CPC
Comprehensive Primary Care

From Screening to Treatment in Behavioral Health

Moving Your Care Forward

October 28, 2015

This material was prepared by TMF Health Quality Institute under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Any statements expressed by the individual and resources cited in this publication are not an opinion of, nor endorsement by, TMF or CMS.

CPC
Comprehensive Primary Care

Facilitator: Elisha Jewett, MPH (HealthTeamWorks)

Subject Matter Expert: Benjamin Miller, PsyD (The University of Colorado)

Moderator: Rose Langdon, MBA, RN (TMF)

Panelists:

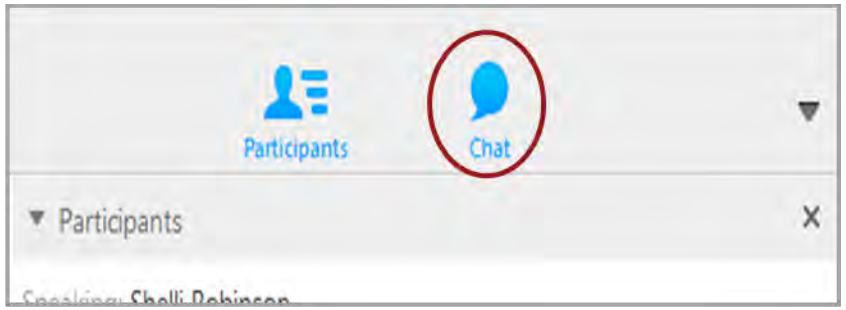
Betsy Duckett, RN (Boulder Community Health)

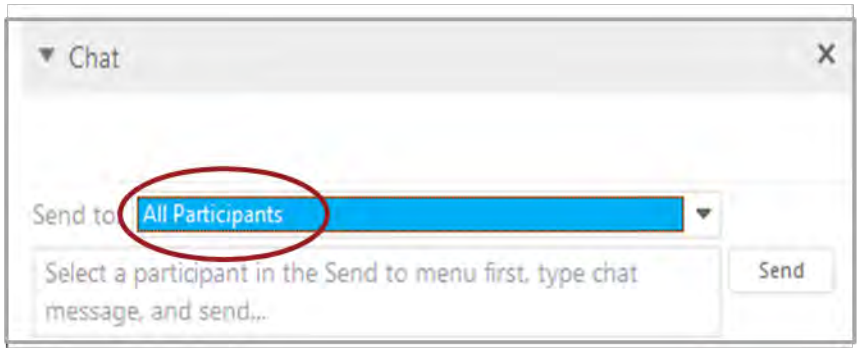
Aimee Ducharme, MSW, LCSW (Family Care Southwest P.C.)

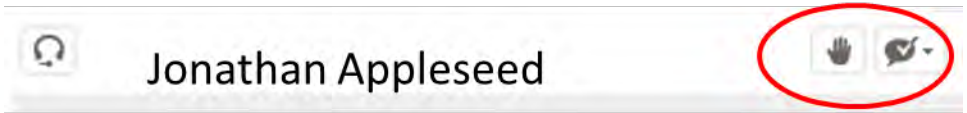
Christine L. Baron, MSW, LCSW (Banner Health Network)

Action Group Pointers

- This is YOUR Action Group!
- Will be interactive, using Chat, polls and CPC Connect.
- You are encouraged to raise your hand and voice your thoughts.
- More activity means more learning.

