Integrated Behavioral Health and QI Data

Asian Health Services

ASIAN HEALTH SERVICES
ASIAN HEALTH SERVICES
ONLY
OAKLAND
CONVENTION
ENTER

ASIAN HEALTH SERVICES

中文 한국어 ភាសាខ្មែរ Tiếng Việt Монгол хэл Tagalog English

HOME | ABOUT US | ADVOCACY | SERVICES | CAREERS-VOLUNTEERS | CONTACT US | DONATE NOW

Our Services

We are a community health center that offers primary health care services with 36 exam rooms and a dental clinic with 7 chairs.

We serve over 24,000 patients and over 105,000 patient visits annually.

Our staff is fluent in English and eleven Asian languages: *Cantonese, Vietnamese, Mandarin, Karen Korean, Khmer* (Cambodian), *Mien, Mongolian, Tagalog, Lao* and *Burmese*.

Learn more about our **health care services**, our **advocacy**

$1 MILLION DONATION FROM ROLLAND AND KATHRYN LOWE

Read the announcement >>

AHS AT 40 GALA BENEFIT

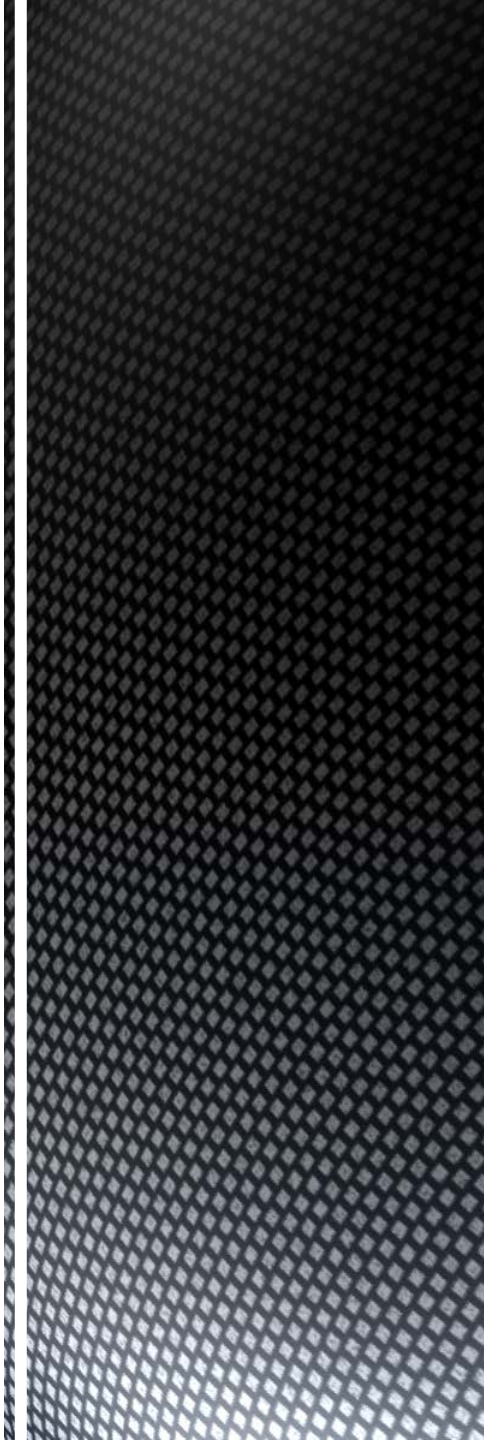
Celebrate our 40th anniversary on September 27th

Learn more >>

Integrated Behavioral Health Model at AHS

Staffing

Model of care

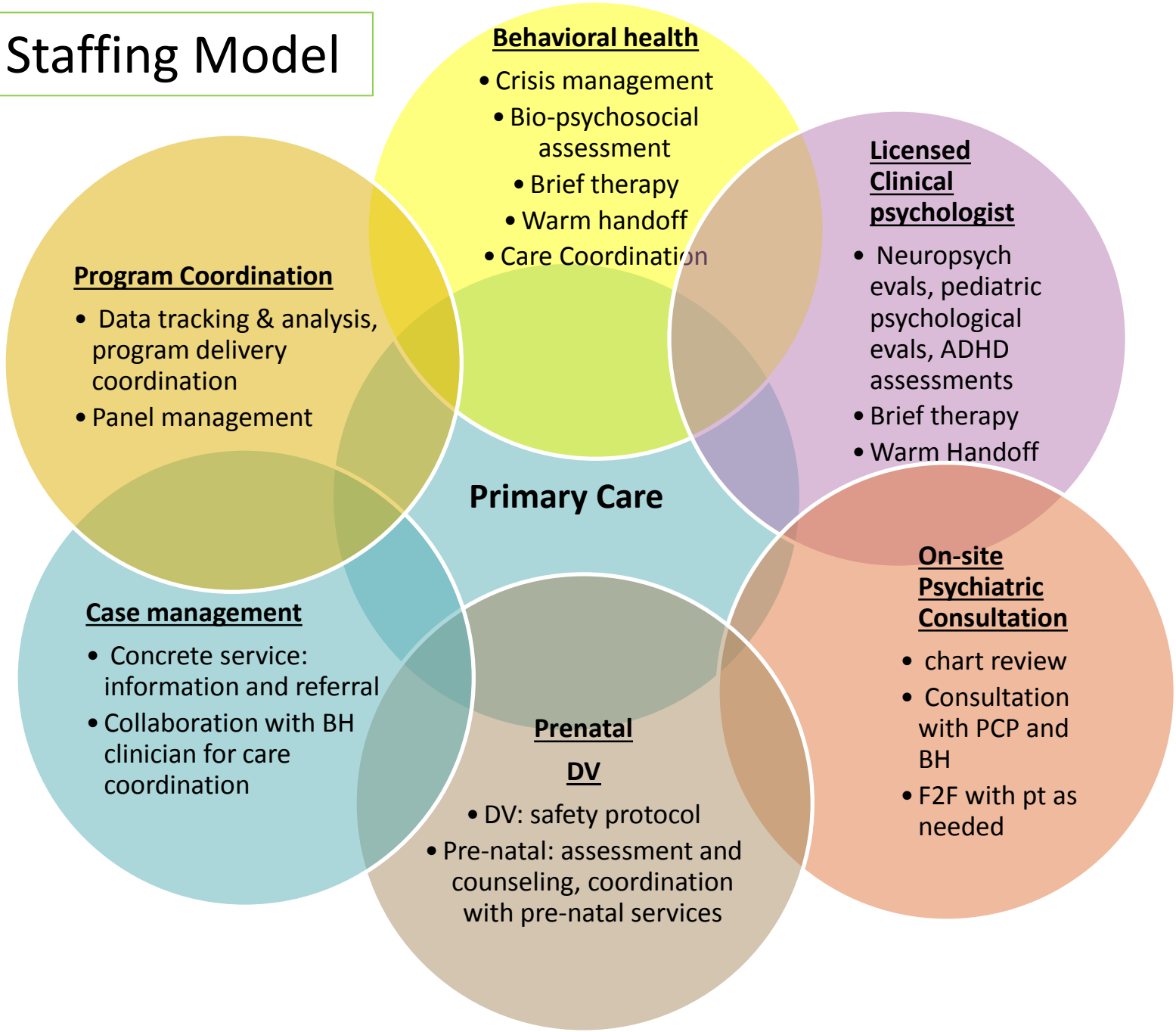


Social Services

Mental Health in Primary Care

Integrated Behavioral Health

Staffing Model



Our Team

Current Behavioral Health Department Staffing

- 5 licensed Clinician
- 1 pre-licensed clinician
- 2 Case managers
- 1 Medical social worker (overseeing pre-natal and DV)
- 1 Program Assistant (overseeing data collection, panel management and administrative duties)

- Medical providers
- Medical Assistants
- Health Coaches
- Patient Navigators
- Patient Care Representatives
- Interpreters
- Quality Improvement staff
- Chronic Care Assistants
- Medical Records Staff

…and many others

Behavioral Health Teammates

Treatment Model

We provide services to patients with Mild to Moderate Mental Health Conditions who responds to brief treatment/therapy.

Treatment Model

We provide services to patients with Mild to Moderate Mental Health Conditions who responds to brief treatment/therapy.

Treatment Model

We provide services to patients with Mild to Moderate Mental Health Conditions who responds to brief treatment/therapy.

AIMh

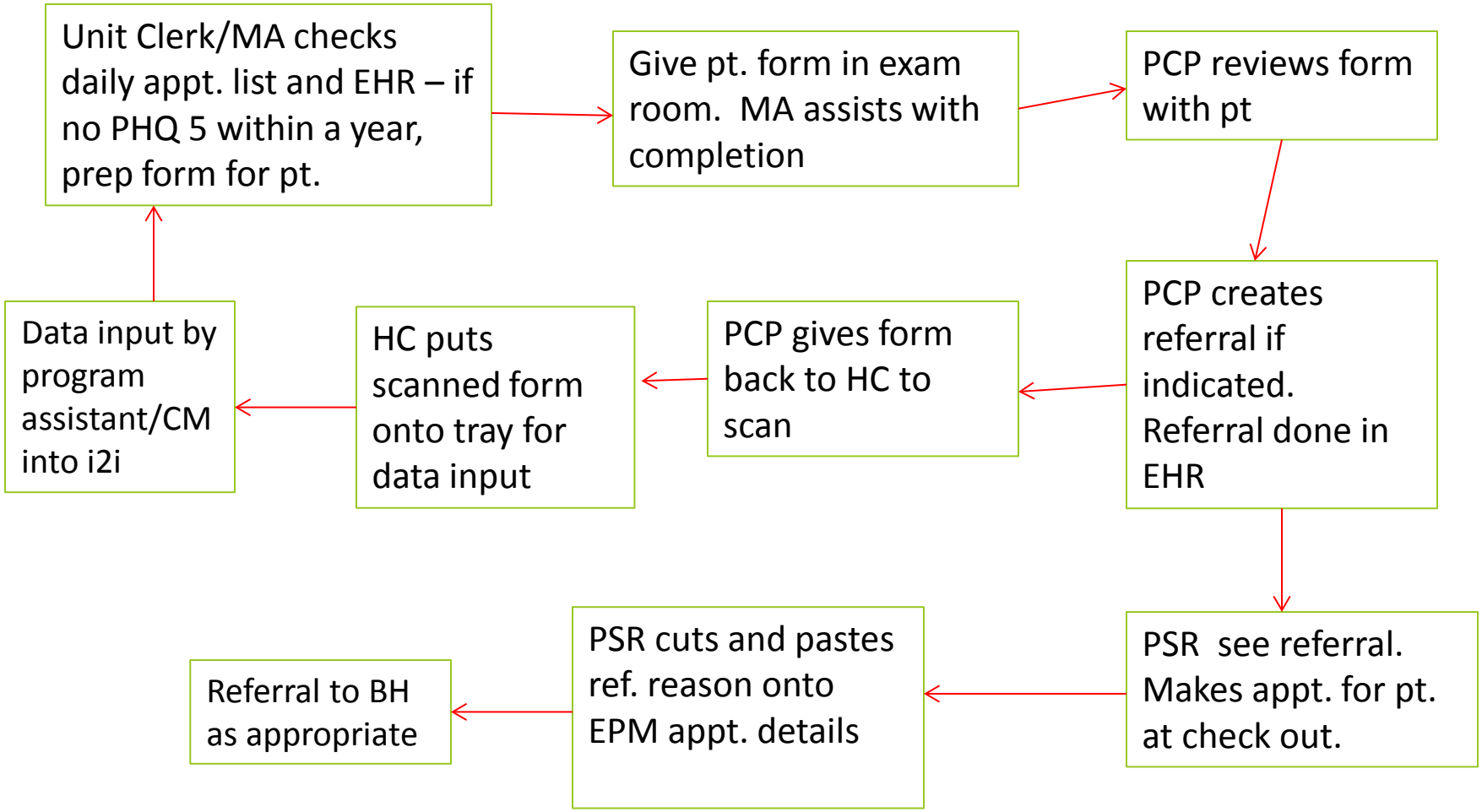
(Asian IMPACT for Mental Health)

