

The Webinar will begin promptly at 12pm

Due to the number of participants, you will be automatically placed on mute as you join to ensure good quality sound. If you would like to comment or ask a question, please use the “chat feature”

Send your questions to the host via the chat window in the Zoom meeting.

Q+A will open at the end of the presentation.

Follow-up questions?

Contact



Samantha Di Paola

sdipaola@healthmanagement.com



ALLOWING DATA TO TELL A STORY: RELEVANT METRICS TO HELP REFLECT THE INFINITE VALUES OF INTEGRATED HEALTHCARE

PRESENTED BY:
Jean Glossa, MD, MBA, FACP
David Bauman, PsyD

Tuesday,
December 13th, 2022
12:00 pm – 1:00 pm EST

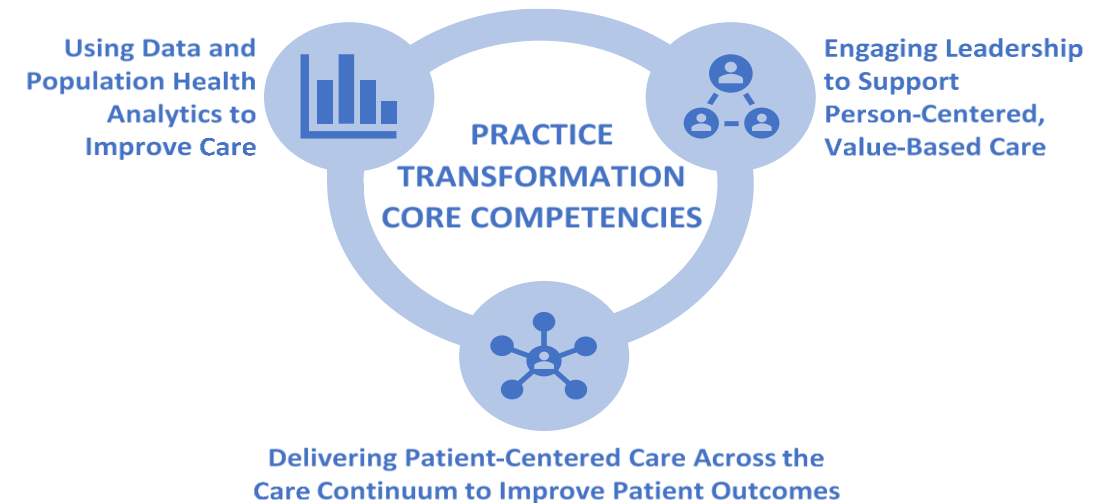
Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). This project is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$4,616,075.00 with 100 percent funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, or an endorsement by, CMS/HHS, or the U.S. Government.

WHAT IS INTEGRATED CARE DC?



- » Integrated Care DC is a five-year program aimed to enhance Medicaid providers' capacity and core competencies to deliver whole person care for physical, behavioral health, SUD and social needs of beneficiaries.
- » Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). Health Management Associates will provide the training and technical assistance.

The goal is to improve care and Medicaid beneficiary outcomes within three practice transformation core competencies:



- » The program offers several components of coaching and training. Material is presented in various formats. The content is created and delivered by HMA subject matter experts with provider spotlights.
- » All material is available on the project website: [Integratedcaredc.com](https://integratedcaredc.com)
- » Educational credit is offered at no cost to attendees for select elements.



>> Are you receiving our Integrated Care DC Newsletters?

Check your inbox at the beginning of the month for the Monthly Newsletter and around the 15th for the Mid-Month Update.



>> Got ideas?

Take this short survey to share suggestions and requests for trainings.

<https://www.integratedcaredc.com/survey/>



PRESENTERS



David Bauman, PsyD
Beachy Bauman Consulting
davidbauman4@gmail.com



Jean Glossa, MD
Project Director, TA Coach/SME
jglossa@healthmanagement.com

Faculty	Elizabeth Wolff, MD CME Reviewer	Shelly Virva, LCSW, FNAP/ Muriel Kramer, LCSW CE Reviewer	Jean Glossa, MD Presenter	David Bauman, PsyD Presenter
Company	No financial disclosures	No financial disclosures	No financial disclosures	No financial disclosures
Nature of relationship	N/A	N/A	N/A	N/A

HMA discloses all relevant financial relationships with companies whose primary business is producing, marketing, selling, re-selling, or distributing health care products used by or on patients.

- ❖ Health Management Associates, #1780, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Health Management Associates maintains responsibility for this course. ACE provider approval period: 09/22/2021 – 09/22/2025. Social workers completing this course receive 1 continuing education credits.

To earn CE credit, social workers must log in at the scheduled time, attend the entire course and complete an online course evaluation. To verify your attendance, please be sure to log in from an individual account and link your participant ID to your audio.

