

Integration of Behavioral Health & PHQ-9 in a Patient-Centered Medical Home Primary Care Setting

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ICSI Institute for Clinical
Systems Improvement
Transforming health care, together



NAME John Q. Sample

DATE _____

PHQ-9

Over the last 2 weeks, how often have you been bothered by any of the following problems?

		Not at all	Several days	More than half the days	Nearly every day
1	Little interest or pleasure in doing things	0	1	2	3
2	Feeling down, depressed, or hopeless	0	1	2	3
3	Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4	Feeling tired or having little energy	0	1	2	3
5	Poor appetite or overeating	0	1	2	3
6	Feeling bad about yourself - or that you are a failure or have let yourself or your family down	0	1	2	3
7	Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8	Moving or speaking so slowly that other people could have noticed. Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9	Thoughts that you would be better off dead, or of hurting yourself in some way	0	1	2	3

add columns:

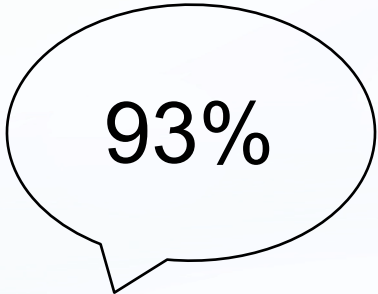
+

+

TOTAL:

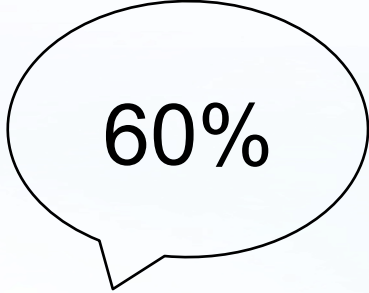
10	If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
					✓





93%

Helped me make
treatment decisions



60%

Confirmed my
treatment plan



40%

Changed my treatment plan

Translating PHQ-9 Scores into Practice Based on DSM-5 Criteria

Handout

You cannot fatten a cow by weighing it. –
Chinese proverb



Leadership Lessons from Dancing Guy

https://www.youtube.com/watch?v=V_qO7NFp4-s

WHAT DOES YOUR LEADERSHIP LOOK LIKE?



HHS announces Affordable Care Act mental health services funding...

New Healthcare Reform Offers Leadership Challenges

ARE YOU READY??

How does leadership fit into The Daily Planet's integrated model of care?

2013-2016 Strategic Plan Goal

To be the leader in providing accessible, timely, comprehensive and integrated quality healthcare.

Integrated Care (PH/BH) Must Produce Outcomes!

- Engaged Clients using Natural Support Networks
- Help Clients Self-Manage Their Health, Wellness and Recovery
- Reduce Need for Emergent/ High Cost Services

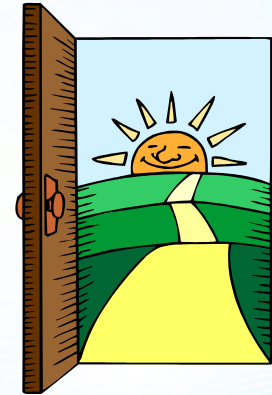
Access to Treatment Is a Leadership Requirement...

Challenges to Access

Primary Access

Secondary Access

Tertiary Access



Shift to Transformational Change Leadership

Sequential Change

- Complete one goal and then address next goal, etc.

Transformational Change

- Continuous change management model using Rapid Cycle Change Model (PDSA)

Stages of Change Leadership

1. Denial
2. Negotiation
3. Anger–Blaming–Outside then Inside
4. Drop Out – “This is Awful!”
5. Acceptance of the Need to Change
6. Excitement about the taking advantage of the opportunities



Implementation is Focused on Leadership

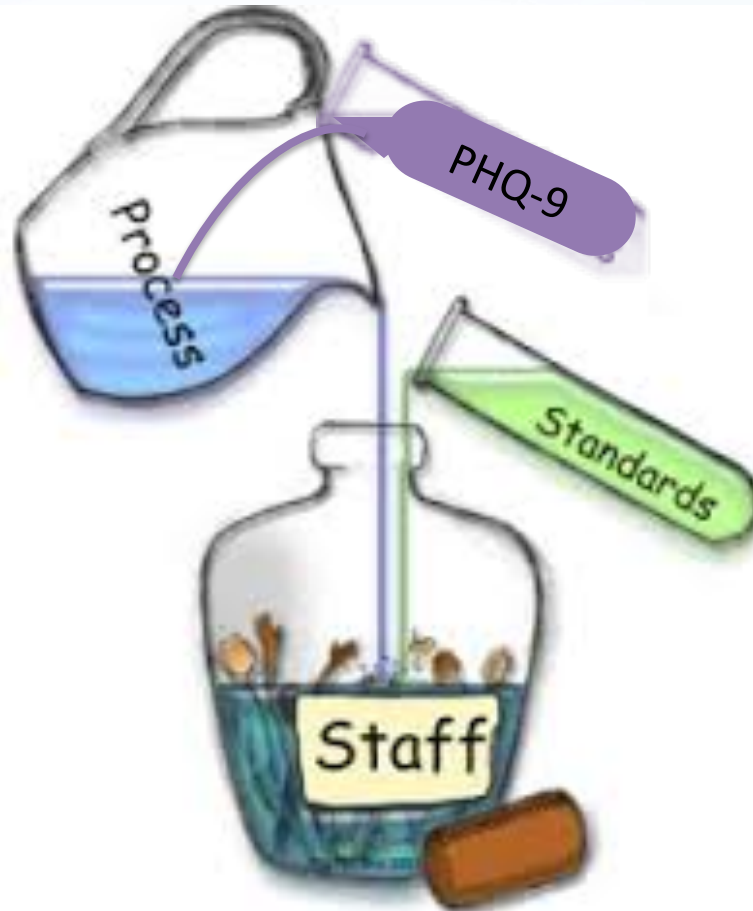
- Buy-In by managers and staff
- Proactive Solution Focused Attitude “We can do this...”
- Creativity in determining “How we can do this?”
- Overcoming resistance to change by coaching staff
- Developing self leadership
- Taking a step back to see the horizon and the past
- Reinforce appropriate behavior/performance
- And...