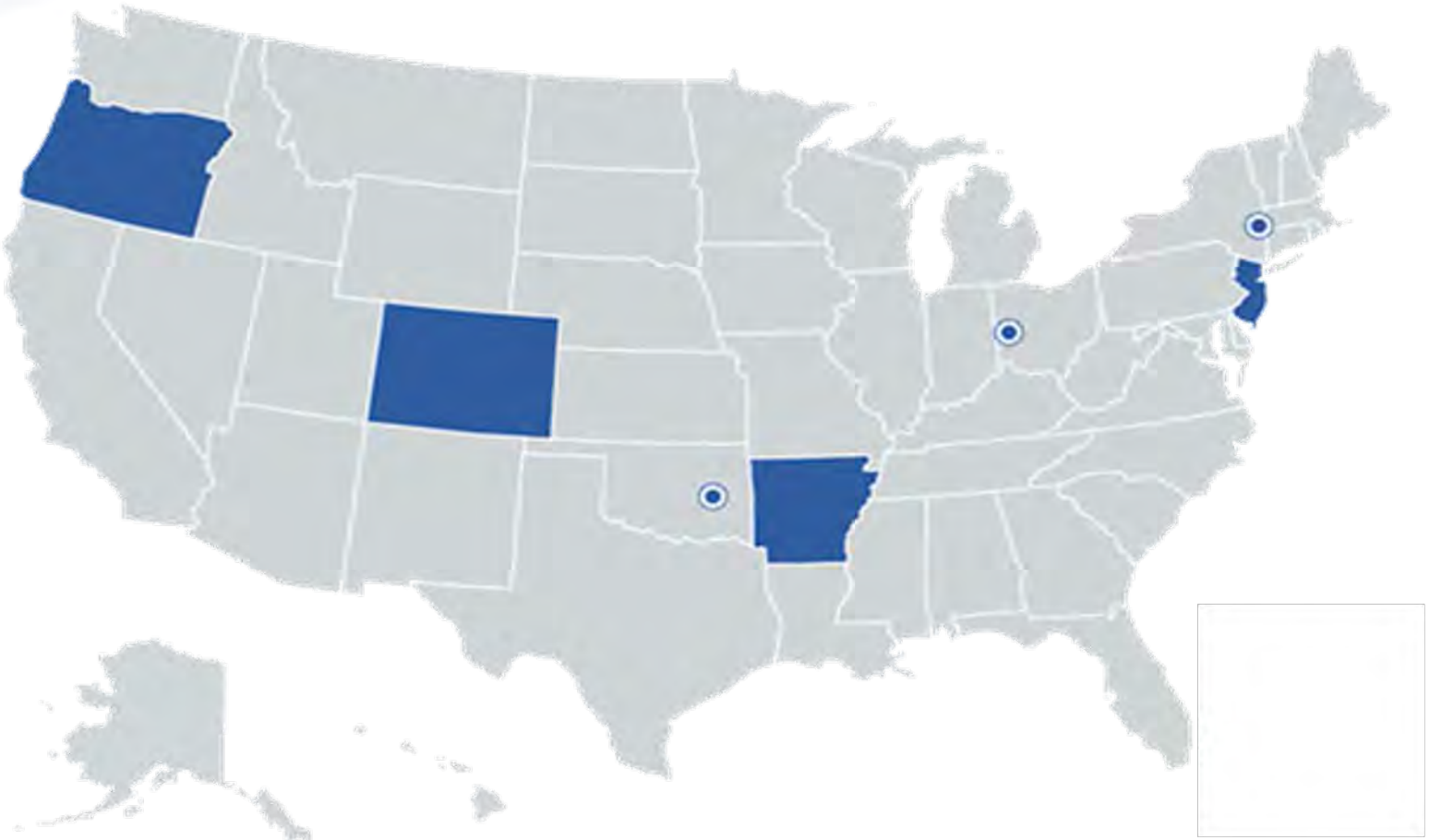






CPC
Comprehensive Primary Care

Click the arrow on the annotation toolbar, then point to your location.



Source: Centers for Medicare & Medicaid Services

What is your role in the practice?

- Physician
- Nurse
- BH Specialist
- PA-C or ANP
- Care Mgr/ Coord
- Practice Manager
- Quality Specialist
- Admin.
- Other

During Today's Session

- Highlights from live Session 3
- Practice sharing – Interviews
- What's happening on CPC Connect?
  - Useful resources identified by peers
  - Practice example: second small test of change

Pre-work for This Group

- Session 4:
  - Complete your next test of change
  - Document and track changes
  - Use **CPC Connect** to learn and share
  - Post tests of change and process measures

Highlights from Last Time

- Tailoring interventions and care to the patient
- Complex care meetings and case studies
- Describing the range of behavioral health services
- SBIRT resources and use in practice
- Using team-based care following identification of a behavioral health need

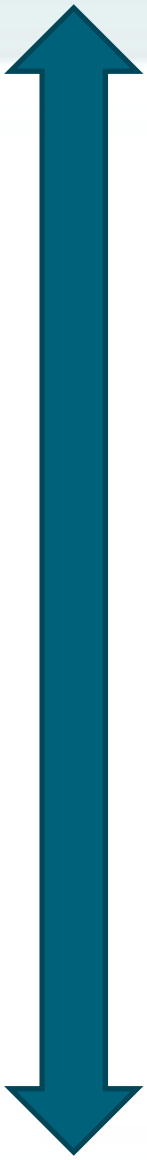
Betsy Duckett, RN
Boulder Community Health

- RN Manager of Integrated Clinical Services
- 5 CPC practice sites
- 2 CPC sites with onsite behavioral health
- Highlights:
  - Incorporating team into BH
  - Providing training to staff
  - Community outreach and connections

Where is your team-based care?

