Using Data in Integrated Behavioral Health Care

TEAM UP FOR CHILDREN

Transforming and
Expanding
Access to
Mental Health Care in

Urban
Pediatrics

October 18, 2022

Special Topics Forum

Charlotte Vieira

TEAM UP Implementation Manager

Disclosure and Acknowledgements

The presenters do not have anything to disclose regarding commercial interests and do not plan on discussing unlabeled/investigational uses of a commercial product.

Funding for the TEAM UP for Children initiative was provided by the Richard and Susan Smith Family Foundation and the Klarman Family Foundation.

Special thanks to Jess Rosenberg and Hannah Park for the BH Plan data!

Logistics

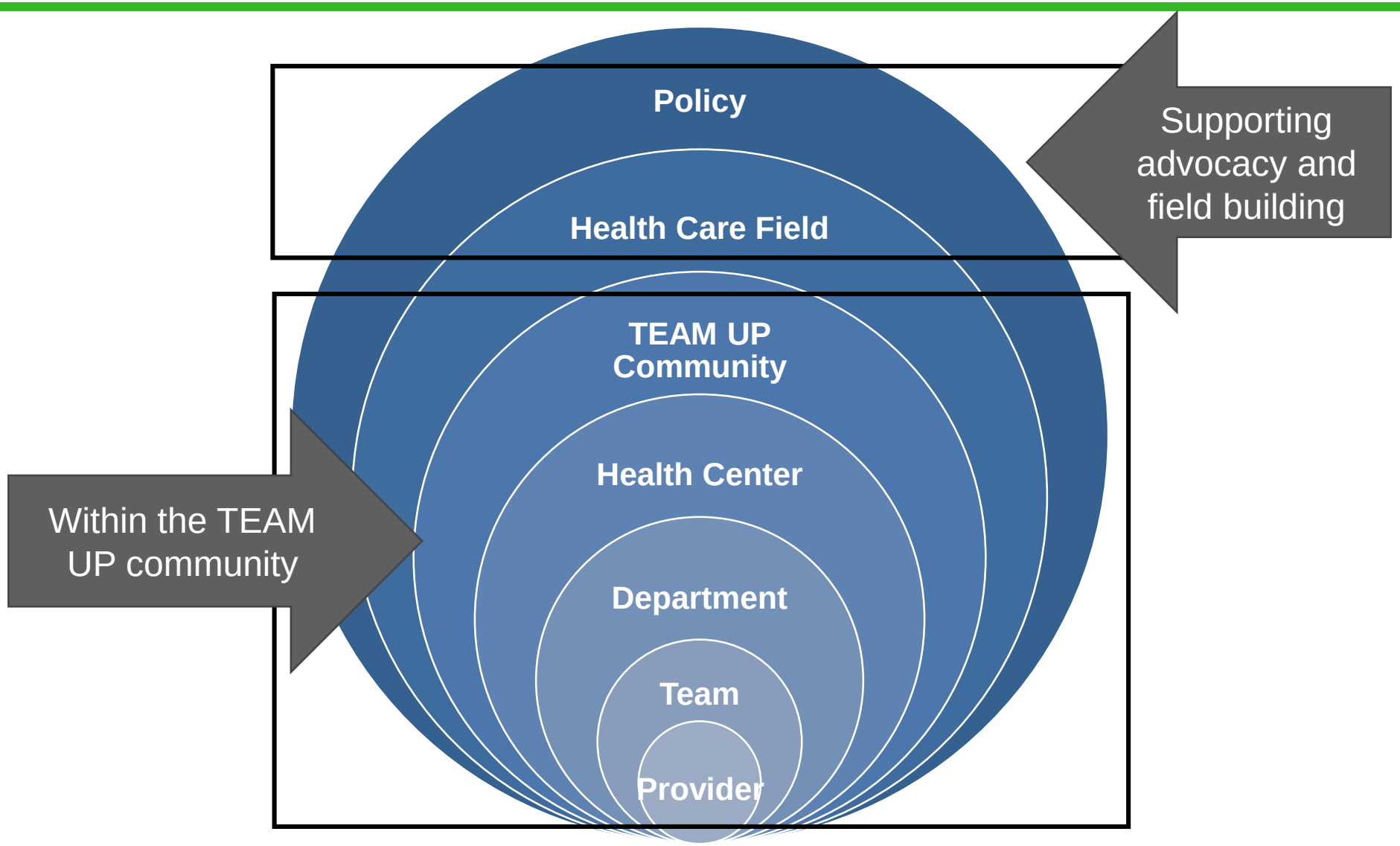
- ✓ Please add your CHC to your Zoom ID and if you would like, your preferred pronouns.
- ✓ Please remember to mute if you are not speaking.
- ✓ Feel free to use the chat function for ongoing comments and questions. We will keep a record.
- ✓ Do what you need to take care of yourself throughout the session.
- ✓ Being on camera makes for a more interactive experience together!
- ✓ Put a note in the chat if you are stepping away, and thanks.

This training (and all future trainings) will be recorded.

Agenda

- Revisit how we think about data in TEAM UP
- Introduce preliminary data collected from BH Plans
- Gather feedback on BH Plan data & implementation

How are data used within TEAM UP?



How data support the TEAM UP Community

Individual	Streamline documentation with a few clicks, better track major components of work over multiple visits
Care team	Communicate patient needs & plan of care across care team to support collaboration
Department	Support process & workflow improvement, changes in care delivery
TEAM UP community	Allow for more shared learning across CHCs, identify opportunities to develop & refine model

How can these data support advocacy and field building?

TEAM UP FOR CHILDREN

Better characterize role of each team member	Support & Expand TEAM UP Model	Research Contributions	Community Impact
• Increase understanding of unique contributions and expertise • Advocate for commensurate reimbursement	• Support further development of the TEAM UP model to ensure highest quality of care for patients and families at your CHCs, but also future CHCs as TEAM UP expands	• Contribute to the research literature and evidence base for integrated behavioral health care	• Potential to influence and improve behavioral health care for thousands of children, adolescents, and families from underserved and marginalized populations

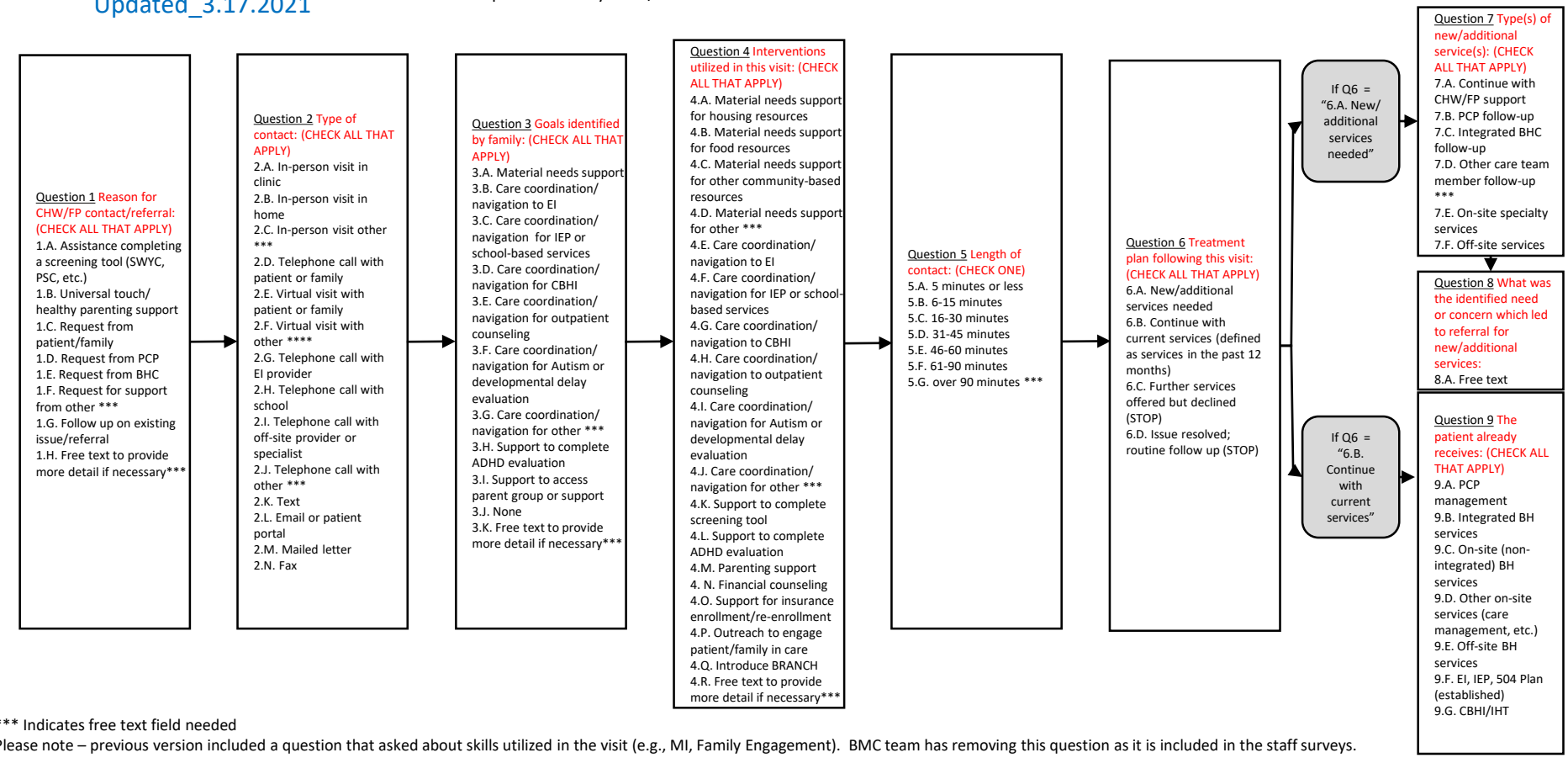
CHW/FP BH Plan

TEAM UP FOR CHILDREN

CHW/FP BH Plan Template – To be completed at EVERY CHW/FP visit
Disseminated_2.16.2021
Updated_3.17.2021

The purpose of the CHW/FP BH Plan is to document the key issues addressed, interventions delivered, and plan of care for all services delivered by CHWs/FPs in the integrated environment. Data from the CHW/FP BH Plan will be included in CHC data sets and be incorporated into TEAM UP evaluation and quality improvement metrics to better understand clinical decision-making by CHWs and FPs and patterns in BH service delivery across participating health centers.

The CHW/FP BH Plan will be integrated within each health center's EMR as an additional visit documentation template and is meant to be completed at every CHW/FP visit.



*** Indicates free text field needed

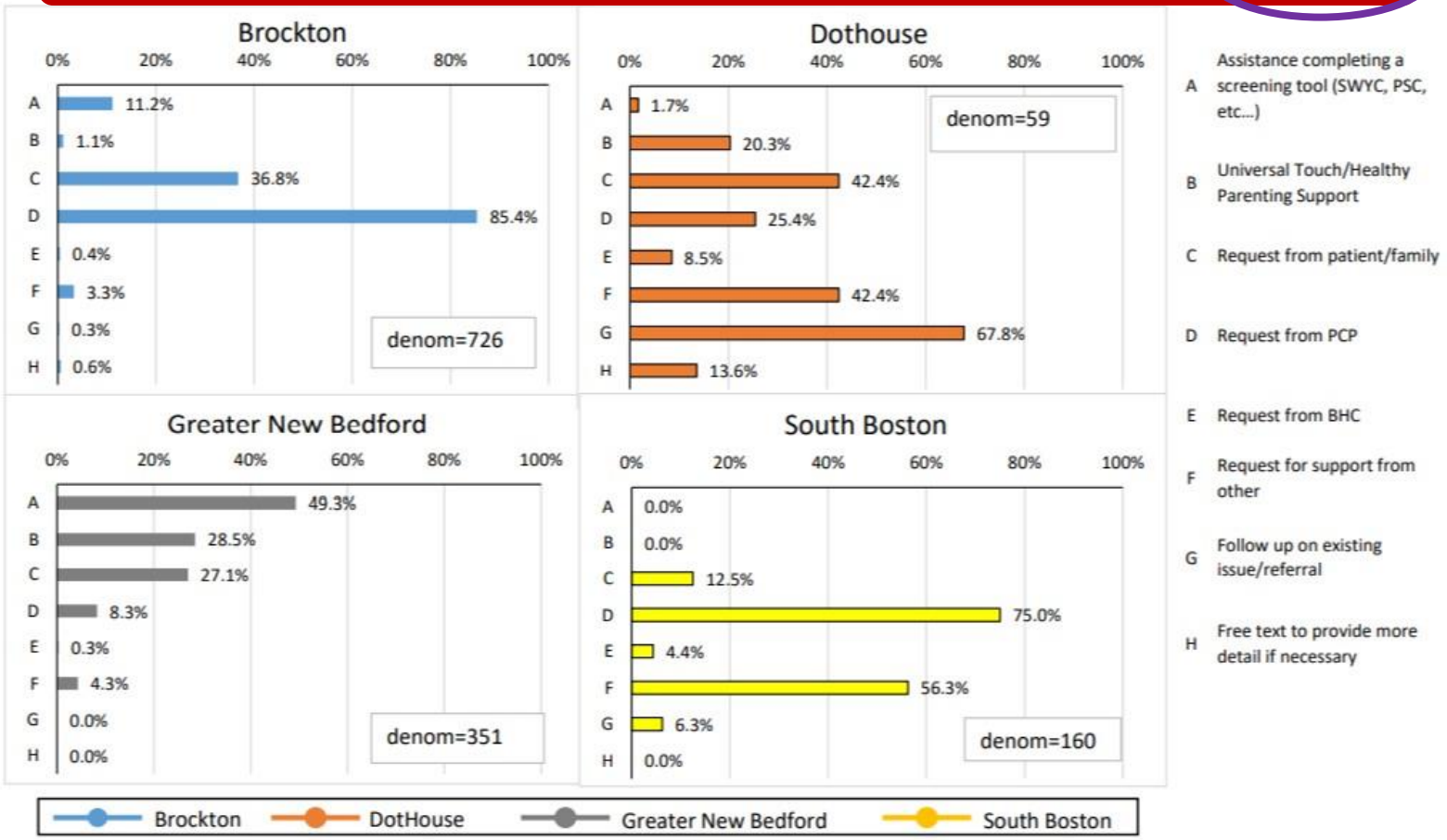
Please note – previous version included a question that asked about skills utilized in the visit (e.g., MI, Family Engagement). BMC team has removing this question as it is included in the staff surveys.

