

## PROBLEM STATEMENT/BACKGROUND

Behavioral Health Integration (BHI) is an important component of the Patient Centered Medical Home (PCMH) and necessary for whole person care. National studies estimate that in a one-year period, up to 30% of American adults suffer from one or more mental health problems.<sup>1</sup>

**BHI is an opportunity to improve health outcomes and patient experience without significantly increasing healthcare costs.** First step in BHI begins in primary care with screening for behavioral health conditions/issues.

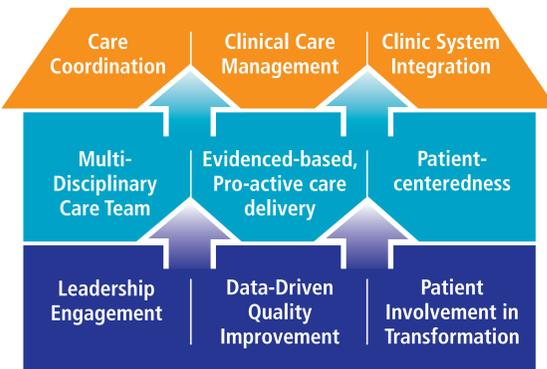
As primary care practices focus on BHI, we need to understand different approaches taken by practices to implement behavioral health screening in primary care within the context of different BHI models.

## AIMS

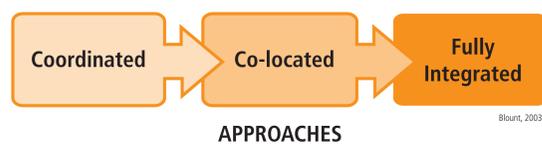
**Objective 1:** Identify process and system changes needed for implementing behavioral health screening in primary care.

**Objective 2:** Develop strategies to address identified patient behavioral health needs.

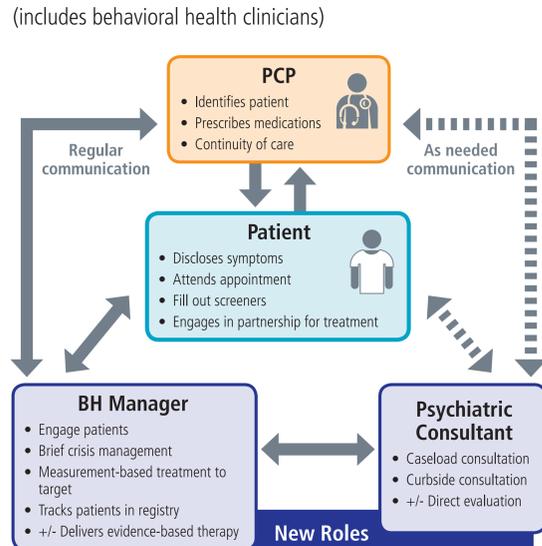
## Patient-Centered Medical Home Model-BHI is part and parcel of each step



## Models of Integrated Care: A Continuum



## An Overview of Multidisciplinary Team (includes behavioral health clinicians)



## BEHAVIORAL HEALTH SCREENING

### Screening is the foundation of any level of BHI

If behavioral health needs are identified solely by PCPs who are under time pressure, about half of the people with depression are missed.<sup>2</sup>

- Screening enables a population approach to healthcare.
- Screening supports early identification and intervention and to monitor for changes in conditions.
- Screening for behavioral health introduces mental and emotional issues as a permitted area of conversation and of care.
- Screening everyone reduces stigma for those who have a positive result.

### MA Primary Care Reform Initiatives

MA Patient Centered Medical Home Initiative (MA PCMH)	Primary Care Payment Reform (PCPR)
<ul style="list-style-type: none"> <li>• Multi-payer, statewide initiative</li> <li>• Sponsored by MA Health &amp; Human Services; legislatively mandated 46 participating practices</li> <li>• 3-year demonstration: March, 2011- March, 2014</li> <li>• Included payment reform and technical assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Single-payer</li> <li>• MA Medicaid's flagship alternative payment program</li> <li>• To improve access, patient experience, quality, and efficiency through care management and coordination and integration of behavioral health</li> <li>• 30 participating practice organizations, approximately 50 sites</li> <li>• 3-year Project: March, 2014 - March, 2017</li> </ul>

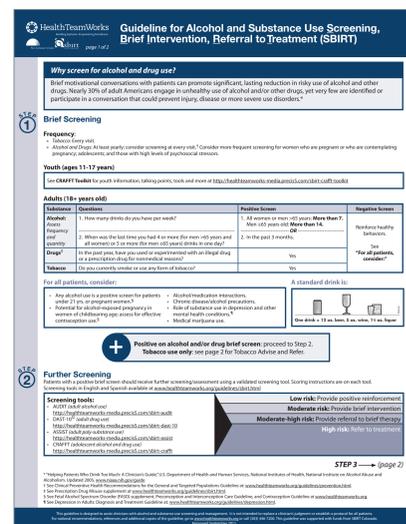
### Behavioral Health Screening in MA PCMH

Tracked screening for depression, tobacco use and tobacco cessation counseling for all adult patients; and tracked depression screening for patients identified as diabetic.

