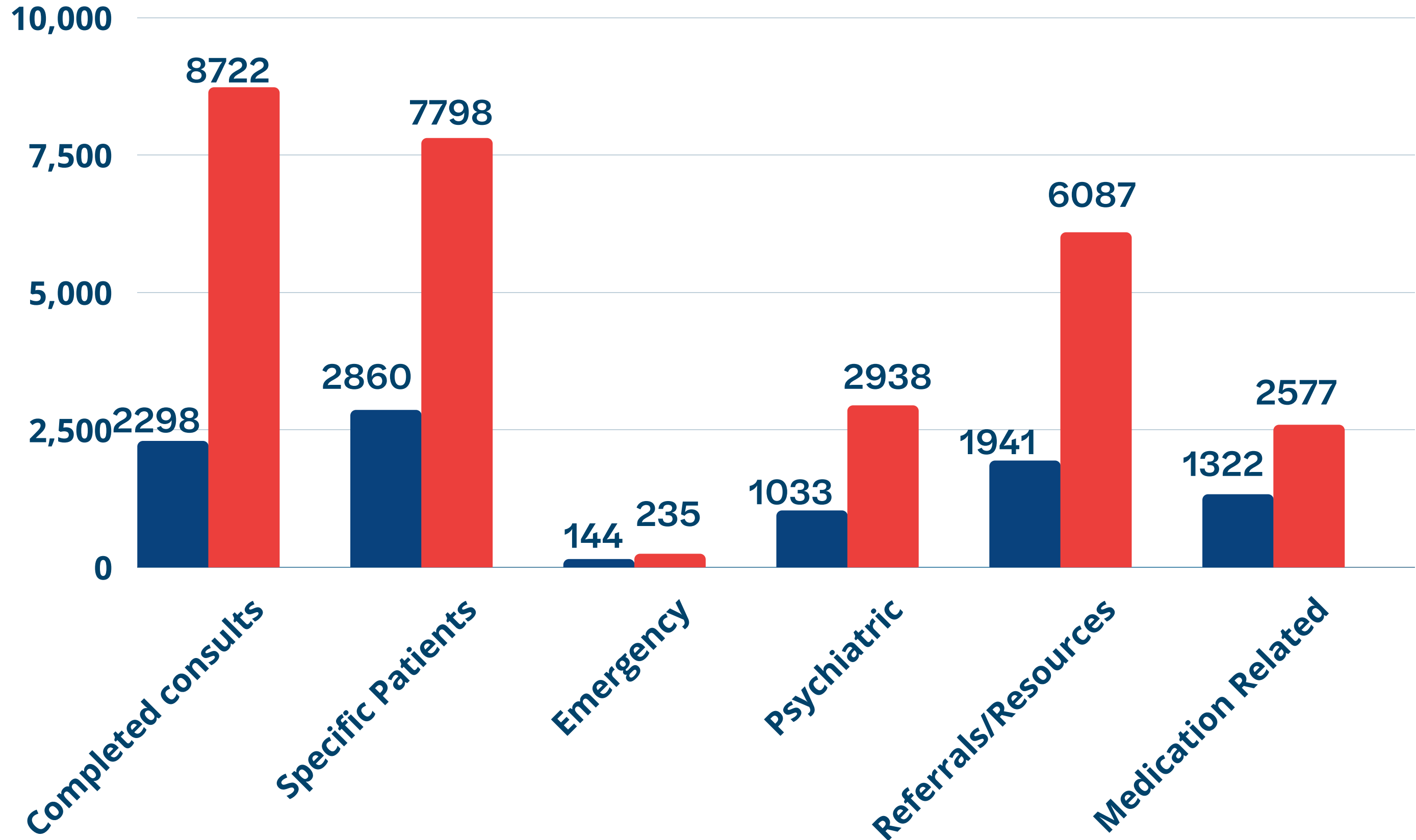| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ☐ Total Ring Time | 0:15:01 | ☐ Total Inbound Answered | 45 | ☐ Total Outbound Answered | 27 | ☐ Ext to Ext Inbound Answered | 5 |
| ☐ Total Talk Time | 4:40:11 | ☐ Total Inbound Missed | 20 | ☐ Total Outbound Abandoned | 6 | ☐ Ext to Ext Inbound Missed | 20 |
| ☐ Total Abandoned Time | 0:00:21 | ☐ Total Inbound Abandoned | 2 | ☐ External Outbound Total | 11 | ☐ Ext to Ext Inbound Abandoned | 2 |
| ☐ Average Ring Time | 0:00:09 | ☐ External Inbound Total | 40 | ☐ External Outbound Answered | 11 | ☐ Ext to Ext Outbound Total | 24 |
| ☐ Average Talk Time | 0:03:53 | ☐ External Inbound Answered | 40 | ☐ External Outbound Abandoned | 0 | ☐ Ext to Ext Outbound Answered | 16 |
| ☐ Average Call Time | 0:03:43 | ☐ External Inbound Missed | 0 | | | ☐ Ext to Ext Outbound Abandoned | 6 |
| ☐ Average Abandoned Time | 0:00:02 | ☐ External Inbound Abandoned | 0 | | | | |

