During winter would you rather **embrace the cold** and head for the snow or **escape the cold** and head for the sun?

Add a stamp on the photo you prefer using the annotate feature in the bottom left corner of your screen.
Select the green pencil to expand annotate options.

Tuesday, December 10; 11 a.m. – 12 p.m. PT

Hello 2025, Goodbye 2024

CalHIVE BHI Commons

California Quality Collaborative
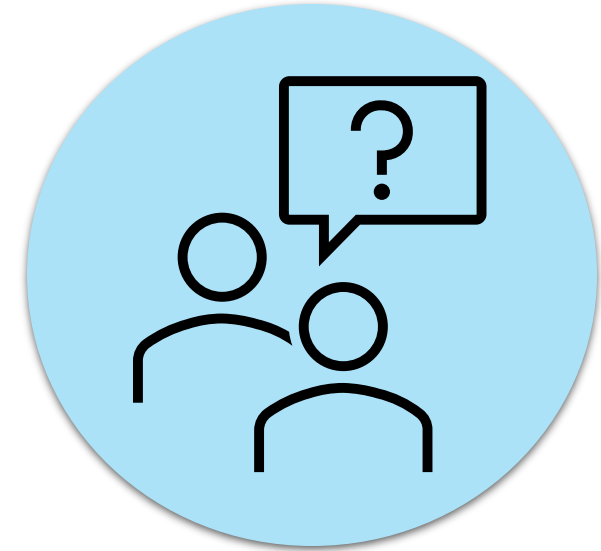
Tech Tips

Welcome!

Add your organization to your name

Turn on video if possible

Engaging Today

- Share questions in the chat or come off mute
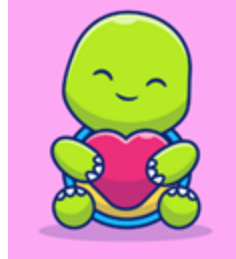 - Participate in annotation

Need help?

Direct message Anna Baer if you have any technical issues

PB GH California Quality Collaborative

Welcome!

CHINESE HOSPITAL & CLINICS

Riverside Family Physicians

San Francisco Health Network
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

perlmanclinic++

Scripps

POMONA VALLEY HOSPITAL
MEDICAL CENTER

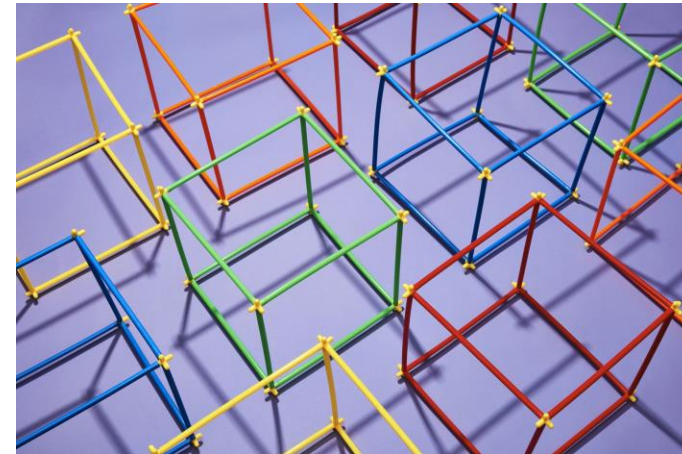SHARP

just keep SWIMMING

PBGH California Quality Collaborative
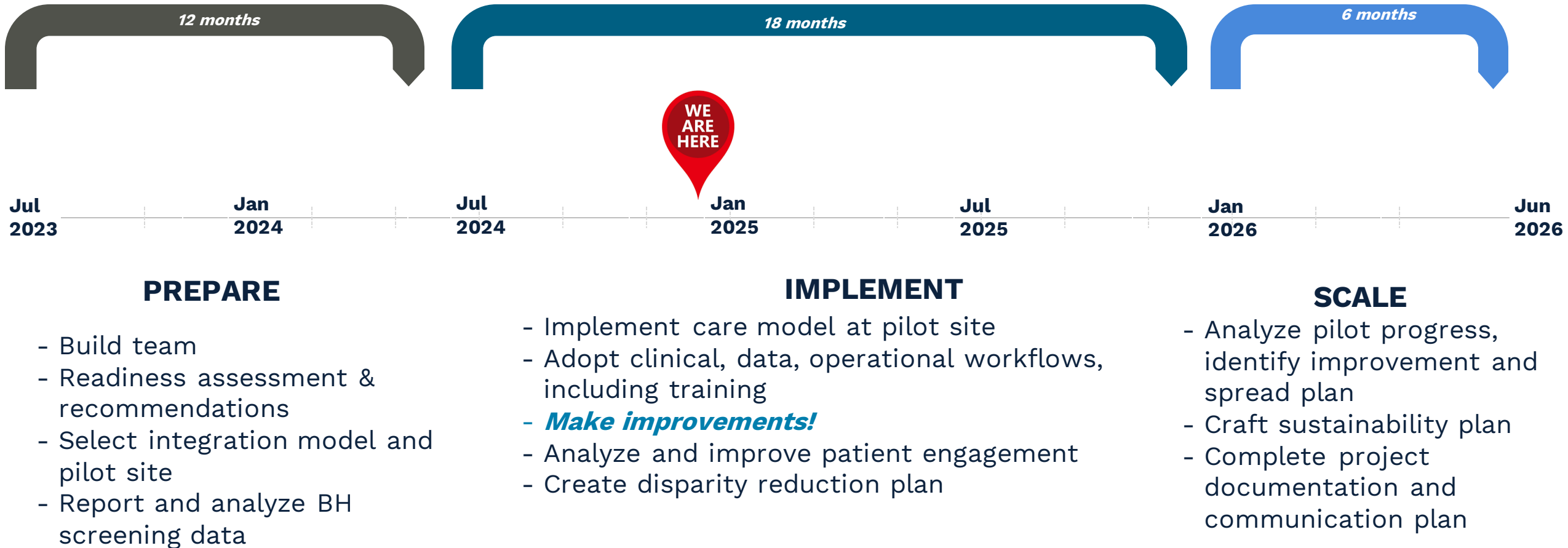
Our Agenda