### Behavioral Health Screening in PCPR

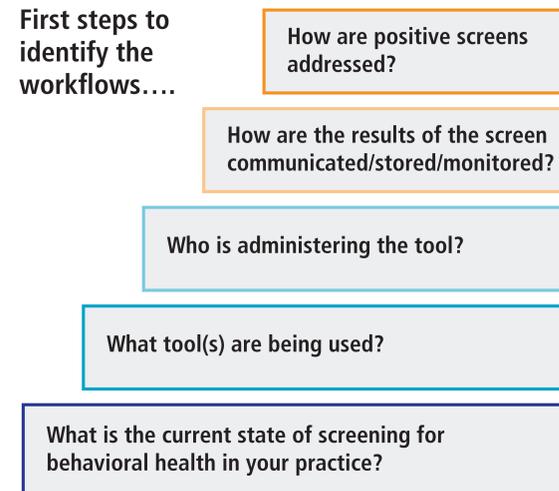
- Track the behavioral health screening and results of pediatric and adolescent panel enrollees using the EMR
- Screen and utilize the EMR to track adult panel enrollees for behavioral health conditions at annual examinations using a standardized tool
- Screen and manage panel enrollees for suicide and public safety risks

### An example of Standardized Behavior Health Screening Tool



## WORKFLOWS FOR BEHAVIORAL HEALTH SCREENING

First steps to identify the workflows....



### Sample Workflow for Depression Screening in Primary Care Practices

Before the provider enters exam room	
<b>Scrubbing the chart</b>	Medical Assistant (MA) reviews charts and identifies patients with target chronic illness and finds their last PHQ-9, indicating patients followed by behavioral health providers.
<b>The huddle</b>	Care team decides which patients will receive PHQ-9 form to complete.
<b>After the patient checks in</b>	Front desk gives the patient a paper PHQ-9 form to complete.
<b>Rooming the patient</b>	MA reviews the PHQ-9 with the patient and enters it in the chart. If the score is above the threshold, MA sets up orders for referral to behavioral health provider.
Provider in exam room with patient	
	Provider discusses referral to behavioral health provider with patient and signs the order entered by the MA. Provider may decide to discuss a behavioral health issue based on PHQ-9 score.
After the visit	
	Warm hand-off to someone on the behavioral health team. Referral processed.

The Organized, Evidence-Based Care Supplement: Behavioral Health Integration is a component of the Safety Net Medical Home Initiative Implementation Guide Series, October 2014

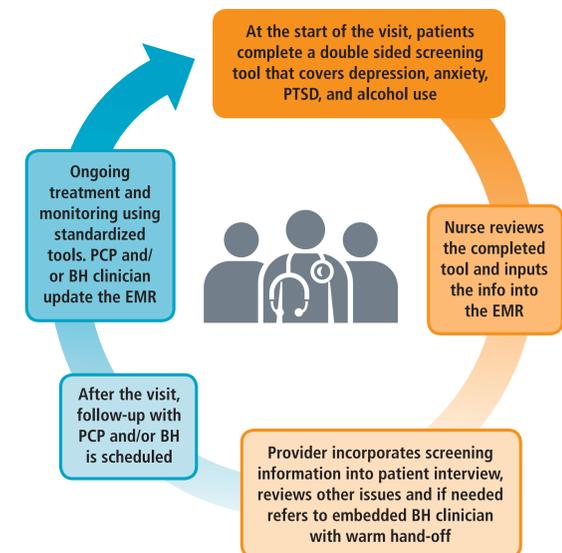
## SUMMARY

- Behavioral health screening is crucial to providing comprehensive, patient, and family-centered primary care.
- Behavioral health screening allows practices to identify patients who would benefit most from behavioral health integration resources.
- Screening should be included in practice protocols only if the practice has a protocol for diagnosis and treatment of those whose screen is positive.
- Standardized tools and new workflows are required to routinely conduct behavioral health screening in a practice
- The EMR is an important tool for communication, coordination, and monitoring of behavioral screening and treatment progress.
- Performance metrics allow practices to monitor the process and outcomes of screening and behavioral health integration.

## REFERENCES

- <sup>1</sup> Kessler RC, Demler O, Frank RG, et al. Prevalence and treatment of mental disorders, 1990 to 2003. *N Engl J Med.* 2005;353:2515-2523.
- <sup>2</sup> Goldman, L. S., Nielsen, N. H., & Champion, H. C., for the Council on Scientific Affairs, American Medical Association. (1999). Awareness, Diagnosis, and Treatment of Depression. *Journal of General Internal Medicine*, 14(9), 569-580. doi:10.1046/j.1525-1497.1999.03478.x

### Behavioral Health Screening Workflow at Boston Community Health Center



### MA PCMH Behavioral Health Screening: Change over Time