# Year to Year Growth: Purpose Of Contact

■ Aug 2020-June 2021   ■ July 2021-June 2022



Data was extracted from the CPAN Key Metrics report under the "Purpose of Contact" column.
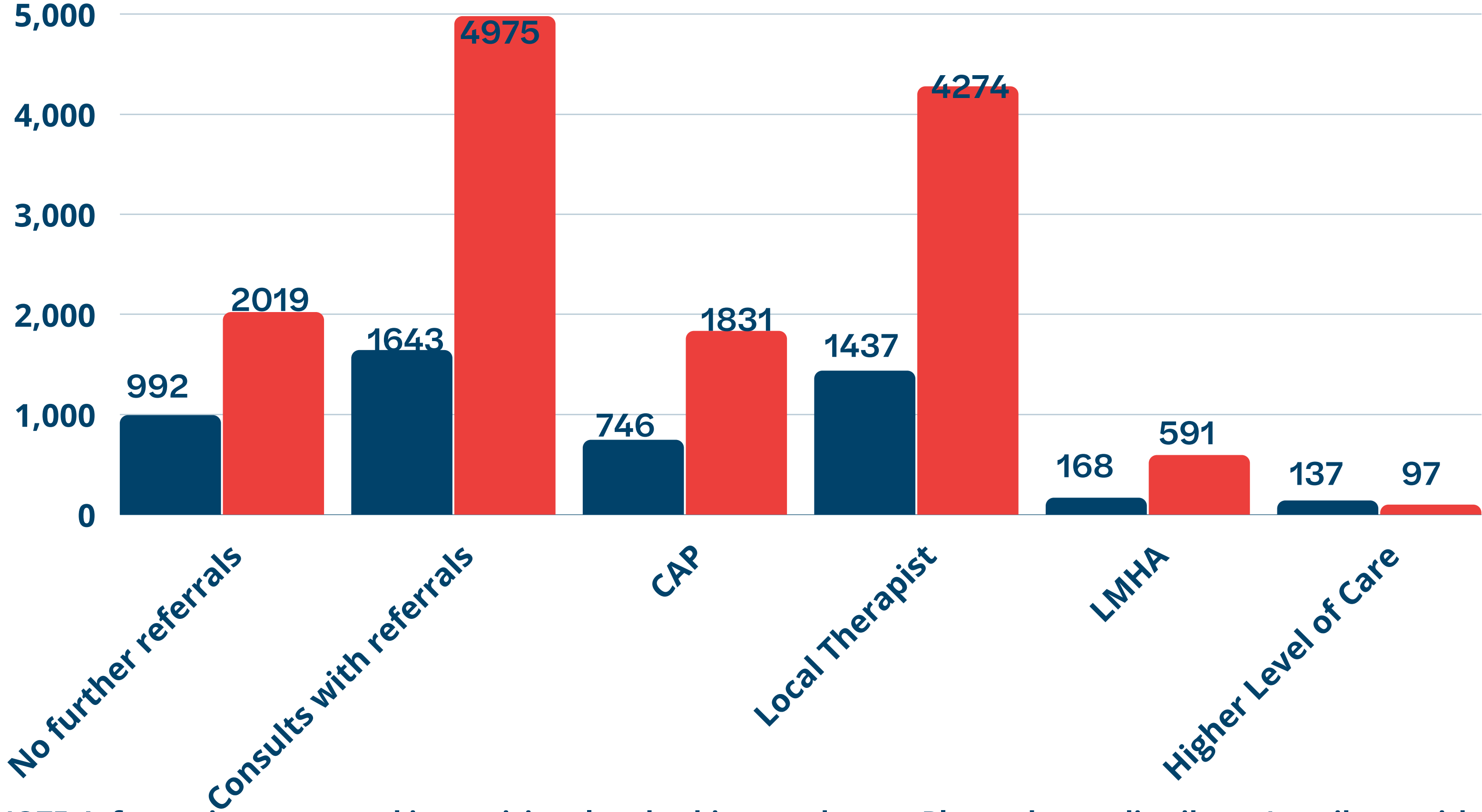* NOTE: Information presented is provisional and subject to change. Please do not distribute / attribute without prior approval from the COSH staff.