CPC
Comprehensive Primary Care

Use this space to place your arrow.



Behavioral health can involve many team members

Behavioral health involves MAs and Providers

Behavioral health only involves providers

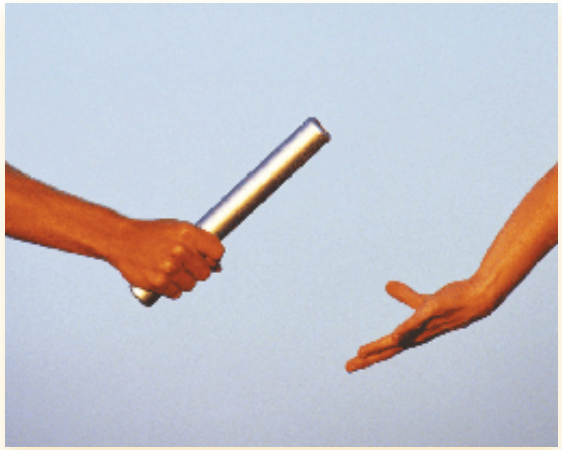
CPC
Comprehensive Primary Care

Questions and Comments for Betsy of Boulder Community Health

Please use the Chat, or click the hand button, and we can take you off mute.

This material was prepared by TMF Health Quality Institute under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Any statements expressed by the individual and resources cited in this publication are not an opinion of, nor endorsement by, TMF or CMS.

Aimee Ducharme, MSW, LCSW
Family Care Southwest P.C.



- Care Manager
- 6 Providers, 6,800 patients
- 2 licensed clinical social works on site, 3 days a week
- Highlights:
  - In-office and phone referrals
  - Process measure tracking
  - Welcome sheet on integrated behavioral health

Follow-Up After Diagnosis and/or Referral

CPC
Comprehensive Primary Care

Use this space to place your arrow.

We have standard work or protocols for follow-up

Use this space to place your arrow.

We have an inconsistent process for follow-up

Use this space to place your arrow.

We do not have a process for follow-up

Questions and Comments for Aimee of Family Care Southwest

Please use the Chat, or click the hand button, and we can take you off mute.

This material was prepared by TMF Health Quality Institute under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Any statements expressed by the individual and resources cited in this publication are not an opinion of, nor endorsement by, TMF or CMS.

As seen on CPC Connect:

CPC
Comprehensive Primary Care

Post | File | Link | Poll

Share an update, @mention someone...

Share

Show All Updates

RCAG1: Screening to Treatment-BHI — Elisha Jewett (HealthTeamWorks- RLF)

Hi team- What behavioral health evidence based guidelines or treatment approaches are you using in your practices? You can find a depression guideline created for use in primary care by following this link, recommended by Dr. Ben Miller @Benjamin Miller (University of Colorado School of Medicine): http://www.healthteamworks.org/guidelines/depression.html

Comment · Like · Share · Edited October 16, 2015 at 3:36 PM

Andrea Gerardi (Scotia-Glenville Family Medicine)

Thank you for the information. The treatment tracking log looks like something we can add to our planned packages for depression. We are creating a self management tool with goals to be embedded into our planned package. We are in the process of development. We are using the PHQ9 for screening and considering use of a screening for anxiety as well.

Like · Today at 1:28 PM

CPC
Comprehensive Primary Care

Christine Baron, MSW, LCSW
Banner Health

Conducting Small Tests of Change

This material was prepared by TMF Health Quality Institute under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Any statements expressed by the individual and resources cited in this publication are not an opinion of, nor endorsement by, TMF or CMS.

Questions and Comments for Christine of Banner Health

Please use the Chat, or click the hand button, and we can take you off mute.

