

Please chat in your:

1. Name
2. Organization
3. Your favorite school or office supply item



Tuesday, August 27; 11 a.m. – 12 p.m. PT

BHI Model Office Hours

CalHIVE BHI BeeHIVE Webinar



California Quality
Collaborative

Tech Tips



Welcome!

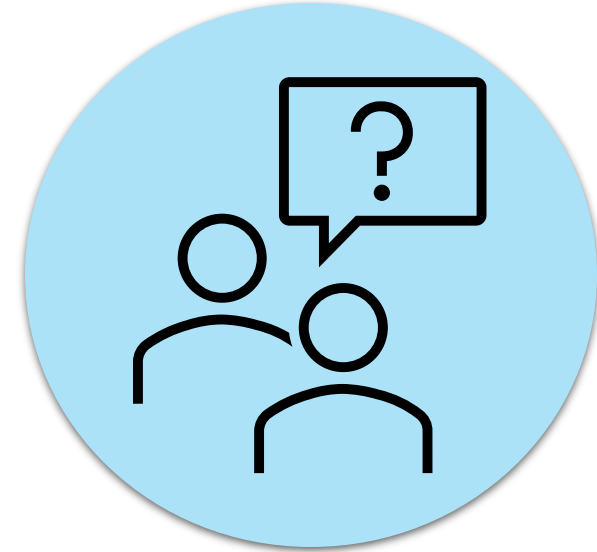
Add your organization to
your name

Turn on video if possible



Engaging Today

- Share questions in the chat or come off mute
- Participate in Zoom polls and breakout rooms

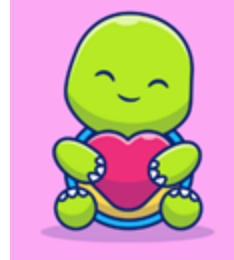


Need help?

Direct message
Kristina Mody
if you have any technical
issues

Round Robin

Who's in the virtual room?

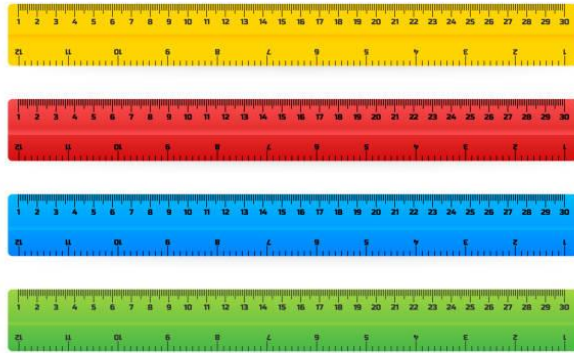


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Our Agenda

Today, we'll:



Highlight general trends, opportunities & bright spots for BHI Workflows (Section 7: Implementation Plan)



Share questions and progress around BHI Workflows (Section 7: Implementation Plan)

CalHIVE BHI Values

1. Collaboration around a common goal
2. Trust & transparency
3. Reflect, revise & adjust





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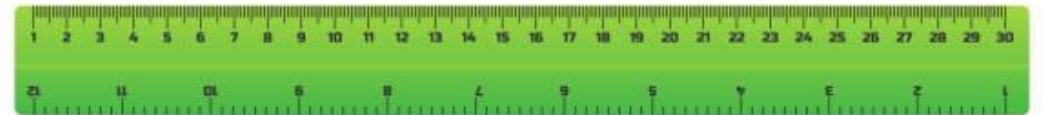
BHI Workflows

Themes, Bright Spots, Opportunities (Section 7)