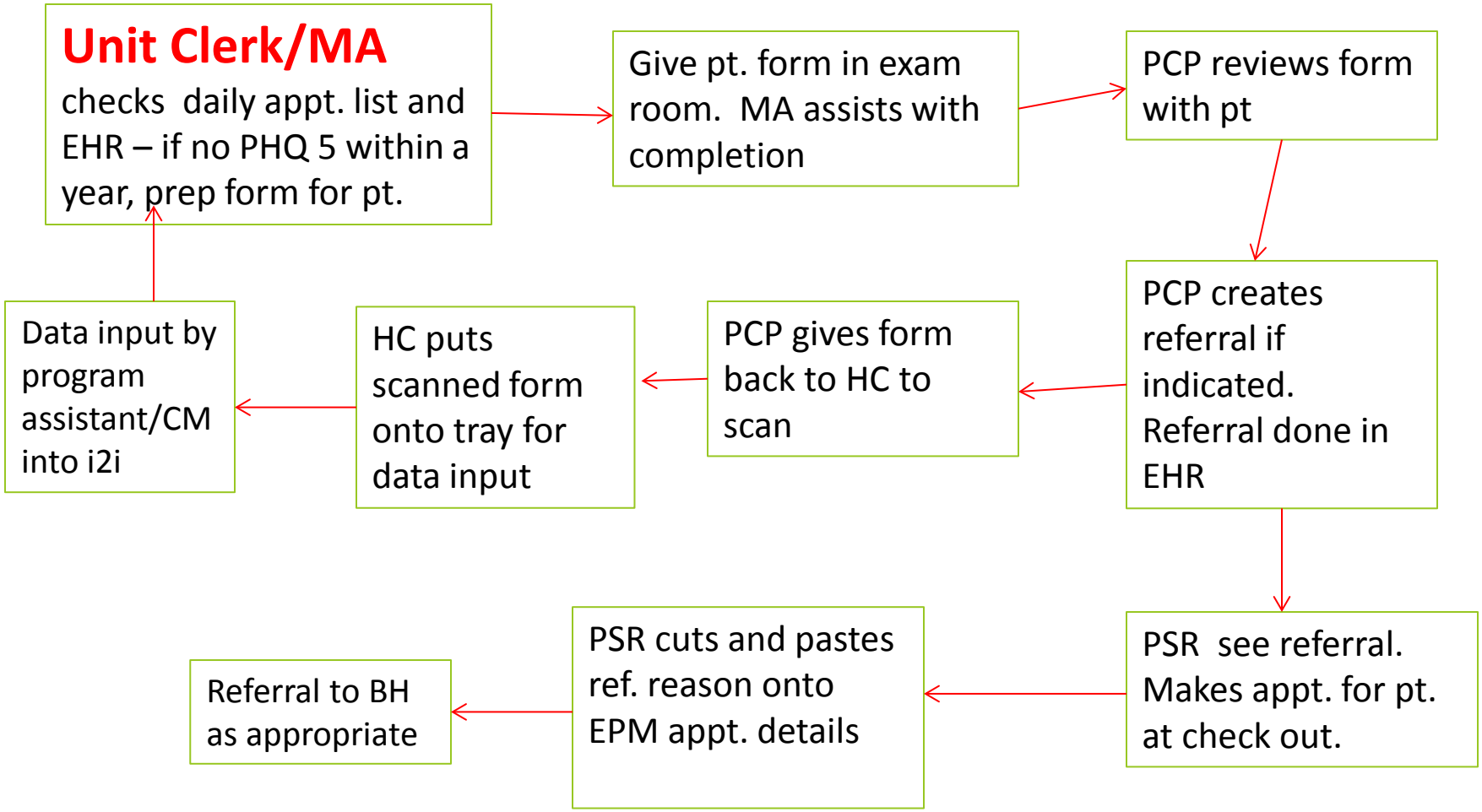
When: Sept 2010 to June 2013

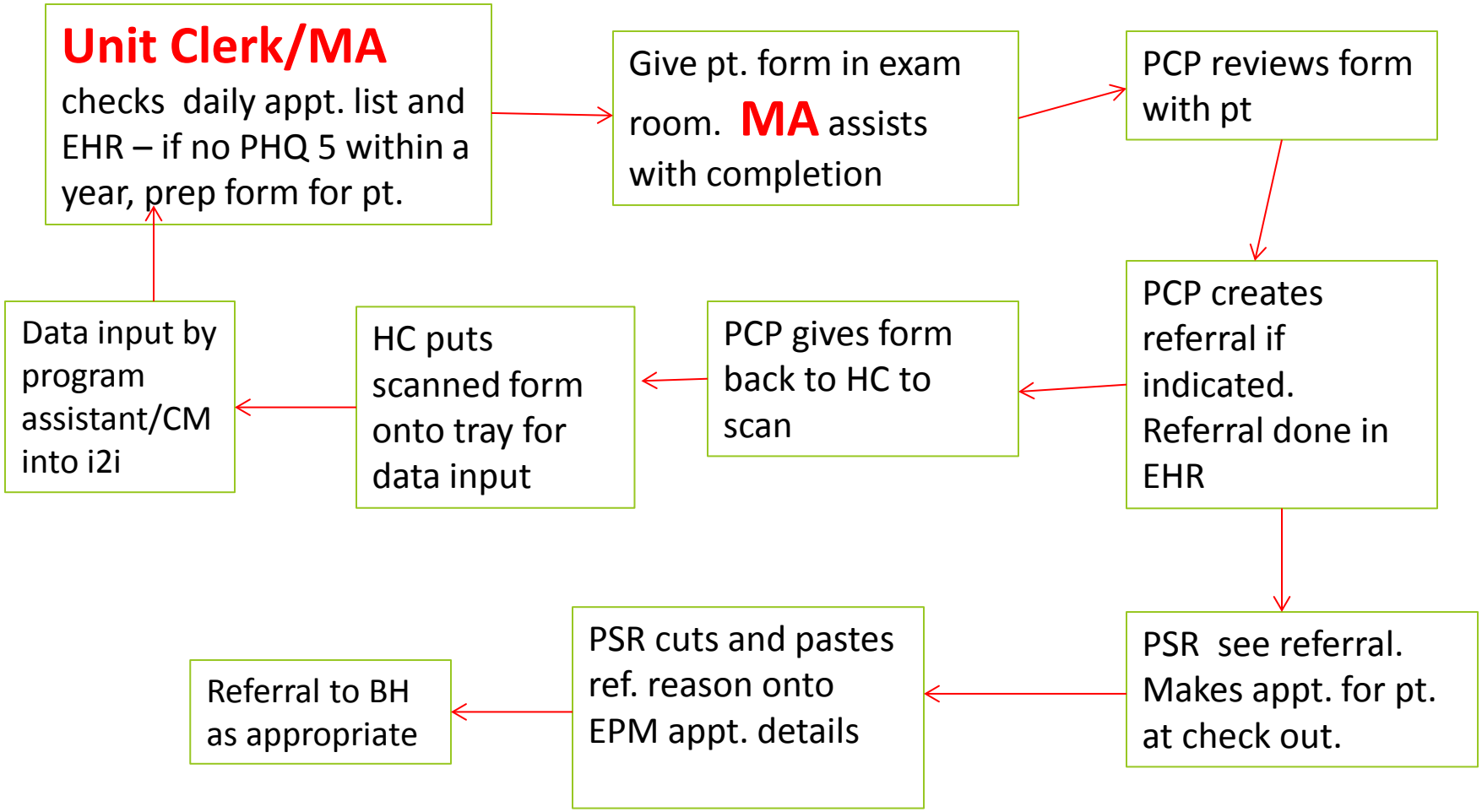
Between September 2010 and June 2013…

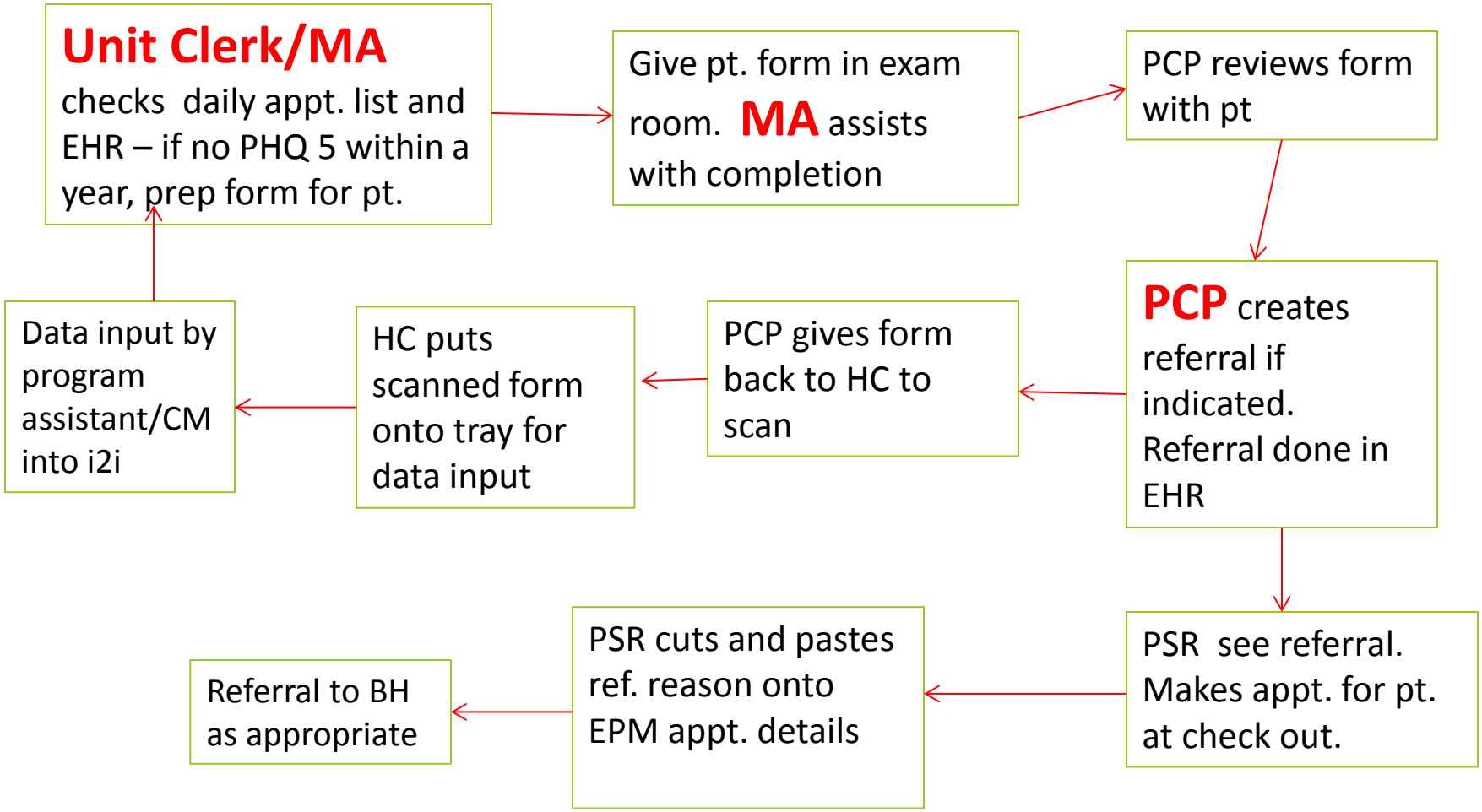
- **Screened** many of the current 1100+ Central Alameda County API elders over 60 years of age with PHQ2
- Aimed to **engage** at least 200 patients in further assessments and treatment per IMPACT model if initial depression screen is (+)
- Conducted **outreach** and education events for the central county API community and other community-based providers of senior services