Today, we'll:

Review 2024 program accomplishments and preview 2025 plans

Share with peers on BHI implementation successes, challenges and upcoming plans

CalHIVE BHI Program

12 months

18 months

6 months

WE ARE HERE

Jul 2023 — Jan 2024 — Jul 2024 — Jan 2025 — Jul 2025 — Jan 2026 — Jun 2026

PREPARE

- Build team
- Readiness assessment & recommendations
- Select integration model and pilot site
- Report and analyze BH screening data

IMPLEMENT

- Implement care model at pilot site
- Adopt clinical, data, operational workflows, including training
- *Make improvements!*
- Analyze and improve patient engagement
- Create disparity reduction plan

SCALE

- Analyze pilot progress, identify improvement and spread plan
- Craft sustainability plan
- Complete project documentation and communication plan

Anchoring Today

We are halfway through CalHIVE BHI.

How do you feel about where your organization has been over the last year and half?

Instructions:

- Please place a stamp near the emoji that best describes how you feel

- To annotate navigate to the bottom left corner of your screen and select the green pencil

- Use the annotate feature at the bottom left corner of your screen
- Select the green pencil to expand annotate options
- Place a stamp near the emoji that best describes your mood
- After you place your stamp, share in the chat why you placed your stamp in that location

Team Implementation Reflections

Implementation Plan Reflection: CQC Team

Biggest Accomplishment

Supporting all teams through implementation to BHI launch!

Where Next? 2025 Focus Area

- Sustainability & Spread

- Engagement

- Equity

Team MVP:

All the teams!

Biggest Challenge

Creating content and technical assistance that is applicable to all organizations when different organizations have varying needs and are at different stages in implementation.

Implementation Plan Reflection: Pomona Valley Hospital Medical Center

Biggest Accomplishment

Where Next? 2025 Focus Area

Biggest Challenge

Implementation Plan Reflection: Pomona Valley Hospital Medical Center

Biggest Accomplishment

We got on top of all of the paperwork and were able to submit our first charges

Where Next? 2025 Focus Area

We will need to work on getting more people up this hill together to carry the weight versus it falling on the shoulders of just a few people. Creating pod champions, creating scripts, and reinforcing the workflow so everyone remains on target and helping with the load.

We can look back on the steps we took to climb out of the integrated care jungle. We build infrastructure. We brought in MFT interns. We created a workflow. We have begun to bill. We look forward to the next steps to continue on our journey

Biggest Challenge

Like anything new, it is not a habit yet, and so it requires constant focus and safeguards in place to keep from drifting from the PCBH model

It is impossible to pick one person from our team as an MVP. Everyone has contributed and has done their part. All on the Pomona Crabs Leadership Team are carrying weight.

PBGH California Quality Collaborative

Implementation Plan Reflection: CHINESE HOSPITAL

Biggest Accomplishment

Since the program launched in July, we have engaged and served 23 unique patients.

Currently, there are 20 active patients enrolled in our CoCM program, up from 10 in September— doubling our enrollment in less than two months.

Biggest Challenge

Following up with claims denials.