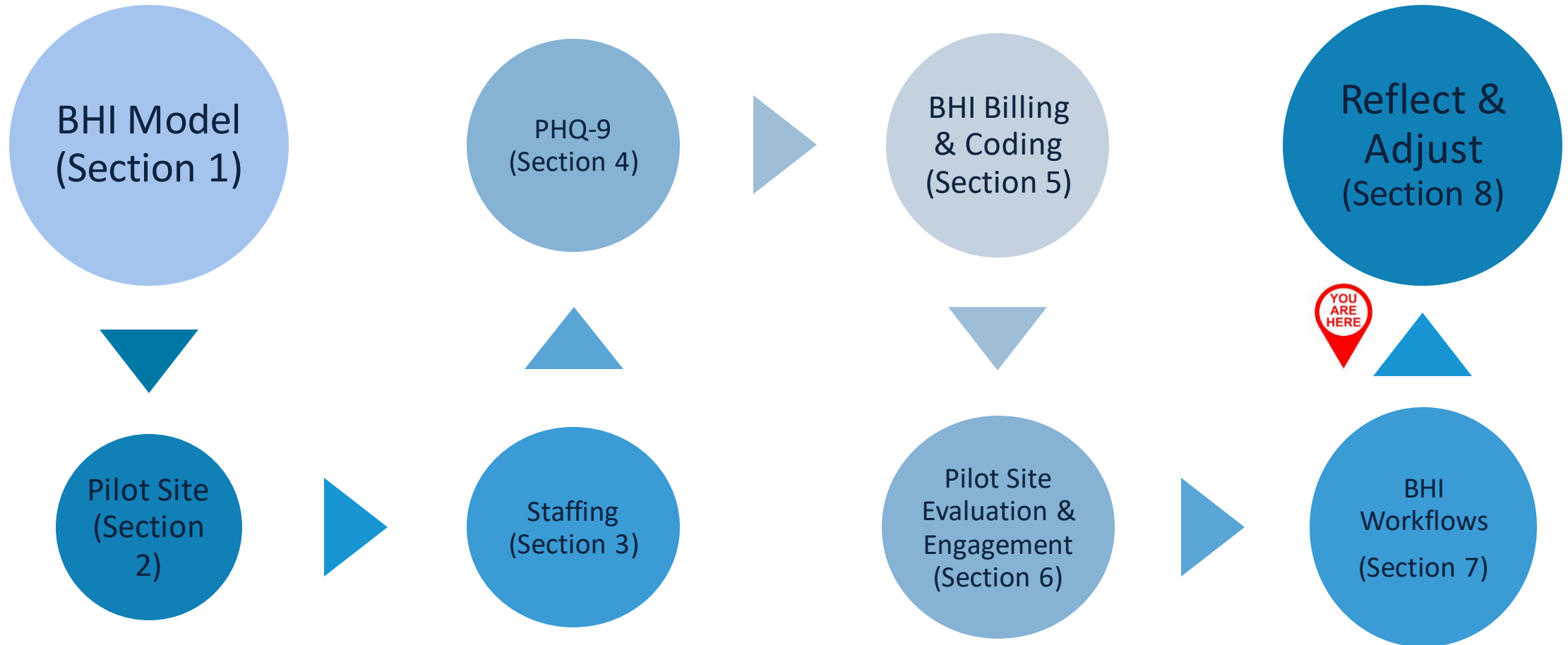
Poll: Workflow Implementation

How have your workflows been going in practice?

- Going well!
- Finding opportunities for improvement
- Have some room to go



Implementation Plan



Bright Spots

1. Leveraging pilot project
2. Team ownership / accountability
3. Understanding of BHI models
4. Workflow tools (e.g., scripts, EHR)

Workflow Example: Scripting

- **INTRODUCE:** “Along with your physical vital signs like your blood pressure and heart rate, I am also going to ask you some questions about how you’re feeling as well.”
- **NORMALIZE:** “These are questions we ask all of our patients.”
- **EXPLAIN:** “Your answers will help your doctor know what to focus on so he/she can give you the best care possible” or “Your answers will help us know if your treatment is working so that we can do everything possible to help you recover/feel better.”

