

# Physical & Behavioral Health Integration (BHI): Strategies to Overcome Implementation Barriers

March 23, 2017

A Department of Social Services  
PCMH Presentation Hosted by  
Community Health Network of CT, Inc.



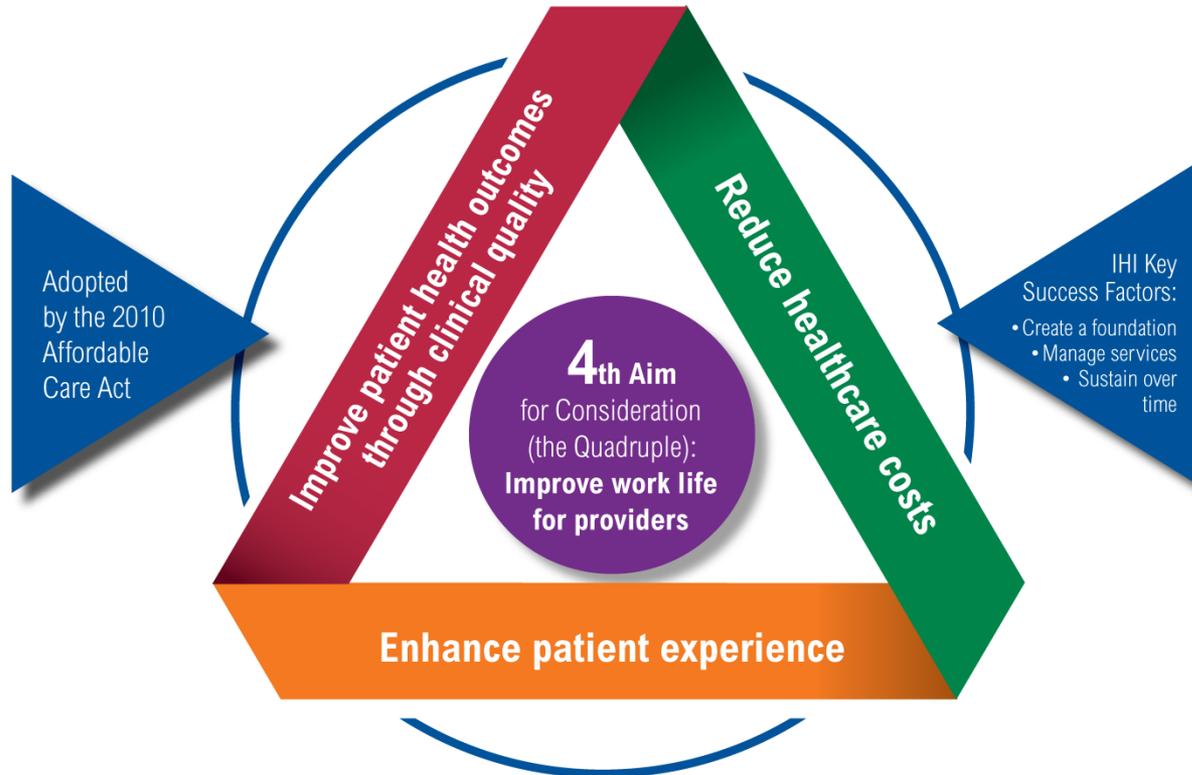
# Learning Objectives

- Explain why behavioral health is an important element to incorporate in the Person-Centered Medical Home (PCMH)
- Define common integration barriers
- Understand your current level of integration between physical and behavioral health
- Gain insight into applying strategies to overcome barriers and sustain BHI
- Identify available resources to support BHI in your practice



# Triple Aim

Act with the Individual, Learn for the Population



Initiated 2008 by Institute for Healthcare Improvement (IHI)

- Improved individual experience of healthcare
- Improved health of geographic communities/populations
- Reduction of per capital costs

# NCQA Standards

- Identify high-risk patients who may benefit from care management through a comprehensive health assessment, and use evidence-based guidelines to plan and manage their care
  - Social determinants of health
  - Behavioral health conditions
  - High cost/utilization
  - Poorly controlled or complex conditions
- Maintain agreements with and incorporate behavioral health care providers within the practice site
- Improve clinical quality of care, efficiency, and patient experience for vulnerable patients

# BHI Models

## Consultative Model

- Psychiatrists and other behavioral health clinicians see patients for consultations in their offices – away from primary care

