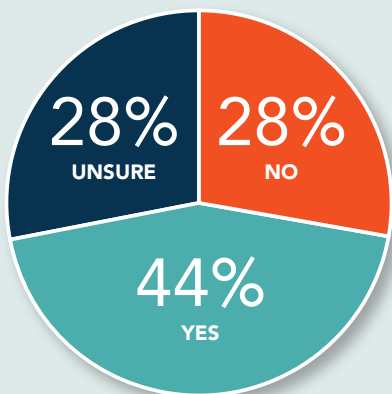


# Assisted Outpatient Treatment Utilization in Hospitals

In partnership with the Michigan Department of Health and Human Services, the Michigan Health & Hospital Association conducted a survey during Spring 2023 to gather insights on Assisted Outpatient Treatment (AOT) utilization within hospitals and health systems. AOT offers outpatient care for individuals with serious mental illness, aiming to reduce risks stemming from not following a prescribed regimen. **As a proven method, AOT promotes recovery, reduces harmful behaviors and minimizes costly hospitalizations and emergency room visits.** It is imperative this collaborative initiative promotes clear streamlined communication between hospitals, health systems, community mental health (CMH) agencies, law enforcement and correctional facilities. Participants were asked to share data for each individual hospital or health system. Below are responses obtained from nine individual acute care hospitals.

## Current Interaction with Patients Under AOT Orders

### PERCENT OF FACILITIES WHO PROVIDE CARE FOR (OR INTERACT WITH) PATIENTS UNDER AOT ORDERS WHO REQUIRE HOSPITALIZATION



44% of surveyed facilities are aware they provide care for or interact with patients under AOT orders who require hospitalization.

### WHERE PATIENTS WITH AOT RECEIVE CARE

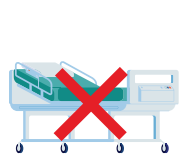
Patients with AOT orders are more likely to be provided with care in patient care rooms, the emergency department, another floor of the hospital or transferred to a different facility entirely.



*\*Settings within surveyed facilities where patients with AOT orders receive care*

## Challenges in Michigan Hospitals During Discharge

Hospitals encounter challenges in discharge planning for patients who have completed the hospitalization phase of an AOT order due to a general shortage of available services, **despite hospitals providing CMH agencies a five-day notice prior to discharging a patient.** Some additional challenges include:



Scarce Inpatient Beds



Lack of Outpatient Resources



Shortage of Community Services



Transportation Logistics



Staffing and Case Management Shortages



Long Waitlists



Voluntary Patients



Petitioned Orders

# Suggestions for Improving Care for Patients with an AOT Order

## Improvements Needed Within Collaboration Efforts

There is a lack of available services when a patient with an AOT order is discharged from the hospital. **Michigan hospitals have recognized that partnerships with CMHs would benefit from enhanced collaboration. To effectively serve patients with AOT orders, it is essential to increase engagement between key partners such as local probate courts, CMHs and law enforcement in order to foster a more effective and streamlined approach in care.**



### MICHIGAN HOSPITALS ARE EXPRESSING INTEREST IN OBTAINING CLEARER UNDERSTANDING OF THE CMH ROLES AND RESPONSIBILITIES AND ACCOUNTABILITY PRACTICES

Hospitals have provided suggestions such as:

- **Designate a Single Point of Contact:** There is no single point of contact for each case currently, which leads to confusion and inefficiency. Establish a designated contact person for each case.
- **Regular Patient-Provider Communication:** Providers should maintain regular communication with patients to ensure their needs are met and progress is tracked effectively.
- **Improving Individual Care Plans:** Collaborating with CMHs to develop individualized care plans is a challenge. Streamline this process for better patient outcomes.
- **Enhancing CMH Availability:** The limited availability of CMH services 24/7 creates barriers to care. Consider expanding service hours to improve accessibility and patient support.

### TAKING ACTION TO ADDRESS LACK OF TRAINED PROFESSIONALS FOR AOT SERVICES

#### EMERGENCY DEPARTMENT

Equip emergency departments with specialized training.

#### THERAPISTS

Enhance the training of outpatient therapists.

#### COMMUNITY CASE MANAGEMENT

Strengthen education and training programs for outpatient and community case management services.



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