Workflow Example: EHR

Title: 1a. Complete documented screening Patient Health Questionnaire (PHQ-9) Results in

Performed By

Date: 6/30/2022

Owner:

Revision #: 1

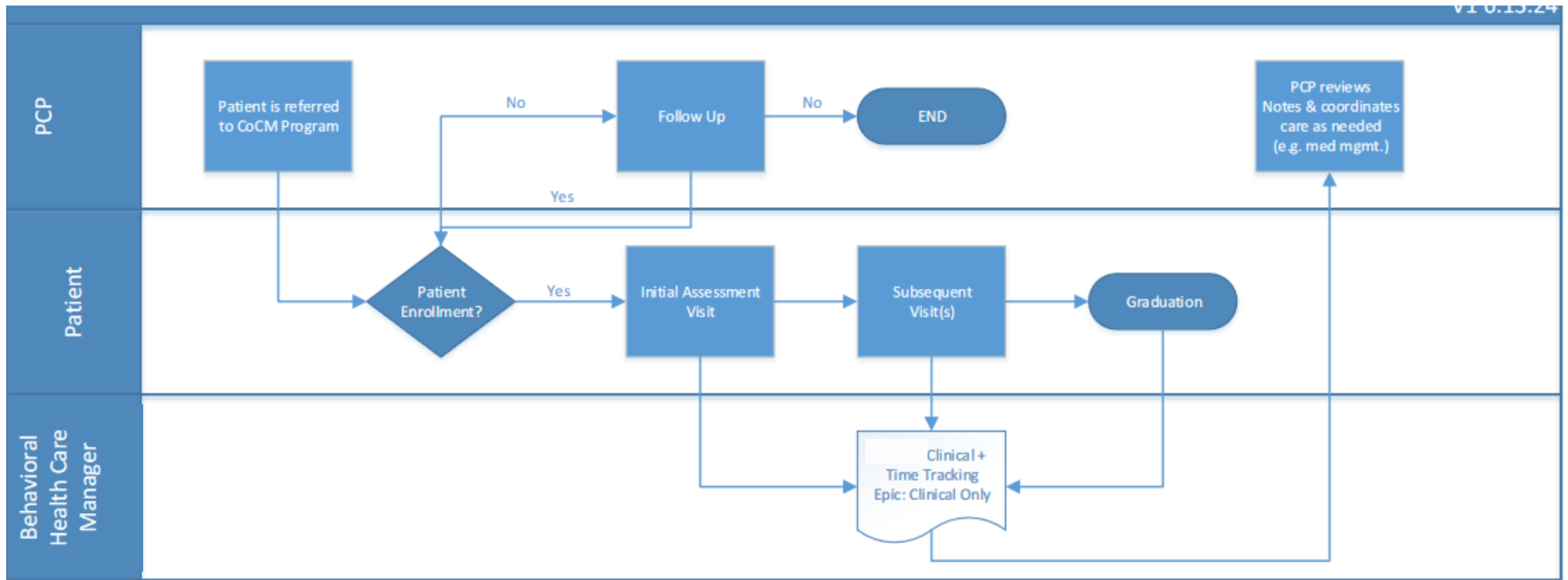
Takt Time:

2.	In click on Appts button. (Note that if the scribe inputs in an existing encounter, skip this step.)		
3.	Patient Lookup pop ups. Type Name in MRN in the Name/MRN field. Or = (shortcut to the most recent patient). Click on Accept button.		
4.	Click on the Screenings icon.		

Opportunities

1. Refine workflows
 - Simplify
 - Difference between a workflow and SOPs
2. Clarifying different programs
 - PCBH and BH; BHI and ECM; Therapy and CoCM
 - Leverage swim lane template
3. Language – avoid “therapy” in context of BHI
 - Ctrl +F > Replace
 - Highlight team role
4. Leveraging technology
 - Use of documentation templates, which codes

Workflow Example: Swim Lanes





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BHI Model: Office Hours

BHI Model Office Hours

- Select the room based on your model

Primary Care Behavioral Health

Stay in main room



Collaborative Care Model

Join breakout room



PCBH Breakout Session

- Patient consent
 - Clarification for PCBH, what's happening
- “Caseload,” “therapy”
- Scheduling: step-wise care
- Consider what else PCBH can support beyond PHQ-9
- Closing loop with providers
- Virtual collaboration

