Centralized Operation Support Hub - COSH Updates

September 2024

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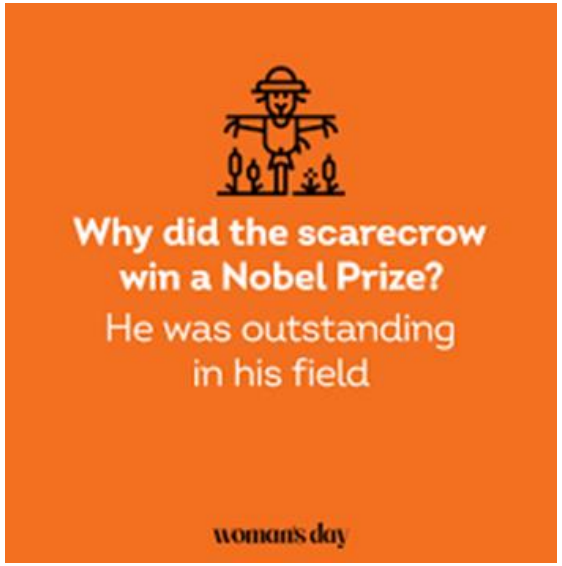
tcmhcc
Texas Child Mental Health Care Consortium



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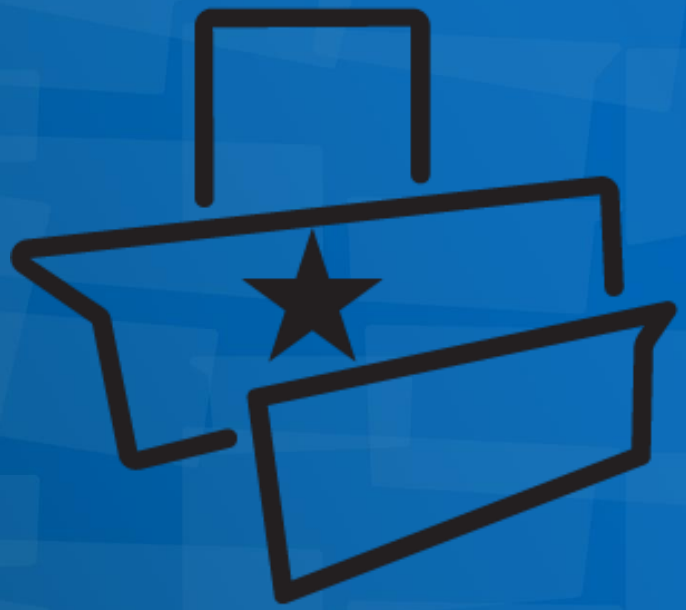
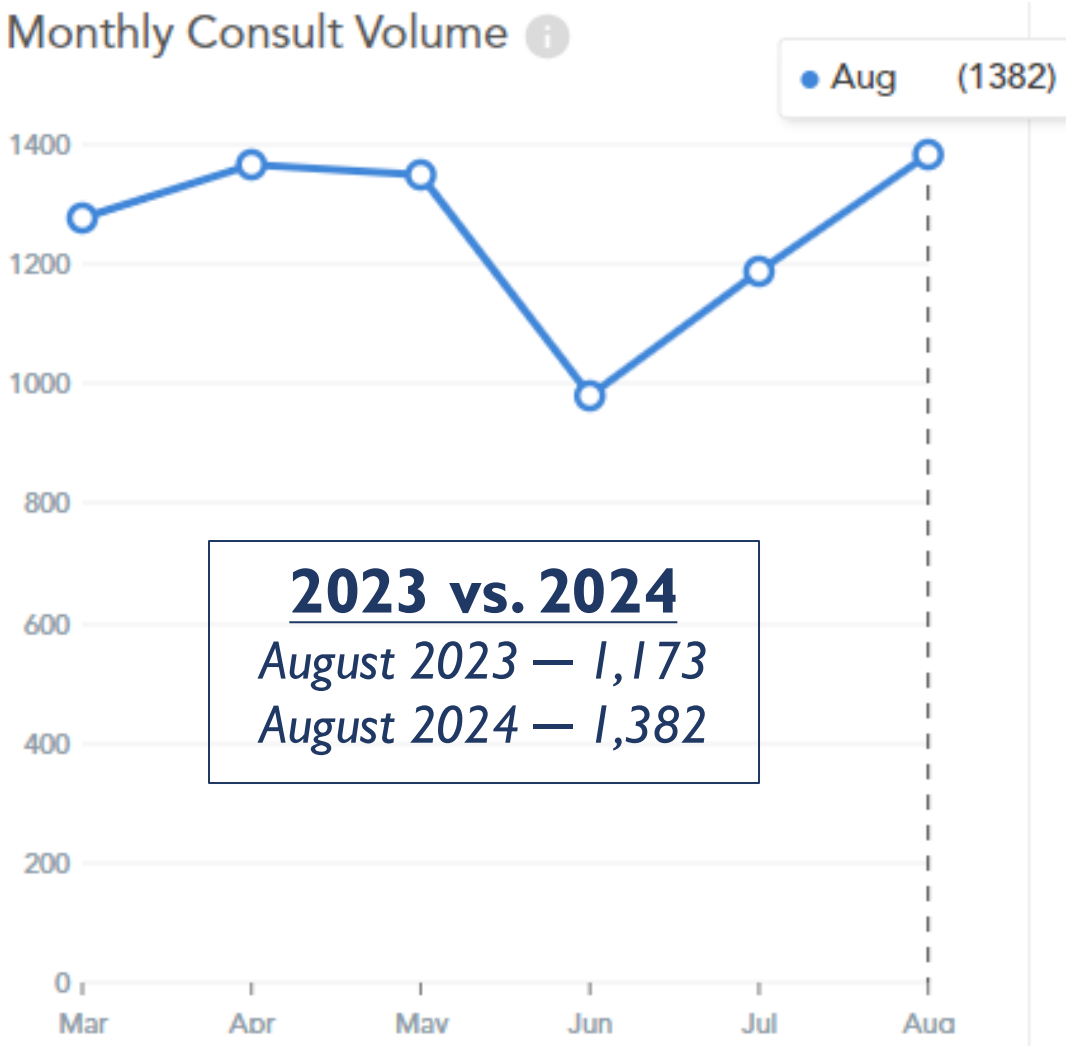
Health Care Consortium