This material was prepared by TMF Health Quality Institute under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Any statements expressed by the individual and resources cited in this publication are not an opinion of, nor endorsement by, TMF or CMS.

In the last two weeks, we worked on:

CPC
Comprehensive Primary Care

Treating patients in practice

Team-based care/workflow

Connecting patients with resources

Expanding behavioral health umbrella

Case Reviews/ follow-up

Other

Your Tests of Change

Following recognition of a behavioral health need:

- What area of opportunity have you identified?
- What has worked and what has not?
- What process measures are you using?

Please use the Chat, or click the hand button, and we can take you off mute.

Final Questions and Thoughts

Use the Chat feature or raise your hand to ask questions or share your experiences with behavioral health recognition and treatment.

CPC
Comprehensive Primary Care

See what the Chatter is all about in CPC:

CPC Connect
Comprehensive Primary Care

Chatter | Groups | CPC Calendar | Events | Libraries | Reports | CPC Connect Help

RCAG1: Screening to Treatment-BHI

RAPID CYCLE ACTION GROUPS

Group Settings
Email Daily Digest

Information

This action group will drill deeply into the process in your practice that begins with the recognition of a behavioral health problem or need (whether in the visit assessment or through screening) and moves effectively into the establishment of an initial treatment plan with the patient. This may occur with the same provider, with an intra-practice "hand-off," or with a referral outside the practice, depending on the practice resources and the severity of the problem.
In every case we'll work together toward an integrated process, with seamless transitions, reliable sharing of information, and a clear, shared plan. Practices know that it's harder than it looks!

Description

From Screening to Treatment in Behavioral Health

Post | File | Link | More

Share with RCAG1: Screening to Treatment-BHI | Share

Show All Updates

Elisha Jewett (HealthTeamWorks- RLF)

Continuing Conversation from Session 1's Chatter: How are you working with patients that experience the behavioral health need of addressing chronic pain?

Comment · Like · Share · September 18, 2015 at 4:20 PM

Show All 5 Comments

Alan Schrader (Customer)

I am using the Cognitive Behavioral Model with special exercises from Beverly Thorn's book Cognitive Therapy for Chronic Pain. It is interesting how relaxation can be taught to go to different deeper levels and how it is hard for people who are busy. It is also difficult to talk and show the concept of amplification when some look at the expectation of more medicine as the only cure. So I would say ... More

Like · September 28, 2015 at 4:03 PM

Rose Langdon (TMF Health Quality Institute)

@Alan Schrader (Customer), do you use it only for chronic pain, or other conditions like additive disorders as well!

Like · Yesterday at 9:19 PM

Alan Schrader (Customer)

Manager

Members Show All (76)

Add/Remove Members
Change Roles

Group Records

No records yet? Learn about adding records to groups.

Group Files Show All (10)

IHISevenSpreadlySin...
2015_9_16_Topic 4 B...
PHQ9-updated
Banner Health Task A...
BH Task Activity

Recently Talked About

Behavioral Health Integration
Action Group
Ms2

https://cmsorg.force.com/CPCConnect

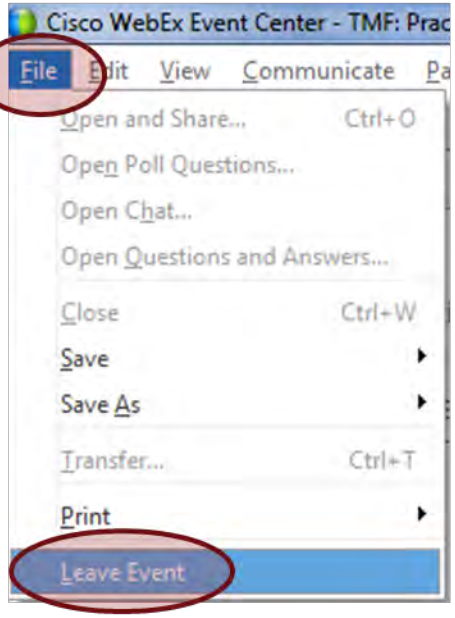
CPC Connect is a new user-friendly website designed to help you achieve CPC Milestones and transform primary care in your practice. Access for all CPC practices is coming soon.

Next Rapid Cycle Action Groups

- REGISTER NOW: November 2015 – February 2016 Rapid Cycle Action Groups
- This winter, there will be four Rapid Cycle Action Groups. Register now and take advantage of these opportunities for you and your practice to engage with other CPC practices around a topic of mutual interest.