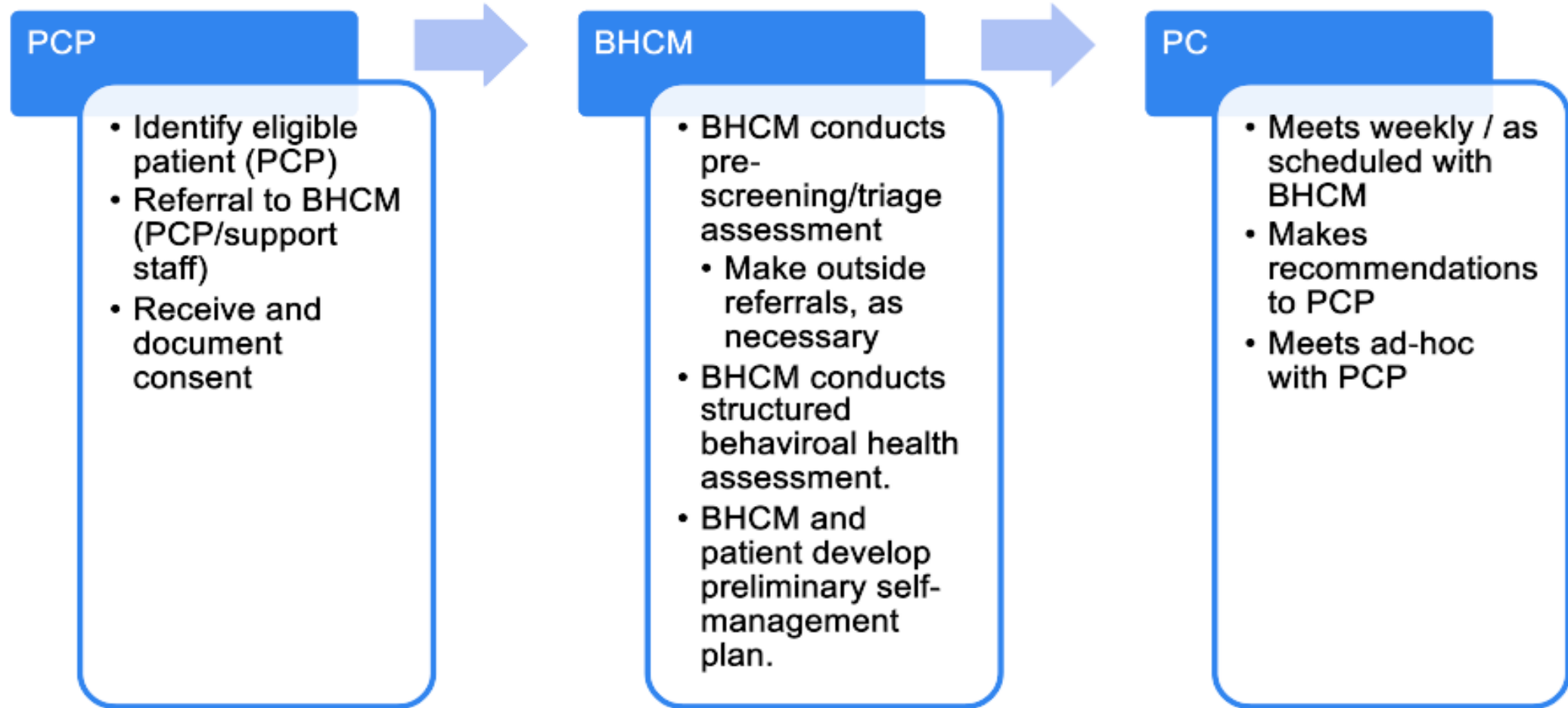
CoCM Breakout Session

- Patient engagement: when does the time start counting?
- CoCM has started, now what?
- Adjusting treatment and preparing for graduation
- When do we need to refer to a higher level of care?