We've experienced denials with different IPAs due to various reasons such as

- Not part of their financial responsibility
- Exceeding the maximum allowable unit
- Questioning the need of the service when patient was already seeing a psychotherapist

Where Next? 2025 Focus Area

CoCM program expansion

- Continue to increase patient enrollment and consent to opt into CoCM program

- Reduce no show rate for check-in appointments

- Education to CoCM services to patients

- Recruit in house psychiatrist to provider more comprehensive behavioral health servies
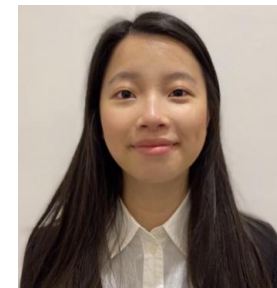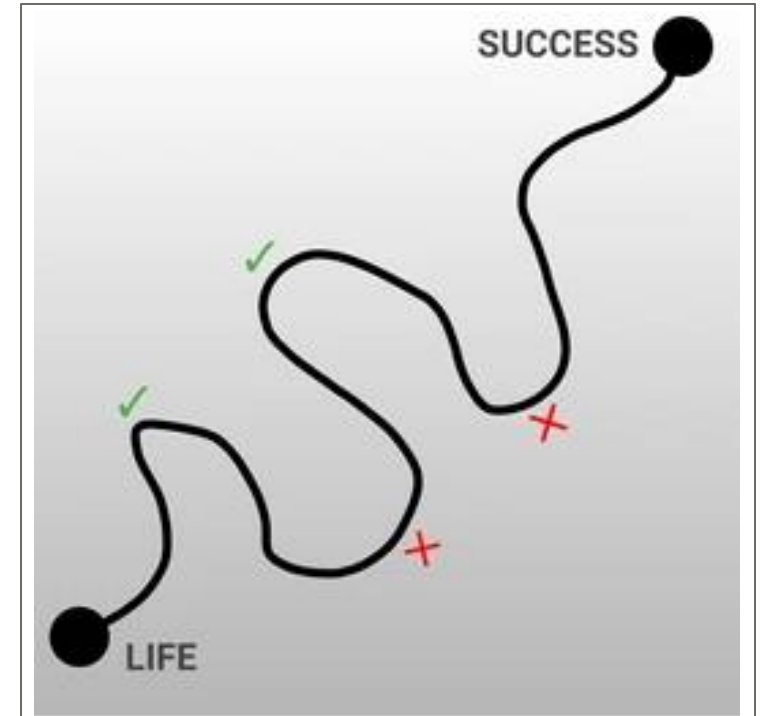
Ruby, our Behavioral Health Manager, has shown exceptional dedication in engaging both providers and patients in our CoCM program, ensuring we stay on track with our implementation plan.

Implementation Plan Reflection: COMMUNITY MEMORIAL HEALTHCARE

Biggest Accomplishment

CMH has officially launched the PCBH program with a Clinical champion and a an MSW Intern.

Biggest Challenge

Providers not adhering to workflows that are already in place for the PHQ9 scores over 10.

Where Next? 2025 Focus Area

Focus area is to launch the PCBH program in person at a clinic. We are focused on launching a new EHR which will support referrals and warm handoffs. Another focus area will be creating an opportunity for surveys and analyzing changes for patients.

In order to launch this program, we have had multiple clinical staff support our intern and our clinic to launch the PCBH program. They have been available to supervise, create foundation at the clinic, work with mental health emergencies, and provide shadowing in the clinic with the intern and clinical champion.

PBGH California Quality Collaborative

Implementation Plan Reflection: Scripps Health

Biggest Accomplishment

- Contract execution between Scripps Clinic Medical Group and LifeStance (resource vendor)

- Identified Go-Live Date (12/9/24)

- Workflow Design & Epic Build

- Kick-off meeting at the pilot location on 11/14 with providers and staff:
    - Review Program
    - LifeStance Introduction
    - Workflow Review

Biggest Challenge

Contracting challenged related to partnering with an outside organization to provide the behavioral health support needed

Where Next? 2025 Focus Area

- Pilot Go-Live 12/9/24

- Hiring a BHI provider that sees pediatric (12yo+) patients

- Metric tracking & reporting

- Ironing out the billing/coding components of this new process

Implementation Plan Reflection: Riverside Family Physicians

Biggest Accomplishment

- Increasing our depression screening by 20% to 50%.

- Sending out depression screening electronically to patients upon scheduling appointment with PCP.

Where Next? 2025 Focus Area

- Increasing our electronic form completion rate by patients.

- Hiring licensed clinicians.

- Presenting data on a monthly basis to teams.

Biggest Challenge

- Transitioning to new EMR and capturing appropriate data.

- Ensuring that workflows are being followed by all staff.