- ❖ The AAFP has reviewed Integrated Care DC Webinar Series and deemed it acceptable for AAFP credit. Term of approval is from 02/08/2022 to 02/07/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity. This session is approved for 1.0 Online Only, Live AAFP Prescribed credits.
- ❖ **If you would like to receive CE/CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- ❖ Certificates of completion will be emailed within 10-12 business days of course completion.

**ALLOWING DATA TO TELL A STORY:
RELEVANT METRICS TO HELP REFLECT THE
INFINITE VALUES OF INTEGRATED
HEALTHCARE**

Allowing data to tell a story: Relevant metrics to help reflect the infinite values of integrated healthcare

- » Welcome and Program Announcements
- » Defining Primary Care Behavioral Health (PCBH)
- » The *why* behind data
- » Keep it Simple Silly (KISS) method for reflective data
- » Key stakeholders
- » A story of data

OBJECTIVES

1. Describe relevant data metrics that reflect the values of integrated behavioral health
2. Review the key players in healthcare systems who allow the retrieval of relevant data points
3. Identify strategies of using data to inspiring employee engagement and connect providers to their infinite values



Image permitted by DC Department of Health Care Finance

- The Primary Care Behavioral Health Consultation model (PCBH) is a psychological approach to **population-based clinical health care** that is simultaneously **co-located, collaborative, and integrated** within the primary care clinic
- The goal of PCBH is to improve and promote **overall health within the general population**

THE BEHAVIORAL HEALTH CONSULTANT (BHC) ROLE IN PCBH MODEL: GATHER¹



Generalist: The goal is to have the BHC work with patients of any age and any behavioral concern, from anxiety or tobacco use to parenting strategies

Accessible: The BHC should be available to help the primary care provider at all times during the workday

Team-based: The BHC is part of the health care team and participates in meetings and huddles about patient care

High productivity: To make this model work financially, the BHC must be able to see many patients each day. Many of these visits are short

Education: The BHC educates patients about health issues and the health care team about patients' psychosocial needs. The BHC supports the primary care provider in continued care of the patient

Routine: When making referrals to the BHC becomes part of the clinic's normal daily workflow



First Contact



Comprehensive
Care



Continuity of
Care



Coordination of
Care

BEFORE WE BEGIN THE JOURNEY...

Passionate about high fidelity to PCBH

- As well as contextual approaches to presenting concerns
- This is what drives us...

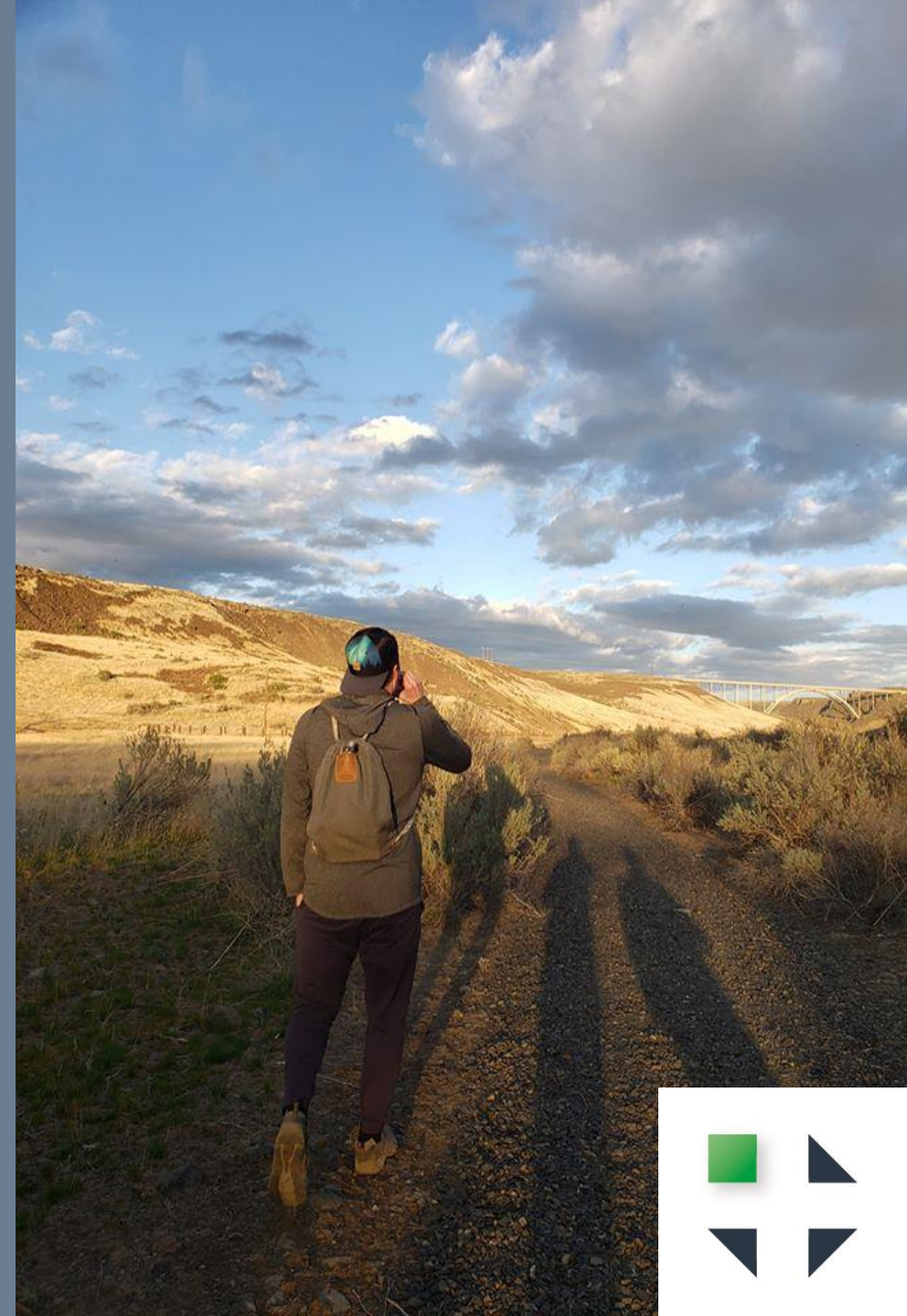
~~May~~ will say things that challenge some assumptions...