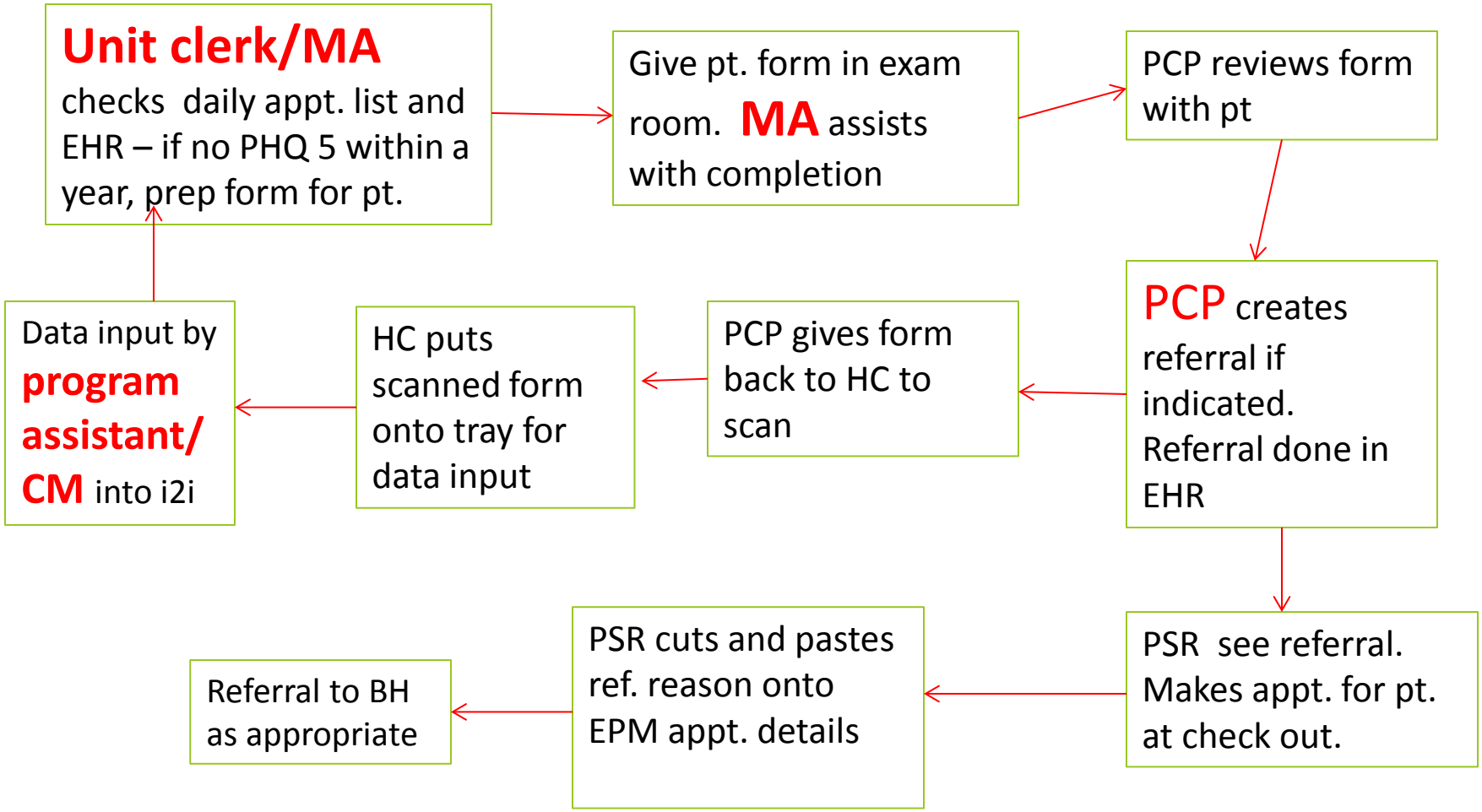
Universal Screening Work Flow

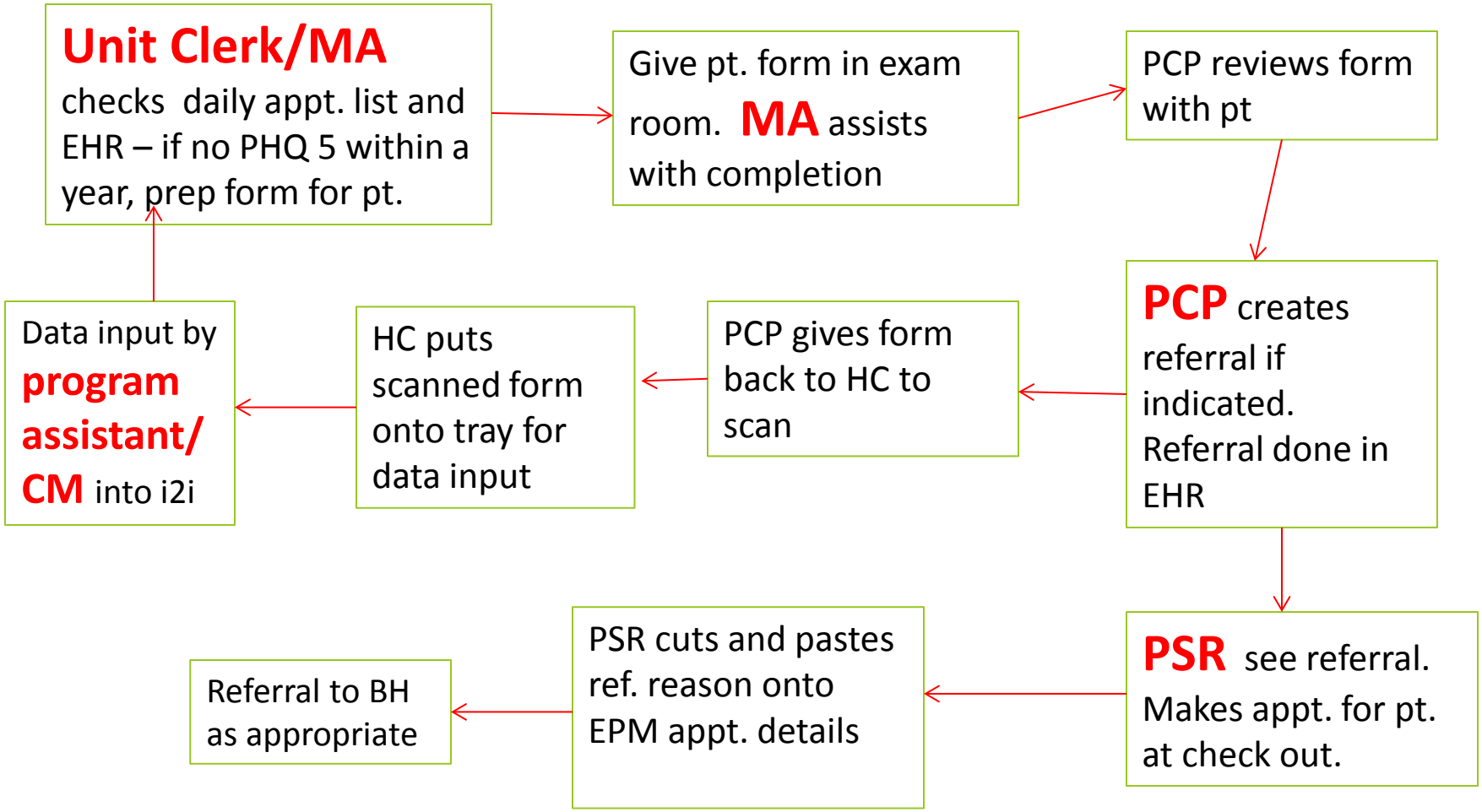


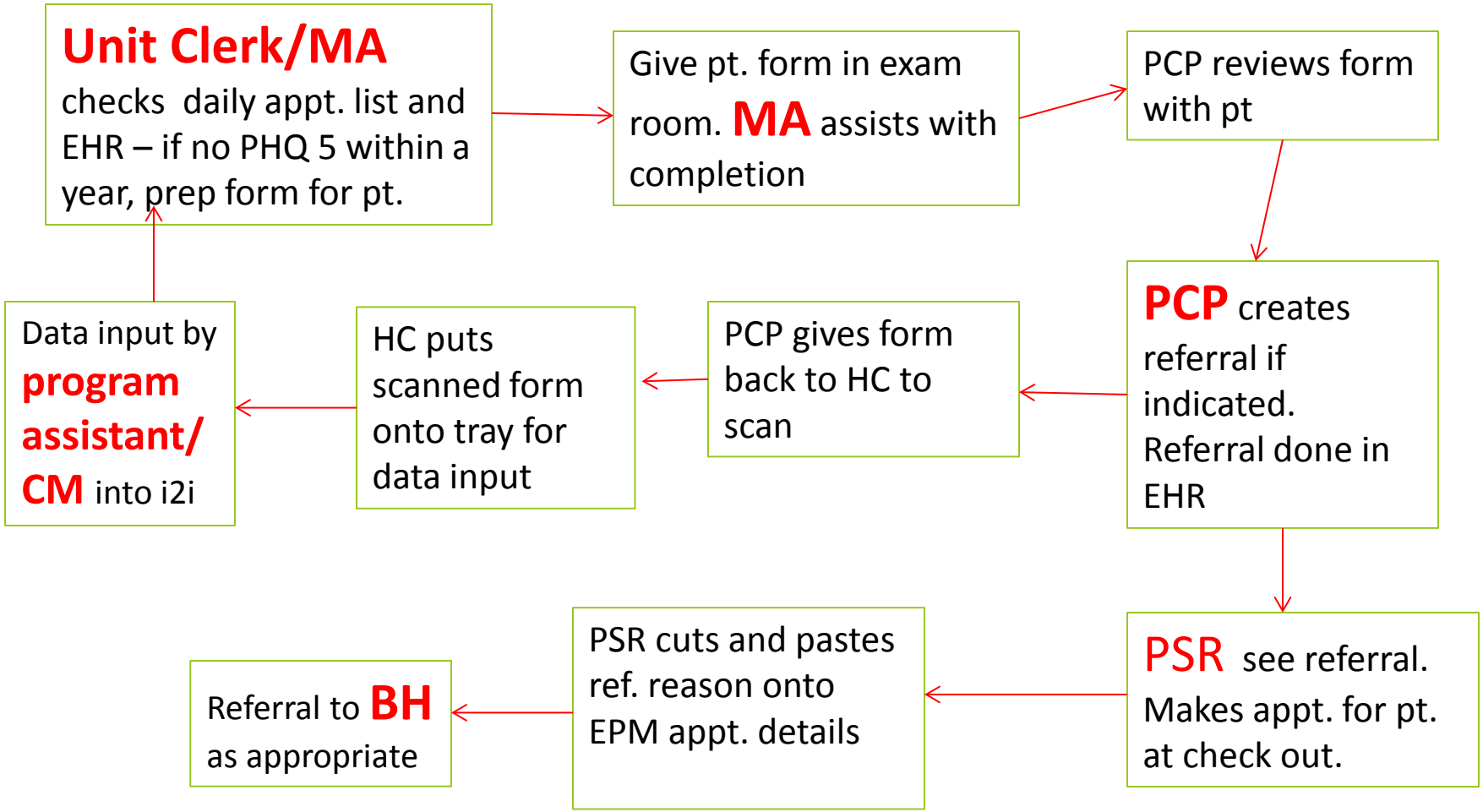

Unit Clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate


Unit Clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate


Unit Clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate


Unit clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/ CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate

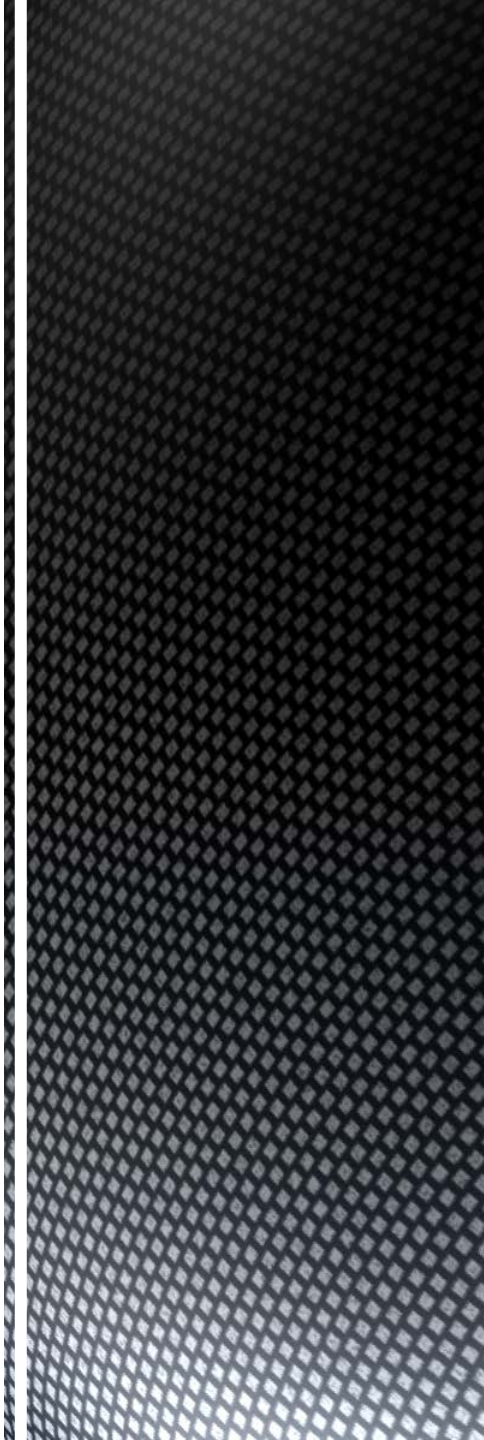

Unit Clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/ CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate


Unit Clerk/MA
checks daily appt. list and EHR – if no PHQ 5 within a year, prep form for pt.
Give pt. form in exam room. MA assists with completion
PCP reviews form with pt
PCP creates referral if indicated. Referral done in EHR
PCP gives form back to HC to scan
HC puts scanned form onto tray for data input
Data input by program assistant/ CM into i2i
PSR see referral. Makes appt. for pt. at check out.
PSR cuts and pastes ref. reason onto EPM appt. details
Referral to BH as appropriate

Tools

NextGen

i2i



Tools we use

NextGen
Healthcare Information Systems, Inc.

PHQ2

Falls Prevention

PHQ5

PHASE, HIV

i2iTracks®

Appt Date: Pt DOB: <PATIENT_DOB>
MR#: <PATIENT_MED_REC> Age: <PATIENT_AGE>
Pt Name: <PATIENT_FULL_NAME>
Patient Health Questionnaire-2 (PHQ2)

亞健社
預防跌倒計劃問卷調查
ASIAN HEALTH SERVICES – FALLS PREVENTION PATIENT SURVEY

健康狀況問卷-5
Patient Health Questionnaire-5 (PHQ5)

Patient Visit Summary (Chronic Care)

Diabetes Foot Exam

i2iTracks - [Search for Patients]

