Setting the Stage:
Today’s Moderator

Madhana Pandian
Associate
SAMHSA-HRSA Center for Integrated Health Solutions
Slides for today’s webinar will be available on the CIHS website:

www.integration.samhsa.gov

Under About Us/Innovation Communities

To participate

Use the chat box to communicate with other attendees

Use the question box to send us a question directly to
Listserv

Look for updates from:

bh_integration_ic@nationalcouncilcommunities.org

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Under About Us/Innovation Communities
Our format...

Structure
Short comments from experts
Specifics from their point of view

Polling You
Every 20-minutes
Finding the “temperature” of the group

Asking Questions
Watching for your written questions

Follow-up and Evaluation
Ask for what YOU want or expect
Ideas and examples added to the AOS Resource Center

How to ask a question during the webinar

If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. (left)

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. (right)
How to implement/operationalize the measure

Teodoro ‘Teo’ Anderson Diaz, LICSW
Director of Behavioral Health at First Choice Health Centers – East Hartford, Connecticut

Teo has a passion for performance improvement which engages the souls of healthcare professionals and support staff in need of reaffirmation and purpose.

An example of a successful roll out of a Depression Screening project at the First Choice Health Centers of Connecticut. 1.

**Plan Phase**
- Baseline Data: Compliance rate of less than 15% by 12/1/14
- Goal: 80% compliance rate
- Identify assigned staff
- Mobilize a multi-disciplinary work group
- Homework: Answer 2 Questions

**Do Phase**
- Committee structure & public agreements
- Addressing the why
- Develop an intervention
- Pilot the intervention
- Provide feedback
An example of a successful roll out of a Depression Screening project at the First Choice Health Centers of Connecticut.

### Study Phase

**January 6, 2015 through January 31, 2015**

<table>
<thead>
<tr>
<th>Week</th>
<th>Control GRP</th>
<th>Intervention GRP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>31.93</td>
<td>37.93</td>
</tr>
<tr>
<td>2</td>
<td>31.81</td>
<td>45.71</td>
</tr>
<tr>
<td>3</td>
<td>32.95</td>
<td>57.3</td>
</tr>
<tr>
<td>4</td>
<td>35.19</td>
<td>61.35</td>
</tr>
</tbody>
</table>

**Control GRP:** Total Nu. of Eligible Pts: 1,972. Total Nu. Screened: 694

**Intervention GRP:** Total Nu. of Eligible Pts: 326. Total 694

### Act Phase/Roll Out

- Parallel training of medical assistants and provider
- Weekly monitoring and sharing of data
- Coaching
- Seeking consumer representation
- Sharing results with our consumer base
Example of internal posting and sharing of weekly data at First Choice Health Centers Jan 1 - Aug 1, 2015 (81.37%)

UDS - Depression Screening Data at First Choice HC
January to June 2017
Questions, Comments, Clarification

How about us?
Comments/Questions/Discussion

- Not sure where are your gaps?
- Do you see a gap and not sure how to cross it?
- Are there specific areas in the clinical pathway that are barriers?
What are some effective ways to communicate the data with your team?

4 Tips For Using Data and Continuous Quality Improvement

1. Set a specific time
2. Know your team
3. Make it a part of those other meetings/all staff
4. Make it Matter, Make it Fun
It’s a Process NOT a Program

Slow/Ongoing – Build Structure
Change is all about managing the changes

1. *Policy and Procedures
2. *EHR
3. *Competency Based Evaluations
4. *On Boarding
5. *Quality Improvement
7. *Dashboards
8. *Supervision

Really???? 8 Times?? * Ways * Really???? REALLY. Behaviors and Practices are Teaching Moments

What We Know About Practice Adoption and Sustainability

Culture ready and willing
Leadership supportive
Workflow drives practice integration
Training and re-training essential
Data driven monitoring critical early and ongoing
Clinical decision support and reminder systems through EHR key facilitator
Guidelines, Protocols, documenting procedures for all aspects of practice
Tips For Using Data and Continuous Quality Improvement

• 8 times 8 ways
• Put it on the agenda
• Dashboards
• Post it in public places
• Policy & Procedures
Clinical Pathways for Depression Screening

Pt arrives and checks in at Front Desk

Pt completes intake/PHQ2

MA completes Vitals/PHQ2

If Positive……..PHQ9

The Patient Health Questionnaire-2 (PHQ-2)

<table>
<thead>
<tr>
<th>Over the past 2 weeks, how often have you been bothered by any of the following problems?</th>
<th>Not At all</th>
<th>Several Days</th>
<th>More Than Half the Days</th>
<th>Nearly Every Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Little interest or pleasure in doing things</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>2. Feeling down, depressed or hopeless</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
**PHQ9 is administered**

- **Pt arrives and checks in at Front Desk**
- **Pt completes intake/PHQ2**
- **MA completes Vitals/PHQ2**
- **Front Desk/EHR Notifies BHP/PCP?**
- **MA Administers PHQ9 or notifies PCP/BHP?**

**PHQ9 is greater than 5? 10? Follow Up**

- **WHO**
- **Meet and Greet**
- **PCP Brief Intervention**
- **BHP scheduled**
## Translating Depression Management with the PHQ-9

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>Community Norms</td>
<td>No further action</td>
</tr>
<tr>
<td>5-9</td>
<td>Mild Symptoms</td>
<td>Annual re-screening Education, reinforcement</td>
</tr>
<tr>
<td>10 – 14</td>
<td>Moderate Symptoms</td>
<td>Medication or counseling Follow-up at least monthly</td>
</tr>
<tr>
<td>15 – 19</td>
<td>Moderate -Severe</td>
<td>Medication and/or counseling Physical activity, self-management Follow-up at least every 2-4 weeks</td>
</tr>
<tr>
<td>≥ 20</td>
<td>Severe</td>
<td>Medication and counseling Physical activity, self-management Follow-up weekly</td>
</tr>
</tbody>
</table>

Mitchell, J. et al, Adult Depression in Primary Care Guideline. [www.icsi.org](http://www.icsi.org) Updated September 2013

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### Open Discussion – Your Experiences

[Image of a speech bubble with the text “KEEP CALM AND ASK ON”]

integation.samhsc.gov
Resources: www.integration.samhsa.gov

Screening Tools
http://www.integration.samhsa.gov/clinical-practice/screening-tools#depression
Understanding and Implementing UDS measures for Depression Screening, Documentation, and Practice
Treating Diabetes and Depression

RESOURCES

Team Based Care Toolkit
http://www.integration.samhsa.gov/workforce/team-members/Cambridge_Health_Alliance_Team-Based_Care_Toolkit.pdf

Two articles on Workforce Competencies for BH working in PC
https://integrationacademy.ahrq.gov/sites/default/files/AHRQ_AcadLitReview.pdf

National Council Resources
http://www.thenationalcouncil.org/consulting-best-practices/areas-of-expertise/