...And that is okay... that is the hope... here with you...

Perspectives aren't truths...

...Let's promise each other to rumble...

...Be kind on the journey...





TODAY'S FOCUS...

Talk about everyone's favorite topic...
DATA!!!

Seriously though, data not connected to a value is **meaningless**, and a value that doesn't have reflective data points is **unrealized**.

Really great book, *The Infinite Game*³



WHAT ARE YOUR INFINITE VALUES BEING A BHC?

For me...

- Population-based healthcare
- Fortifying primary care
- Accessible and on-demand care for our community
- Work culture of engagement



WHAT DATA DO YOU COLLECT NOW?

CHOOSE ALL THAT APPLY

- Productivity
- PHQ 9/GAD 7, etc
- Number of referrals
- Referral source (e.g., which providers are referring to BH)
- Diagnosis
- Total number patients seen
- Total number patients referred to specialty care
- Size of wait list
- Other

CHAT IN: HOW DO YOU USE THE DATA YOU COLLECT?

KISS METHOD TO DATA

We don't want too many data points... becomes diluted and impossible to track

- Great article to give example of PCBH Data Points⁴

For us, and to reflect our infinite values:

- Visits, both total and per day per BHC
- Handoffs, both total and per day per BHC
- Penetration rate within the organization
- PCP Satisfaction
- BHCs' employee engagement



LET'S BREAK EACH OF
THESE DOWN...



TOTAL VISITS AND VISITS PER DAY PER BHC

The why and the value that it represents

How we developed a tracking system

Important team members

Miscellaneous

- What is deemed a *visit*?
- How to ensure accuracy
- Ensuring engagement and reporting out

A clinic's data point

- 2022 – 13,452 total visits (record)
- 2022 – 8.8 visits per day per BHC



TOTAL HANDOFFS AND HANDOFFS PER DAY PER BHC

The why and the value that it represents

How we developed a tracking system

Important team members

Miscellaneous

- What is deemed a *handoff*?
- How to ensure accuracy
- Ensuring engagement and reporting out

A clinic's data point

- 2022 – 4,778 total handoffs
- 2022 – 2.9 handoffs per day per BHC



PENETRATION RATE

The why and the value that it represents

How we developed a tracking system

Important team members

Miscellaneous

- What factors into a patient being seen?
- How to ensure accuracy
- Ensuring engagement and reporting out

A clinic's data point

Year	PR CHCW	PR CWFM	PR EMC	PR HC	PR NMC	PR YP
2022	23.7	30.0	24.6	9.7	14.7	20.8
2021	21.2	24.9	20.1	8.2	16.9	20.7
2020	20.6	24.8	21.1	10.7	18.7	17.8
2019	21.5	24.9	23.7	12.8	20.8	16.9
2018	20.0	24.0	21.1	23.9	17.5	15.5
2017	17.1	21.5	14.3	23.7	10.1	13.6
2016	13.5	18.2	12.7	7.0	0.0	10.3



PCP SATISFACTION

The why and the value that it represents

How we developed a tracking system

Important team members

Miscellaneous

- How to get PCPs to fill out the survey
- How to discriminate satisfaction
- Ensuring engagement and reporting out