Celebrate every possible victory (change)



Implementation of PHQ-9

Daily Planet Medical Home



Standards



- 1. Define Staff Team Roles

- ✓ *PCP- Primary Care Provider*
- ✓ *MA – Medical Assistant*
- ✓ *BHC – Behavioral Health Clinician*
- ✓ *Psychiatrist*
- ✓ *Pharmacist*

Standards



- 2. Patient Care

- Initial Visit
- Follow-up Appointment (*2 weeks max*)
- Treatment Preferences
- Behavioral Activation

Standards



- 3. Clinical Coordination

- Scheduled Patient Case Reviews
- Psychiatric Case Consultation
- Behavioral Activation Reinforcement
- Information Technology & Registry

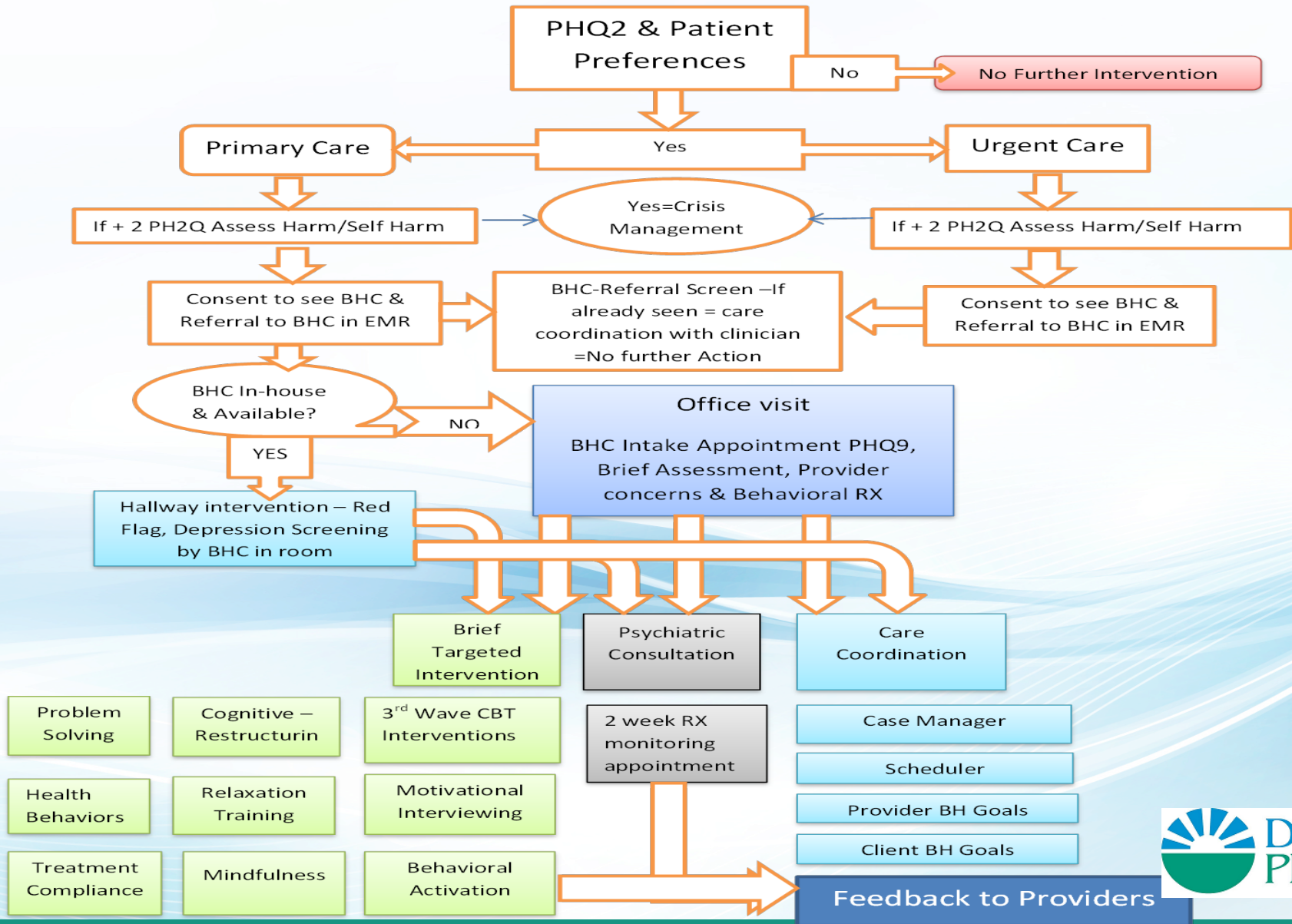
12677	11/19/2012	15			1			Employed, Graduated	-14	yes	
17468	7/17/2012	13	8		4	8	8	Partial Remission	-5	yes	
22023	3/29/2013	23			23			current	0	Yes	
26211	1/30/2013	17	17		5			reminder to prescriber	-12	Yes	
9172	9/5/2012		18 12				4	current	-14	Yes	
10979	1/16/2013	26	26					Recap for Next PCP	0	No	
24274	5/22/2013	9				9		reminder to prescriber	0	No	
11934	8/15/2012	9						No BHC, Reminder to Prescriber	0	No	
10928	5/22/2013	15				15		Tel encounter to PCP -Missed two appointment	0	No	
23573	8/22/2012	15		12		18		current	3	Yes	
15459	3/13/2013	16			16		15	current	-1	Yes	
23232	9/11/2012	25		23			25	current	0	Yes	
13911	2/20/2013	17		17		24	8	current	-9	Yes	
25360	3/20/2013	16			16			Appointment set	0	Yes*	
16850	4/18/2012	13				15		current	2	Yes*	
9539	9/4/2012	15					14	current	-1	No	
26490	2/6/2013	10		10		5		on break for VCU- Out of Town	-5	Yes	
10895	9/6/2012	9					3	current	-6	Yes	
9175	1/3/2013	7	7					No BHC, Reminder to Prescriber	0	No	
25624	1/10/2013	18	18				1	current	-17	No	
22682	8/29/2012	17	10	7		3	3	current	-14	Yes	
26372	1/30/2013	18	18					Appointment set	0	Yes*	
25708	2/13/2013	18		18		13	5	current	-13	Yes	
20786	8/21/2012	11				9		current	-4	Yes	
17951	7/18/2012	13				23		current	10	No	
15601	8/29/2012	21	11				10	current	-11	Yes	
22111	9/13/2012	19		27		12	8	current	-11	Yes	