**Year to Year Growth: Referral Measures**

CPAN
Child Psychiatry
Access Network

■ Aug 2020-June 2021    ■ July 2021-June 2022

No further referrals: 992, 2019
Consults with referrals: 1643, 4975
CAP: 746, 1831
Local Therapist: 1437, 4274
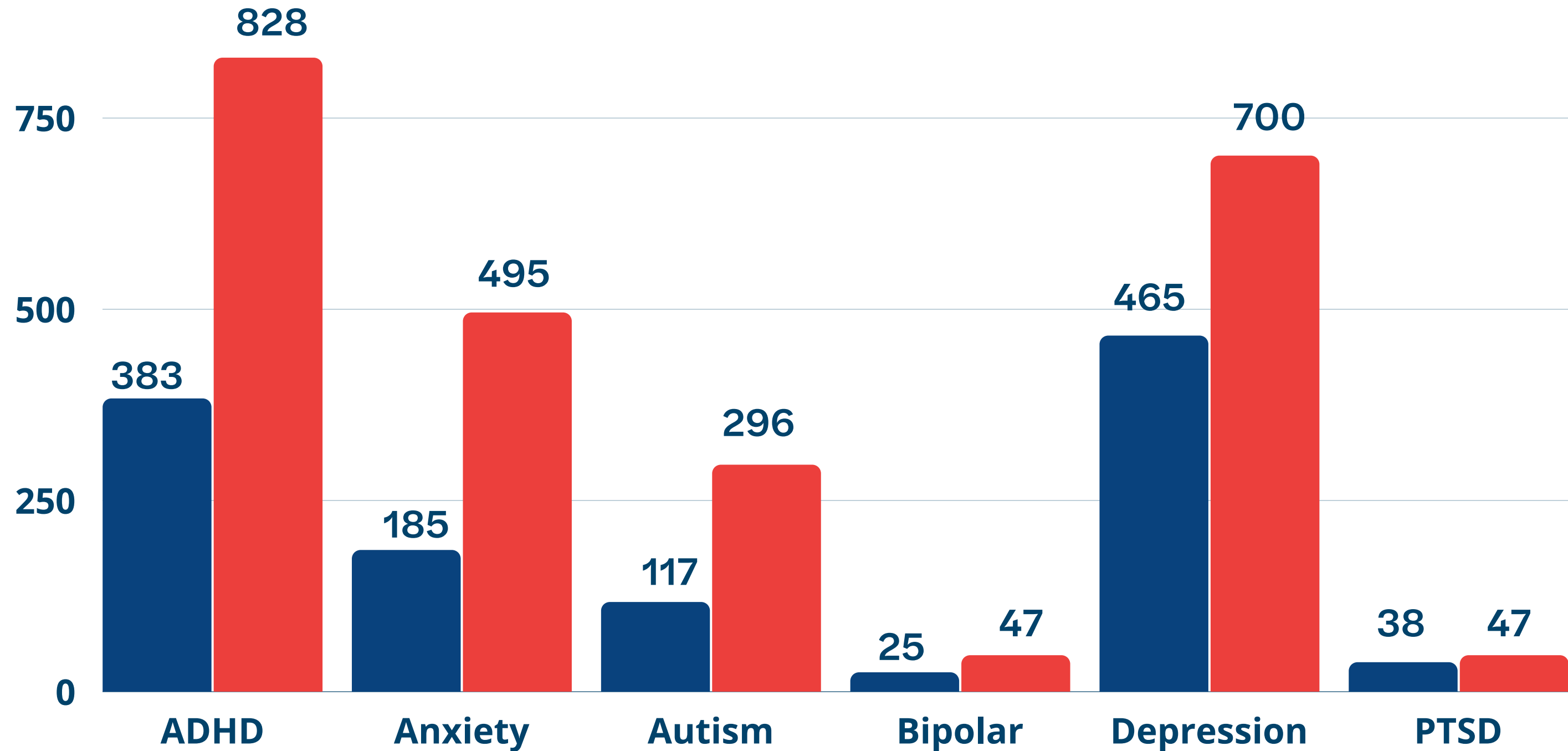LMHA: 168, 591
Higher Level of Care: 137, 97

