

A Behavioral Health Home Preparedness Model

The Role of the Behavioral Health Care
Manager for Improved Patient
Experience and Outcomes-Based
Specialty Care

 **Natalis**Outcomes

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Disclosure

We are employed by Natalis Outcomes and have no pharmaceutical or other corporate affiliations.



About Natalis Outcomes

- A subsidiary of *Natalis Counseling & Psychology Solutions*, an outpatient multispecialty mental health practice serving the Metro-area since 2003
- We advocate for better mental and behavioral health care integration as a way to eliminate care disparities and promote greater health care equity
- We offer a clinical training site for cross-culturally competent mental and behavioral health providers committed to immigrant and refugee health



More About Natalis Outcomes

- An outcomes-based, mental and behavioral care management & evaluative testing provider
- A mental and behavioral health care integration partner to regional primary care clinics
- A community based behavioral health care management provider focused on special populations, e.g. the at-risk and underserved



Session Objectives

1. Describe how behavioral health care managers working in close partnership with clinical provider(s) can improve the quality of care and treatment outcomes among very challenged patients
2. Demonstrate how behavioral health care managers acting as care coordinators in outpatient mental and behavioral health (MBH) clinics assist organizations-- large and small—towards achieving the *Triple Aim**
3. Explore how behavioral health care managers facilitate a more integrated care delivery model, even across independent clinics and separate systems.

*Developed by the Institute of Healthcare Improvement, the Triple Aim is being adopted across the U.S. as the foundation for better health care.



Why Mental & Behavioral Health Care Management?

- Provides a “whole person” orientation to care
- More effective care and support for persons with severe or persistent mental illness
- Builds a working partnership with all providers
- Fosters multidisciplinary care
- Facilitates treatment adherence and medication compliance, especially for patients without a Rule 25 diagnosis and/or psychiatric services