BOSTON MEDICAL CENTER

A Day in the Life of a CHW or FP

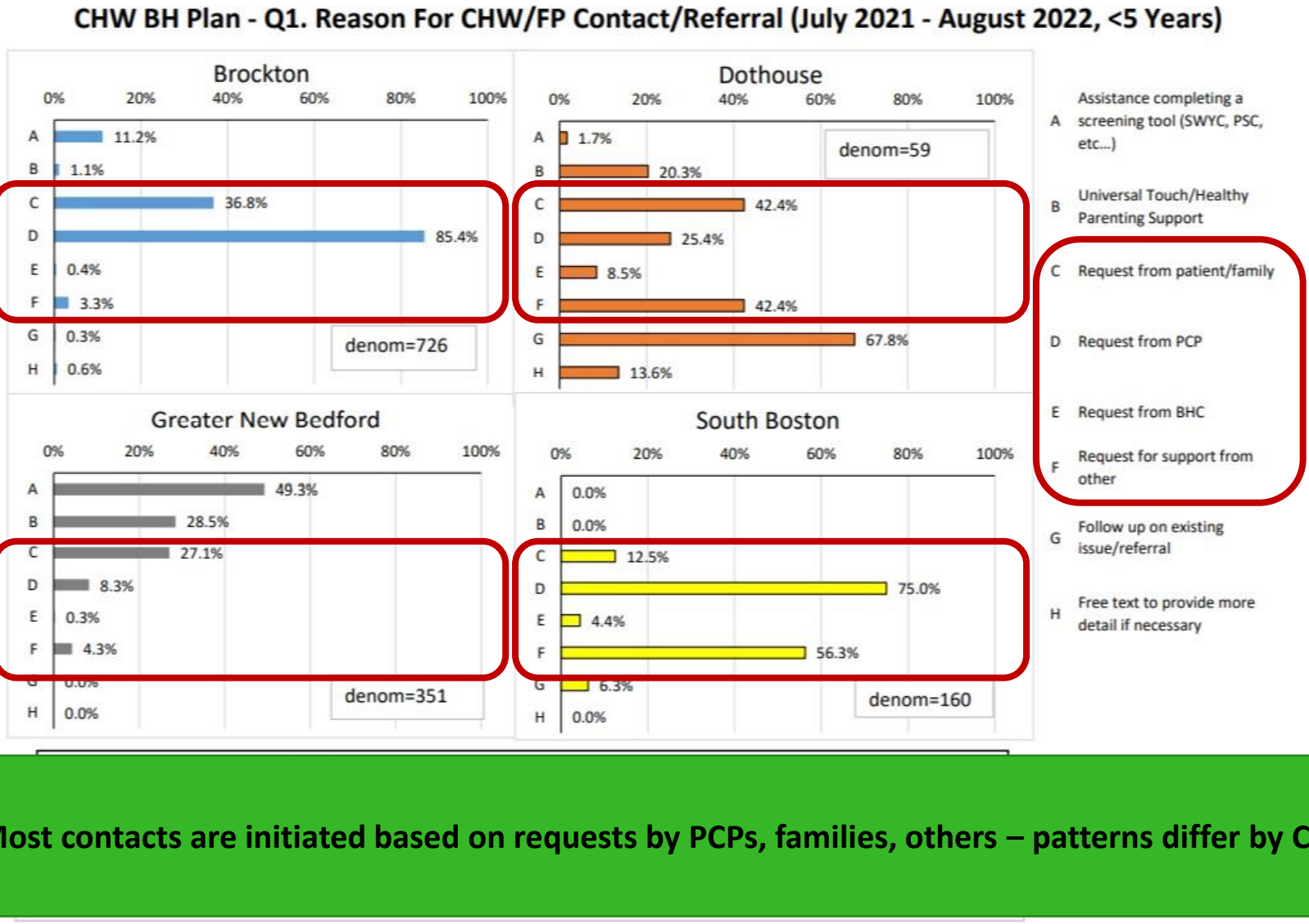
TEAM UP FOR CHILDREN

CHW BH Plan - Q1. Reason For CHW/FP Contact/Referral (July 2021 - August 2022, <5 Years)



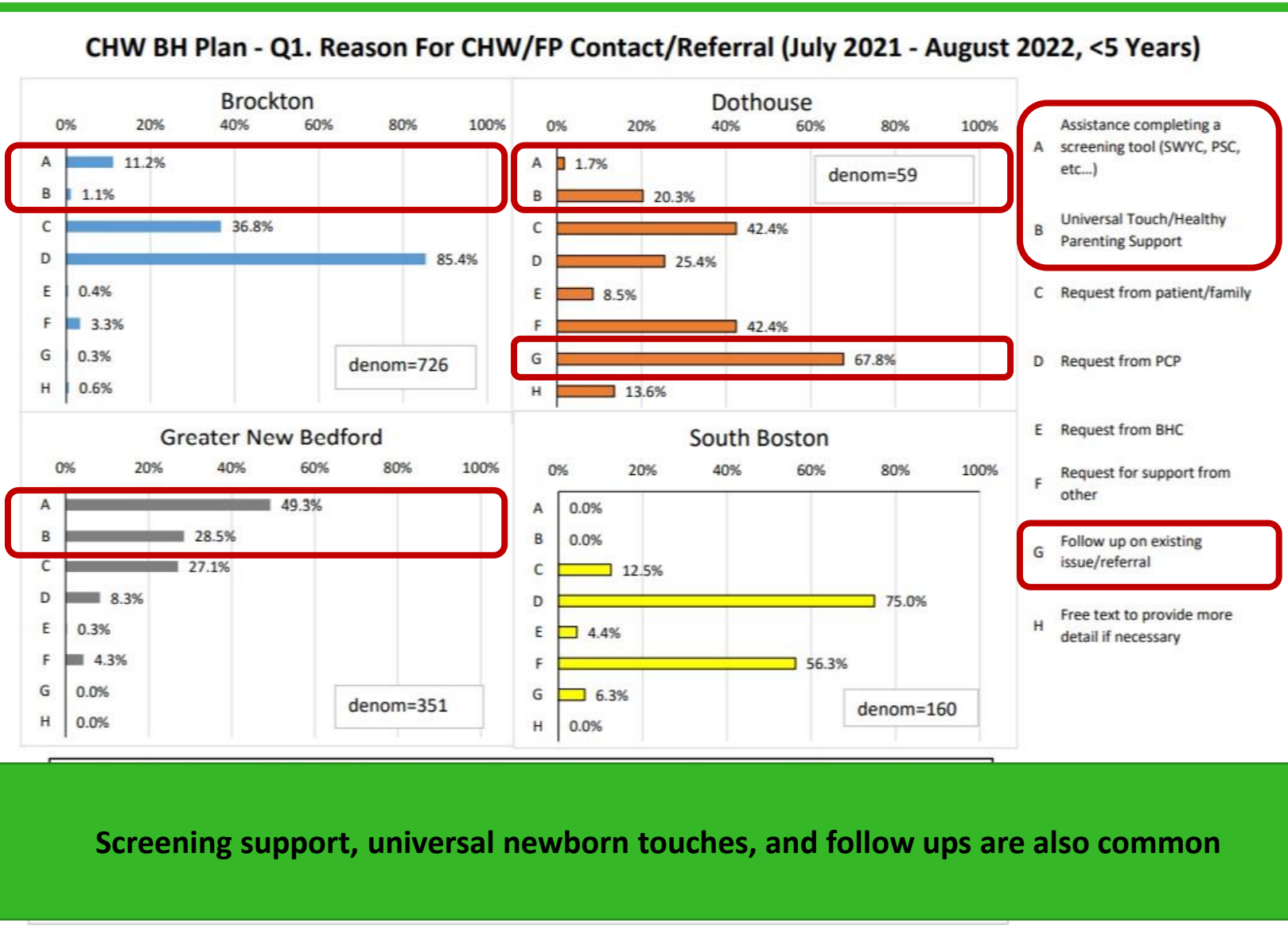
Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21.** CHW/FPs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Day in the Life of a CHW or FP



Most contacts are initiated based on requests by PCPs, families, others – patterns differ by CHC

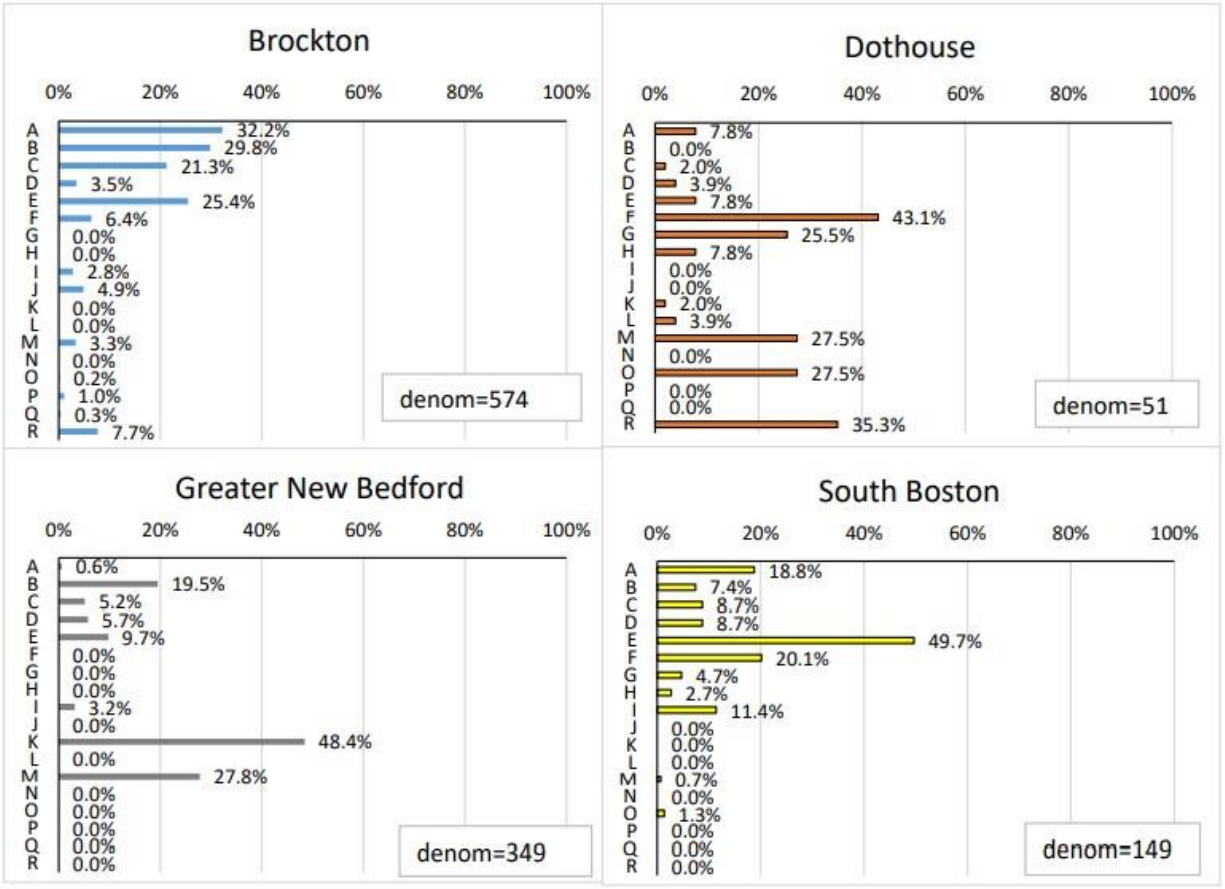
A Day in the Life of a CHW or FP



Screening support, universal newborn touches, and follow ups are also common

A Day in the Life of a CHW or FP

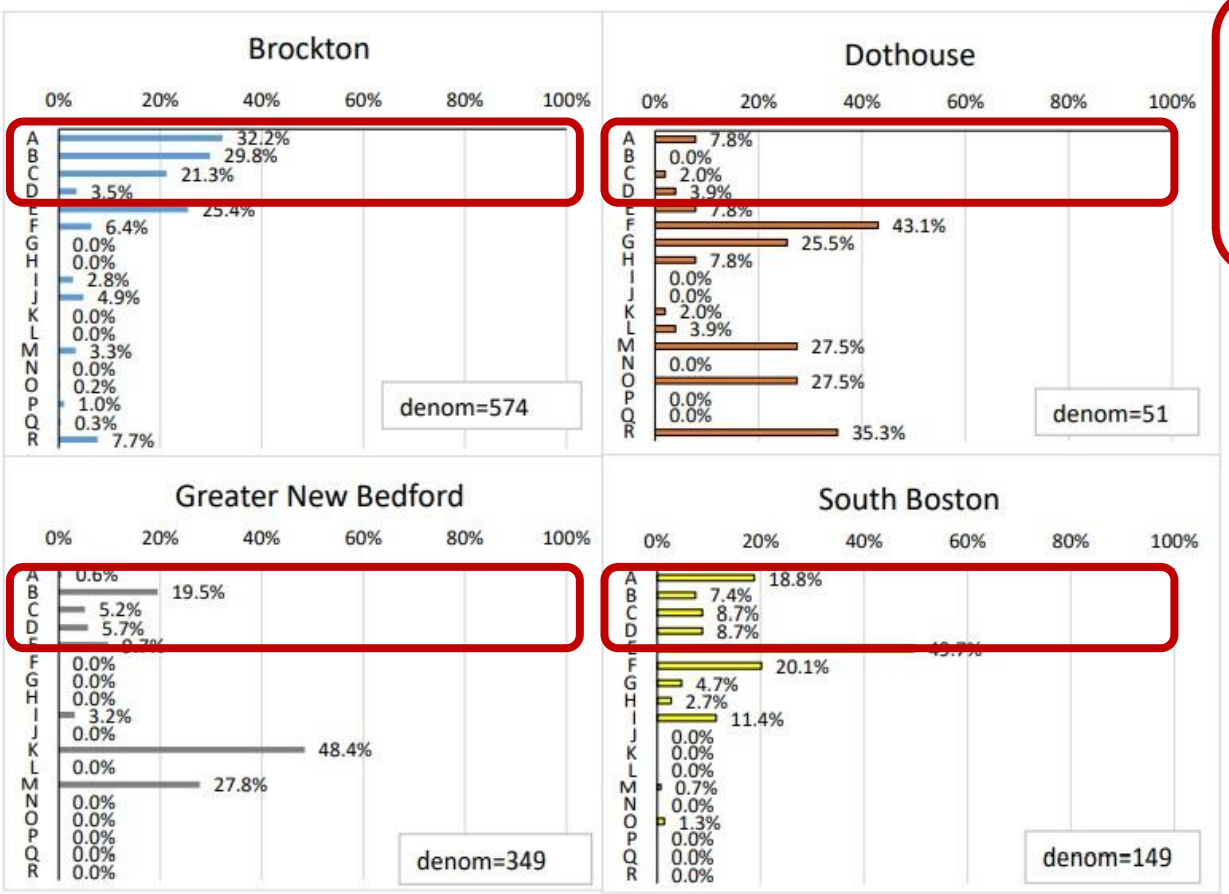
CHW BH Plan - Q4. Interventions Utilized In This Visit (July 2021 - August 2022, <5 Years)