A clinic's data point

1-5 Likert Scale	2016	2017	2018	2019	2020	2021	2022
# of PCPs completing survey	40	40	45	41	39	39	43
Overall Satisfied	4.6	4.5	4.8	4.8	4.8	4.9	4.8
Helpful to patients	4.6	4.6	4.7	4.7	4.8	4.9	4.8
Helpful to PCP	4.7	4.7	4.8	4.9	5.0	4.9	4.8
Pts more adherent	3.7	3.7	3.9	3.9	4.0	4.1	4.0
Makes job easier	4.6	4.5	4.7	4.8	4.6	4.9	4.7



BHC EMPLOYEE ENGAGEMENT

The why and the value that it represents

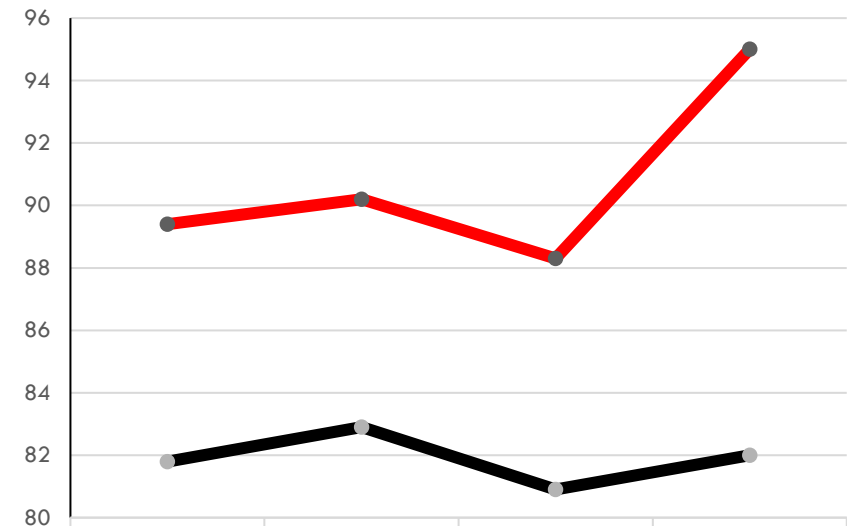
How we developed a tracking system

Important team members

Miscellaneous

- How to promote transparency and honestly
- Ensuring engagement and reporting out

A clinic's data point



PCBH EES	89.4	90.2	88.3	95
CHCW Total EES	81.8	82.9	80.9	82



**START WITH ONE OR TWO
OF THESE METRICS...
WHICH OF THESE
MEASURES WOULD YOU
CONSIDER COLLECTING
DATA ON?**

TO SUMMARIZE...

Find data points that reflect infinite values

- Remember, data not connected to a value is **meaningless**, and a value that doesn't have reflective data points is **unrealized**.
 - It is never about the data, more about what the data reflects

KISS method

Share and normalize this process... allow data to tell the story of what you all are doing...

- A last story from our team...

Create a context of engagement, compassion, and, above all, love...



Q&A



David Bauman, PsyD
Beachy Bauman Consulting
davidbauman4@gmail.com



Jean Glossa, MD
Project Director, TA Coach/SME
jglossa@healthmanagement.com

1. Funderburk, J. S., Polaha, J., & Beehler, G. P. (2021). What is the recipe for PCBH? proposed resources, processes, and expected outcomes. *Families, Systems, & Health, 39*(4), 551–562. <https://doi.org/10.1037/fsh0000669>
2. O'Malley, A. S., Rich, E. C., Maccarone, A., DesRoches, C. M., & Reid, R. J. (2015). Disentangling the linkage of primary care features to patient outcomes: A review of current literature, data sources, and measurement needs. *Journal of General Internal Medicine, 30*(S3), 576–585. <https://doi.org/10.1007/s11606-015-3311-9>
3. Reiter, J. T., Dobmeyer, A. C., & Hunter, C. L. (2018). The Primary Care Behavioral Health (PCBH) model: An overview and operational definition. *Journal of Clinical Psychology in Medical Settings, 25*(2), 109–126. <https://doi.org/10.1007/s10880-017-9531-x>
4. Sinek, S. (2020). *The infinite game*. Penguin Business.

- » Please complete the online evaluation! **If you would like to receive CE or CME credit, the evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.

- » The webinar recording will be available within a few days at:
<https://www.integratedcaredc.com/learning/>

- » **Upcoming Webinar:**
 - » ***Sustainable Trauma Treatment: How Accelerated Resolution Therapy Can be Utilized in a PCBH Setting to Effectively Treat Trauma, January 17, 12 – 1 pm EST***

- » For more information about Integrated Care DC, please visit:
<https://www.integratedcaredc.com/>