Rosie, LCSW and Natalie, LCSW are our MVPs. They provide continuous training and education to our staff to ensure make sure they feel comfortable with BHI.
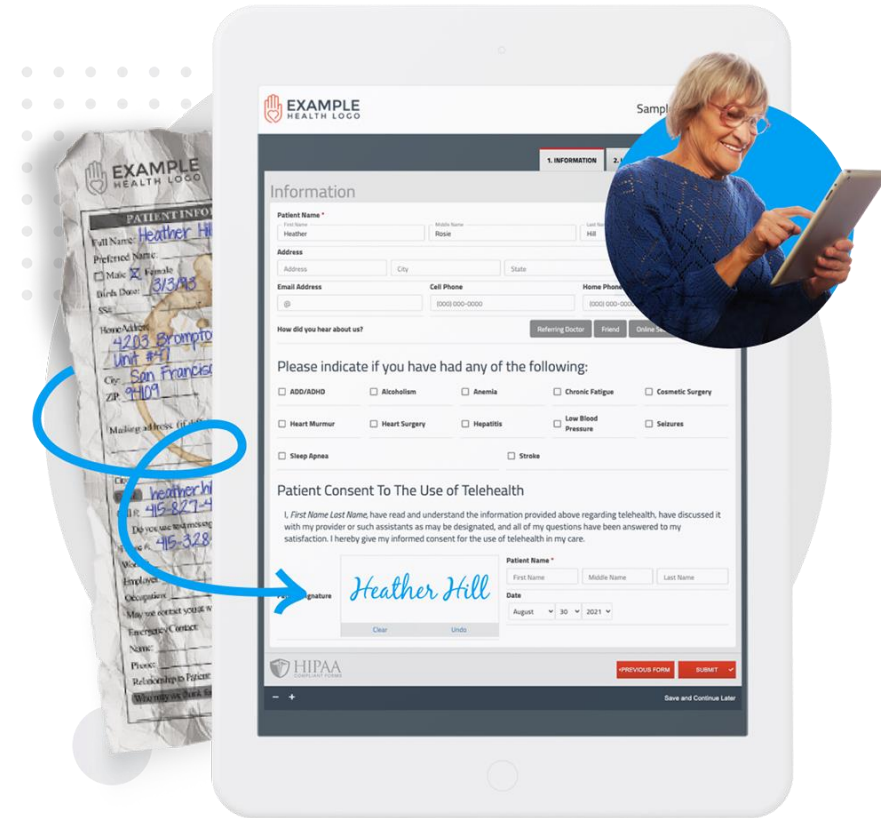
Implementation Plan Reflection: San Francisco Health Network

Biggest Accomplishments

Screening
- Increased PHQ-9 screening now involving EWs
- BHCs also regularly completing GAD-7

BHI Workflows
- New workflows developed with both internal (e.g., MEA, EW, etc.) and external (e.g., NAL, CCC, etc.) to increase access to PCBH

Pilot Site Engagement & Training
- Pts have benefitted from increased access to BH; staff have more buy-in due to increased pt satisfaction
- Feedback re: BHI implementation being elicited and incorporated at all levels, including clinic and central network

Biggest Challenges

Pilot Site Evaluation & Measurement
- EPIC builds were needed for WHO tracking; CTM surveys and pt satisfaction surveys were slow to launch

Pilot Site Planning
- We needed local clinic champions from each discipline to implement change management efforts

BHI Coding & Sustainability
- Codes are slow to add to Carelon
- BHCs across network are still working on being consistent with CPT codes

Where Next? 2025 Focus Area

Pilot Site Planning
- We've added more line staff as champions (BHC, PCP, working on BA) to our workgroup
- We'll be IDing local clinic champions for each discipline as we scale
- We have more tools (e.g., Gantt chart, EPIC dashboards/reports)

2 new community clinic locations (TBD but we're courting them!)
- New campus clinic location (TBD)

BHI Workflows
- Continued updates to include CoCM, running alongside PCBH to target depression outcomes
- Care/management of chronic health conditions
- Plan to include audit processes for every workflow we implement

Tonya Thompson, Front Office Supervisor for MHHC & CHPY

One of our biggest champions, an avid patient advocate, entrenched in the BHI work every single day (not to mention >40 years w/ SFDPH)!

Implementation Plan Reflection: Sharp Rees - Stealy

Biggest Accomplishment

We've been able to implement a new depression screening process which includes sending a screening via the patient portal in advance of upcoming appointments. We've increased the screening rate at the pilot site from 15% at baseline to 27%! Due to the recent move to Epic, we dipped as low as 6%.

Along with the improvement in the score, this prompted us to create a sustainable workflow and a guideline which will lead the way to continued improvement.

Biggest Challenge

Even though we've made progress, billing was and continues to be our biggest challenge. We've been tracking our visits, billing codes and credentialled our MSW team while meeting with our internal partners to continue moving forward.

Where Next? 2025 Focus Area

We will continue to focus on billing and screening improvement. We'll meet with Sharp Health Plan and Magellen and hope to meet with other groups that have begun billing successfully.