A Material needs support for housing resources
B Material needs support for food resources
C Material needs support for other community-based resources
D Material needs support for other
E Care coordination/ navigation to EI
F Care coordination/ navigation for IEP or school-based services
G Care coordination/ navigation to CBHI
H Care coordination/ navigation to outpatient counseling
I Care coordination/ navigation for Autism or developmental delay evaluation
J Care coordination/ navigation for other
K Support to complete screening tool
L Support to complete ADHD evaluation
M Parenting support
N Financial counseling
O Support for insurance enrollment/re-enrollment
P Outreach to engage patient/family in care
Q Introduce BRANCH
R Free text to provide more detail if necessary

Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

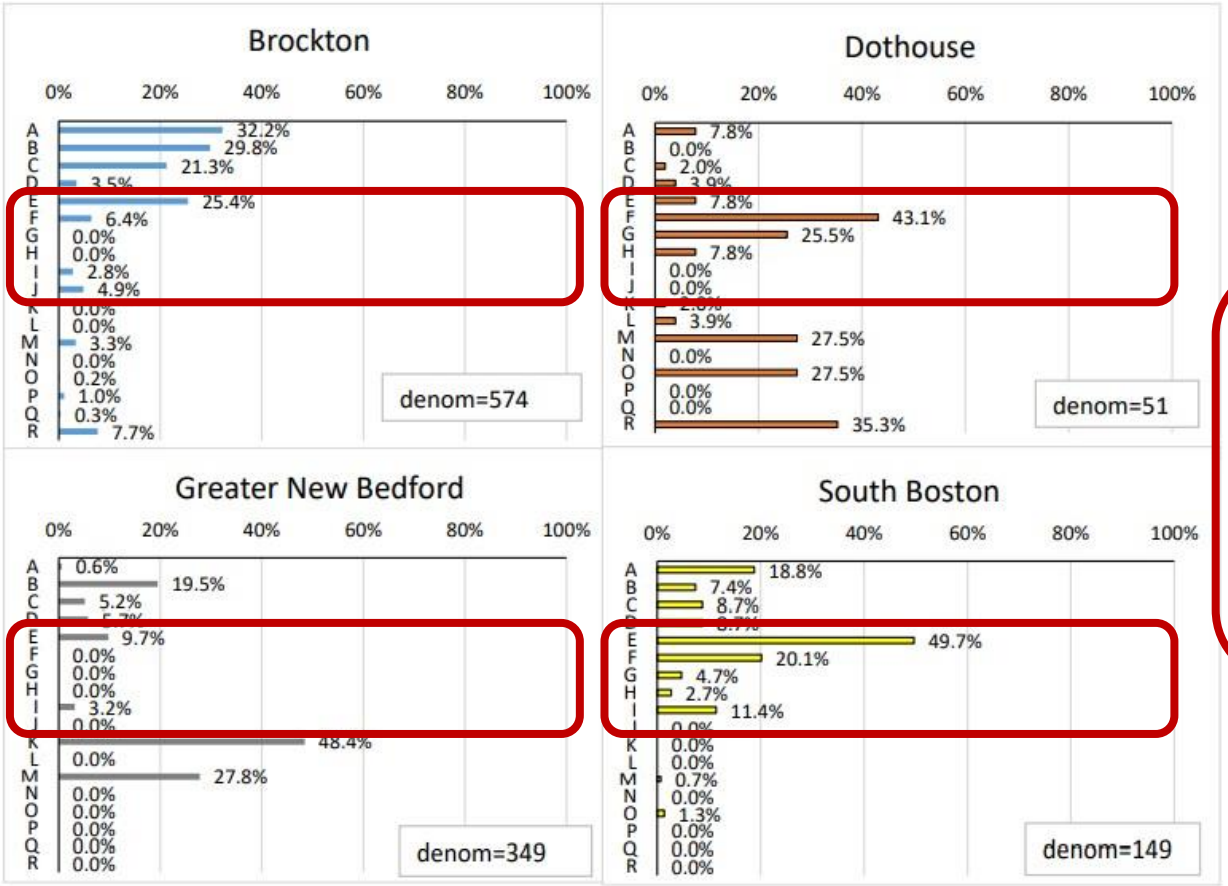
Material needs support and care coordination to EI and school are common



Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Material needs support for housing resources
B Material needs support for food resources
C Material needs support for other community-based resources
D Material needs support for other
E Care coordination/ navigation to EI
F Care coordination/ navigation for IEP or school-based services
G Care coordination/ navigation to CBHI
H Care coordination/ navigation to outpatient counseling
I Care coordination/ navigation for Autism or developmental delay evaluation
J Care coordination/ navigation for other
K Support to complete screening tool
L Support to complete ADHD evaluation
M Parenting support
N Financial counseling
O Support for insurance enrollment/re-enrollment
P Outreach to engage patient/family in care
Q Introduce BRANCH
R Free text to provide more detail if necessary

Material needs support and care coordination to EI and school are common



Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Material needs support for housing resources

B Material needs support for food resources

C Material needs support for other community-based resources

D Material needs support for other

E Care coordination/ navigation to EI

F Care coordination/ navigation for IEP or school-based services

G Care coordination/ navigation to CBHI

H Care coordination/ navigation to outpatient counseling

I Care coordination/ navigation for Autism or developmental delay evaluation

J Care coordination/ navigation for other

K Support to complete screening tool

L Support to complete ADHD evaluation

M Parenting support

N Financial counseling

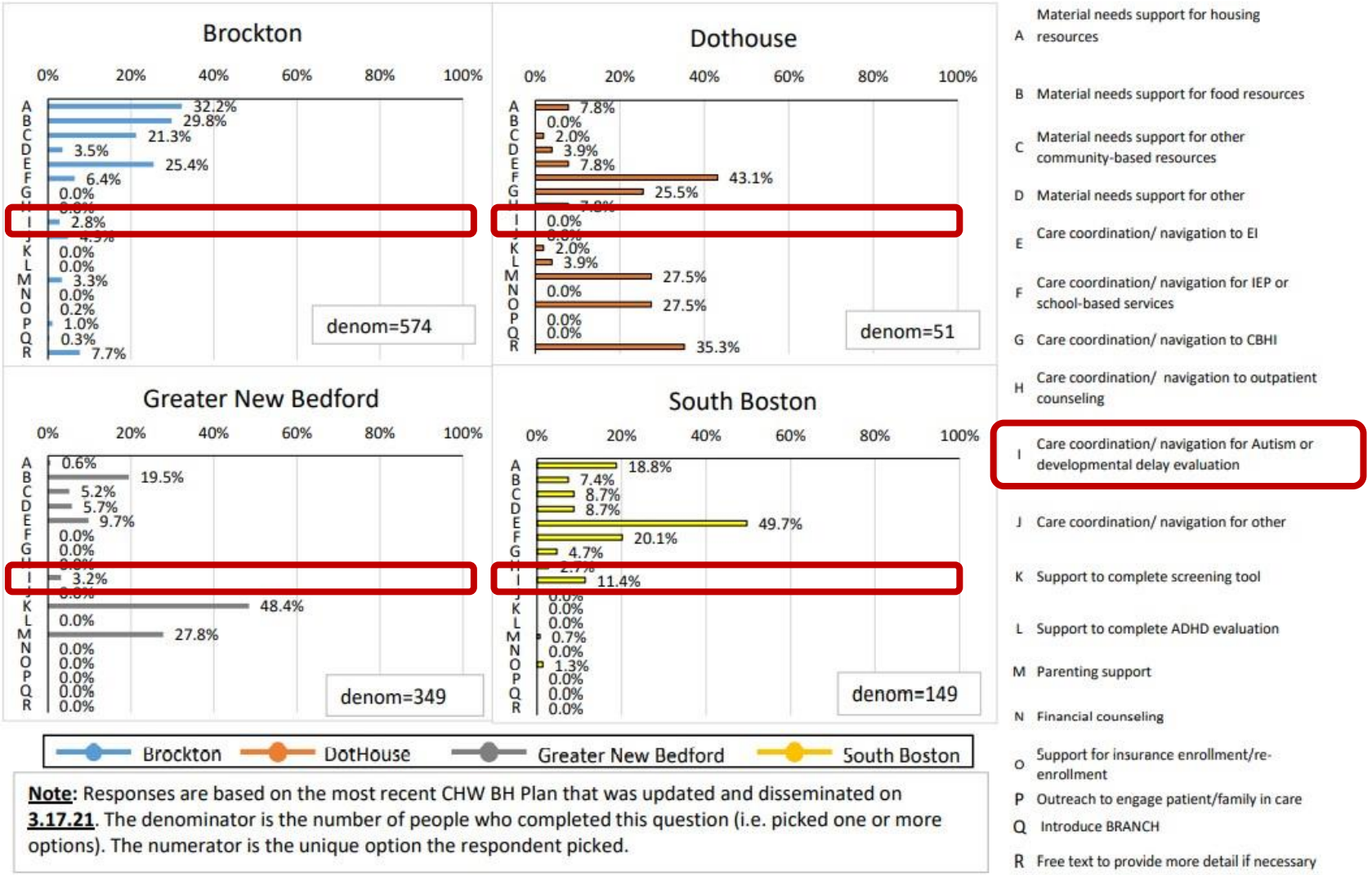
O Support for insurance enrollment/re-enrollment

P Outreach to engage patient/family in care

Q Introduce BRANCH

R Free text to provide more detail if necessary

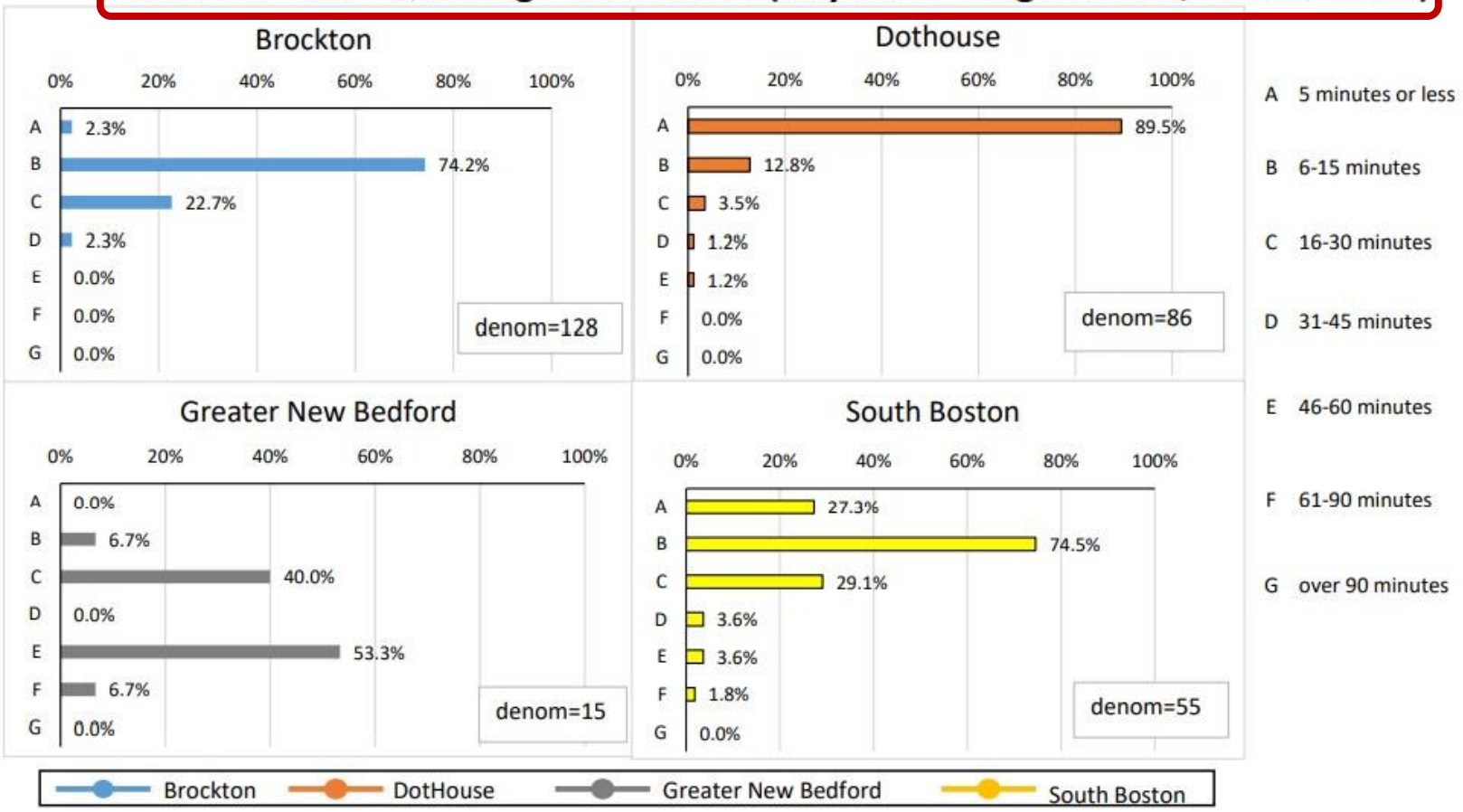
Not as much navigation support for ASD testing as we would expect in this age group



Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

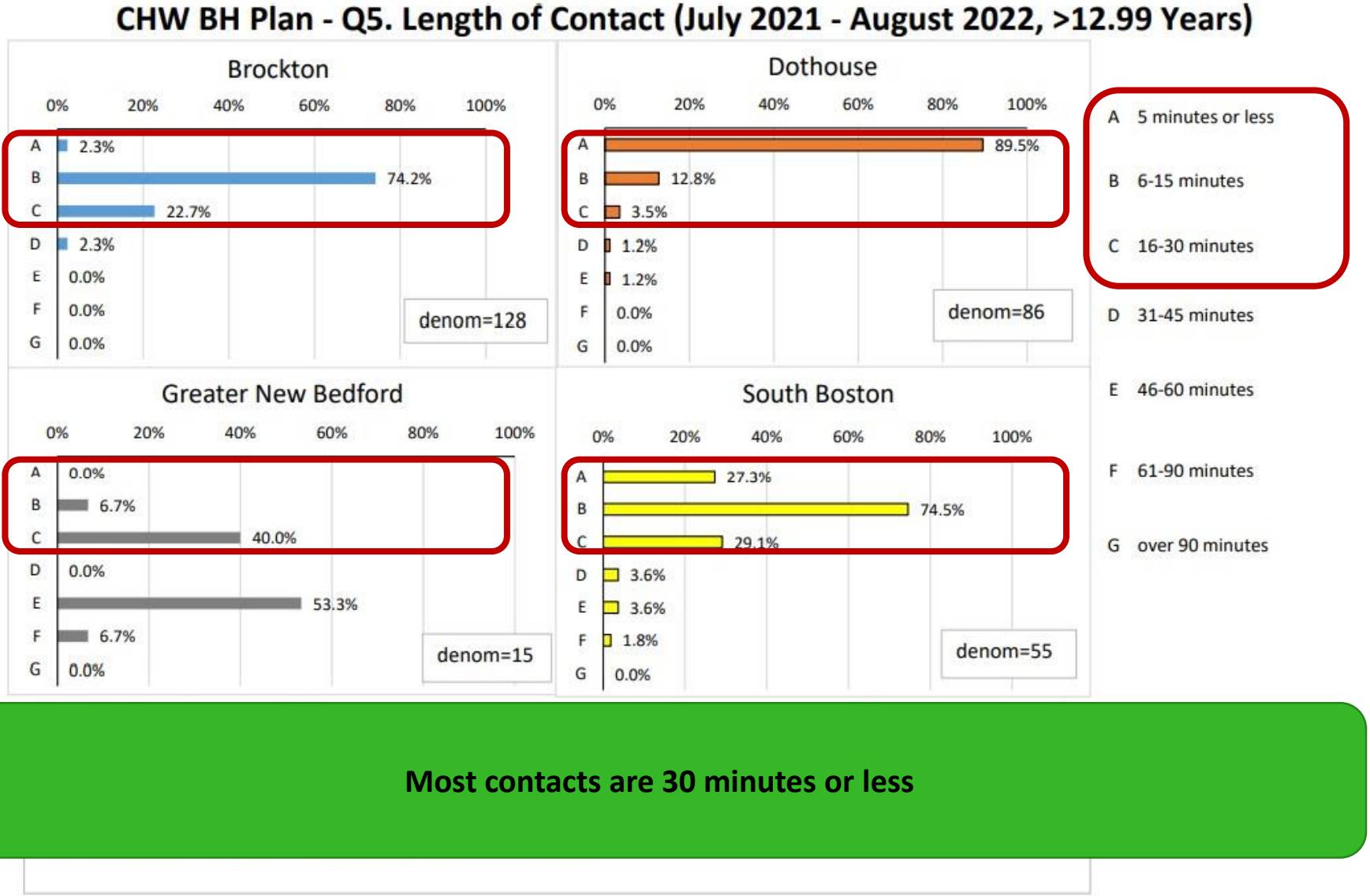
A Day in the Life of a CHW or FP

CHW BH Plan - Q5. Length of Contact (July 2021 - August 2022, >12.99 Years)



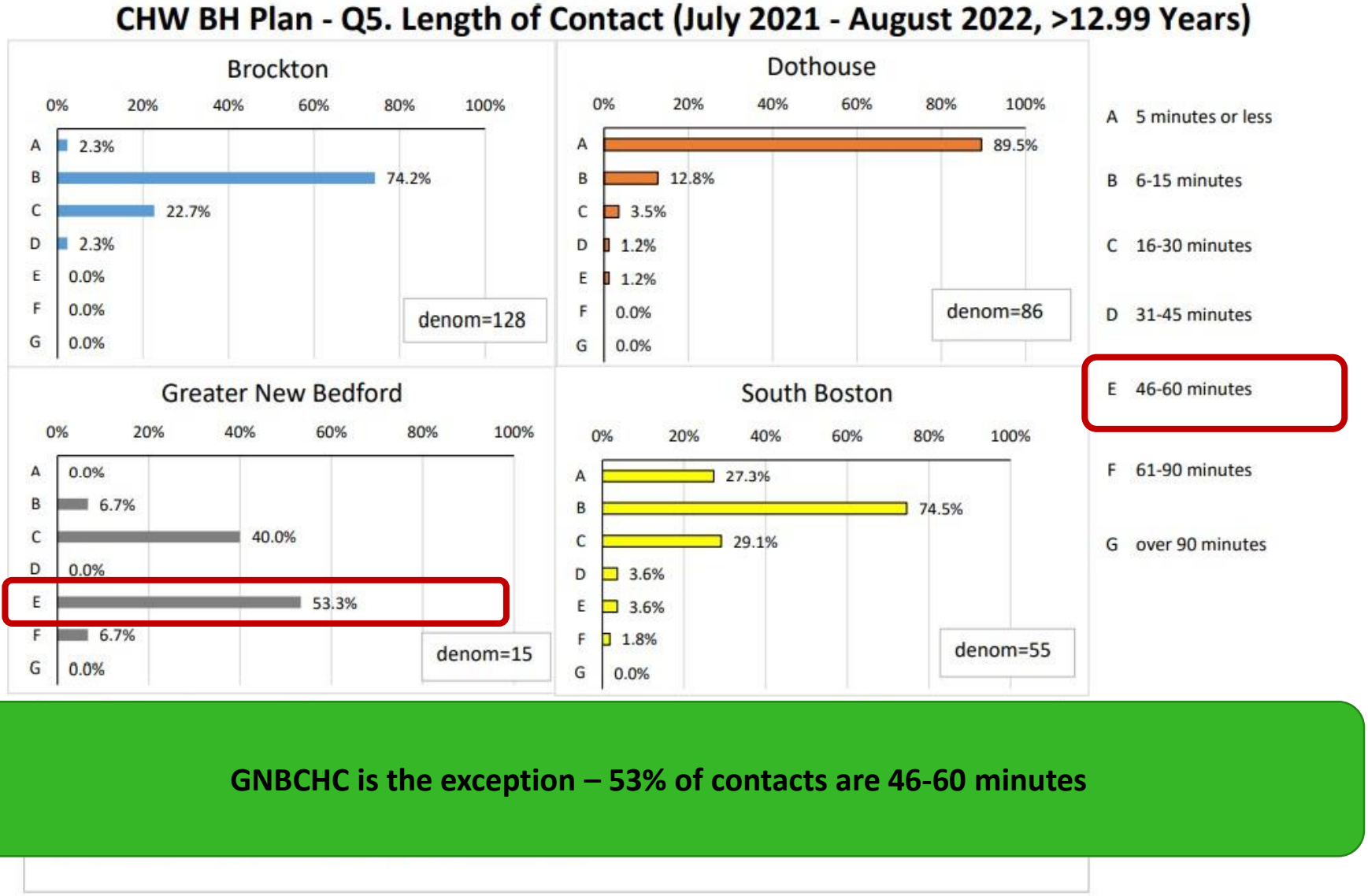
Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of the respondent picked. DHH counts leaving a voicemails as a contact; and thus may have a larger % of contacts 5 minutes or less than other CHCs.

A Day in the Life of a CHW or FP



Most contacts are 30 minutes or less

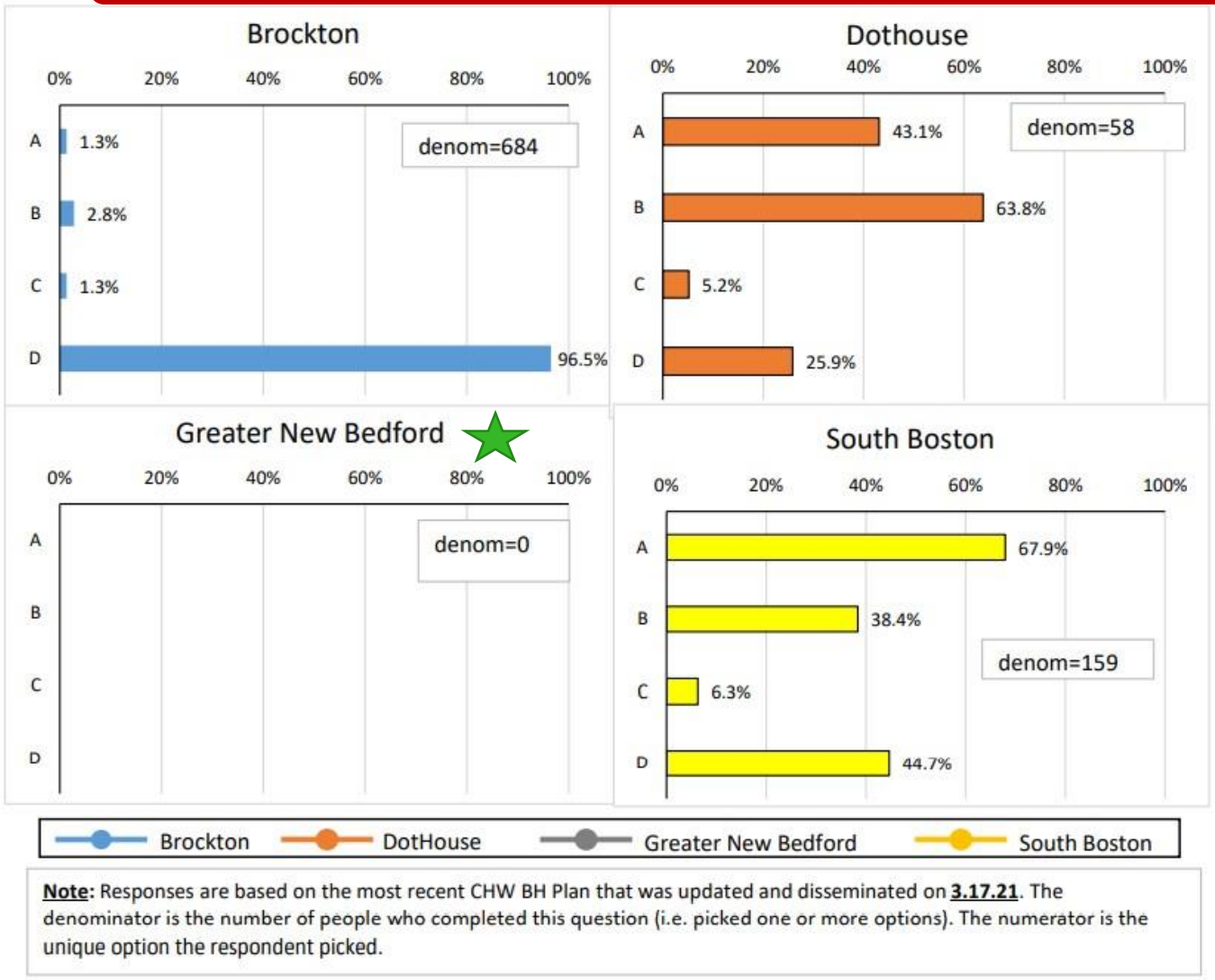
A Day in the Life of a CHW or FP



GNBCHC is the exception – 53% of contacts are 46-60 minutes

A Day in the Life of a CHW or FP

CHW BH Plan - Q6. Treatment Plan Following This Visit (July 2021 - August 2022, <5 Years)



A New/additional services needed

B Continue with current services (defined as services in the past 12 months)