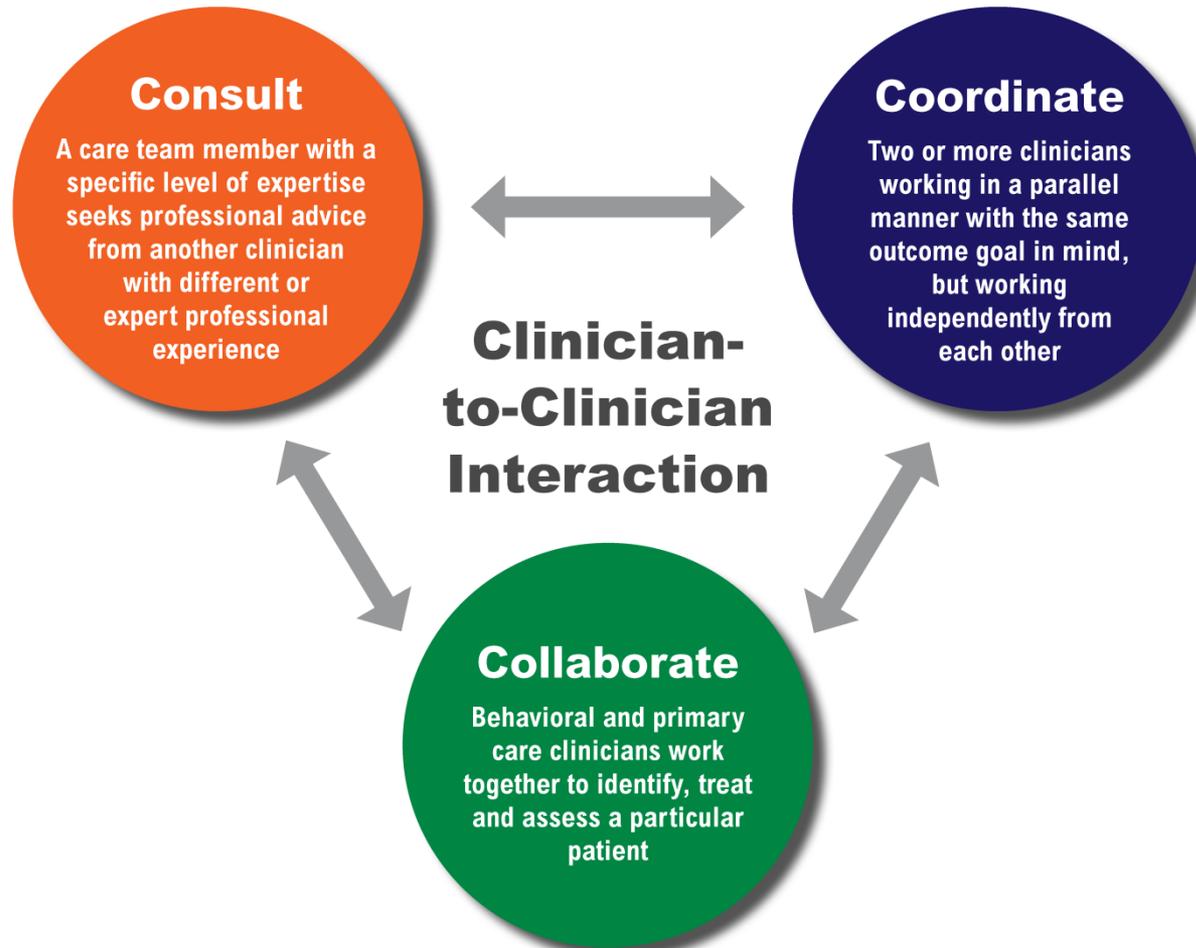
## Co-located Model

- Psychiatrist and behavioral health clinicians see patients in primary care settings

## Collaborative Model

- Psychiatrist and other behavioral health clinicians work closely in providing caseload consultation with Primary Care Providers (PCPs)