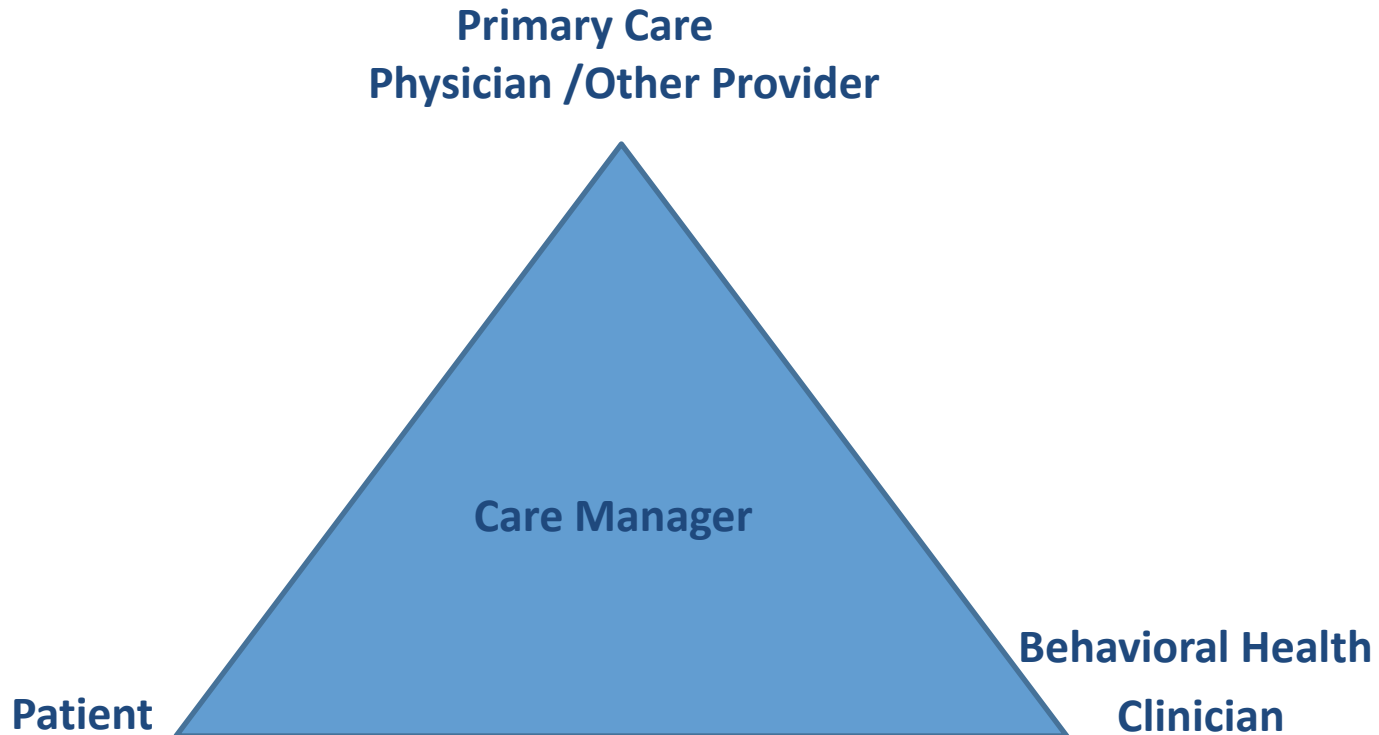


Changing mental health landscape

- Demand for outpatient care & services is rising
- Inpatient mental health stays are declining
- Behavioral health home certification is coming
- The Affordable Care Act is changing the visibility of and responsibility for measuring behavioral health care outcomes
- Mental health payment parity is advancing towards more solvent reimbursements
- Total cost of care contracts are here to stay



Behavioral Health Management Model



The Care Manager works closely with all providers to facilitate a stronger continuum of care for the benefit of the patient as well as the system.



Benefits of Behavioral Health Management

- **Within a mental and behavioral health clinic:**
 - Extends treatment role beyond the clinician
 - Improves clinic visit follow-up care
 - Reduces likelihood of urgent care and ER visits
- **As part of an integrated health care system:**
 - Frequent contact with primary and/or specialty care providers, i.e., medication compliance
 - Improving coordination of referrals (i.e. ARMHS, therapy, inpatient hospitalizations, etc...)



Additional Benefits

- **For the primary care team:**
 - Serve as main point of contact to clinics for medication, treatment updates and referrals
 - Create and provide a care plan for each patient
- **For the patient:** Be an ally and bridge to the clinics
 - Motivate patients to be active in their treatment and help them track personal progress via...
 - 1-Health Dynamics Inventory (HDI)
 - 2-Research for Health Inventory (RHI)



Management of Complex Health Needs

- Behavioral health care managers are part of the complex condition management team...
for a pregnant Hmong woman with gestational diabetes and a general anxiety disorder.
- Behavioral health care managers provide technical assistance to effectively administer clinical psychological testing and outcomes' measures such as the Health Dynamics Inventory or Reach for Health Inventory



Rationale for Outcomes-Based Care

- Corroborate interactive diagnostic interview
- Track treatment goal progress and success
- Determine additional areas of risk or concern
- Examine how well the provider-patient therapy or treatment relationship is going



Measuring Mental & Behavioral Health Outcomes with Care Management

- In 2007, the U.S. saw 58.2 million outpatient acute health visits among patients with a principal mental health diagnosis (CDC, 2006)
- 54.6-72.9% of primary care patients in the U.S. have reported unmet emotional or mental health care needs (Sherbourne, Jackson, Meredith, Camp, & Wells, 1996)



Added Value Proposition

- Missed diagnoses in primary care often related to a lack of effective evaluative tools and processes
 - 8/10 of misdiagnoses were due to problems with patient encounter (i.e. physical exams or medical history) (O'Reilly, 2013)
- Research has suggested that clinicians may be poor predictors of patient's negative response to treatment (Whipple & Lambert, 2011)



Assessing Outcomes from Baseline

Allows us to:

- Observe client change from baseline over time
- Compare parent to child self-reported results
- Examine treatment effectiveness
- Provide additional information for treatment planning



Mental & Behavioral Assessment Options

- **Narrowband:** Focus on a single diagnosable disorder (PHQ-9, GAD-7, Beck Depression Inventory)
- **Broadband:** Measure symptoms for several diagnosable disorders or disabilities simultaneously, e.g., SCL-90, WHODAS 2.0 and Health Dynamics Inventory (HDI)