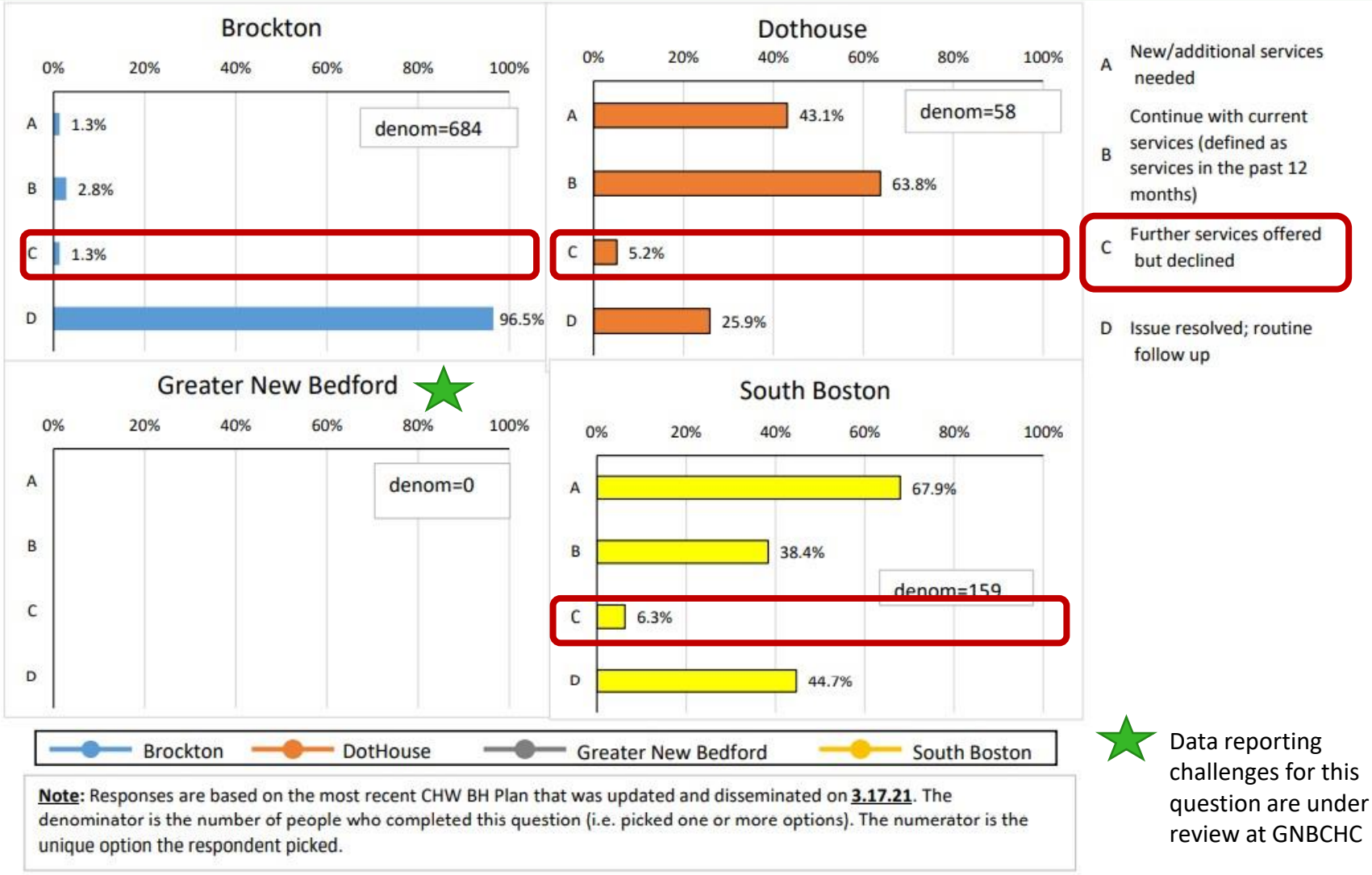
C Further services offered but declined

D Issue resolved; routine follow up

Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

Data reporting challenges for this question are under review at GNBCHC

Very few families are declining services offered by CHW/FPs!



Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

Data reporting challenges for this question are under review at GNBCHC

Many cases default to routine follow up after primary issue is resolved

Note: Responses are based on the most recent CHW BH Plan that was updated and disseminated on **3.17.21**. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

Data reporting challenges for this question are under review at GNBCHC

A Day in the Life of a CHW or FP – Discussion

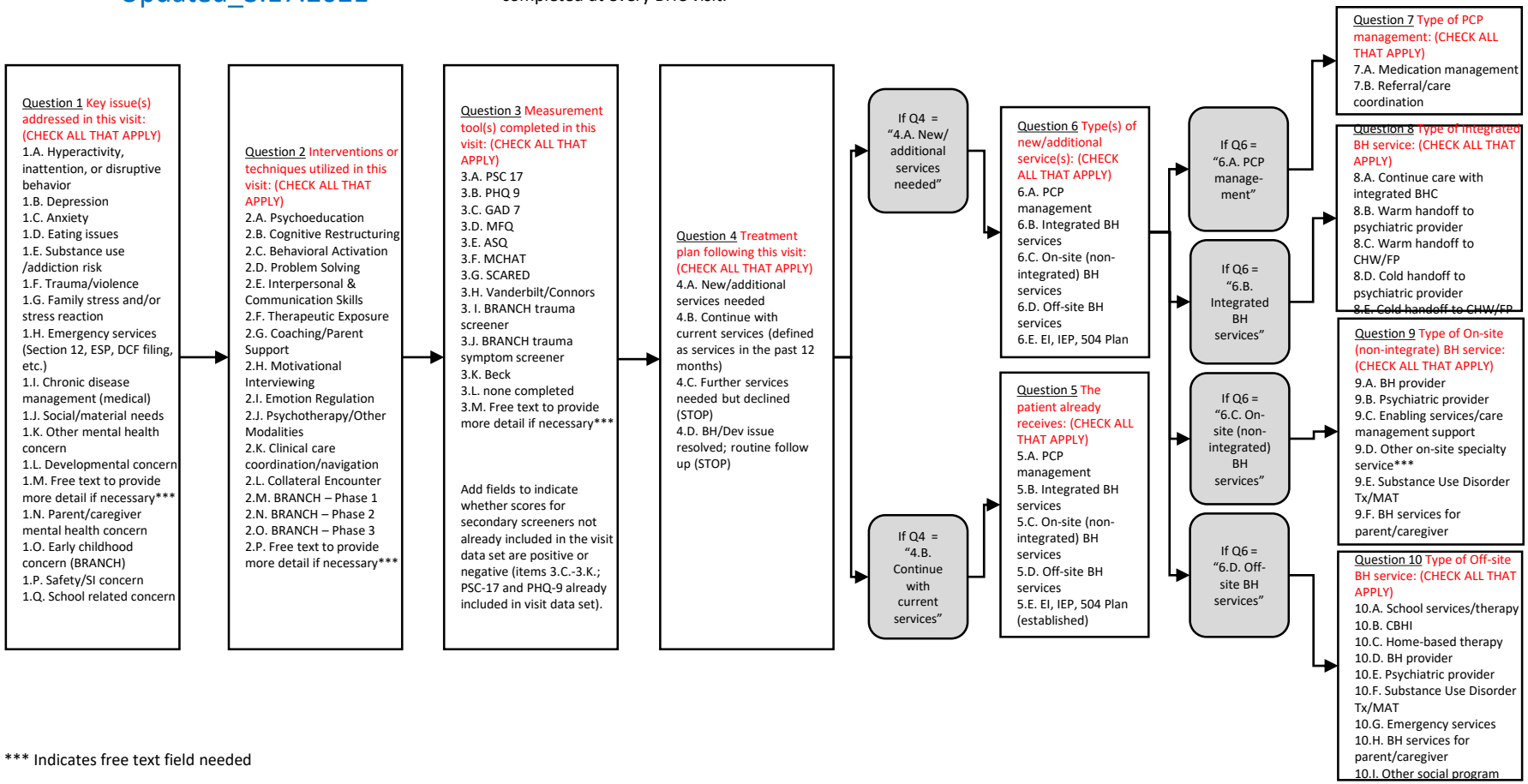
- Do the data feel representative of your day-to-day?
- Where have you gotten stuck when completing the BH Plan?
- What's missing? What would be important to modify or add in to future iterations of this plan to better capture what you do?
- How might you use the data within your team?

BHC BH Plan

BHC BH Plan Template –
To be completed at EVERY BHC visit
Disseminated_2.16.2021
Updated_3.17.2021

The purpose of the BHC BH Plan is to document the key issues addressed, interventions delivered, and plan of care for all services delivered by BHCs in the integrated environment. Data from the BHC BH Plan will be included in CHC data sets and be incorporated into TEAM UP evaluation and quality improvement metrics to better understand clinical decision-making by BHCs and patterns in BH service delivery across participating health centers.

The BHC BH Plan will be integrated within each health center's EMR as an additional visit documentation template and is meant to be completed at every BHC visit.

