DAY IN THE LIFE OF A BEHAVIORAL HEALTH CONSULTANT IN PRIMARY CARE: PCBH WORKFLOW

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ROLE OF THE BEHAVIORAL HEALTH CONSULTANT (BHC)

- Supports the PCPs by enhancing the primary care visit
- Supports health center screening for BH conditions
- Provides prevention education on a range of topics (depression screening, sleep hygiene, self care, stress reduction, etc.)
- Teaches evidence-based skills to patients and PCPs
- Provides medication education and supports adherence
- Emphasizes home-based self management

Health Center BH Screening
- PHQ-9
- GAD7
- AUDIT

Warm Handoff
- Review of charts
- Team huddles

Prevention Visit

INITIAL BHC VISIT WORKFLOW

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Health Center BH Screening
- PHQ-9
- GAD7
- AUDIT

Warm Handoff
- Review of charts
- Team huddles

Prevention Visit

Introduction script
Share provider's/health centers perspective

→

Elicit person's perspective on their symptoms, what matters to them, their values, strengths, supports, community

→

Functional assessment – how does the person's symptoms/behaviors impact their daily life?
Assess stage of change

Elicit person's vision/goal for the future

→

Apply evidence based behavioral interventions could help them reach this goal

→

Develop a SMART action step and follow up plan

Close the loop with the PCP

→

Document visit (SOAP/APSO)

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1

Introduction (Hint: Develop a script)
- Share provider's/health center's perspective

2

Elicit person's perspective on
- Their symptoms
- What matters to them
- Their values, strengths, supports, community

3

Functional assessment
- How does the person's symptoms/behaviors impact their daily life?
- Assess stage of change

4

Elicit
- Person's vision and goal for the future
- Values
- Readiness
- Willingness

5

Apply
- Evidence based behavioral interventions could help the person improve their current functioning and move in the direction of their goal
- Shared decision-making strategies about next steps

6

Develop
- SMART action step and follow up plan
  - Specific
  - Measurable
  - Attainable
  - Realistic
  - Time Limited

⑦

⑧

Close the loop with the PCP
- SBAR
  - Situation
  - Background
  - Assessment
    Recommendation