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# Year to Year: Top 6 Diagnosis

■ Aug 2020-June 2021    ■ July 2021-June 2022



**ADHD:** 383 (Aug 2020-June 2021), 828 (July 2021-June 2022)
**Anxiety:** 185 (Aug 2020-June 2021), 495 (July 2021-June 2022)
**Autism:** 117 (Aug 2020-June 2021), 296 (July 2021-June 2022)
**Bipolar:** 25 (Aug 2020-June 2021), 47 (July 2021-June 2022)
**Depression:** 465 (Aug 2020-June 2021), 700 (July 2021-June 2022)
**PTSD:** 38 (Aug 2020-June 2021), 47 (July 2021-June 2022)

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# TCHATT Updates

## 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**
  - **Novemeber 1: Insights & Reporting**
    - **Phase 1 : Exports**
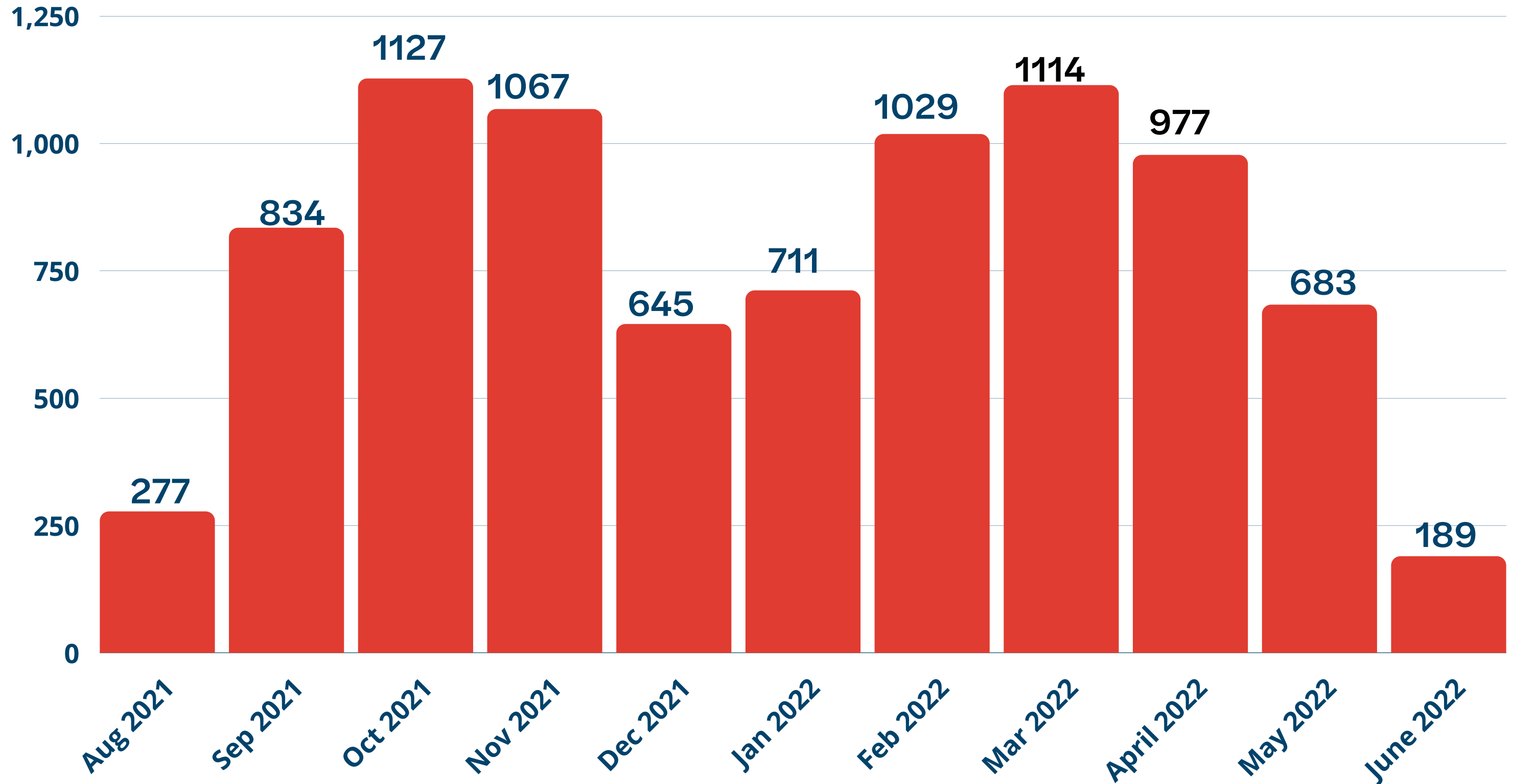  - **November 30: Insights & Reporting**
    - **Phase 2 Insights Dashboard**

**TCHATT**
**Texas Child Health Access Through Telemedicine**

# TCHATT
# Data

- **Data is Preliminary**
- **Data is from the last 11 months August 2021-June 2022**