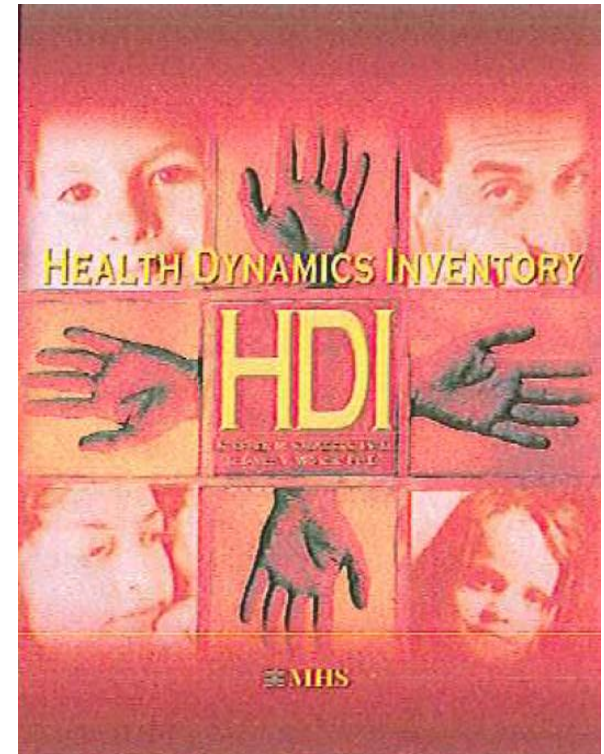
More on Broadband Tools

- Reveals a departure from normal functioning and fair health
- Measure symptoms contrary to mental, emotional or behavioral health using one standardized measurement tool.
- Gives a more comprehensive profile of patients' health status
- Demonstrate best practices identifying global as well as precise functional, behavioral and mental health symptoms and risks
- A valuable way to assess and gauge changing health status



Health Dynamics Inventory-Broadband

- **Designed to measure:**
 - Measures level of morale
 - Emotional or behavioral symptoms (Global Symptoms)
 - Problems fulfilling major roles in life (Global Impairment)
 - Subscale symptoms & impairment
- Provides a versatile, empirically validated standardized self-report tool for older children, adults and parents on behalf of their children