CPAN

Child Psychiatry Access Network

CPAN Consultation Volume & Enrollment
as of August 2024



2023 vs. 2024

August 2023 — 1,173

August 2024 — 1,382

Access Enrollments - All Programs

13430
PROVIDERS

2751
CLINICS

CPAN Consult Activity

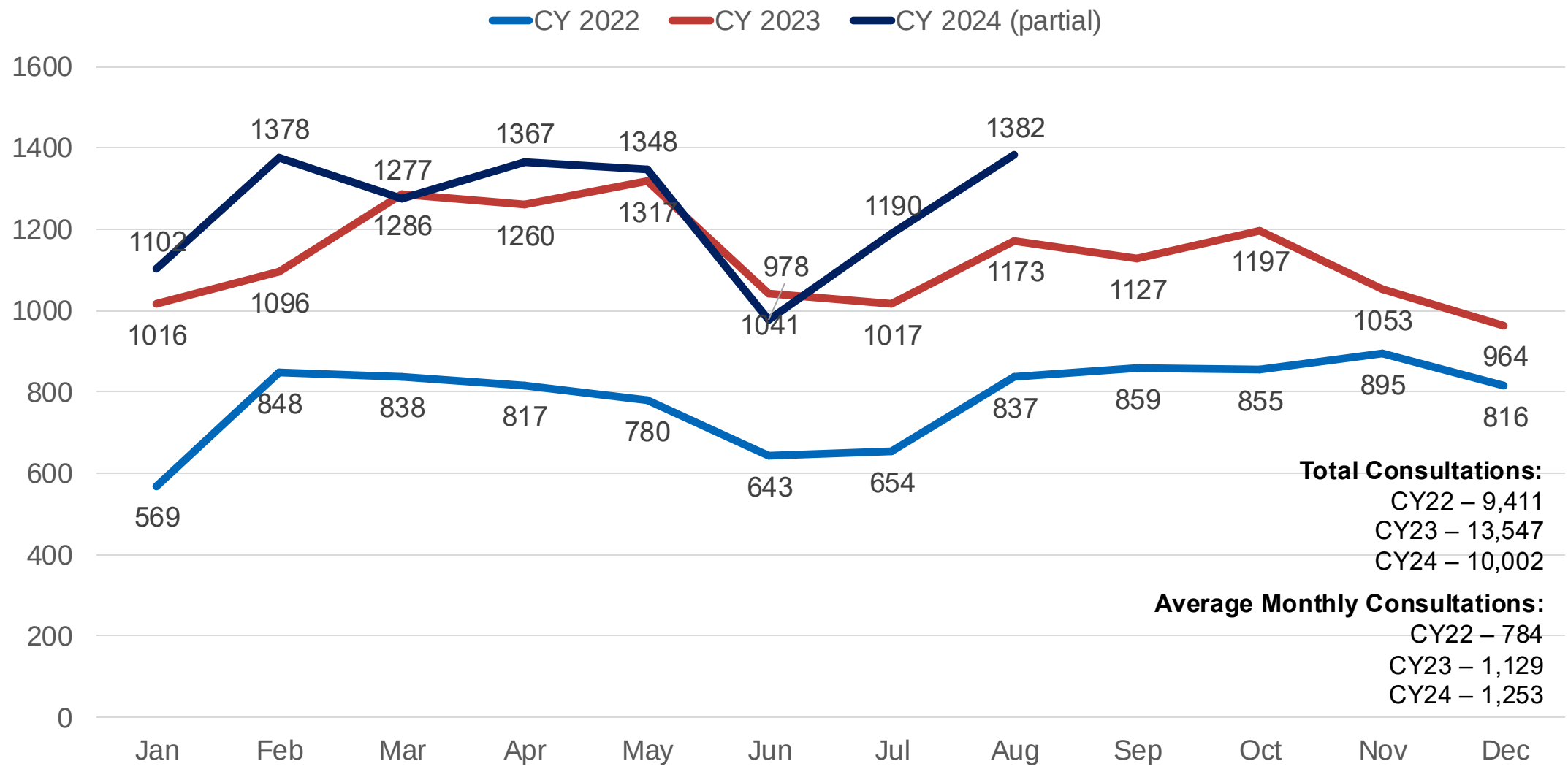