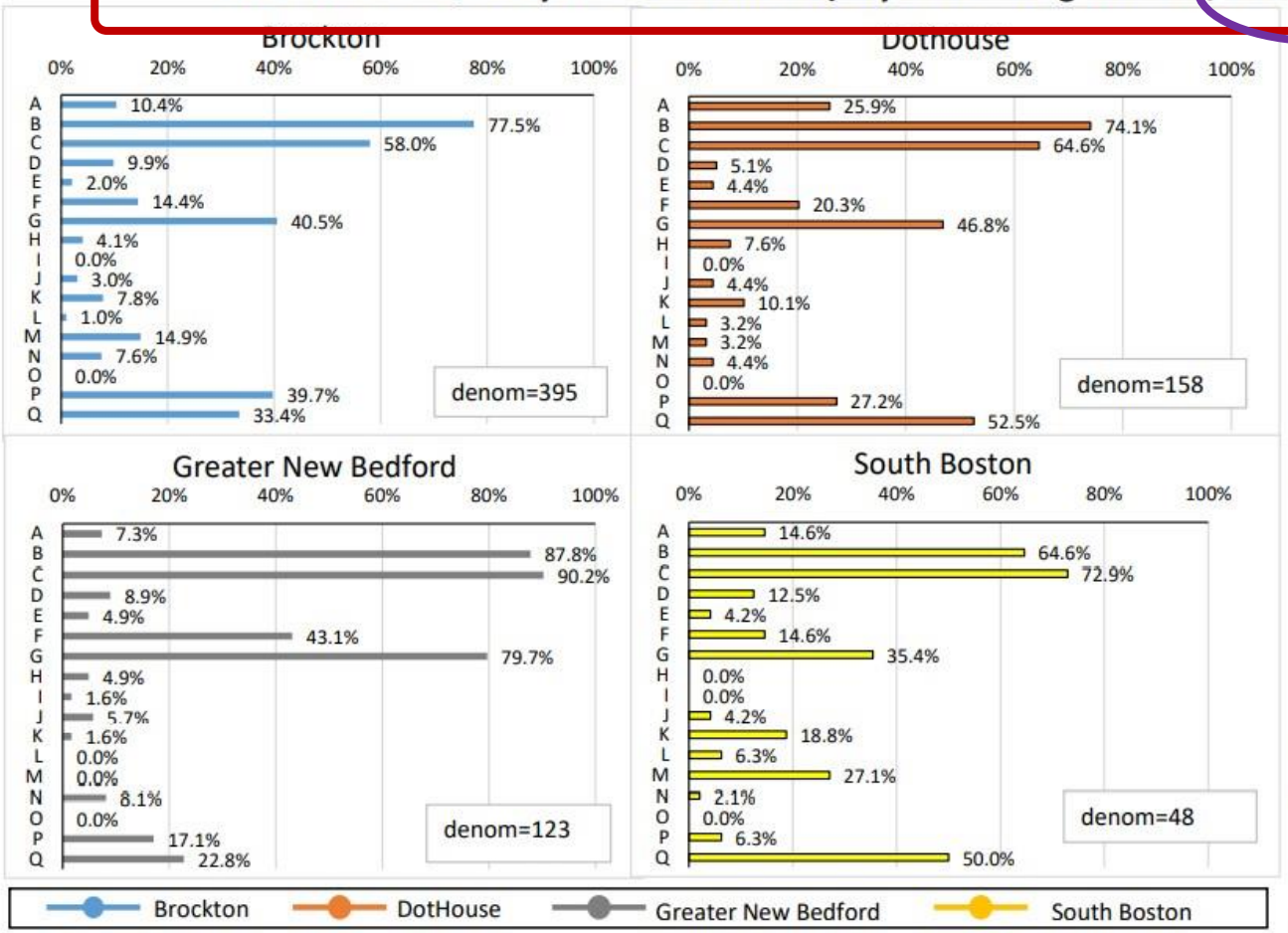


*** Indicates free text field needed

A Day in the Life of a BHC

TEAM UP FOR CHILDREN

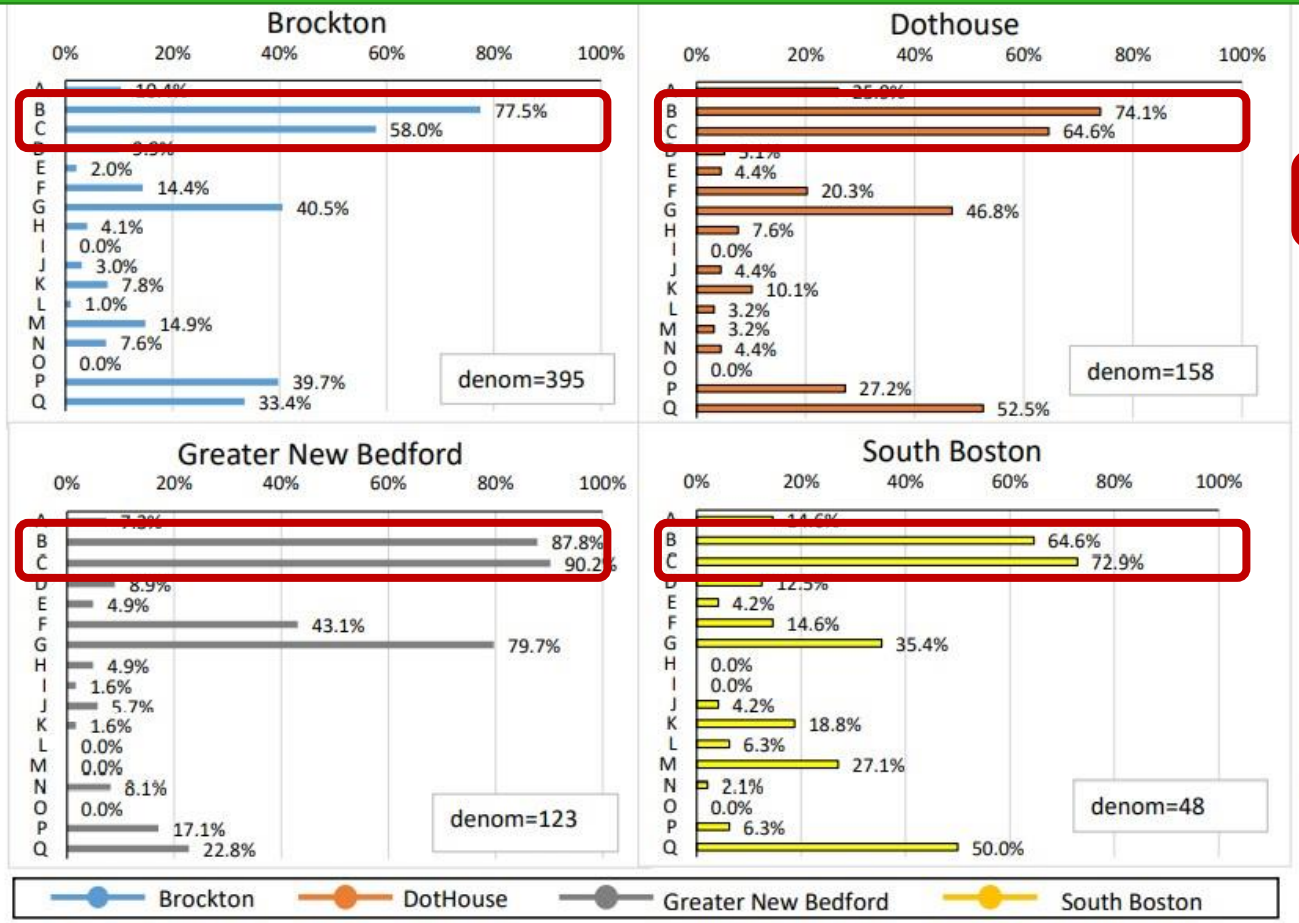
BHC BH Plan - Q1. Key Issues Identified (July 2021 - August 2022, >12.99 Years)



A Hyperactivity, inattention, or disruptive behavior
B Depression
C Anxiety
D Eating issues
E Substance Use/addicition risk
F Trauma/violence
G Family Stress and/or stress reaction
H Emergency services (section 12, ESP, DCF filing, etc)
I Chronic disease management (medical)
J Social/material needs
K Other mental health concern
L Developmental Concern
M Free text
N Parent/caregiver mental heath concern
O Early Childhood Concern
P Safety/ SI concern
Q School related concern

Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021** BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

Common key issues in this age group include: depression and anxiety



A Hyperactivity, inattention, or disruptive behavior

B Depression

C Anxiety

D Eating issues

E Substance Use/addicition risk

F Trauma/violence

G Family Stress and/or stress reaction

H Emergency services (section 12, ESP, DCF filing, etc)

I Chronic disease management (medical)

J Social/material needs

K Other mental health concern

L Developmental Concern

M Free text

N Parent/caregiver mental heath concern

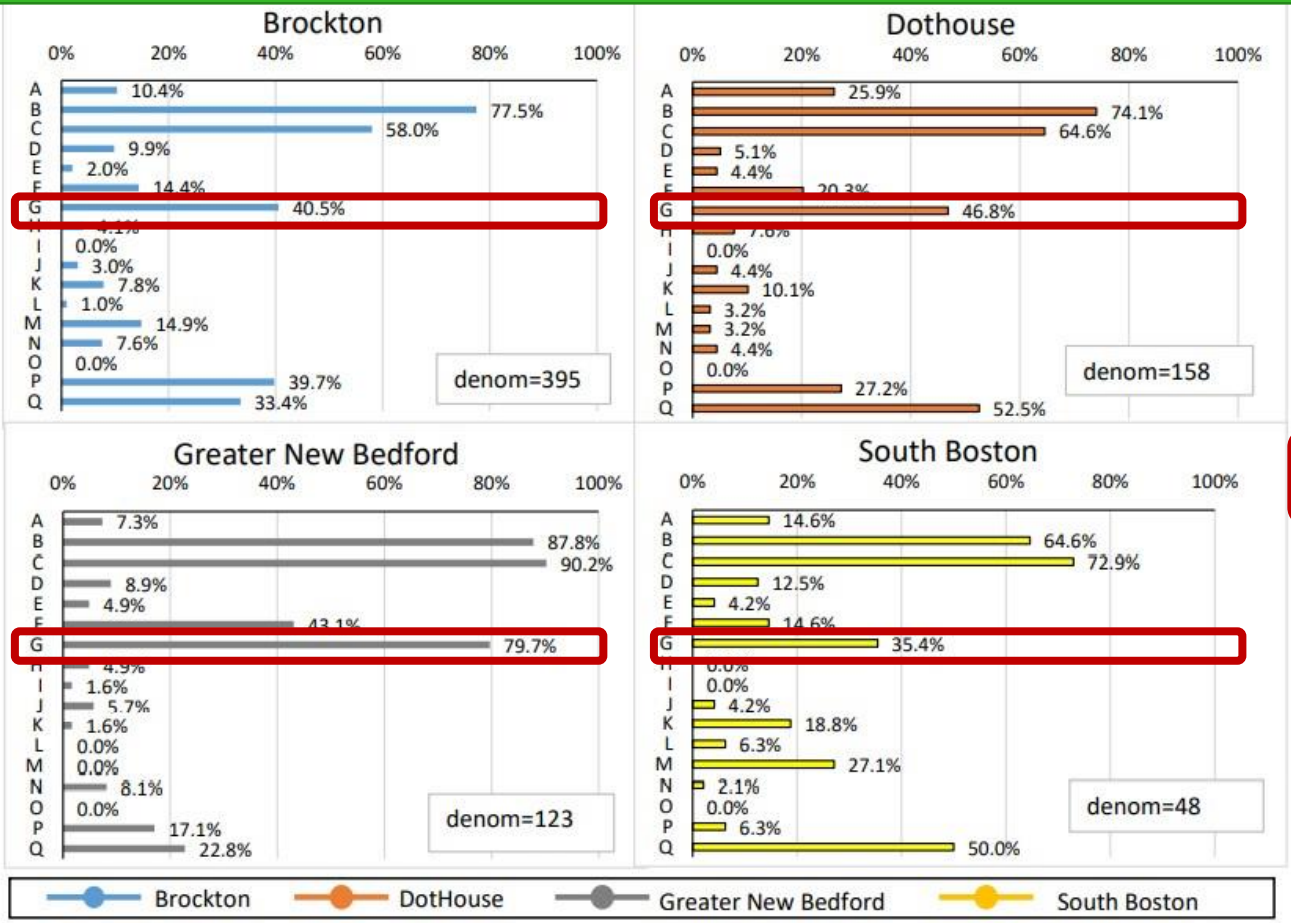
O Early Childhood Concern

P Safety/ SI concern

Q School related concern

Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021** BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

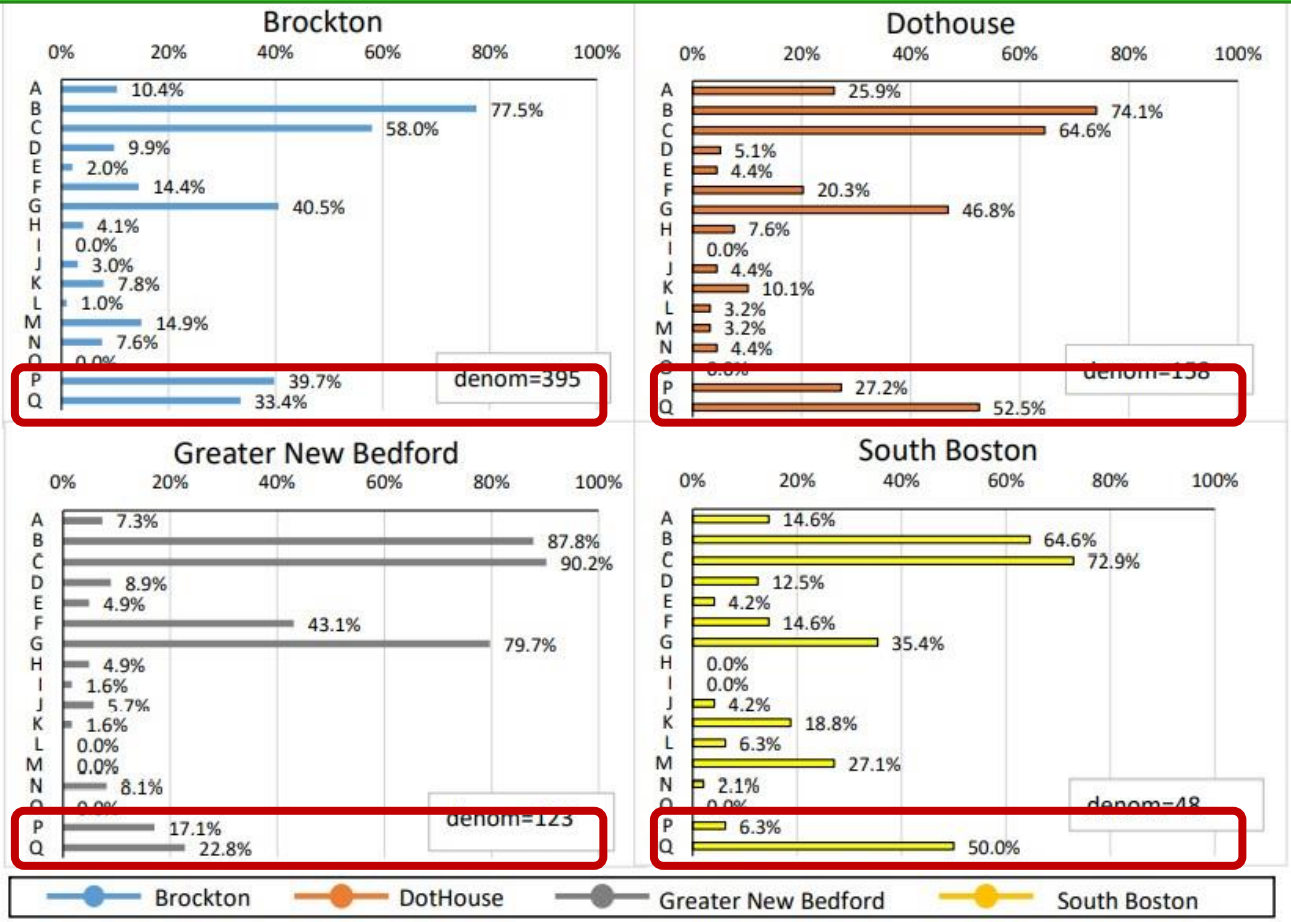
Common key issues in this age group include: family stress and/or stress reaction



A Hyperactivity, inattention, or disruptive behavior
B Depression
C Anxiety
D Eating issues
E Substance Use/addicition risk
F Trauma/violence
G Family Stress and/or stress reaction
H Emergency services (section 12, ESP, DCF filing, etc)
I Chronic disease management (medical)
J Social/material needs
K Other mental health concern
L Developmental Concern
M Free text
N Parent/caregiver mental heath concern
O Early Childhood Concern
P Safety/ SI concern
Q School related concern

Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021** BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

Common key issues in this age group include: safety/SI concern and school related concern