# Consult, Coordinate, Collaborate



# Health Insurance Portability and Accountability Act (HIPAA)

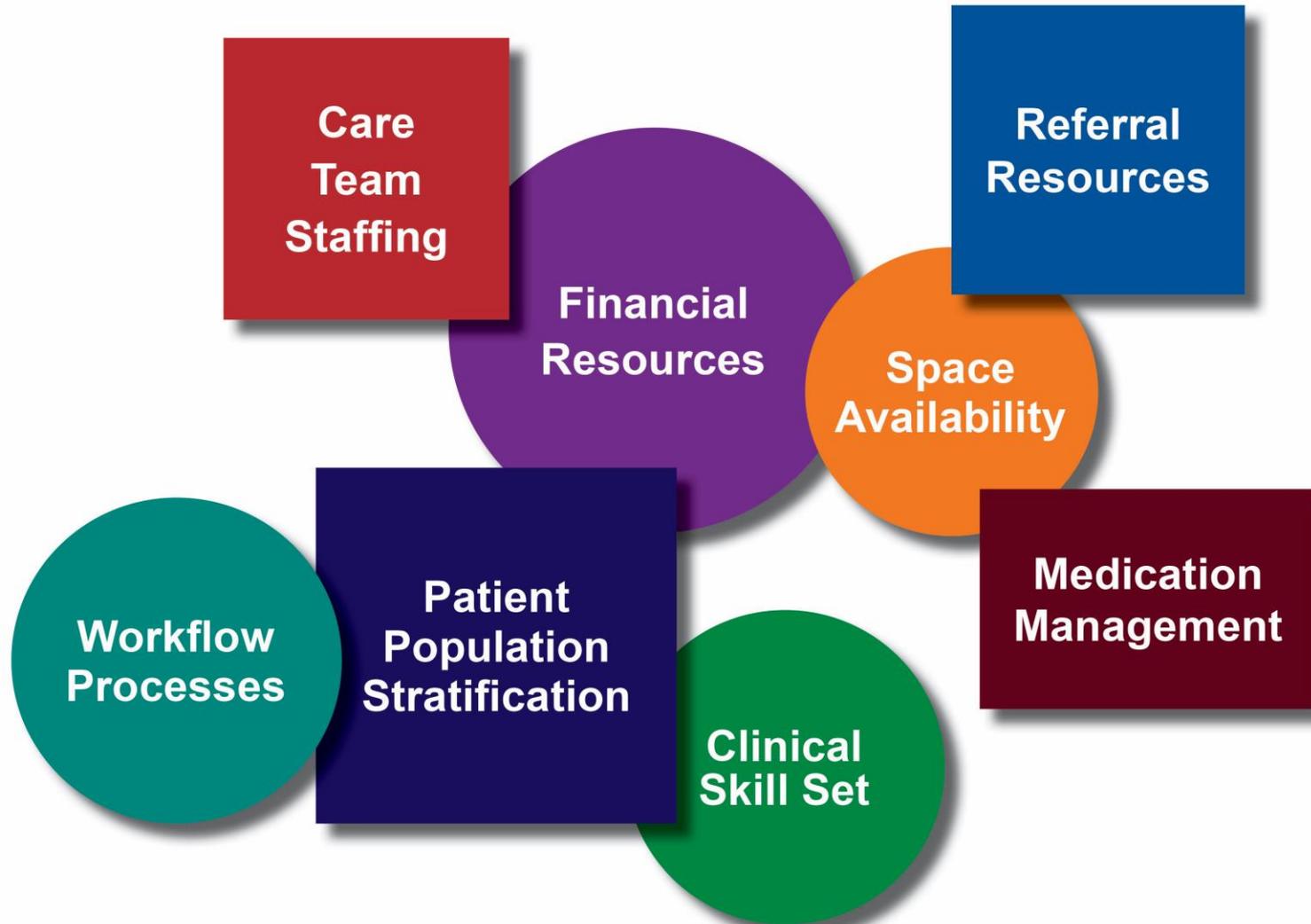
## ■ HIPAA Privacy Rule

- Assures protection of an individual's health information
- Facilitates sharing of health information needed to provide and promote the highest quality of care
- Protects the public's health and well-being
- Is flexible and comprehensive in covering the disclosures that need to be addressed

## ■ Exception

- Stricter state laws or rules for substance abuse treatment facilities (42 CFR Part 2)