39800
COMPLETED CONSULTS

35465
PATIENTS SERVED (EST.)

98.2%
RESPONSE WITHIN 30 MIN

4.2
MEDIAN RESPONSE TIME (MIN)

Consultations by Month and Year

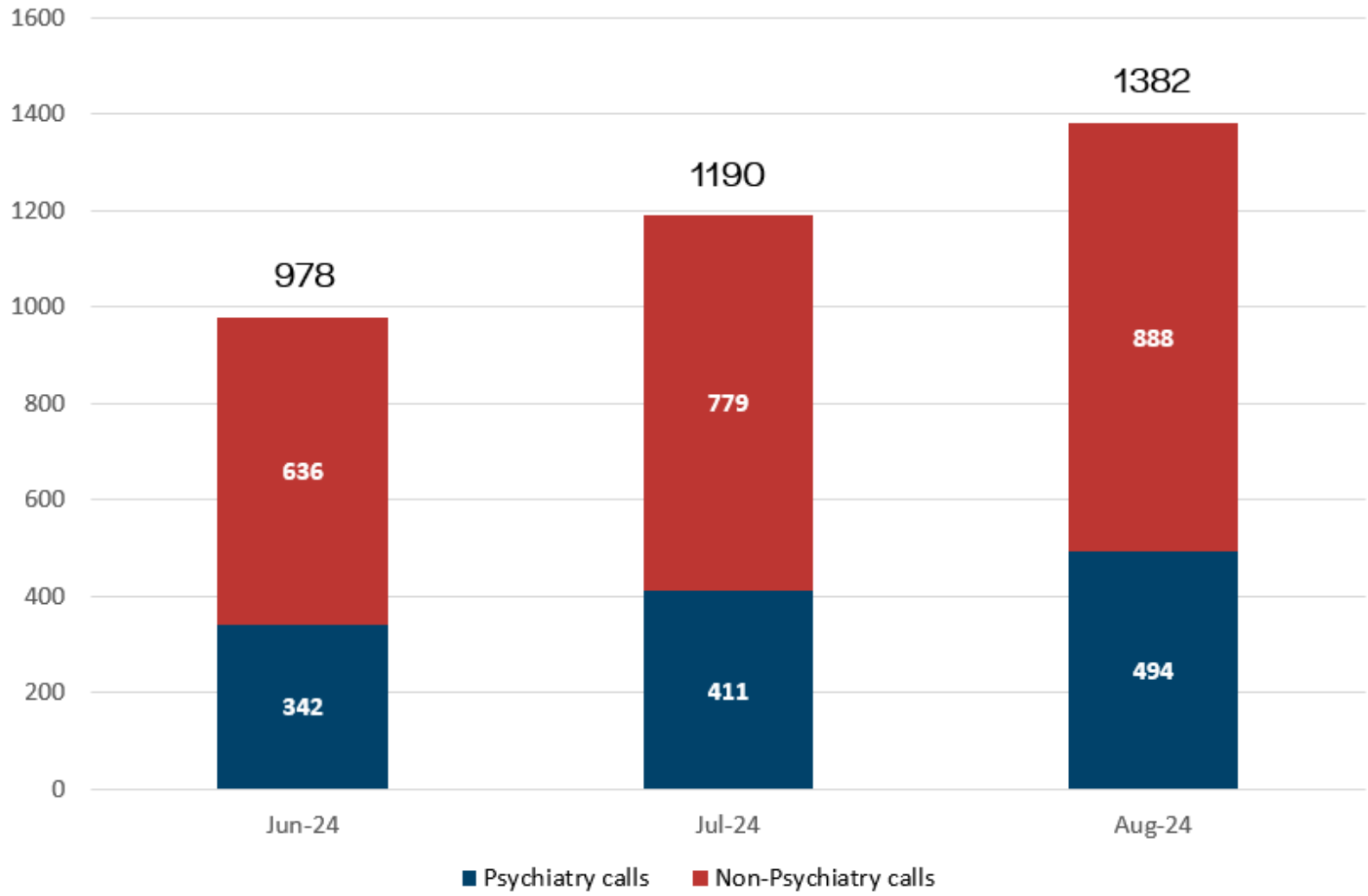


Total Consultations:
CY22 – 9,411
CY23 – 13,547
CY24 – 10,002

Average Monthly Consultations:
CY22 – 784
CY23 – 1,129
CY24 – 1,253

* this data is preliminary and is subject to change

June – Aug 2024 Psychiatry Calls



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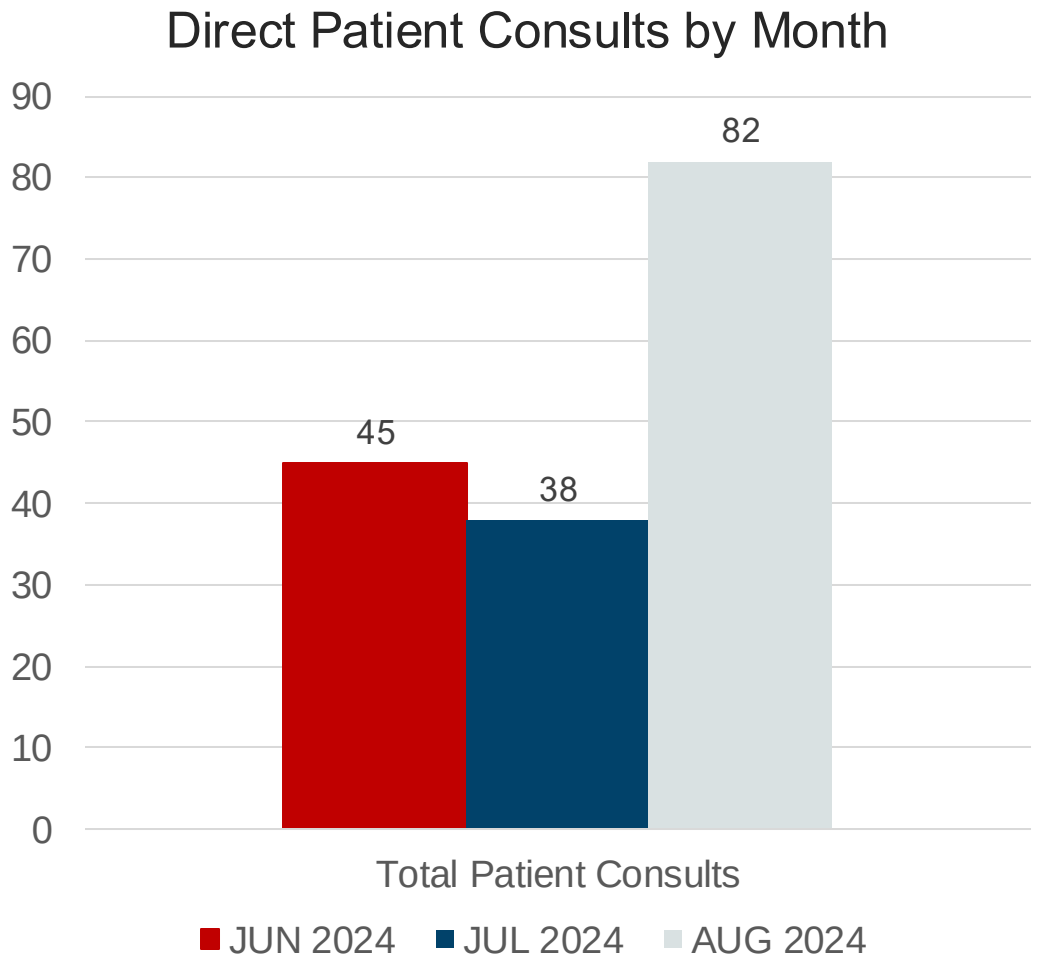
June – Aug 2024 CPAN Direct Patient Consultations