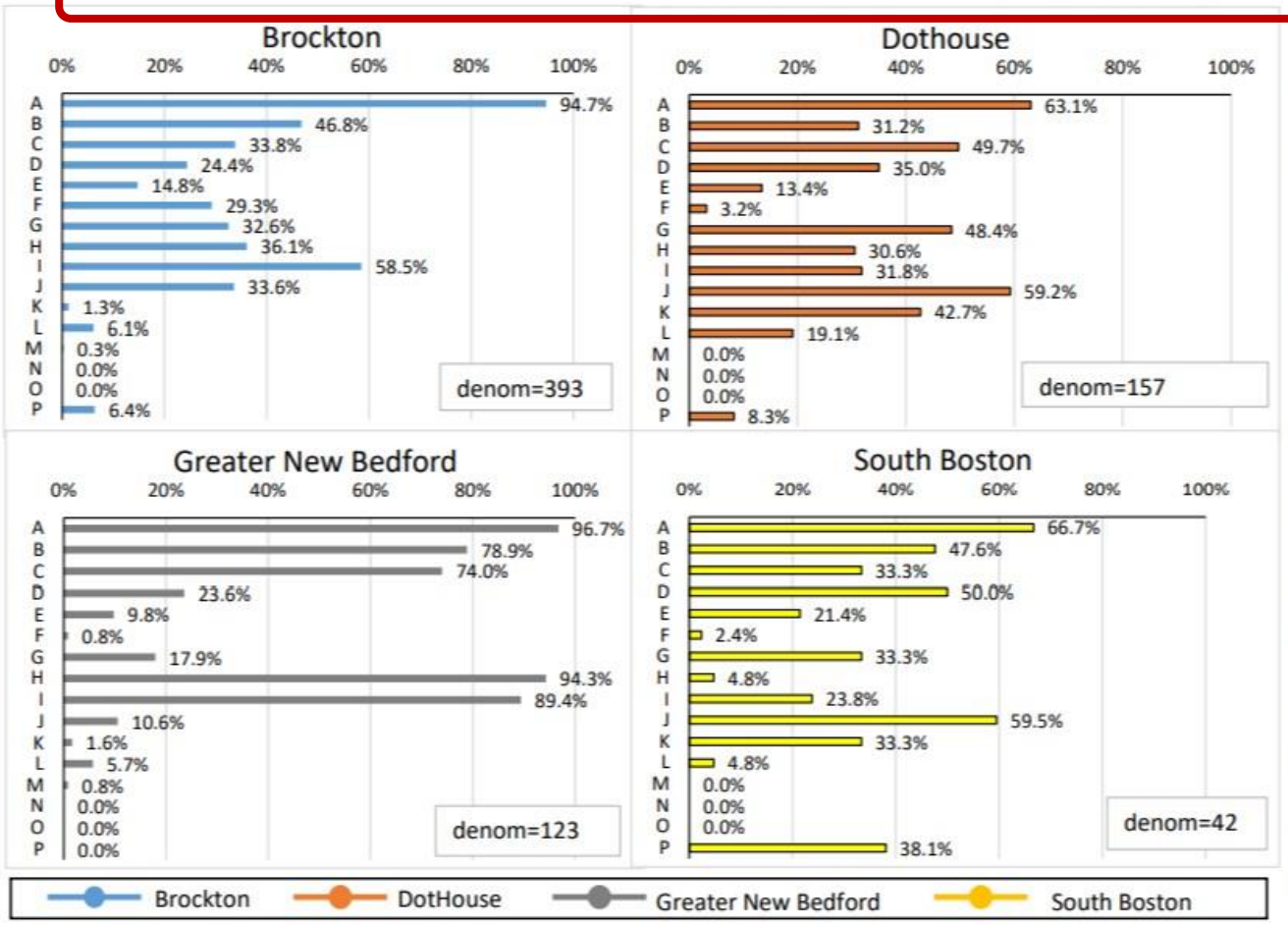
A Hyperactivity, inattention, or disruptive behavior
B Depression
C Anxiety
D Eating issues
E Substance Use/addicition risk
F Trauma/violence
G Family Stress and/or stress reaction
H Emergency services (section 12, ESP, DCF filing, etc)
I Chronic disease management (medical)
J Social/material needs
K Other mental health concern
L Developmental Concern
M Free text
N Parent/caregiver mental heath concern
O Early Childhood Concern
P Safety/ SI concern
Q School related concern

Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021** BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Day in the Life of a BHC

TEAM UP FOR CHILDREN

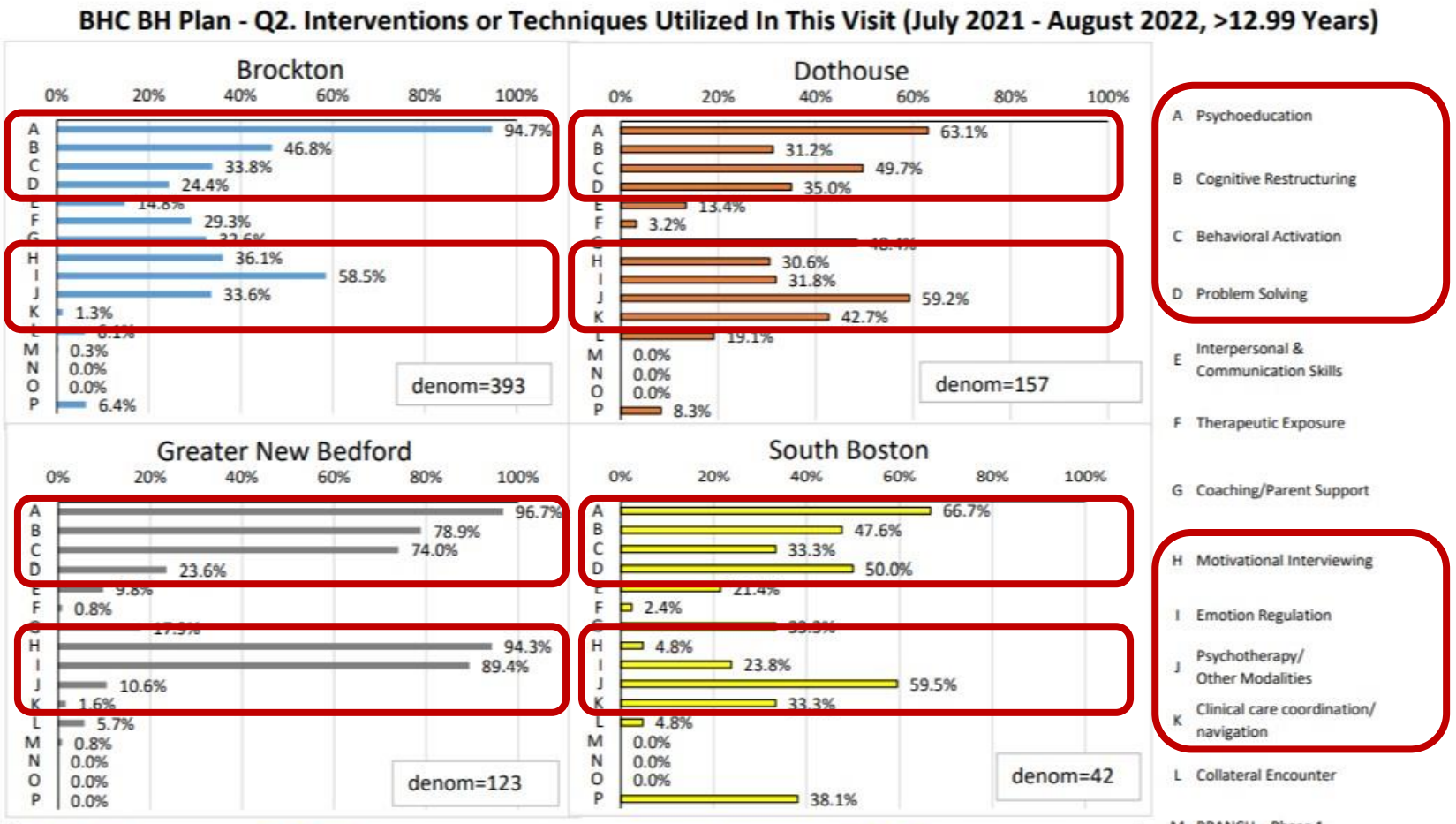
BHC BH Plan - Q2. Interventions or Techniques Utilized In This Visit (July 2021 - August 2022, >12.99 Years)



A Psychoeducation
B Cognitive Restructuring
C Behavioral Activation
D Problem Solving
E Interpersonal & Communication Skills
F Therapeutic Exposure
G Coaching/Parent Support
H Motivational Interviewing
I Emotion Regulation
J Psychotherapy/ Other Modalities
K Clinical care coordination/ navigation
L Collateral Encounter
M BRANCH – Phase 1
N BRANCH – Phase 2
O BRANCH – Phase 3
P Free text

Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021** . BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Day in the Life of a BHC

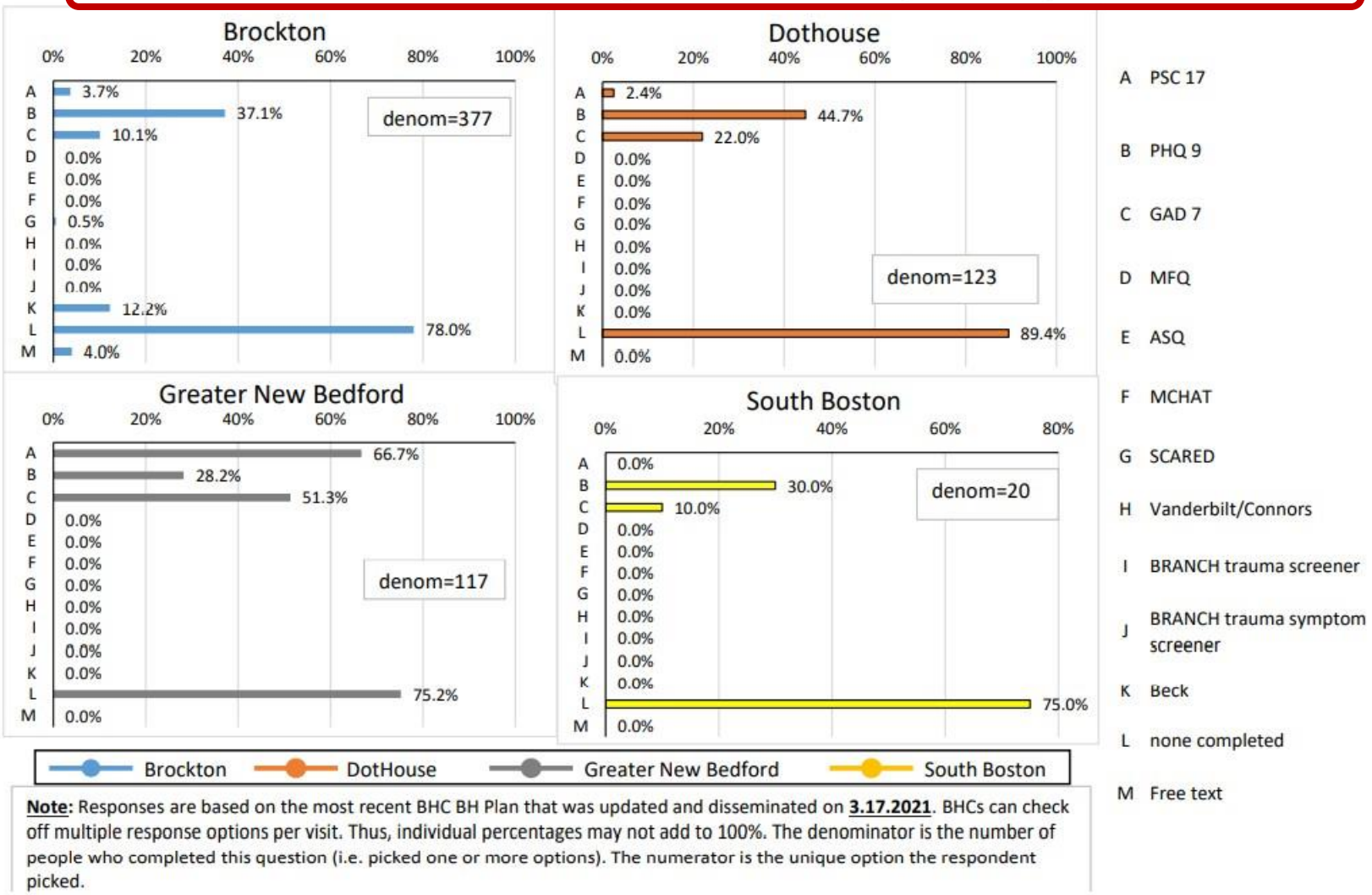


Lots of different interventions utilized – psychoeducation, cognitive restructuring, behavioral activation, problem solving, MI, emotion regulation, clinical care coordination

A Day in the Life of a BHC

TEAM UP FOR CHILDREN

BHC BH Plan - Q3. Measurement Tool Completed In This Visit (July 2021 - August 2022, >12.99 Years)