File Setup Patients Find Reports Windows Help

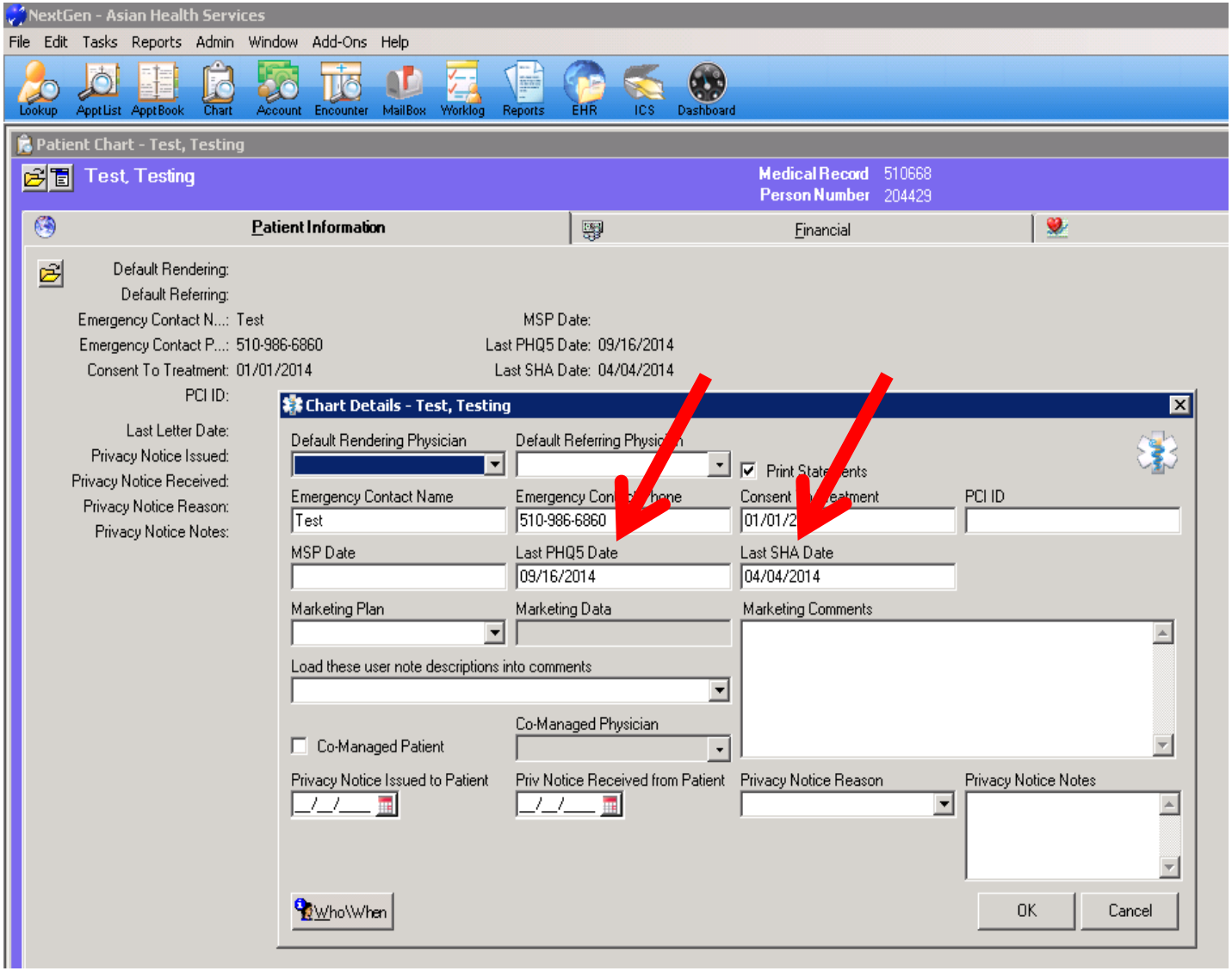
Search for Patients

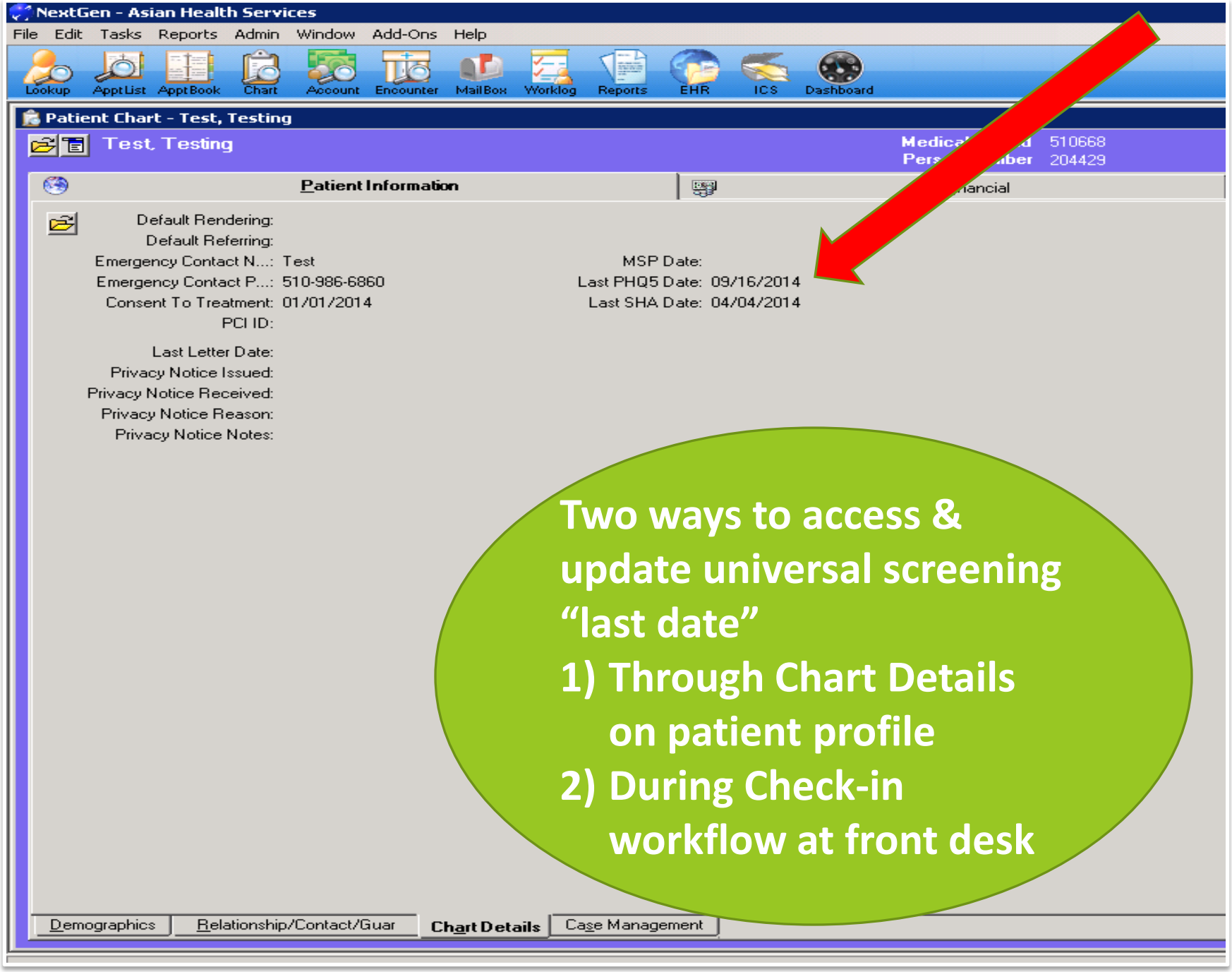
Pre-Filters Patient Searches

Search AIMh 2013

Search Name		
60 & older with BH visit		1:38:26 PM
AIMh 2013 - monthly billi		4:46:52 PM
AIMh 2013 - PHQ5 + Disc		10:53:12 AM
AIMh 2013 - PHQ5 + Dise		11:06:54 AM
AIMh 2013 - Total eligible		3:57:52 PM
AIMh 2013 - Total eligible		1:42:39 PM
AIMh 2013 - Total numbe of pt dropped out of or graduated from the IMPACT program	htchau	11/21/2013 11:12:24 AM
AIMh 2013 - Total number screened w/ PHQ5	htchau	10/11/2013 2:54:54 PM
AIMh 2013 - Total number screened w/ PHQ5 -	htchau	10/14/2013 3:38:33 PM
AIMh 2013 - Total number screened w/ PHQ5 - with GAD7	htchau	10/14/2013 3:38:39 PM
AIMh 2013 - Total number screened w/ PHQ5 - with GAD7 +	htchau	10/14/2013 3:38:43 PM
AIMh 2013 - Total number screened w/ PHQ5 - with GAD7 + enrolled in IMPACT	htchau	10/14/2013 3:38:54 PM
AIMh 2013 - Total number screened w/ PHQ5 - with GAD7 + on STEP 1	htchau	10/14/2013 3:38:59 PM