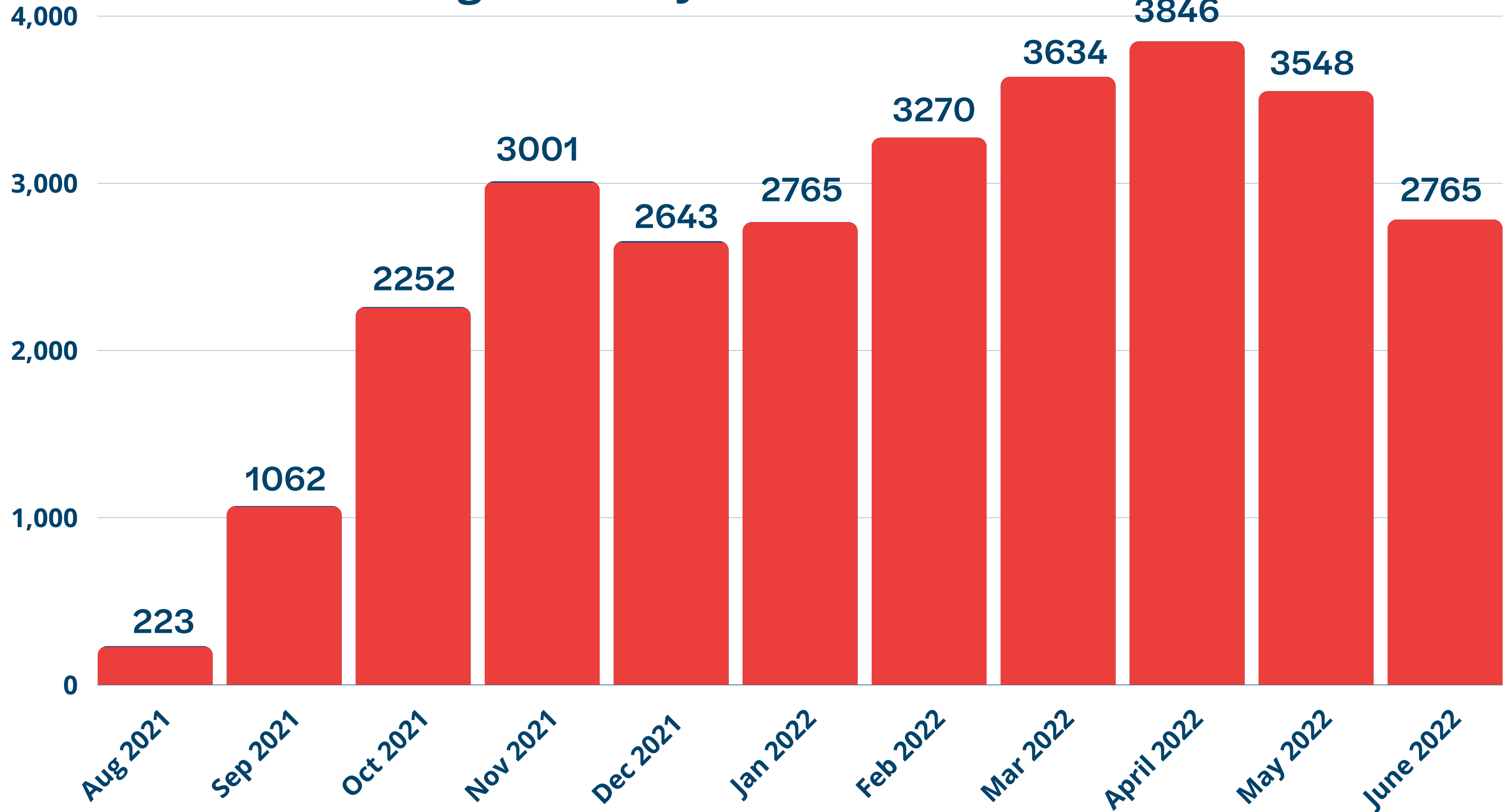**Total Number of Enrolled Patients 8,653**
**August 2021-June 2022**

TCHATT
Texas Child Health Access
Through Telemedicine

| Month | Value |
|---|---|
| Aug 2021 | 277 |
| Sep 2021 | 834 |
| Oct 2021 | 1127 |
| Nov 2021 | 1067 |
| Dec 2021 | 645 |
| Jan 2022 | 711 |
| Feb 2022 | 1029 |
| Mar 2022 | 1114 |
| April 2022 | 977 |
| May 2022 | 683 |
| June 2022 | 189 |