KEEP MOVING FORWARD
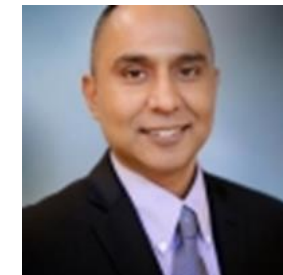
Aasif Parekh and Raquel Nelson have taken on BH screening for their Green Belt project allowing us to leverage their training to create efficient and sustainable processes
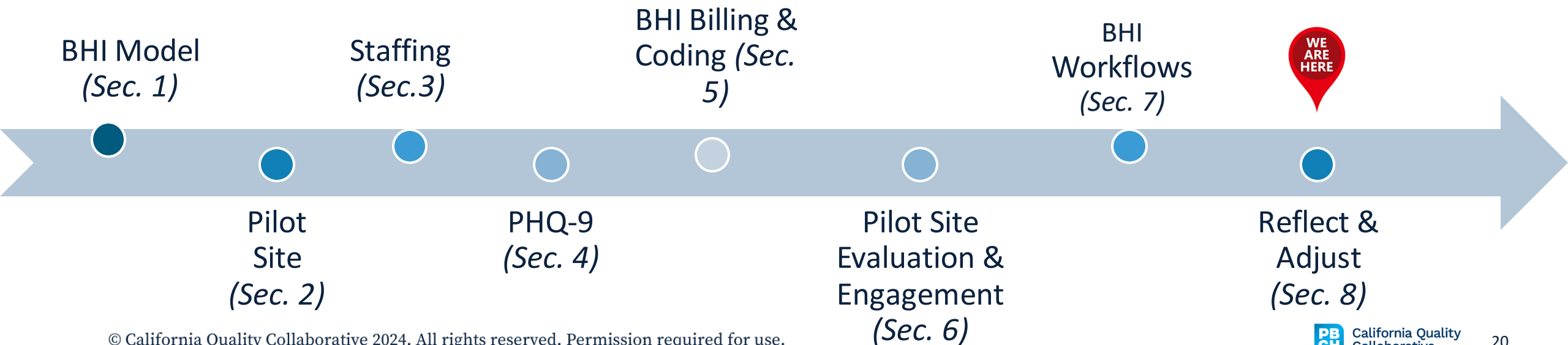
2024 Accomplishments and 2025 Plans

2024: Implementation Plan
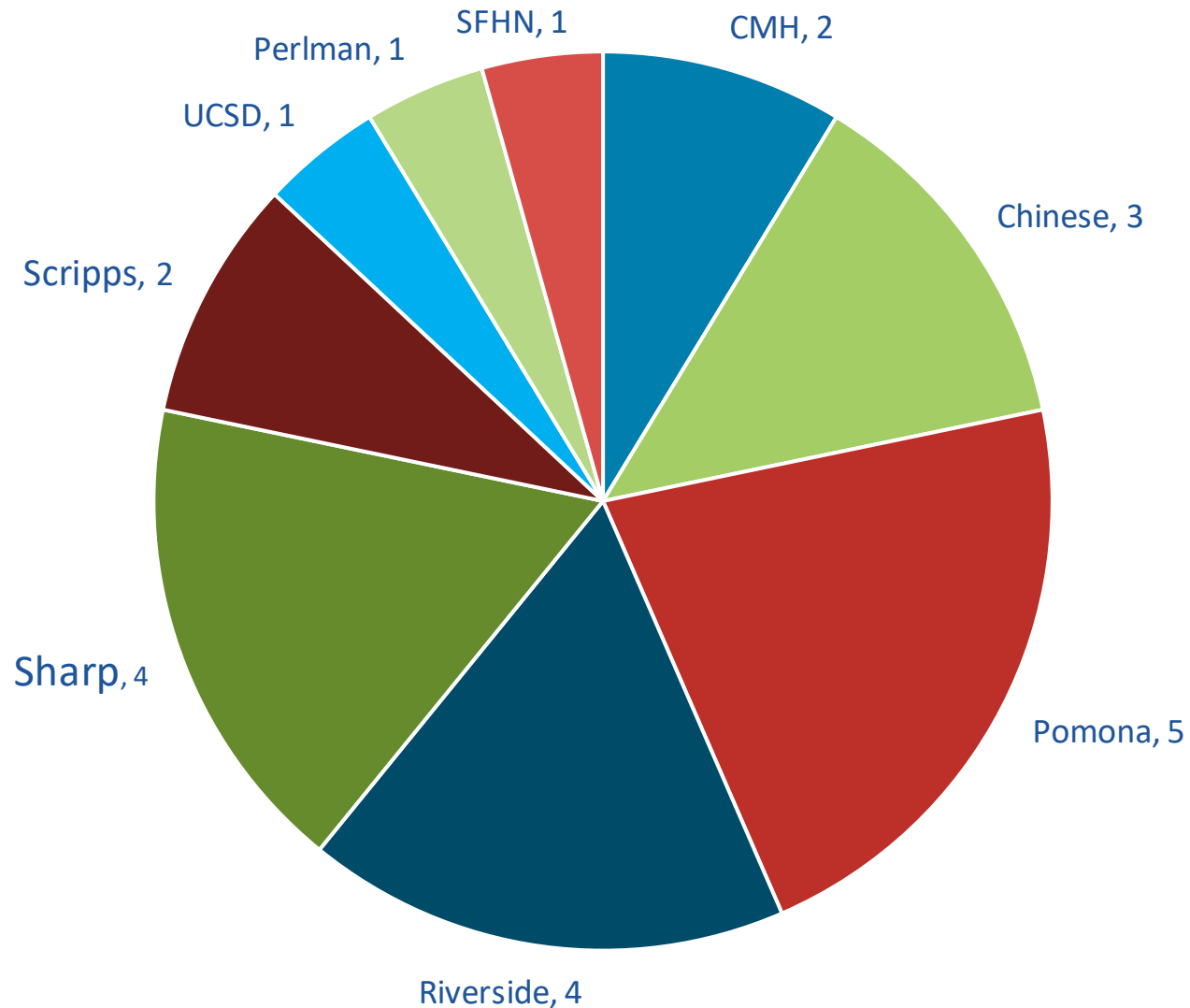
2024 Accomplishments