# Common Integration Barriers at the Practice Level



# Understand Your Current Level of BHI



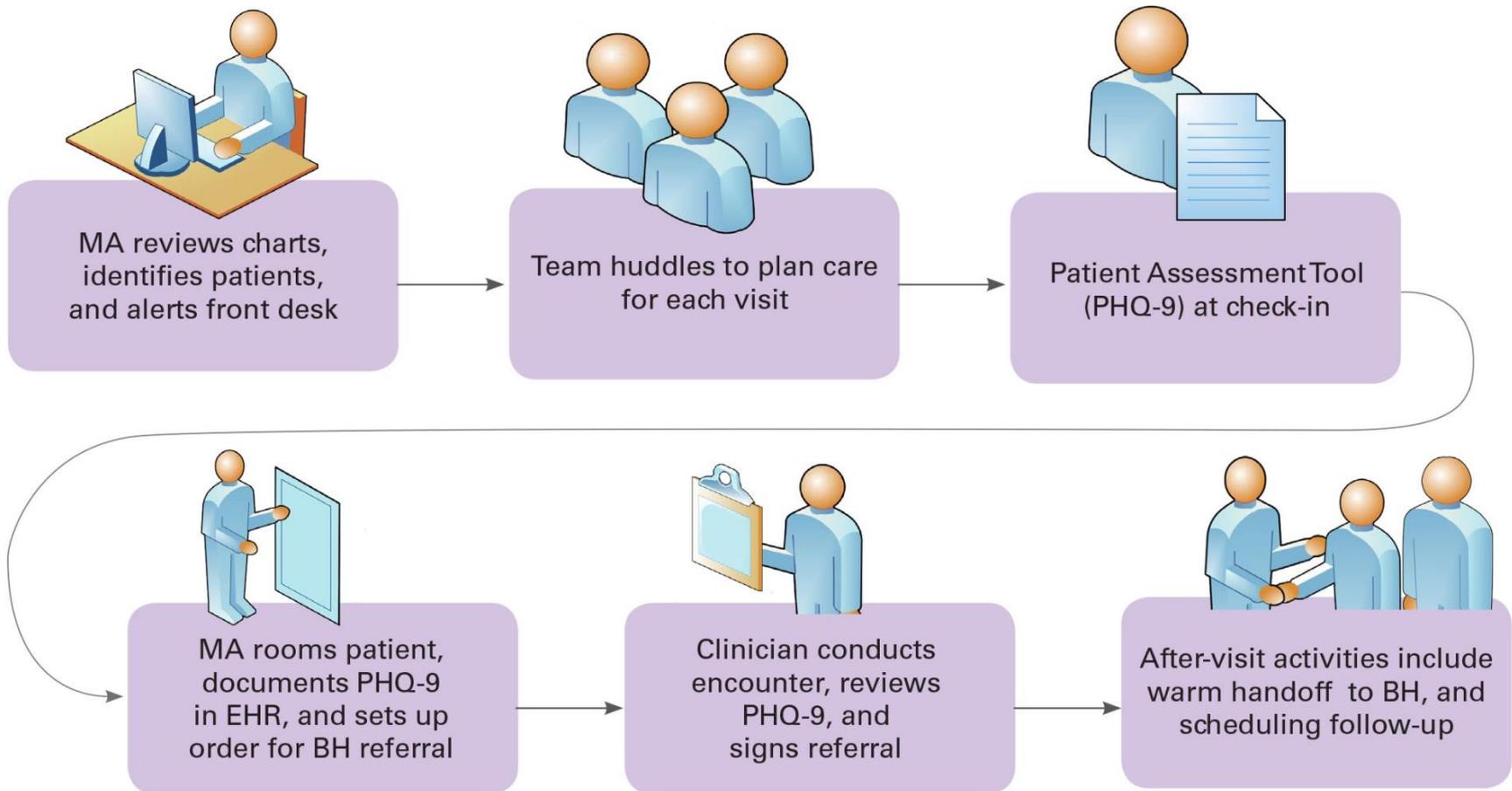
# Gap Analysis



# GROW Pathway to Integration Tool

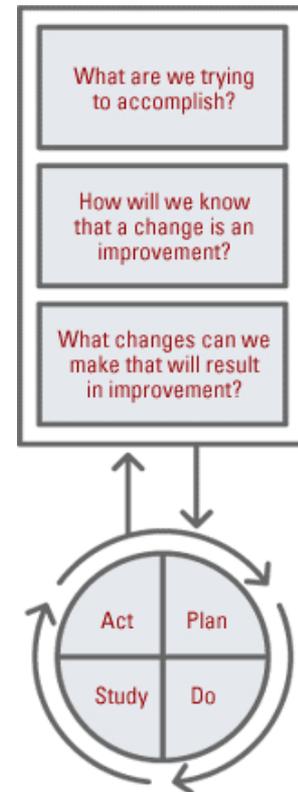


# Depression Screening Workflow

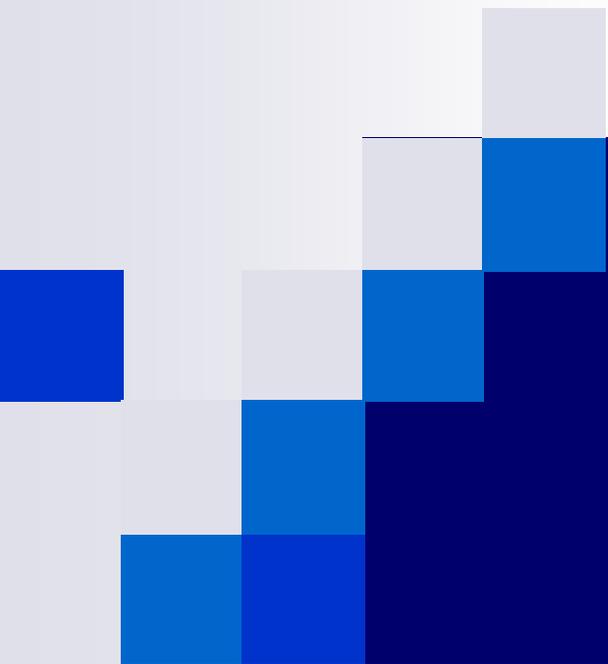


# Ongoing Quality Improvement (QI) Process

- Evaluate behavioral health measures based on data/reports
- Choose and define QI project
  - Assess workflows for potential improvements
  - Choose realistic, attainable, and measurable goals
  - Establish timeline for implementation and achievement of each goal
- Complete QI project to implement improvement
- Assess for goal achievement
- Sustain improvement



***The QI process is continuous and cyclical,  
never stagnant***



# CareMedica - Primary Care

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Feedback From an Integrated Practice

# Common Integration Barriers at the Practice Level



# Care Team Staffing

- Care team structure and schedules
- Patient involvement
- State licensing



# Clinical Skill Set

- Training new staff and existing staff
- Communicating effectively
- Documentation requirements



# Medication Management

- Medication management protocol
- Strategies for optimizing adherence
- Care team roles in supporting medication therapy



# Patient Population Stratification

- Identifying patients with behavioral health conditions
- Risk stratification
- Utilization data from insurer or other source



# Referral Resources

- Identify community resources
- Consider population needs
- Assess usefulness of community resources