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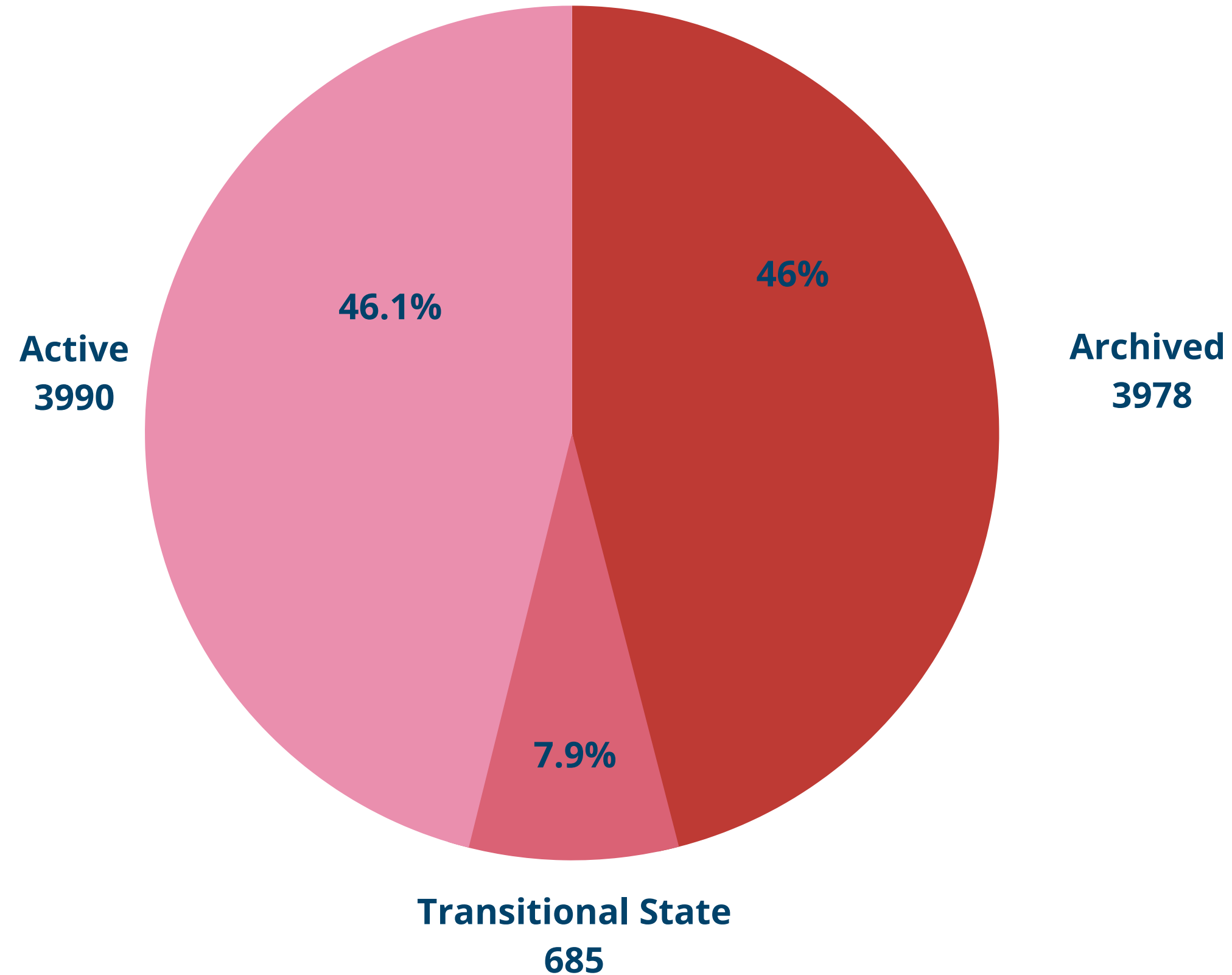
# Sessions Total 29,018
# August 2021-June 2022