24923	8/27/2012	20	12			9		current	-11	Yes	
19419	8/15/2012	17	16		15		17	current	0	Yes	
26337	3/4/2013	19			19		19	current	0	Yes	
13910	9/13/2012	23	25	2			1	current	-22	Yes	
25919	2/20/2013	16		16			12	current	-4	No	
15334	2/13/2013	19		19	11	6		current	-13	Yes	
26032	1/3/2013	15	15			1		Remission	-14	No	
18550	11/19/2012	15			10			Appointment set	-5	No	
12896	10/2/2012	5						No BHC, Reminder to Prescriber	0	No	
21199	1/16/2013	26	26			7		current	-19	Yes	
19893	11/6/2012	19		11		14		current	-5	Yes	
21440	1/4/2013	22	22				19	current	-3	Yes*	
10461	12/3/2012	24		21			24	current	0	Yes	
23227	7/5/2012	21					15	current	-6	Yes	
22986	11/12/2012	25					14	current	-11	Yes	
10404	8/20/2012	15	7			8	3	current	-12	Yes	
18584	3/20/2013	24			20		12	19	current	-5	Yes
25716	11/26/2012	13	7					current	-5	Yes	
16007	8/13/2012	8	2	2		3		3	Remission	-5	Yes
17739	4/10/2013	26				26	11		current	-15	Yes
14599	10/31/2012	25		16				16	current	-9	Yes
		27 Yes	16 No								
			7 no in program								

Process



- ❖ Work with Available Resources
- ❖ Adaptation of SBIRT
- ❖ Universal Screening with PHQ9

Daily Planets BH integration Model: Depression



Process



- **2. Treatment**

- **Utilization of Pharmacist**
- **8 week treatment re-test cycle**
- **PHQ9 given by prescriber only**
- **Referral to in house traditional BH if patient prefers counseling only**

Treatment Flow Chart

Outcomes

- Goal – at least 5 point reduction in 50% of DCC patients over a 90 day period
- **Outcome = 62.7%** - Total Population 10/12-3/13 within parameters =43 Achieved =27
- **Outcome = 63.6%** - Total Population 3/13-4/14 within parameters =44 Achieved =28
- **7 Consumers Graduated from Program with 0 relapsed so far.**

Next Steps

- Practicum Placement of VCU Health Psychology Students
- Care Team Approach with Case Manager
- Greater Integration of Behavioral Health and Primary Care

PHQ-9 Exercise

- Keith Case Study