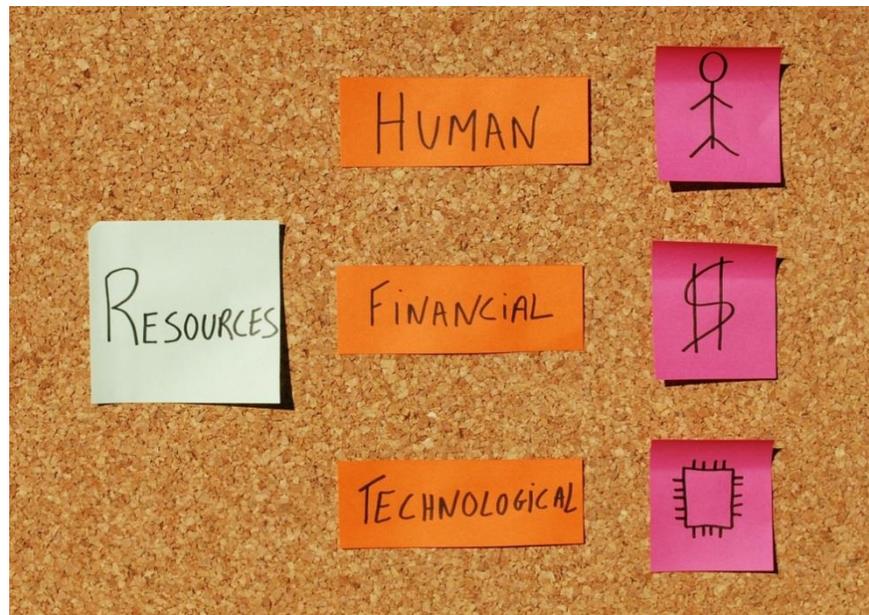
# Space Availability

- Patient encounter suitability
- Professional proximity
- Private working space



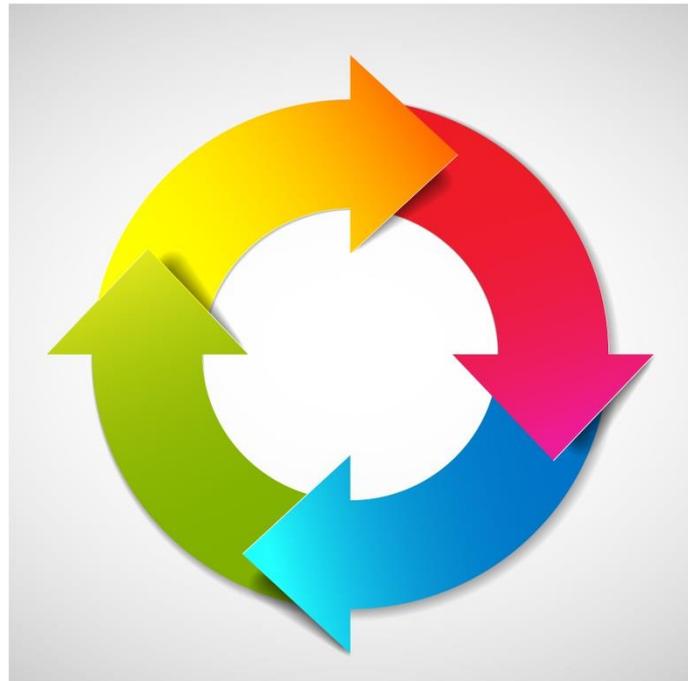
# Financial Resources

- Identify funding sources to implement and sustain BHI
- Financial benefits to BHI
- Identify billable codes in your state



# Workflow Processes

- BHI workflow processes
- Ongoing QI process
- Consider patient and family feedback



# BHI Key Success Factors

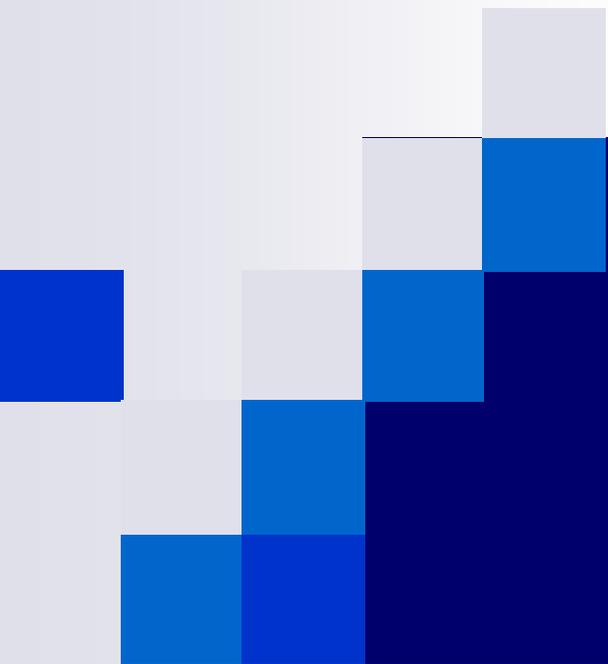
- Allocate appropriate time to plan
- Transform practice culture
- Train staff to implement and sustain integration
- Assess and manage capacity realistically
- Identify internal champions and external stakeholders
- Utilize available and free resources



# Resources



- By email: [pathwaytopcmh@chnct.org](mailto:pathwaytopcmh@chnct.org)
- By phone: 203.949.4194
- Online: [www.huskyhealthct.org/providers/pcmh.html](http://www.huskyhealthct.org/providers/pcmh.html)
  - CT Behavioral Health Partnership (CT BHP): [www.ctbhp.com](http://www.ctbhp.com)
- All PCMH webinars located on the HUSKY Health website page “[Pathway to PCMH Webinar Recordings and Presentation Materials](#)”



# Questions?