- BHI Billing and Coding *(Section 5)*
- Pilot Site Evaluation and Engagement *(Section 6)*
- BHI Workflows *(Section 7)*
- Reflect and Adjust *(Section 8)*

Collaborative Care Model (CoCM)	Primary Care Behavioral Model (PCBH)
- Chinese Hospital Scripps Health	- Community Memorial - Perlman - Pomona - Riverside - San Francisco - Sharp-Rees Stealy

BHI Model (Sec. 1)

Staffing (Sec.3)

BHI Billing & Coding (Sec. 5)

BHI Workflows (Sec. 7)

WE ARE HERE

Pilot Site (Sec. 2)

PHQ-9 (Sec. 4)

Pilot Site Evaluation & Engagement (Sec. 6)

Reflect & Adjust (Sec. 8)

PBGH California Quality Collaborative

2024 CalHIVE BHI Program Survey
Thank you for your feedback!

Using 2024 survey results to…

- Update learning event offerings both virtual and in person

- Enhance communication offerings (newsletters and email)

- Improve bi-weekly improvement advising sessions

- Streamline virtual data events

Improvement Advising
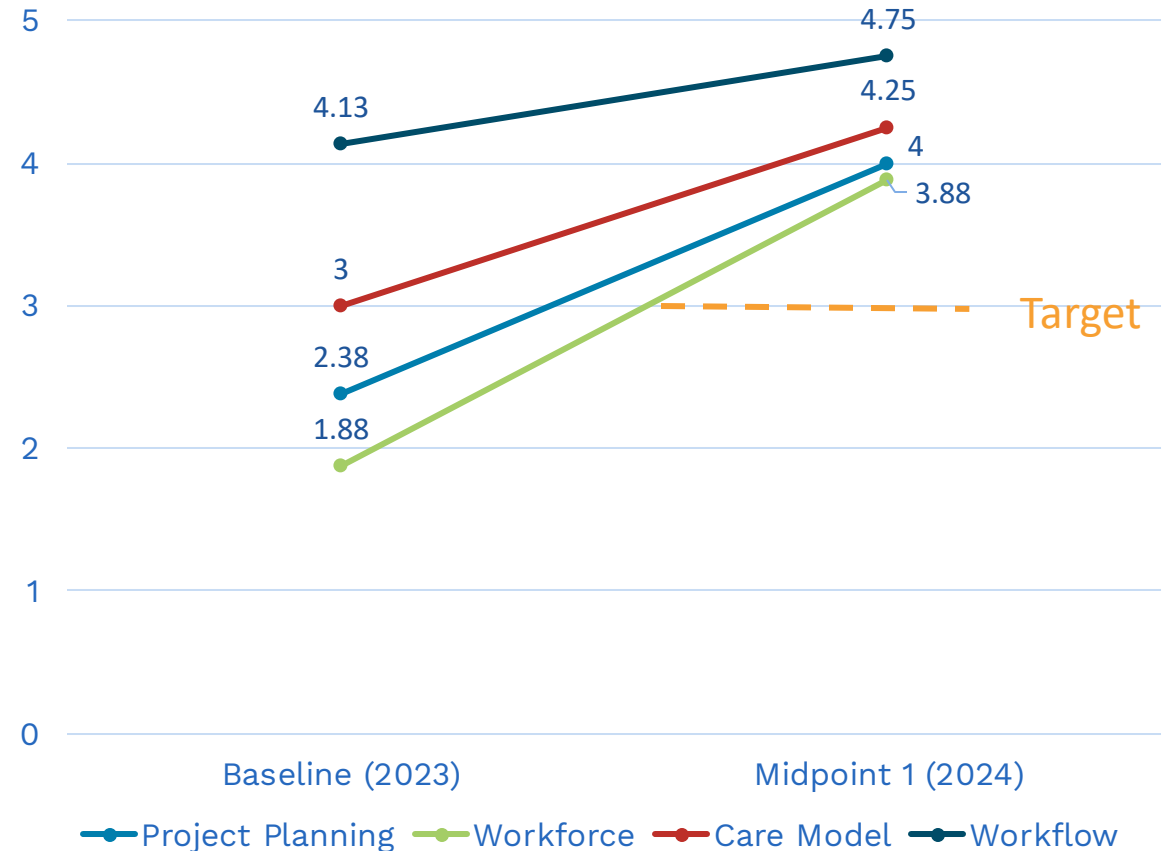# 2024 Accomplishments & 2025 Plans

