



Impact of “Warm Handoff” on Successful inTransition Program Enrollment



Matthew Lowery, LCSW; Autumn Onna, MA; Carter Frank, MS, MA; Nick Polizzi, PhD; Tim Hoyt, PhD

Psychological Health Center of Excellence, Defense Health Agency, Silver Spring, Maryland



Program Overview

inTransition is a free and voluntary program that assists service members (SMs) and veterans in obtaining a psychological health provider during a period of transition or if they wish to initiate service for the very first time. This service is available globally, 24/7 and 365 days a year.

Licensed masters-level clinicians link each SM or veteran with a provider so that he or she can begin or continue their psychological healthcare. While transitioning to the new provider, inTransition staff provides coaching and supportive techniques, such as motivational interviewing, to help the SM overcome barriers to care and to offer additional targeted resources.

inTransition serves all branches of the military, including active duty, National Guard, reservists, Coast Guard, and USPHS, and is available to any and all SMs and veterans, regardless of discharge category or time served in the military. There is also no limit on the number of times that the inTransition program can be used.

Referral and Enrollment Process

All SMs leaving the military who have received psychological healthcare within one year of their separation date are automatically enrolled in the inTransition program. This means that he or she can expect a phone call from inTransition after separation to offer services. This type of telephonic outreach is referred to as “outbound.”

SMs or veterans can also enroll directly by calling 1-800-424-7877 inside the U.S. or 1-800-424-4685 outside the U.S. toll-free, or by the provider contacting the inTransition program with the SM or veteran present during one of their final treatment encounters. These types of calls are considered “inbound” or “warm handoffs.”

A successful program enrollment is defined as a SM or veteran completing the intake process with one of the inTransition coaches.

Inbound vs. Outbound

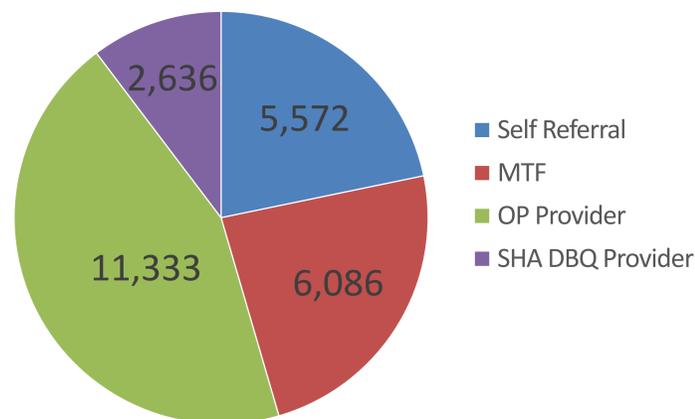
Inbound/Warm Handoff

Provider Refers with SM Present or Self-Referral

When the provider calls with the SM or veteran present, or when the SM or veteran follows self-referral guidelines, the successful program enrollment rate is 98.8%.

Of these warm handoffs, 78.3% were completed by a provider and the remainder were self-referrals. The total number of provider-assisted referrals that lead to successful enrollment in inTransition since program inception is 20,055. Of these, 6,086 (30.3%) were completed by a military healthcare provider; 2,636 (13.1%) were completed by a Separation Health Assessment Disability Benefits Questionnaire (SHA DBQ) provider; and 11,333 (56.5%) were completed by another outpatient provider.

Total Inbound Referrals



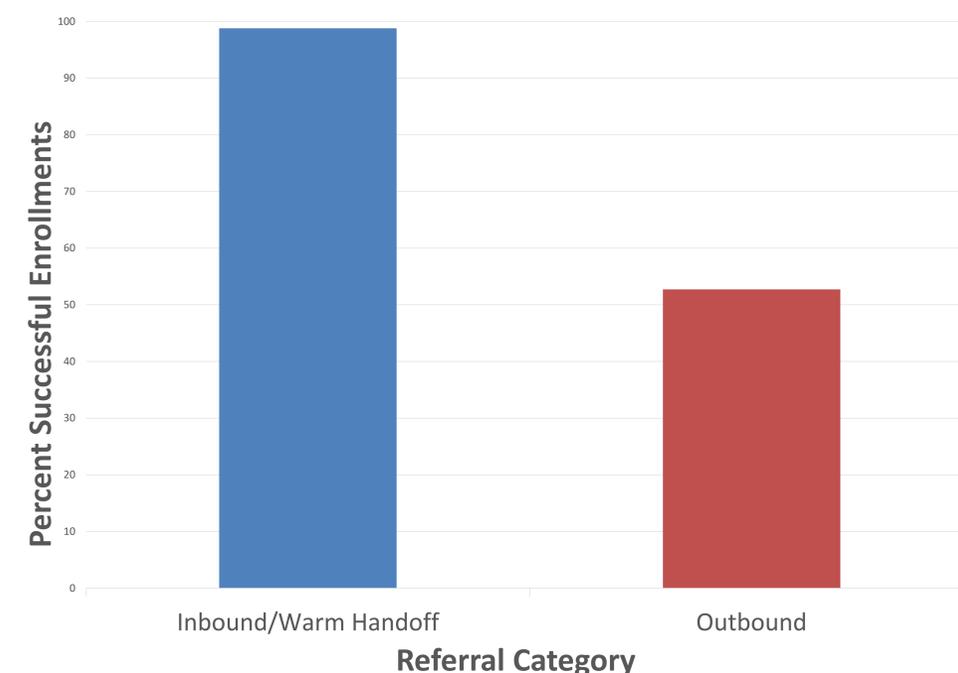
Outbound

Outreach Center Makes Initial Contact

When the inTransition outreach center makes an outbound call to the SM or veteran, the successful program enrollment rate is 52.7%. This number does not include SMs that were unresponsive or already engaged with a mental health provider.

Graph of Results

Successful Enrollments by Referral Category



Conclusion

It is clear that the highest percentage of successful inTransition program enrollments occur when contact is made via the “inbound” or “warm handoff” model; when a provider calls inTransition with the SM or veteran present or when the SM or veteran completes a self-referral by calling inTransition directly. Inbound/warm handoffs lead to 46.1% more successful program enrollments than its counterpart of outbound calls.

Though the exact reasoning for this marked difference in successful program enrollment rates is unknown, it is recommended that providers consider the disparity between referral modalities when considering an inTransition referral for a transitioning patient. In conclusion, it is highly recommended that psychological health providers call inTransition directly with the SM or veteran present in order to optimally support their successful transition to a new psychological healthcare provider.