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COSH Updates: Welnity

- Welnity Platform improvements are completed.
- Welnity platform has launched for CPAN/PeriPAN teams
- All 12 HRIs have received training on new platform

Next Phase

- Working to onboard TCHATT teams
- Scoping outcome data
  - COSH will work with Welnity and internal evaluation team to determine the best data to collect.

COSH Update: Educational Resources Database

- Current Topic: Depression
- Workgroup Update: Workgroup meeting with depression experts across the state to vet resources collected.
- Once vetted they will be available for the CPAN teams to use.
- Topics already available for CPAN program:
  - Eating disorder
  - Psychosis
  - Anxiety

In October

- Depression educational resources will be available
- PeriPAN will begin with their first topic

COSH Update: Trayt Release

Direct Consult Build: 1 of 4 phases available week of October 7th

Phase 1:

- Provider Office Callback
- Consent & Scheduling
- Direct Patient Consult
- Consult Summary
- Provider Follow-up
- Care Referral Form

- Training for CPAN /PeriPAN non psychiatry staff : September 25
- Training for CPAN /PeriPAN psychiatrist : September 26
- Office hours will be available the week of release for additional support

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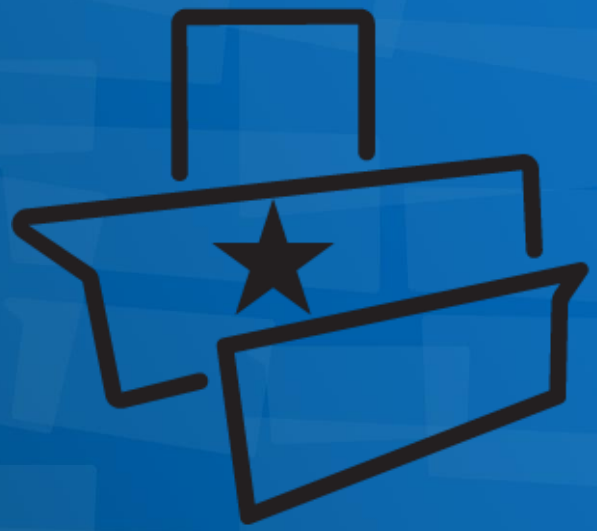
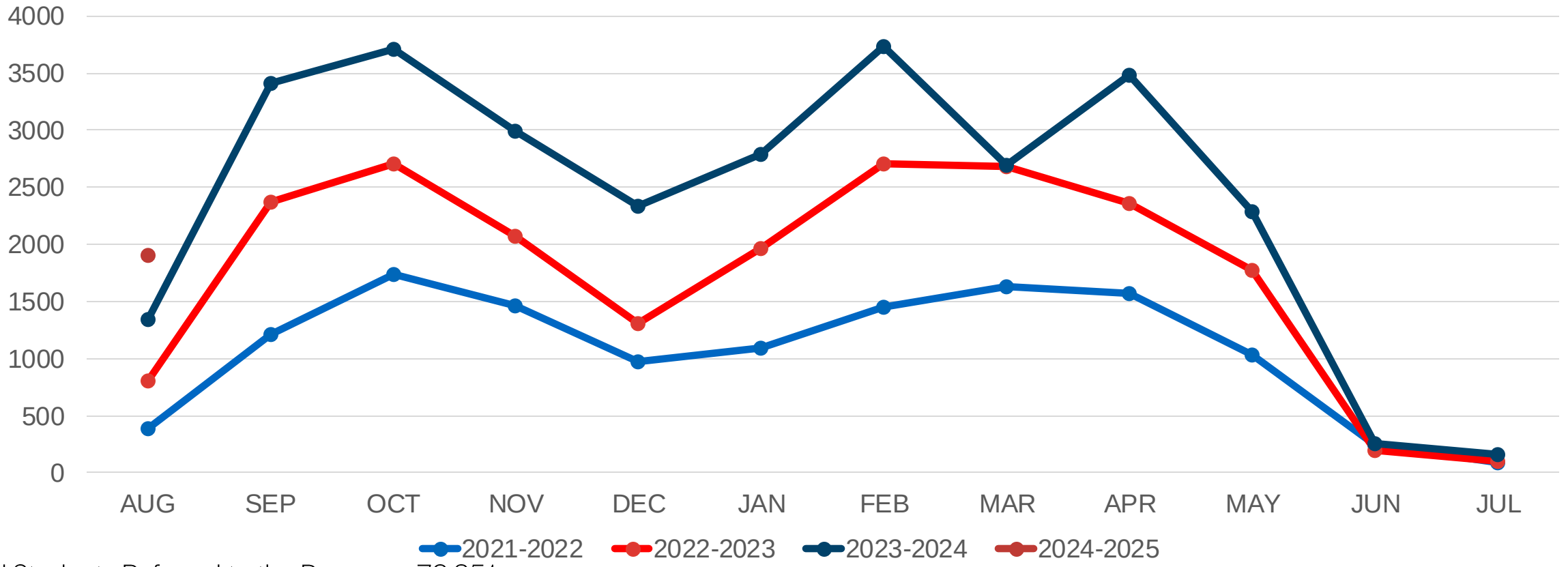


