

Addressing Disparities through TCOM Strategies

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Abstract:

While America is rapidly become more diverse, the human service workforce is changing more slowly. Behavioral health disparities in accessing appropriate services and in outcomes are well documented. Can TCOM strategies be leveraged to address these issues? Combining existing information (insurance claim and workforce data) with TCOM information clarifies local challenges and provides a framework to monitor progress. Moving beyond considerations of gender and age, possible access issues and lower or disrupted service use may be reflected in differences in service utilization by language, race, and ethnicity. Exploring available information can identify access and/or engagement and systematic reporting issues. Implementing recommended TCOM reports provides tools to help identify disparities in behavioral health outcomes for programs and services by geography and demographics. In reviewing outcome management reports for teenagers and transition age youth, questions arise about the significance of observed differences. In response, a predictive analysis using ANSA data asks if age, gender, race, ethnicity, current personal recovery factors (strengths and recreation), or the identification of cultural or linguistic challenges predict resolving actionable needs over time. Routinely monitoring differences in access and outcomes is recommended as a TCOM quality improvement process.