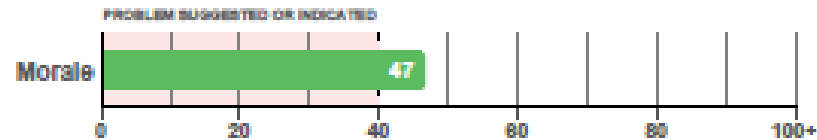
HDI Outcomes Summary Report

No Problem Suggested

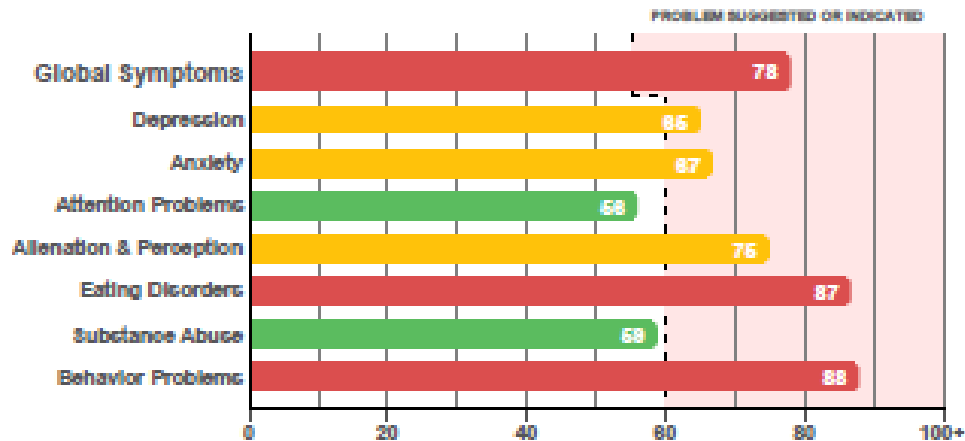
Problem Suggested

Problem Indicated

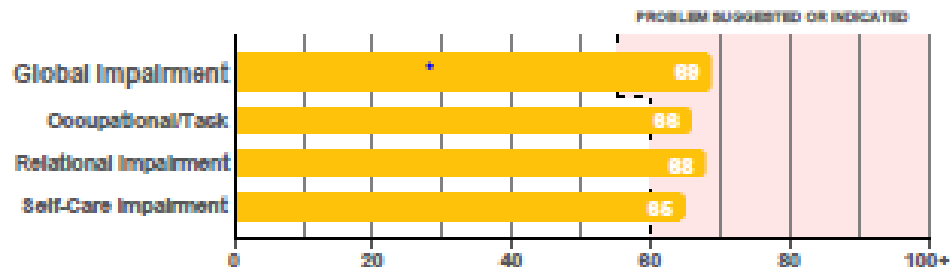
Morale



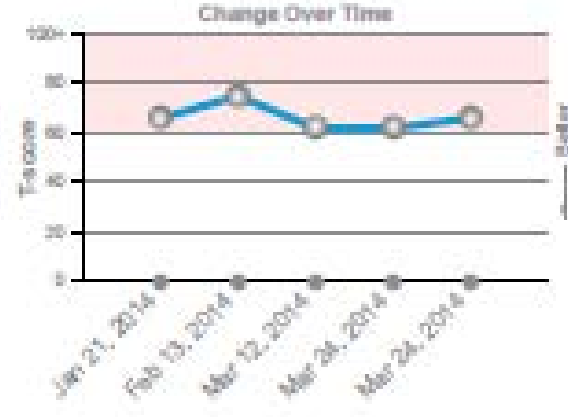
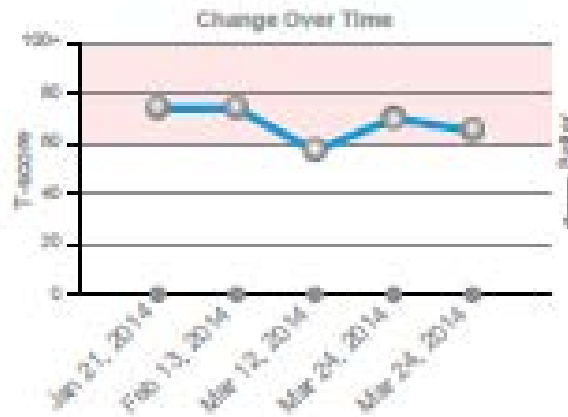
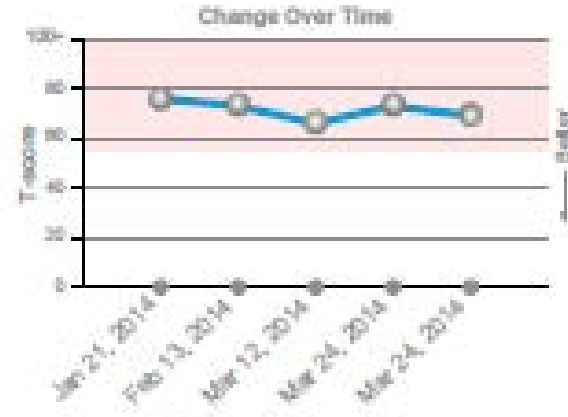
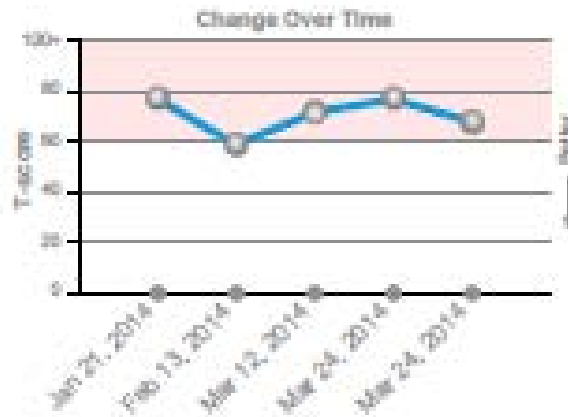
Symptoms



Impairment



HDI Progress Report



Hello and welcome

The HDI, is an advanced tool to improve your child's overall care and well-being.



start >

The HDI is made up of short questions that will take about 10 to 15 minutes to complete.

The questions are about how your child is feeling and doing in his or her daily life. Please answer them as best as you can. The answers you give will help your child's healthcare providers support your family and give your child the best care possible.

Choose the language in which you want to answer the questions

English Español

Handicapped Accessibility

Present the questions in an accessible way.



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