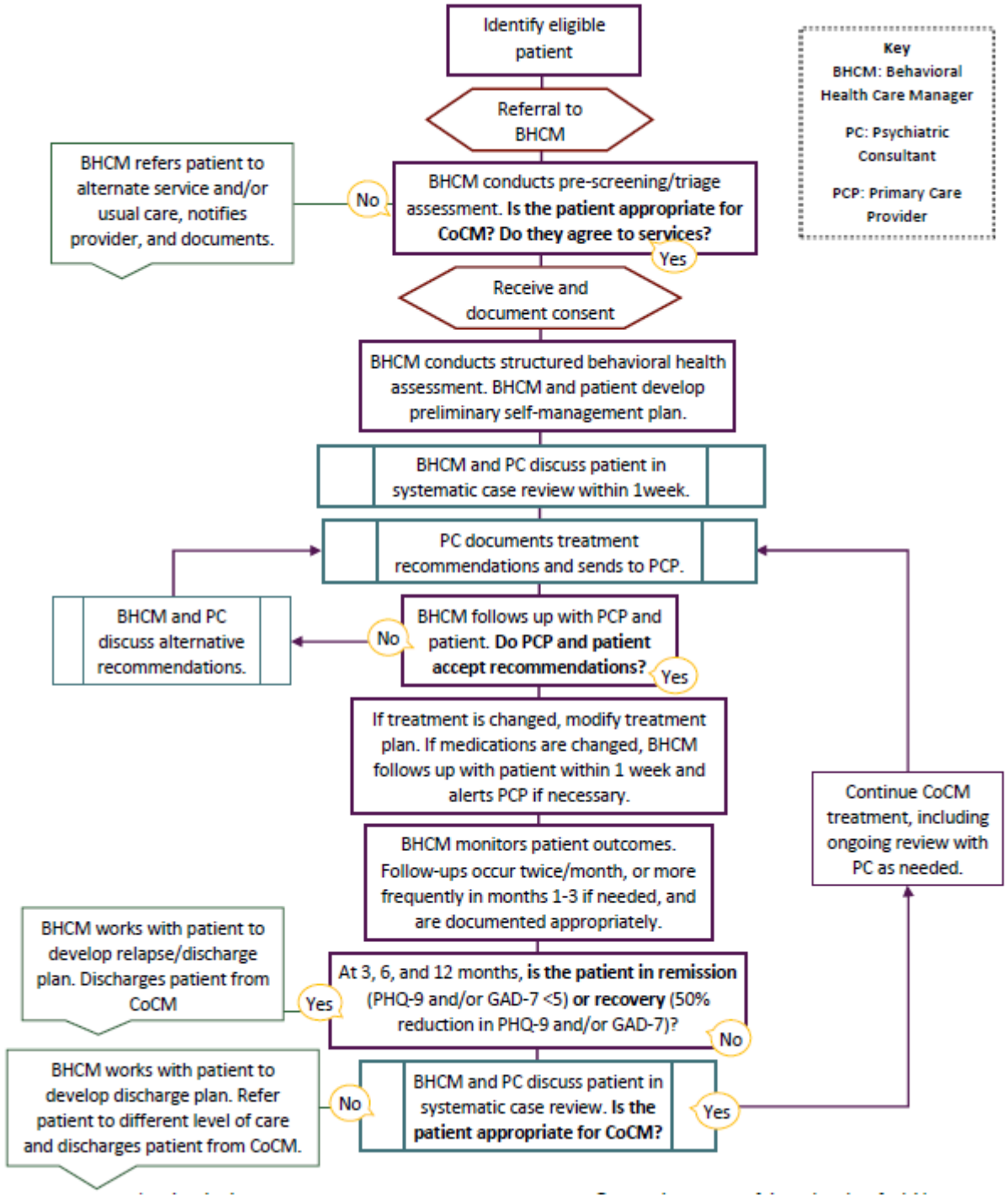
Identify eligible patient
Referral to BHCM
BHCM conducts pre-screening/triage assessment. Is the patient appropriate for CoCM? Do they agree to services?
No
BHCM refers patient to alternate service and/or usual care, notifies provider, and documents.
Yes
Receive and document consent
BHCM conducts structured behavioral health assessment. BHCM and patient develop preliminary self-management plan.
BHCM and PC discuss patient in systematic case review within 1week.
PC documents treatment recommendations and sends to PCP.
BHCM follows up with PCP and patient. Do PCP and patient accept recommendations?
No
BHCM and PC discuss alternative recommendations.
Yes
If treatment is changed, modify treatment plan. If medications are changed, BHCM follows up with patient within 1 week and alerts PCP if necessary.
BHCM monitors patient outcomes. Follow-ups occur twice/month, or more frequently in months 1-3 if needed, and are documented appropriately.
At 3, 6, and 12 months, is the patient in remission (PHQ-9 and/or GAD-7 <5) or recovery (50% reduction in PHQ-9 and/or GAD-7)?
Yes
BHCM works with patient to develop relapse/discharge plan. Discharges patient from CoCM
No
BHCM and PC discuss patient in systematic case review. Is the patient appropriate for CoCM?
No
BHCM works with patient to develop discharge plan. Refer patient to different level of care and discharges patient from CoCM.
Yes
Continue CoCM treatment, including ongoing review with PC as needed.
Key
BHCM: Behavioral Health Care Manager
PC: Psychiatric Consultant
PCP: Primary Care Provider