CoCM Billing Codes

Service	Code	Month	Time Threshold (minutes)
CCM/ General BHI (non-FQHC/RHC)	99484	Any month	11-20
CoCM (non-FQHC/RHC)	99492	Initial month	36-70
	99493	Subsequent months	31-60
	99494	Add-on	16-30 (avg. max is 2)
CCM/ General BHI (FQHC/RHC)	G0511	Any month	20
CoCM (FQHC/RHC)	G0512	Initial month	70
		Subsequent month	60

CoCM in Action



CoCM Follow-Up Contacts

Weekly or every other week during acute treatment phase

- By telephone to evaluate symptom severity (PHQ-9, GAD-7) and treatment response

Initial focus on

- Adherence to medications
- Side effects
- Follow-up on activation and initial evidence-based treatment modality

Later focus on

- Complete resolution of symptoms and restoration of functioning
- Long-term treatment adherence

CoCM Outcome Targets & Definitions



Demonstrated improvement

50% reduction in PHQ-9 and/or
GAD-7 scores from baseline OR
10-pt reduction in PHQ-9 and/or
GAD-7 scores



“Remission”

PHQ-9/GAD-7 score < 5 for 3
months



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Closing

Next Steps

Continue to optimize workflow

- Ongoing: review resources on [CalHIVE BHI/Learn](#)
- Leverage CFHA Membership Resources (see [video tour](#))
 - Search / ask question on Gaggle
- Review Billing & Coding sheet (updated version to be released in September)

Document improvements

- Section 8 – released in September, due in December

Feedback please!

1. Today's webinar was useful for me and my work *[select one]*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

2. Of the topics we covered today, what was especially helpful? *[select multiple]*

- Highlight general trends, opportunities & bright spots for BHI Workflows (Section 7: Implementation Plan)
- Share questions and progress around BHI Workflows (Section 7: Implementation Plan)



CalHIVE BHI's Dashboard Coming Soon!

- **CalHIVE BHI's Dashboard**, Tableau-based business intelligence tool for data visualization, will provide participants with the ability to:
 - **Track** measure performance over time across all CalHIVE BHI global measures and **stratify** by practice/clinic (including you pilot site), product and provider.
 - **Select and visualize** custom and standard benchmarks to compare with your measure performance.
 - **Inform** relative and absolute change from baseline and benchmark.
- **How do I obtain access?**
 - Anna Baer will provide Tableau access to the member designated by each PO (members information were collected during IA meetings).
 - Each PO designated member will receive an email from Tableau Cloud to set up account credentials and one from Anna Baer to support your Tableau set-up process.



CFHA Conference

Reminder! [Register](#) today for the 2024 CFHA Conference in San Antonio

Join our California / CalHIVE BHI Meetup on Thursday, October 24 at 6 p.m. in San Antonio. More details to follow!



Q3 2024 Sprint: Implementation Go-Live!

JULY

Improvement Advising

- Review CalHIVE BHI individual data trends
- Collect questions around BHI billing and coding

Tues. 7/16 (11-12) CalHIVE BHI Commons

Patient/Family Engagement for BHI

- Highlight fundamentals of patient family engagement for BHI
- Prioritize opportunities for education, including surveys, resources, brochures, handouts

Fri. 7/19 – Cycle 1 Data due

- Measurement reporting periods:
- 2/1/2023 – 1/31/2024; 3/1/2023 – 2/29/2024; 4/1/2023 – 3/31/2024

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

AUGUST

Improvement Advising

- Review and update Section 6 & Section 7: BHI Workflows for improvements

Tues. 8/13 (11-12) CalHIVE BHI Commons Virtual Site Visit

- Hear from operational leader experienced in BHI
- Review lessons for improving culture and buy-in for BHI, including staff development
- Identify takeaways for BHI spread and sustainability

Tues. 8/27 (11-12)

[OPT] CalHIVE BHI BeeHIVE: Model Office Hours

- Host peer connections around integration model (PCBH/CoCM)

SEPTEMBER

Improvement Advising

- Access CalHIVE BHI self-service data analytics

Tues. 9/10 (11-12) CalHIVE BHI Commons

BHI Implementation Reality Check

- Hear peer updates on two CalHIVE BHI pilot sites, including training, education, addressing staff barriers

Thurs. 9/12 (12-1) – Data Webinar: Cycle 2

Wed. 9/18 (12-1)

[OPT] CFHA/CQC Cal-IN Meeting

- Connect and learn from integrated peers

Thank you!

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