Updating Universal Screening "Last Date" via NextGen

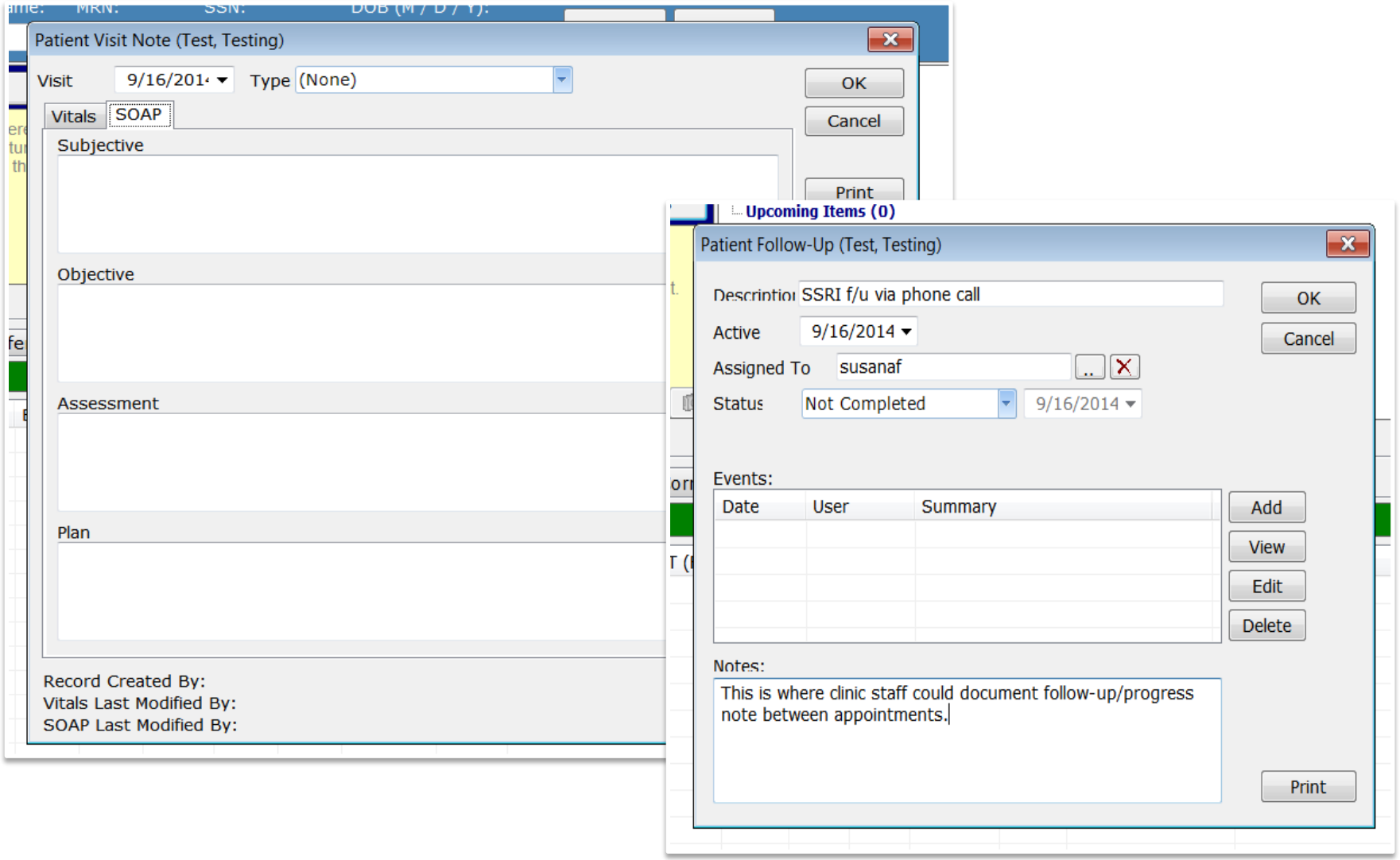




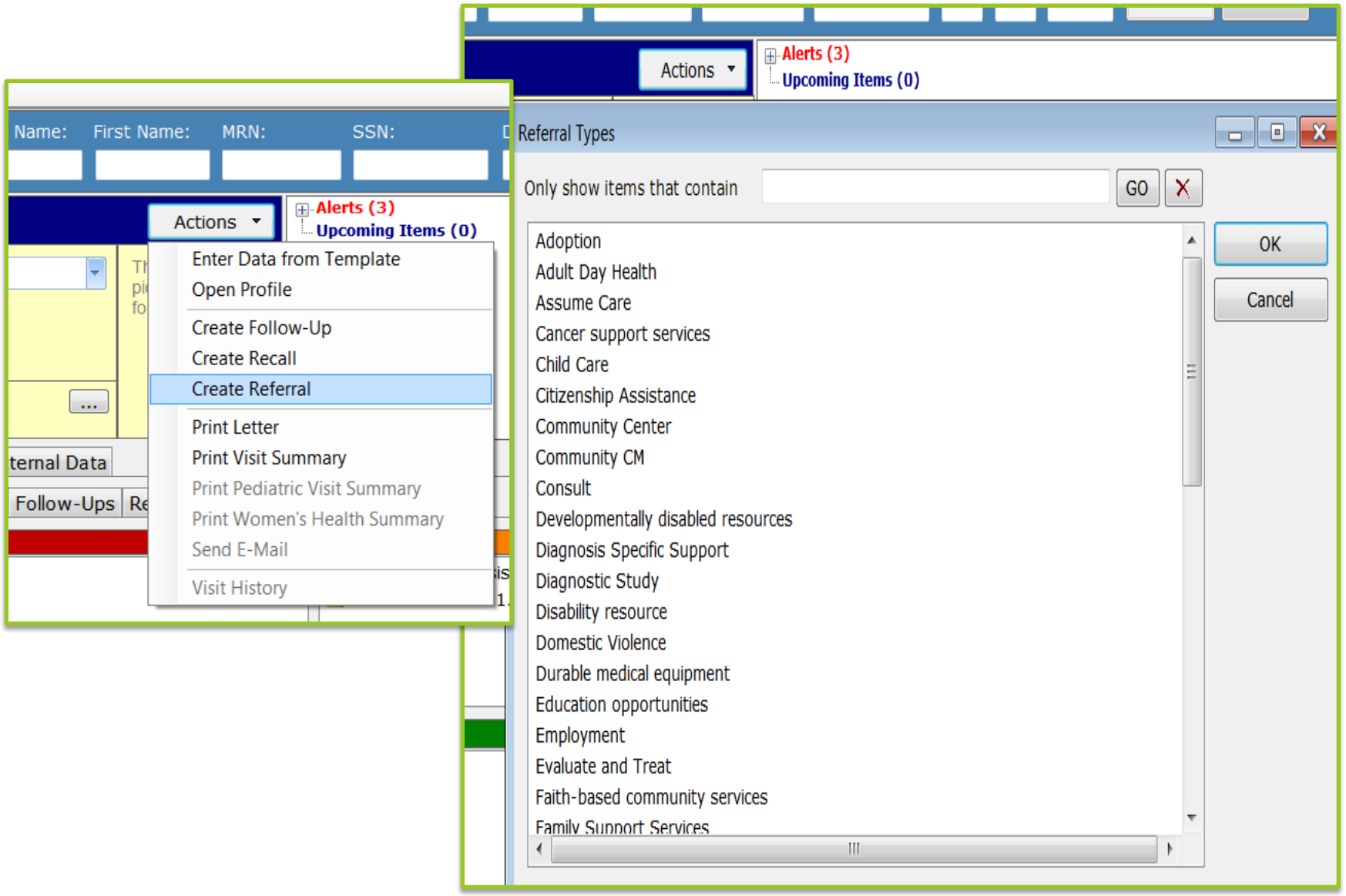
Two ways to access & update universal screening "last date"

1) Through Chart Details on patient profile
2) During Check-in workflow at front desk

I2i
Documenting BH Visits and Follow-ups



Documenting BH & Case Management Referrals



Behavioral Health Disposition

Patient's Name_____ Date_____
姓名 日期

Patient ID Number _____ Date of Birth_____
會員號碼 出生日期

健康狀況問卷-5
Patient Health Questionnaire-5 (PHQ5)

這個問卷可以幫助醫生瞭解你的情況及感受. 請在每一題裏 √ 一個 方格以表示你的情況 填好後 , 請交給醫務人員.

	這過去兩星期中, 您有被以下問題煩擾嗎? Over the past two weeks, how often have you been bothered by the following problems?	是 Yes	否 No
1.	感到緊張、不安或煩躁 Feeling nervous, anxious or on edge	☐	☐
2.	無法停止或控制憂慮 Not being able to stop or control worrying	☐	☐
3.	提不起勁或沒有樂趣做事 Little interest or pleasure in doing things	☐	☐
4.	情緒低落、抑鬱或絕望 Feeling down, depressed or hopeless	☐	☐

5. 如果您發現自己有上述所提的任何問題，這些問題在您工作、照顧家庭事務或與他人相處上造成了多大的困難？
If you have 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?

毫無困難 0 Not difficult at all	有點困難 1 somewhat difficult	非常困難 2 very difficult	極度困難 3 extremely difficult
☐	☐	☐	☐

Scoring: Any "yes" answer from Questions #1-4 constitutes +1. In question #5, only "Not difficult at all" accounts for a "0" score. Other answers are scored dependent on intensity.

Total Score: ____/7 Noted by Provider :_____(Provider Initials)

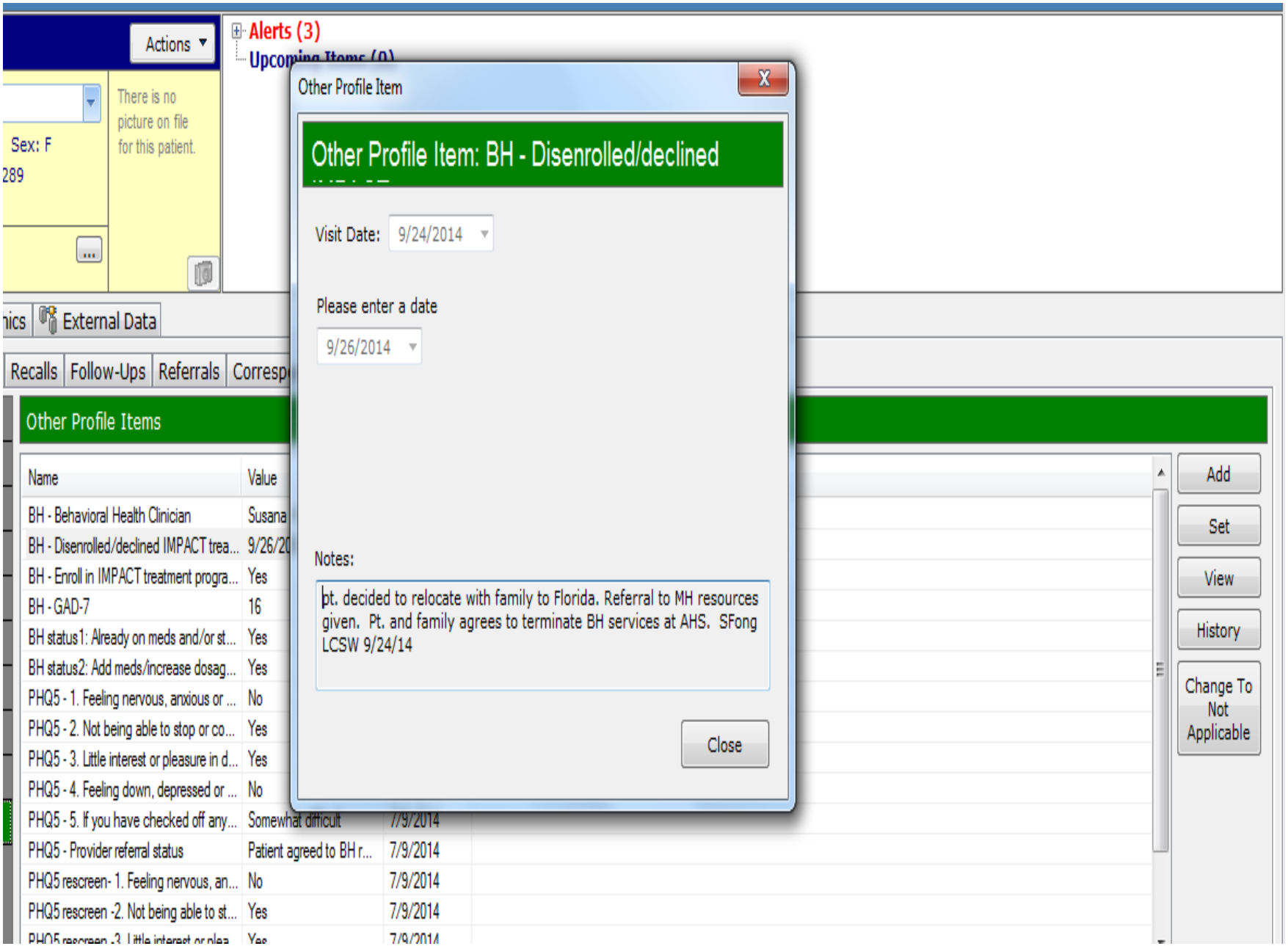