Document visit
- SOAP/APSO
  - Subjective
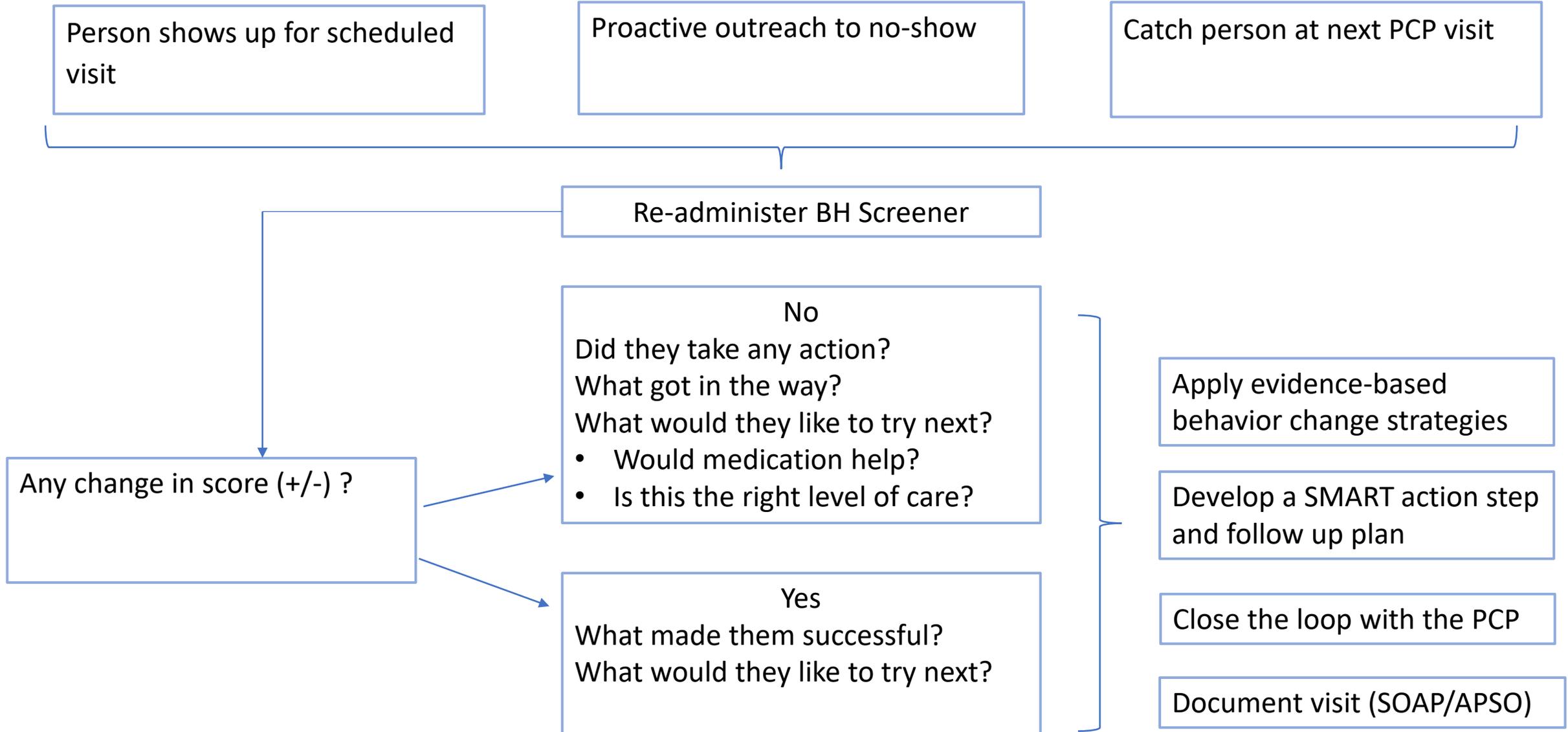 - Objective
  - Assessment
  - Plan

Person shows up for scheduled 30-minute BHC visit

BHC proactively outreaches to appointment no-show
- Brief phone check in
  - Success taking agreed upon steps
  - PHQ 9
  - Medication adherence check

Catch person at next PCP visit

FOLLOW UP VISIT WORKFLOW

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Person shows up for scheduled visit	Proactive outreach to no-show	Catch person at next PCP visit

Re-administer BH Screener

Any change in score (+/-) ?

No
Did they take any action?
What got in the way?
What would they like to try next?
- Would medication help?
- Is this the right level of care?

Yes
What made them successful?
What would they like to try next?

Apply evidence-based behavior change strategies

Develop a SMART action step and follow up plan

Close the loop with the PCP

Document visit (SOAP/APSO)

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①

Re-administer BH Screener

②

Any change in score (+/-) ?

No
Did they take any action?
What got in the way?
What would they like to try next?
- Would medication help?
- Is this the right level of care?

Yes
What made them successful?
What would they like to try next?

③

Develop
- SMART action step and follow up plan
  - Specific
  - Measurable
  - Attainable
  - Realistic
  - Time Limited

④

Apply
- Evidence-based behavior change strategies to motivate continued change

⑤

Close the loop with the PCP
- SBAR
  - Situation
  - Background
  - Assessment
  Recommendation

⑥

Document visit
- SOAP/APSO
  - Subjective
  - Objective
  - **Assessment**
  - **Plan**

- Behavioral health integration enhances the delivery of primary care
- Behavioral Health Consultants (BHC) support primary care providers (PCPs) by applying behavior change strategies to health and mental health problems
- Daily BHC workflow for initial and return visits emphasizes person centered engagement and planning