2024 Accomplishments:

- All organizations completed an in-person site visit with their IA

- Set BHI Aim Statement for your organization

- Completed the second IMAT and 8 out of 8 organizations graduated

2025 Plans:

- Complete IMAT (3 of 4)

- Create a Disparity Reduction Plan

- Develop sustainability plan and strategies for potential scalability

Data
2024 Accomplishments & 2025 Plans

2024 Accomplishments

- Submitted three cycles of global measurement data and shared unblinded measure performance across the collaborative.

- Refined pilot site measure specifications.

- From June 2023 to March 2024:
  - Organizations demonstrated a 19.5% relative improvement as a cohort in depression screening and follow up.
  - 34K additional patients were screened for depression (most improved measure).

2025 Plans

- First pilot site measure submission (starting Cycle 3)

- Continuation of global measurement data submission.

- Data insights and trends discussions during IA meetings and Office Hours.

PB GH California Quality Collaborative

Virtual Learning & Resources
2024 Accomplishments & 2025 Plan

In 2024 we…

- Hosted monthly Commons webinars

- Offered optional peer sharing learning events (BeeHIVEs)

- Launched Cal – IN Peer Group Quarterly Meetings

- Updated monthly CalHIVE BHI Connect and program website

In 2025 we will…

- Host Monthly Commons webinars (except May and July)

- Continue Cal – IN Peer Group quarterly meetings

- Discontinue optional learning events (BeeHIVEs)

- Continue monthly CalHIVE BHI Connect and program website

PB GH California Quality Collaborative

In-Person Events
2025 Plans

In-Person Events in 2025:

- January - April : **Onsite visits** by IAs

- May: **In-person convening** in Southern California for all organizations to share and gain tools to take back

- Fall TBD: *Optional* **regional events** in Los Angeles, San Diego and the Bay Area to share in a regional peer setting (based on participant interest)

2025: In-Person Site Visits Implementation Plan

2025 In-Person Site Visits

- Behavioral Health Integration (BHI) On-Site Evaluation Tool

- IMAT Preparation:
  - Tool aligns with 2025 IMAT, tied to program payment

- Follow-Up Report:
  - Provides strengths, areas of improvement, and action steps

- **Visit Details:**
  - 2-hour clinic walkthrough for observations and team discussions
    - Additional time co-designed with team
  - Engage with staff to complete the evaluation tool collaboratively

- **Plan Ahead:**
  - Identify key team members to participate in discussions
  - Review workflows, documentation, and program data in advance

PBGH California Quality Collaborative

Wrapping up and Looking Forward

Devote 2 minutes to write a note of appreciation for someone on your team that has helped move BHI forward at your organization.

CalHIVE BHI Collaborative Values

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

PB GH California Quality Collaborative

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]*

- Review 2024 program accomplishments and review 2025 plans

- Share with peers on BHI implementation successes, challenges and upcoming plans

California Quality Collaborative

Q4 2024 Sprint: Reflect and Adjust

OCTOBER

Improvement Advising
- Collaborate on Section 8 (BHI Workflows, Evaluation & Measurement, BHI Billing & Coding and Sustainability)

Thurs. 10/3 (12-1) – Data Office Hours: Cycle 2

**Tues. 10/8 (11-12)
CalHIVE BHI Commons
BHI Revenue Cycle Successful Practices**
- Share practices and lessons learned around BHI revenue cycle, including codes, training approaches and monitoring processes
- Troubleshoot current practices

Fri. 10/11 – Cycle 2 Data due
Measurement reporting periods:
- 5/1/2023 – 4/30/2024; 6/1/2023 – 5/31/2024; 7/1/2023 – 6/30/2024

**Tues. 10/22 (11-11:45)
[OPT] CalHIVE BHI BeeHIVE:
Data Trends & Improvements**
- Review CalHIVE BHI Tableau dashboard
- Identity drivers for improvement

NOVEMBER

Improvement Advising
- Collaborate on Section 8 (Screening, Pilot Site Engagement and Training)

Tues. 11/12 (11-12) CalHIVE BHI Commons Monitoring and Process Improvement
- Highlight tools and processes to monitor BHI implementation fidelity (post go-live and ongoing), and how to incorporate improvements

**Wed. 11/13 (11-12)
[OPT] CQC Public Webinar: Behavioral Health Integration Lessons Learned**
- **Register Here**

DECEMBER

Improvement Advising
- Complete Section 8 (Reflect and Adjust)

**Wed. 12/4 (12-1)
[OPT] CFHA/CQC Cal-IN Meeting**
- Connect and learn from integrated peers

**Tues. 12/10 (11-12)
CalHIVE BHI Commons
Hello 2025, Goodbye 2024**
- Celebrate wins and accomplishments of 2024
- Preview 2025 program milestones and events