Medical Providers: For scores ≥ 2/7, Please check one of the following:

☐ Pt. declined BH referral ☐ Pt. agreed to BH referral ☐ Referral not recommended at this time

Assigned BH Clinician & Date

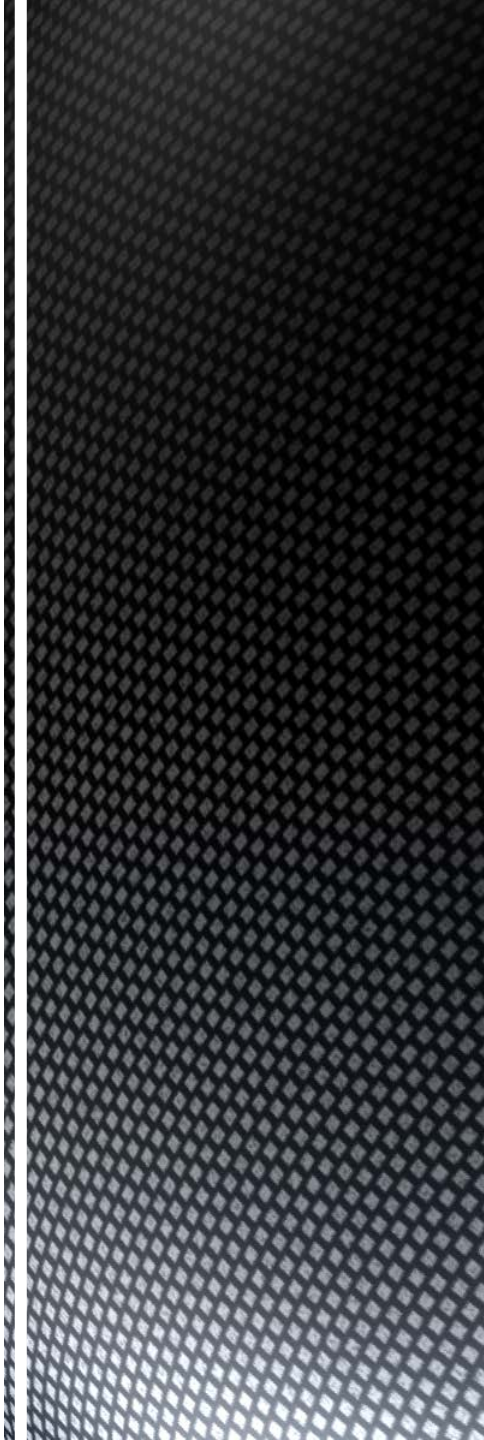
Step Care, Patient Progress

Universal Screening/Rescreening Individual Answers & Scores


Actions
There is no picture on file for this patient.
Sex: F
289
Alerts (3)
Upcoming Items (0)
External Data
Recalls
Follow-Ups
Referrals
Other Profile Items
Name
Value
BH - Behavioral Health Clinician
Susana
BH - Disenrolled/declined IMPACT trea...
9/26/20
BH - Enroll in IMPACT treatment progra...
Yes
BH - GAD-7
16
BH status1: Already on meds and/or st...
Yes
BH status2: Add meds/increase dosag...
Yes
PHQ5 - 1. Feeling nervous, anxious or ...
No
PHQ5 - 2. Not being able to stop or co...
Yes
PHQ5 - 3. Little interest or pleasure in d...
Yes
PHQ5 - 4. Feeling down, depressed or ...
No
PHQ5 - 5. If you have checked off any...
Somewhat difficult
7/9/2014
PHQ5 - Provider referral status
Patient agreed to BH r...
7/9/2014
PHQ5 rescreen- 1. Feeling nervous, an...
No
7/9/2014
PHQ5 rescreen -2. Not being able to st...
Yes
7/9/2014
Add
Set
View
History
Change To Not Applicable
Other Profile Item
Other Profile Item: BH - Disenrolled/declined
Visit Date:
9/24/2014
Please enter a date
9/26/2014
Notes:
pt. decided to relocate with family to Florida. Referral to MH resources given. Pt. and family agrees to terminate BH services at AHS. SFong LCSW 9/24/14
Close