A PSC 17

B PHQ 9

C GAD 7

D MFQ

E ASQ

F MCHAT

G SCARED

H Vanderbilt/Connors

I BRANCH trauma screener

J BRANCH trauma symptom screener

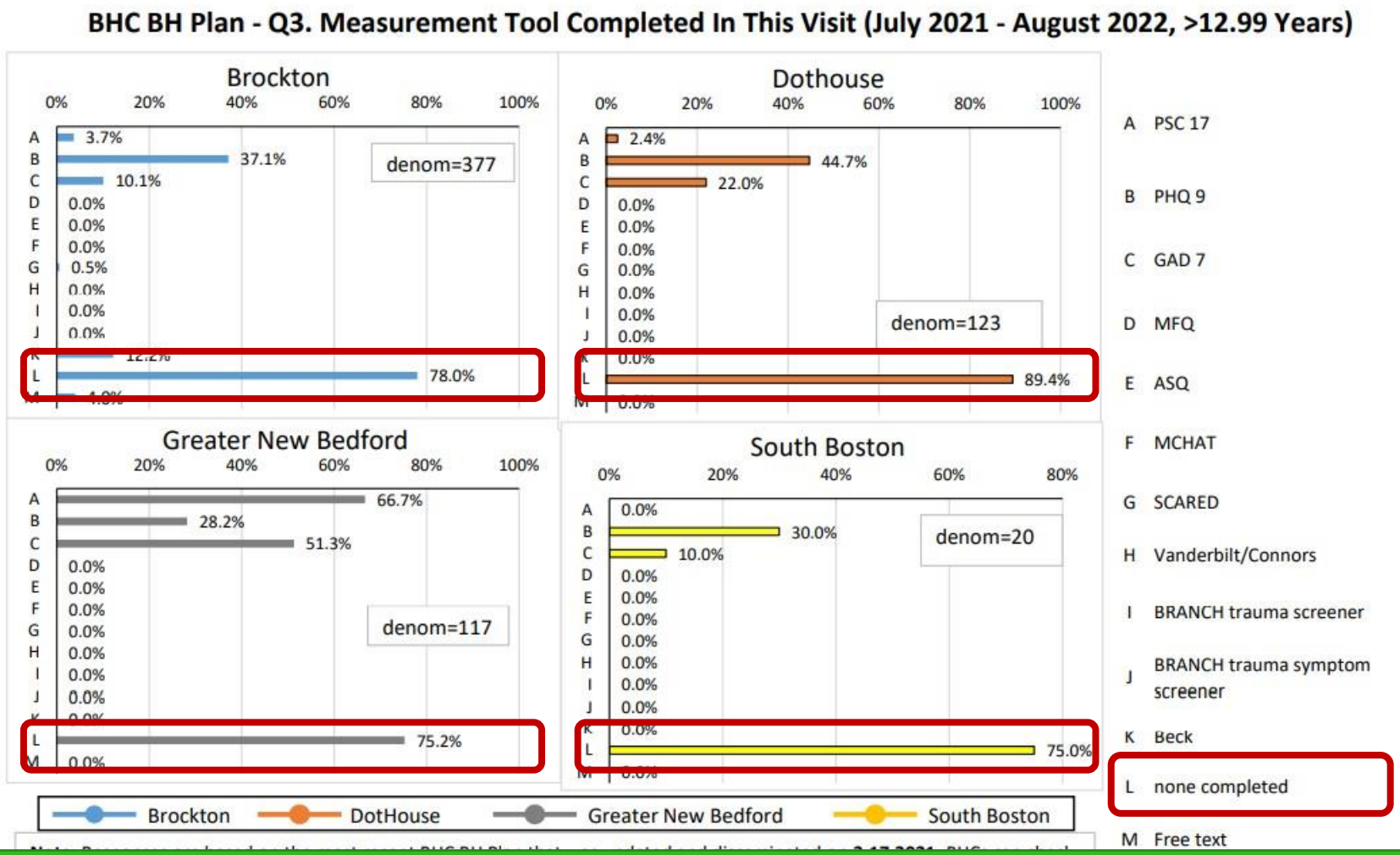
K Beck

L none completed

M Free text

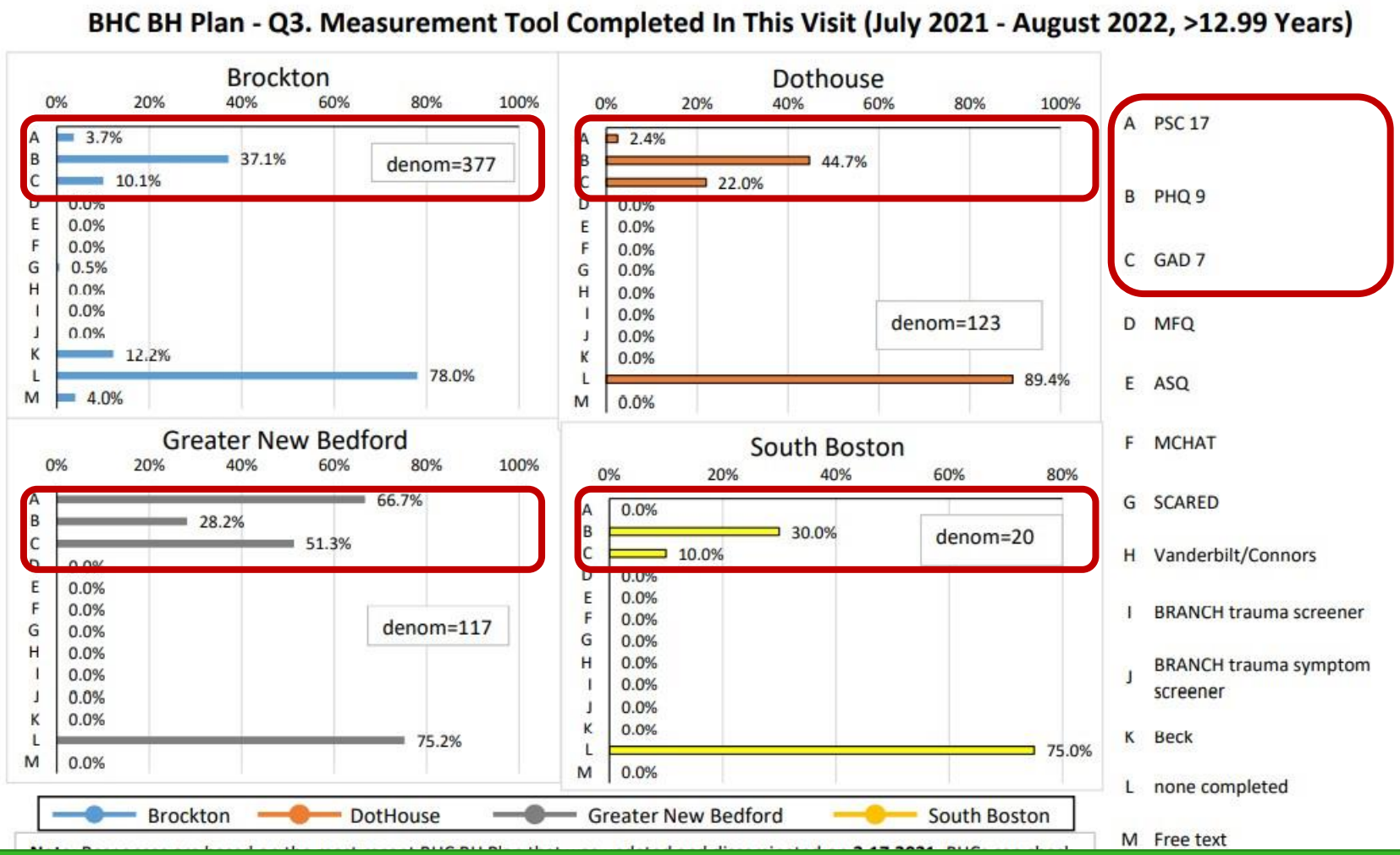
Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021**. BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Day in the Life of a BHC



Screening tools are not completed at the majority of BH visits

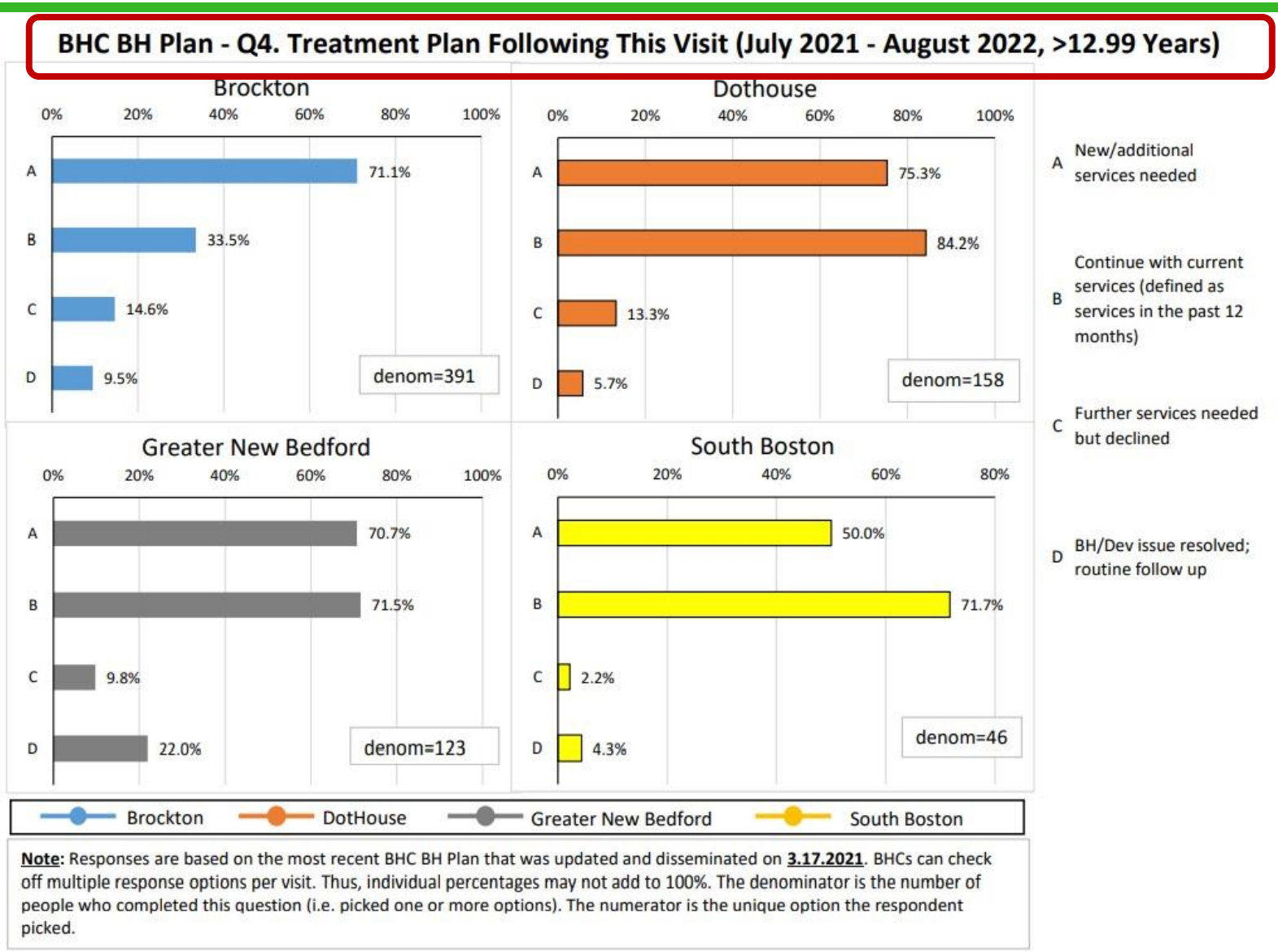
A Day in the Life of a BHC



When they are completed, PSC-17, PHQ-9, and GAD-7 are most commonly used

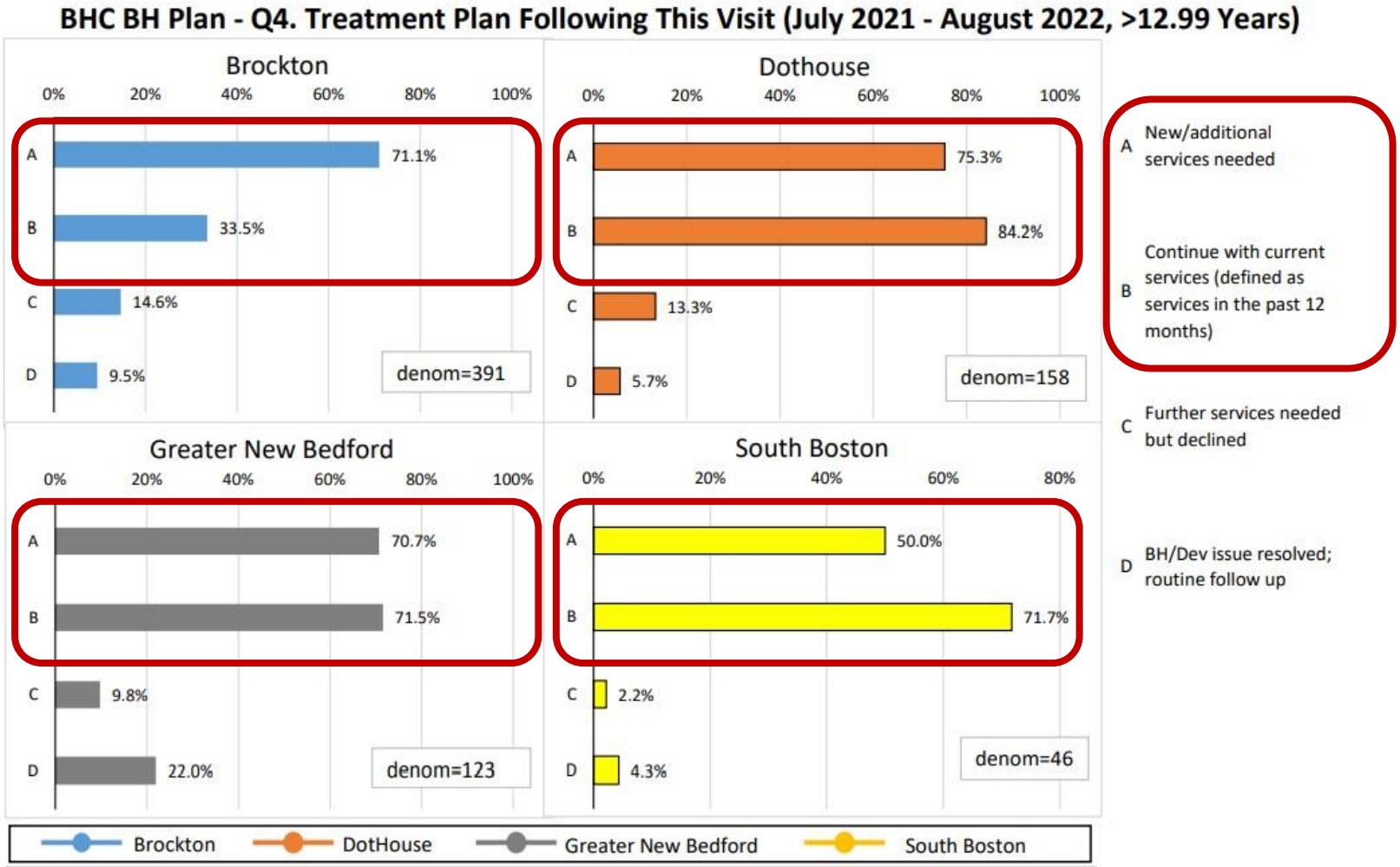
A Day in the Life of a BHC

TEAM UP FOR CHILDREN



Note: Responses are based on the most recent BHC BH Plan that was updated and disseminated on **3.17.2021**. BHCs can check off multiple response options per visit. Thus, individual percentages may not add to 100%. The denominator is the number of people who completed this question (i.e. picked one or more options). The numerator is the unique option the respondent picked.

A Day in the Life of a BHC



Most patients have new or additional services added, continue with current services, or a combination

A Day in the Life of a BHC – Discussion

- Do the data feel representative of your day-to-day?
- Where have you gotten stuck when completing the BH Plan?
- What's missing? What would be important to modify or add in to future iterations of this plan to better capture what you do?
- How might you use the data within your team?

Where to find reports

TEAM UP FOR CHILDREN