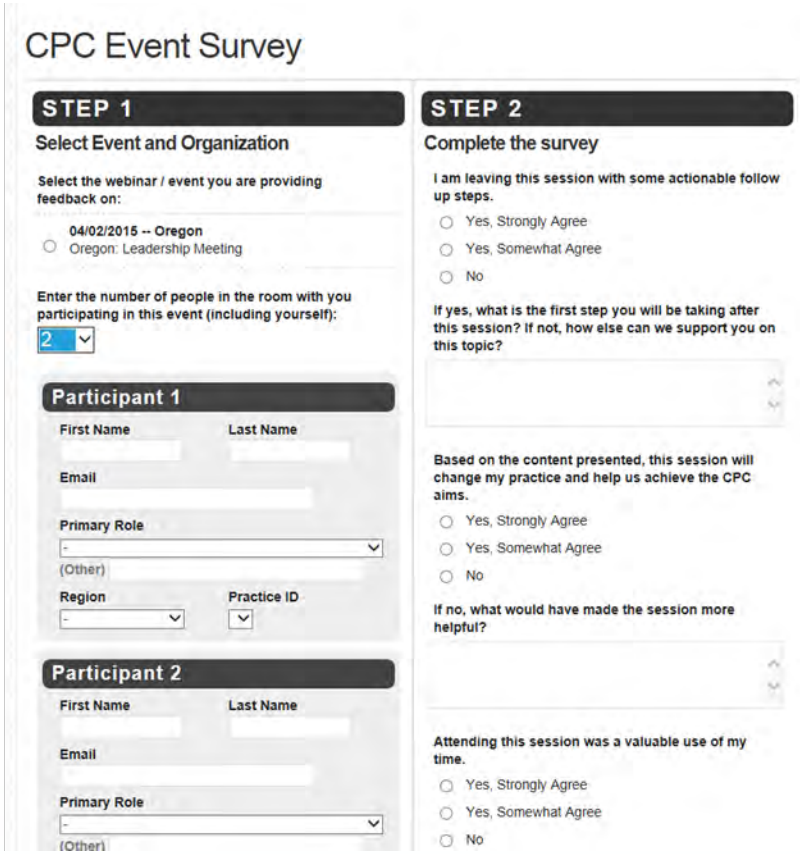
All attendees, including faculty, MUST complete a survey. You may add multiple participants on one form if you participated as a group.

1.



2.

3.



CPC
Comprehensive Primary Care

CPC Event Survey

STEP 1

Select Event and Organization

Select the webinar / event you are providing feedback on:

- 09/09/2015 -- National
  Action Group: Tightening the Nuts and Bolts of Your Care Management Process - Session 1 of 4
- 09/09/2015 -- National
  Action Group: Capturing the Opportunity in Transitions of Care, Session 1 of 4

Enter the number of people in the room with you participating in this event (including yourself):

2

Participant 1

First Name: Jane
Last Name: Smith
Email: jane.smith@xyzcorp.com
Primary Role: Care Manager
(Other)
Region: Arkansas
Practice ID: AR00003

Participant 2

First Name: Donald
Last Name: Jones
Email: donald.jones@xyzcorp.com

STEP 2

Complete the survey

I am leaving this session with some actionable follow up steps.

- Yes, Strongly Agree
- Yes, Somewhat Agree
- No

If yes, what is the first step you will be taking after this session? If not, how else can we support you on this topic?

Based on the content presented, this session will change my practice and help us achieve the CPC aims.

- Yes, Strongly Agree
- Yes, Somewhat Agree
- No

If no, what would have made the session more helpful?

Attending this session was a valuable use of my time.

- Yes, Strongly Agree
- Yes, Somewhat Agree
- No

If no, what were you hoping to accomplish in this

on: nsas
Practice ID: AR000036

This discussion/presentation format was engaging.

- Yes, Strongly Agree
- Yes, Somewhat Agree
- No

If no, please describe the barriers to engagement you personally experienced.

If you were designing our next session(s), what topic, content or format would make it a great session?

Would you like to share your experience, idea or innovation on a future webinar?
If yes, please provide preferred topic and best contact information.

First Name
Last Name
Email
Telephone

Submit