Panel Management

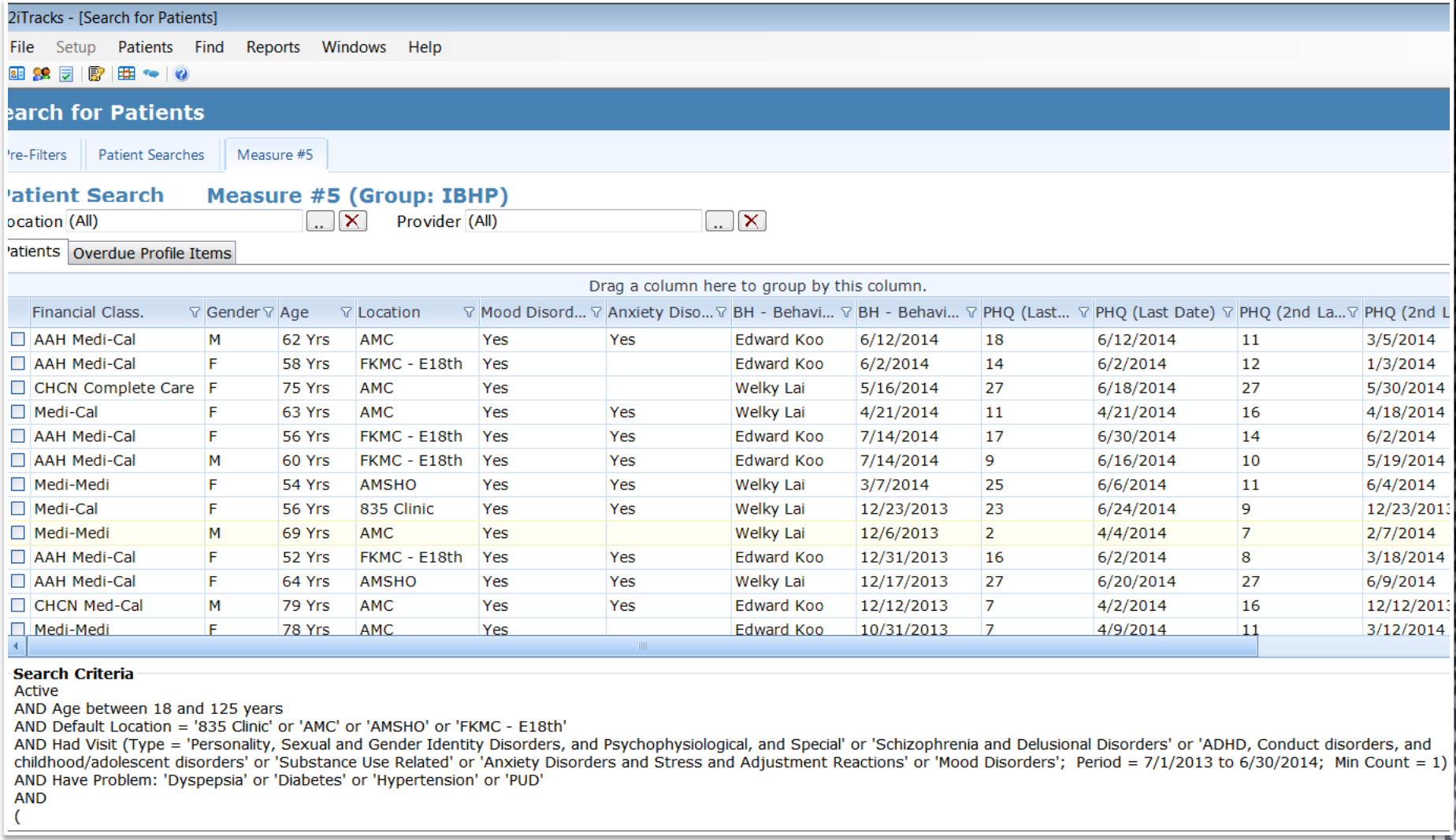
Data management and reporting



Quarterly Panel Report: Step Care Patient Progress

Med Rec #	Name	Location	BH Clinician	BH Enroll	Enroll Date	Step 1	Step 1 Date	Step 2	Step 2 Date	Step 3	Step 3 Date
0	T.H.	FKMC - E18th	Edward Koo	Yes	5/27/2014			Yes	5/27/2014		
1	M.H.	AMC	Edward Koo	Yes	5/28/2014					Yes	5/28/2014
2	A.U.	AMC	Edward Koo	Yes	5/28/2014	Yes	5/28/2014				
3	L.T.	AMSHO	Welky Lai	Yes	5/29/2014	Yes	5/29/2014				
4	J.H.	AMC	Edward Koo	Yes	5/29/2014	Yes	5/29/2014				
5	A.A.	AMC	Edward Koo	Yes	5/29/2014					Yes	5/29/2014
6	V.P.	AMC	Edward Koo	Yes	5/29/2014	No	5/29/2014				
7	K.L.	AMC	Edward Koo	Yes	5/29/2014	No	5/29/2014				
8	Q.M.	AMC	Edward Koo	Yes	5/29/2014	Yes	5/29/2014				
9	E.L.	AMC	Edward Koo	Yes	5/29/2014	Yes	5/29/2014				
10	P.P.	AMC	Edward Koo	Yes	5/29/2014	No	5/29/2014				

Behavioral Health Grant Reporting



2iTracks - [Search for Patients]

File Setup Patients Find Reports Windows Help

earch for Patients

re-Filters | Patient Searches | Measure #5

atient Search **Measure #5 (Group: IBHP)**

ocation (All) .. Provider (All) ..

atients | Overdue Profile Items

Drag a column here to group by this column.

Financial Class.	Gender	Age	Location	Mood Disord...	Anxiety Diso...	BH - Behavi...	BH - Behavi...	PHQ (Last...	PHQ (Last Date)	PHQ (2nd La...	PHQ (2nd L
AAH Medi-Cal	M	62 Yrs	AMC	Yes	Yes	Edward Koo	6/12/2014	18	6/12/2014	11	3/5/2014
AAH Medi-Cal	F	58 Yrs	FKMC - E18th	Yes		Edward Koo	6/2/2014	14	6/2/2014	12	1/3/2014
CHCN Complete Care	F	75 Yrs	AMC	Yes		Welky Lai	5/16/2014	27	6/18/2014	27	5/30/2014
Medi-Cal	F	63 Yrs	AMC	Yes	Yes	Welky Lai	4/21/2014	11	4/21/2014	16	4/18/2014
AAH Medi-Cal	F	56 Yrs	FKMC - E18th	Yes	Yes	Edward Koo	7/14/2014	17	6/30/2014	14	6/2/2014
AAH Medi-Cal	M	60 Yrs	FKMC - E18th	Yes	Yes	Edward Koo	7/14/2014	9	6/16/2014	10	5/19/2014
Medi-Medi	F	54 Yrs	AMSHO	Yes	Yes	Welky Lai	3/7/2014	25	6/6/2014	11	6/4/2014
Medi-Cal	F	56 Yrs	835 Clinic	Yes	Yes	Welky Lai	12/23/2013	23	6/24/2014	9	12/23/201
Medi-Medi	M	69 Yrs	AMC	Yes		Welky Lai	12/6/2013	2	4/4/2014	7	2/7/2014
AAH Medi-Cal	F	52 Yrs	FKMC - E18th	Yes	Yes	Edward Koo	12/31/2013	16	6/2/2014	8	3/18/2014
AAH Medi-Cal	F	64 Yrs	AMSHO	Yes	Yes	Welky Lai	12/17/2013	27	6/20/2014	27	6/9/2014
CHCN Med-Cal	M	79 Yrs	AMC	Yes	Yes	Edward Koo	12/12/2013	7	4/2/2014	16	12/12/201
Medi-Medi	F	78 Yrs	AMC	Yes		Edward Koo	10/31/2013	7	4/9/2014	11	3/12/2014

Search Criteria

Active
AND Age between 18 and 125 years
AND Default Location = '835 Clinic' or 'AMC' or 'AMSHO' or 'FKMC - E18th'
AND Had Visit (Type = 'Personality, Sexual and Gender Identity Disorders, and Psychophysiological, and Special' or 'Schizophrenia and Delusional Disorders' or 'ADHD, Conduct disorders, and childhood/adolescent disorders' or 'Substance Use Related' or 'Anxiety Disorders and Stress and Adjustment Reactions' or 'Mood Disorders'; Period = 7/1/2013 to 6/30/2014; Min Count = 1)
AND Have Problem: 'Dyspepsia' or 'Diabetes' or 'Hypertension' or 'PUD'
AND
(