Thurs. 12/12 (12-1) – Data Webinar: Cycle 3

**By Mon. 12/16
BHI Implementation Plan: Section 8 (Reflect and Adjust)**
- Due to IA

| Improvement Advising |
| Webinars |
| In Person Events |
| Data / Reporting |
| Assignments |

PBGH California Quality Collaborative

Q1 2025 Sprint

JANUARY

Improvement Advising
- Plan In-Person Improvement Advising Site Visit (Jan to April 2025)

Tues. 1/7 (12-12:45)
CalHIVE BHI Data Office Hours – Cycle 3
- Ask questions about data submission process

Wed. 1/8 (12-1)
CalHIVE BHI Commons – CQC Public Webinar – BHI Sustainability and Spread
- Highlight approaches to successfully spreading behavioral health integration across practice sites
- Address common barriers and identity solutions to sustaining quality, access and financial targets

By Fri. 1/10 Cycle 3 Data Due

FEBRUARY

Improvement Advising
- Introduce Disparity Reduction Plan template
- Conduct In-Person Improvement Advising Site Visit (Jan to April 2025)

Tues. 2/11 (11-12)
CalHIVE BHI Commons – Disparity Reduction Plan
- Review components for creating impactful disparity reduction plan
- Highlight equity-embedded quality improvement practices to support health equity in BHI and across organization

MARCH

Improvement Advising
- Conduct In-Person Improvement Advising Site Visit (Jan to April 2025)

Thurs. 3/6 (12-1) – Data Webinar – Cycle 4
- Review process and requirements for upcoming data cycle submission

Thurs. 3/13 (11-12)
CalHIVE BHI Commons – Paraprofessionals Supporting BHI
- Reflect on learnings from organizations training paraprofessionals for BHI work
- Identify opportunity to incorporate paraprofessional in BHI work

Wed. 3/26 (12-1)
[OPT] Cal – IN Peer Group Meeting
- Connect and learn from integrated peers

Legend:
- Improvement Advising
- Webinars
- In Person Events
- Data / Reporting
- Assignments

PBGH California Quality Collaborative

Q2 2025 Sprint

APRIL

Improvement Advising
- Conduct In-Person Improvement Advising Site Visit (Jan to April 2025)
- Conduct IMAT 3 of 4

Tues. 4/11 (11-12)
CalHIVE BHI Commons – Model & Program Fidelity
- Highlight reflections and improvement opportunities from CalHIVE BHI 2025 site visits
- Catalogue training and development successful practices supporting sustainability

Thurs. 4/4 (12-12:45) – Data Office Hours Cycle 4
- Open Q&A for upcoming data cycle submission

Fri. 4/11– Cycle 4 Data due

By Tues. 4/30
Disparity Reduction Plan - Draft & Convening Pre-Work Due
- Submit draft to Improvement Advisor
- Finalize pre-work for May in-person convening

MAY

Improvement Advising
- Conduct IMAT 3 of 4

DATE & LOCATION TBA
CalHIVE BHI Convening 2025: Empower, Engagement & Equity
- Review progress from disparity reduction work

By Fri. 5/31
Implementation Milestone Tool (#3 of 4)
Final scores documented

| Improvement Advising |
| Webinars |
| In Person Events |
| Data / Reporting |
| Assignments |

JUNE

Improvement Advising
- Prepare for Payment 3

Tues. 6/10 (11-12)
CalHIVE BHI Commons – Patient Self-Management and Support
- Identify opportunities to improve patient self-management in BHI

Thurs. 6/12 (12-1) – Data Webinar Cycle 5
- Review process and requirements for upcoming data cycle submission

Wed. 6/18 (12 - 1)
[OPT] Cal – IN Peer Group Meeting
- Connect and learn from integrated peers

Thurs. 6/26 (11-12) – Data Office Hours
- Open Q&A for upcoming data cycle submission

PB GH California Quality Collaborative

Thank you!

Program Advisor

Peter Robertson
Senior Director,
Practice Transformation

probertson@pbgh.org

Clinical Advisor

Dr. Brian Sandoval
Clinical Advisor, BH
Integration

Data Reporting

Jose Ordonez
Manager,
Data Analytics

jordonez@pbgh.org

Improvement Advisors

Kristina Mody
CalHIVE BHI Director
Director,
Practice Transformation

kmody@pbgh.org

Daniela Vela Hernandez
CFHA Technical Assistance
Associate

dvhernandez@cfha.net

Mary Nickel-Nguy
Senior Manager, Behavioral
Health Integration

mnickelnguy@pbgh.org

Program Administration

Michael Au
Senior Manager,
Care Transformation

mau@pbgh.org

Anna Baer
Program Coordinator,
Care Transformation

abaer@pbgh.org

Erika Lind
Manager,
Care Transformation Events
and Learning

elind@pbgh.org