TCHATT

Texas Child Health Access Through Telemedicine

TCHATT Referrals

as of 8/31/2024

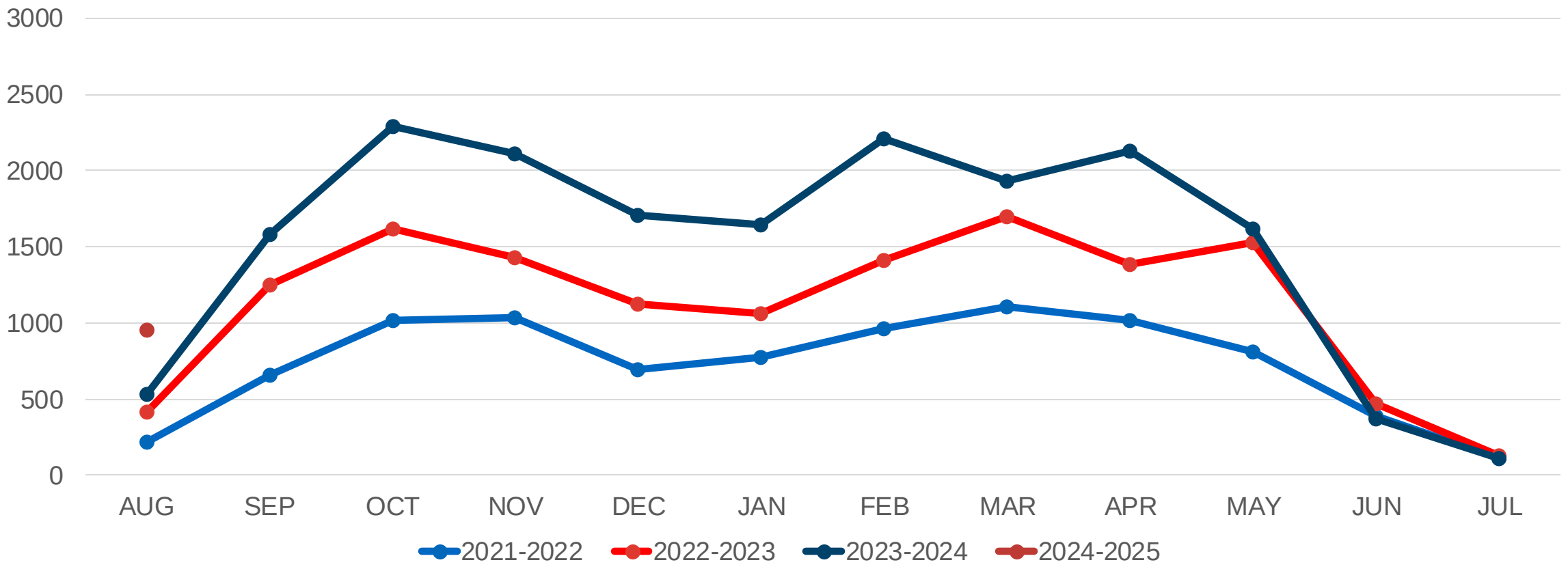


Total Students Referred to the Program – 72,351

* this data is preliminary and is subject to change

TCHATT Enrollment

as of 8/31/2024



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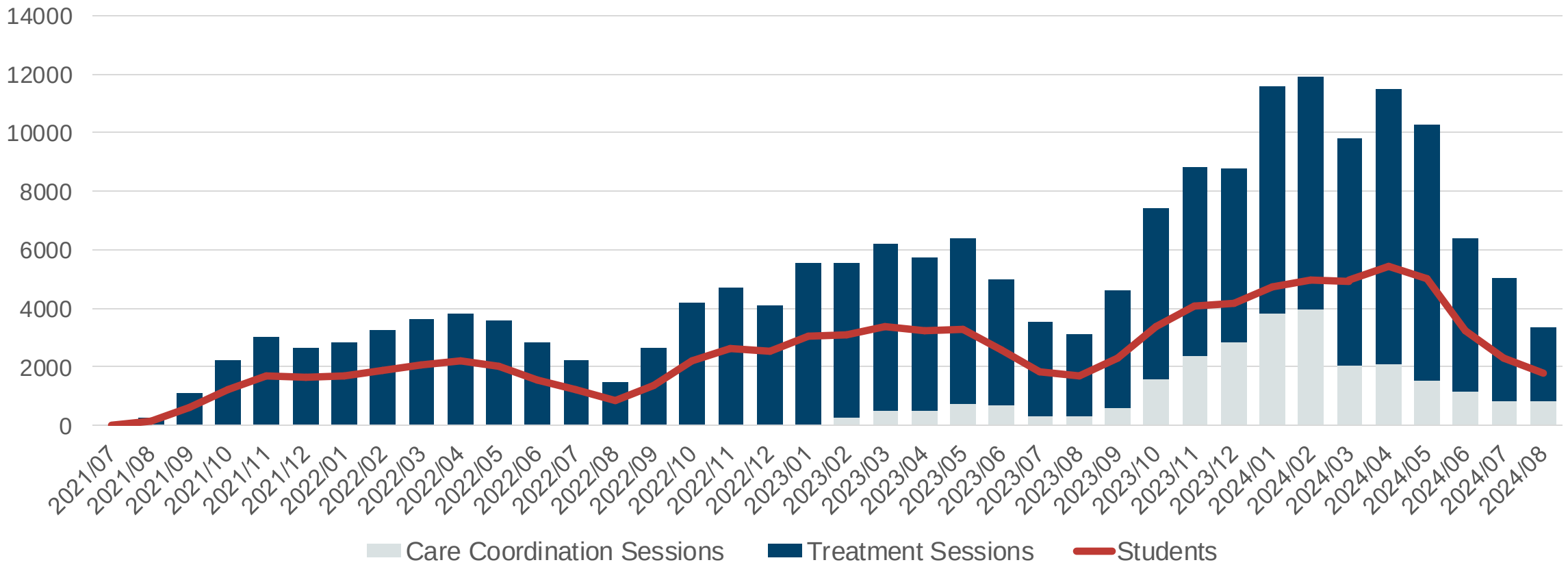
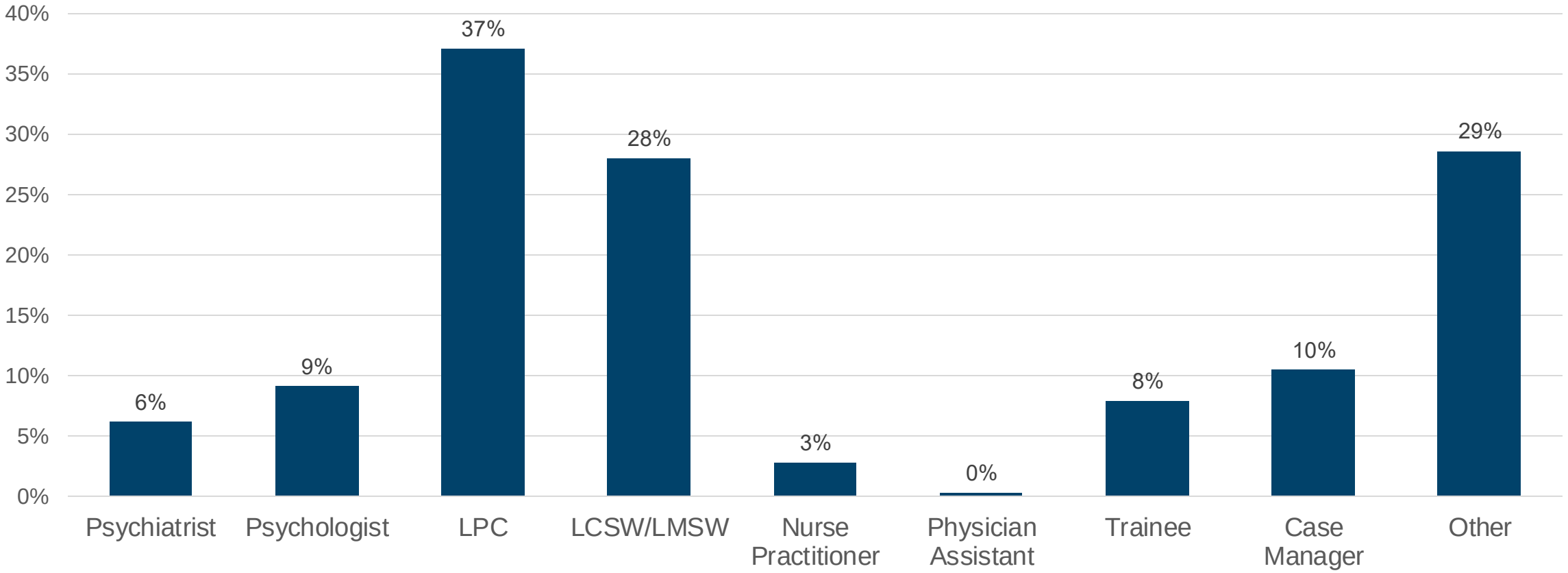
Number of Treatment Sessions and Clients Served by Month

as of 8/30/2024



Percent of Sessions by Participating Providers

September 1, 2021 –August 31, 2024



Note: More than one provider may participate in a session.

Projects In Process

- Training for teams on incorporating Trayt updates into processes, and working with Teams to make sure all team members are aware of updates
- Created learning center in SharePoint for training around new required assessments, and working with HRIs to make sure all team members get appropriate training
- On Site and virtual support and consulting with teams to address challenges and provide support in implementing TCHATT Updates
- Coordinating meetings HRIs and ESCs to help facilitate strong partnerships and follow up with schools who may have been unresponsive or declined services
- Working on implementation plan to roll out Welnity for TCHATT

Trayt Roadmap - TCHATT

Feature	Phase	Estimate Release Date
School Insights Dashboard	In Design	Oct
Automation of Required Assessments	In Design	TBD
Family Experience Surveys	Launched	August
Tracking for Home School Enrollment	Launched	August
Update to MFA	Launched	August