**TCHATT**
Texas Child Health Access
Through Telemedicine

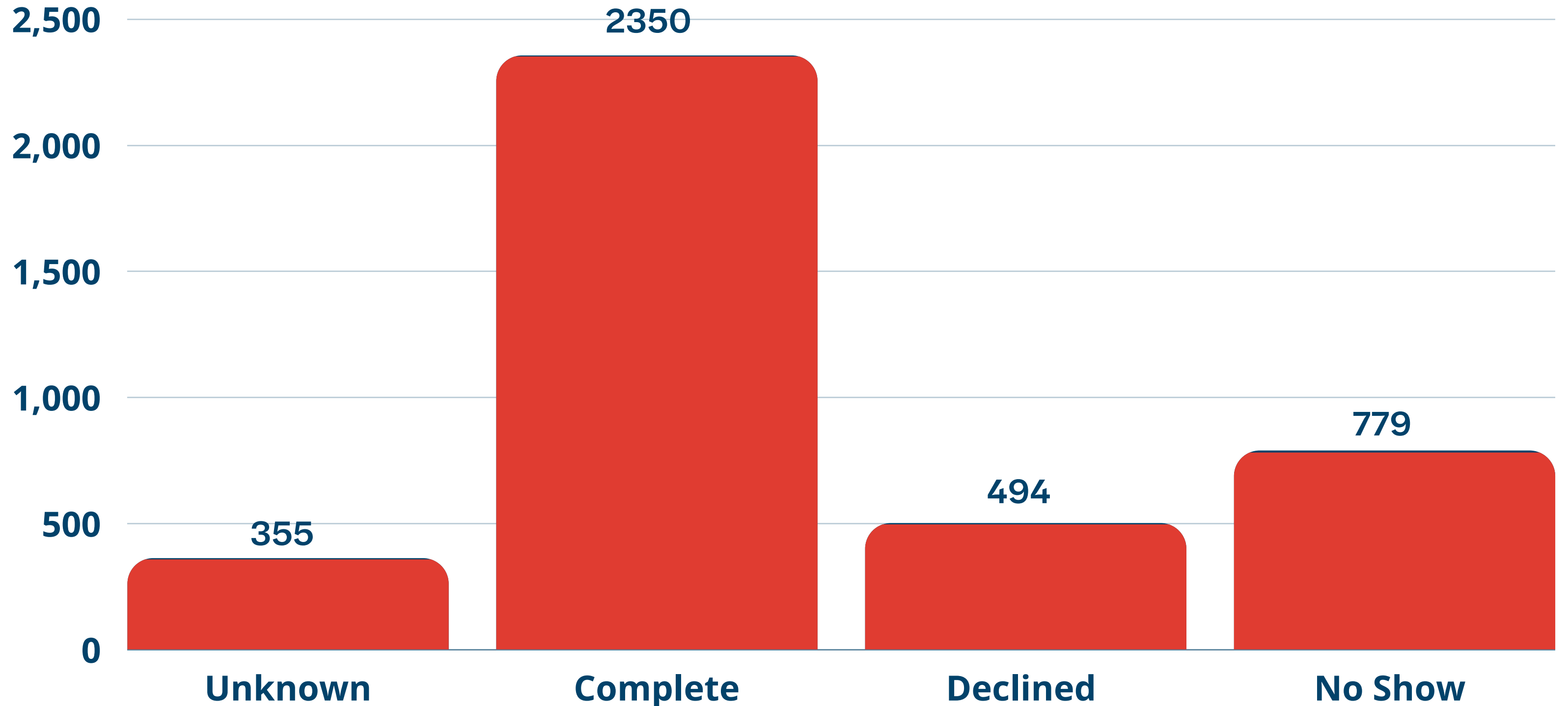| Month | Sessions |
|---|---|
| Aug 2021 | 223 |
| Sep 2021 | 1062 |
| Oct 2021 | 2252 |
| Nov 2021 | 3001 |
| Dec 2021 | 2643 |
| Jan 2022 | 2765 |
| Feb 2022 | 3270 |
| Mar 2022 | 3634 |
| April 2022 | 3846 |
| May 2022 | 3548 |
| June 2022 | 2765 |

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

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