Weekly huddle report

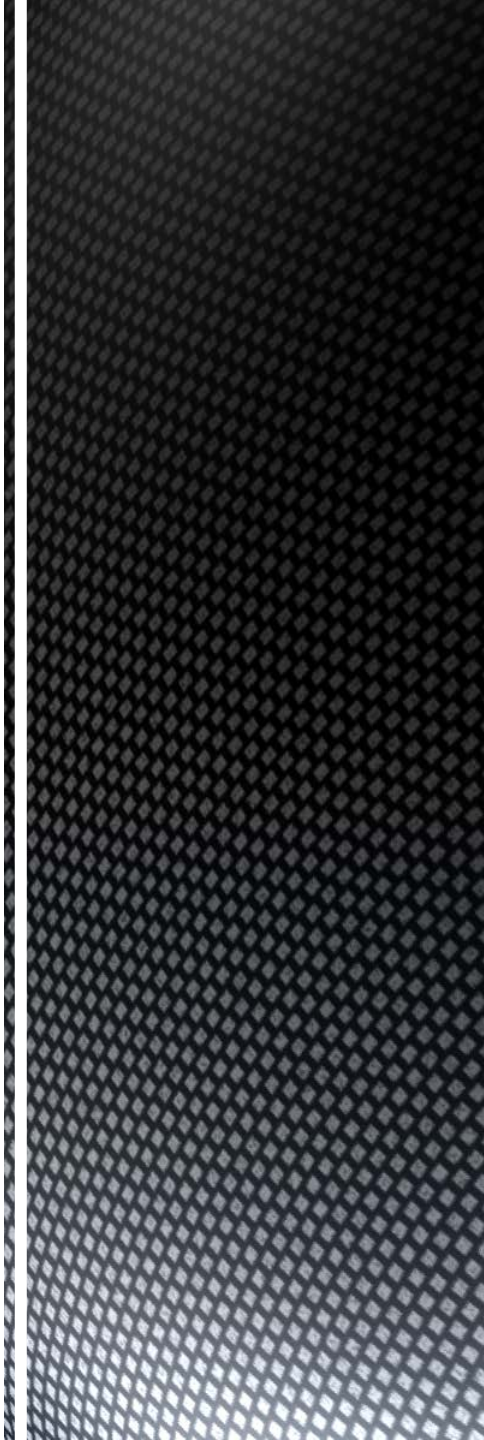
Weekly Report: High Risk Patients with Upcoming Appt on 9/8/14 to 9/12/14

Name	Med Rec	Language	PHQ-9 (Last Value)	PHQ-9 (Last Date)	GAD-7 (Last Value)	GAD-7 (Last Date)	NextApptDate	NextApptTime	NextApptProvider
Maria K.	1	Cantonese	17	8/13/2014	20	8/13/2014	9/10/2014	10:45 AM	Lai, Mei Fung Welky (LCSW)
George S.	2	Cantonese	12	8/19/2014	16	8/19/2014	9/12/2014	2:15 PM	Lai, Mei Fung Welky (LCSW)

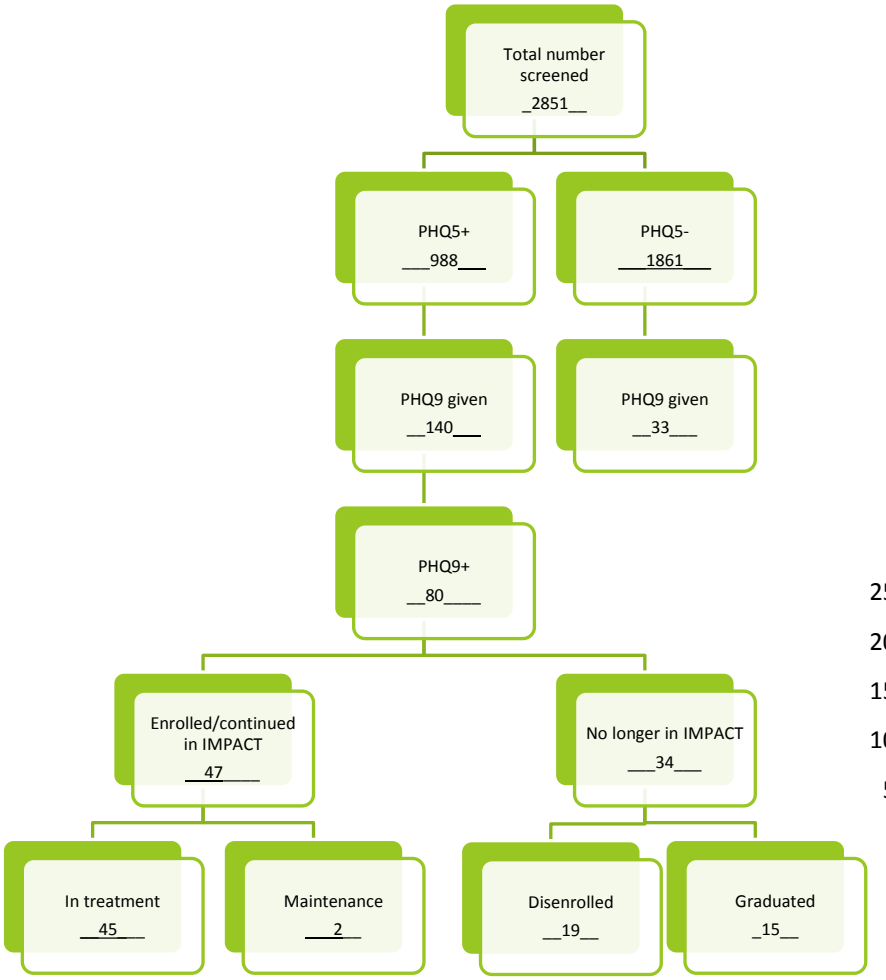
Weekly Report: "High Risk" Patients with No Show/Cancellation from 8/29/14 to 9/4/14 with NO rescheduled BH appt

Name	Med Rec	PHQ5 (Last Value)	PHQ9 (Last Value)	GAD-7 (Last Value)	Appt Dt	Beg Tm	Event	Details	Status
Tom B.	3	7 (March 2014)	12 (June 2014)	11 (July 2014)	8/29/2014	9:00 AM	COUNSELING 60	60min f/u per WL--- Axiao/psr Cancelled per WL- --Axiao/psr	Cancelled
Peter K.	4	6 (June 2014)	16 (July 2014)	17 (July 2014)	9/1/2014	1:00 PM	COUNSELING 60	60 mins f/u per WL pt r/s from 08/13/2014 Qvuong/mct	Cancelled
Mary C.	5	5 (May 2014)	17 (Aug 2014)	12 (Aug 2014)	8/30/2014	3:30 PM	COUNSELING 60	2wk f/u jlin/psr	Cancelled
Juan S.	6	5 (July 2014)	23 (Aug 2014)	21 (Aug 2014)	9/3/2014	2:30 PM	COUNSELING 60	08/22/2014 pt cancel appt per pt she doesnt need the appt at the moment Qvuong/mct 2wk f/u, pt prefer in AM appt jlin/psr	Cancelled

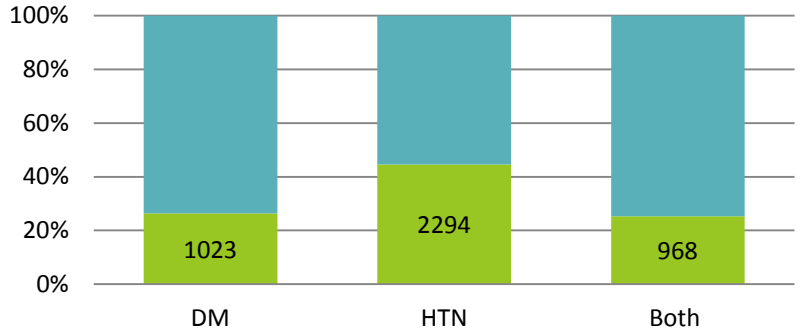
Outcomes



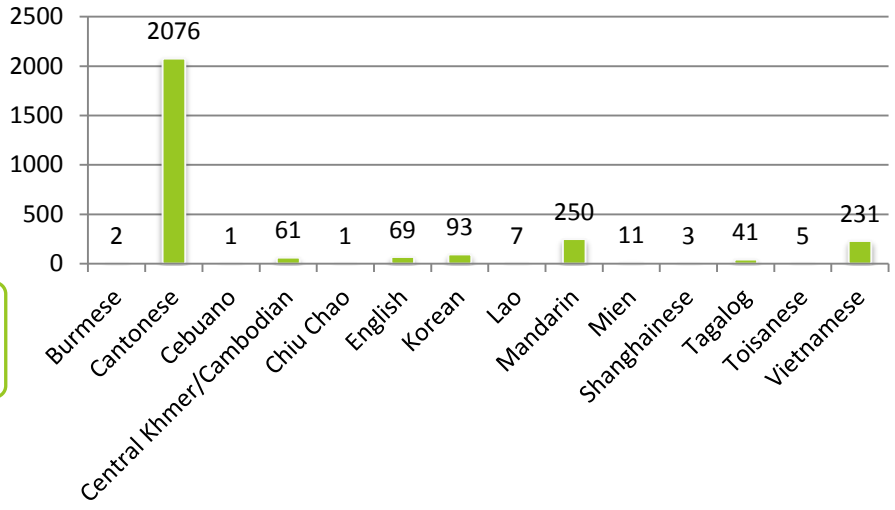
AIMh (Asian IMPACT on Mental Health) Program Data
FY 2013 - 2014



patients screened with PHQ5 with comorbid chronic conditions



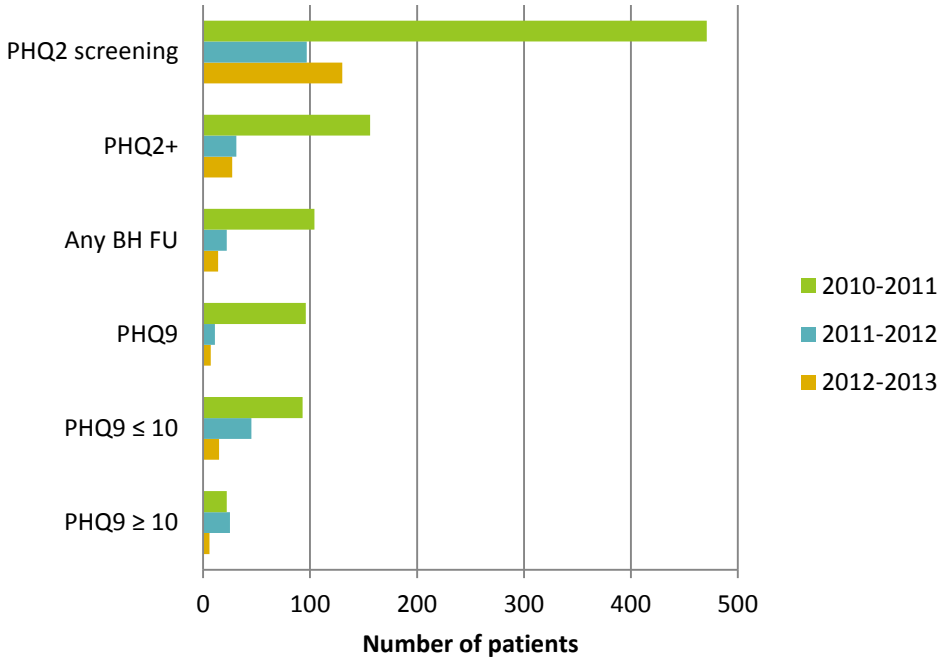
of patients screened with PHQ5 Language breakdown



AIMh (Asian IMPACT on Mental Health) Program Highlights

The depression screening and treatment program for mid-county elderly

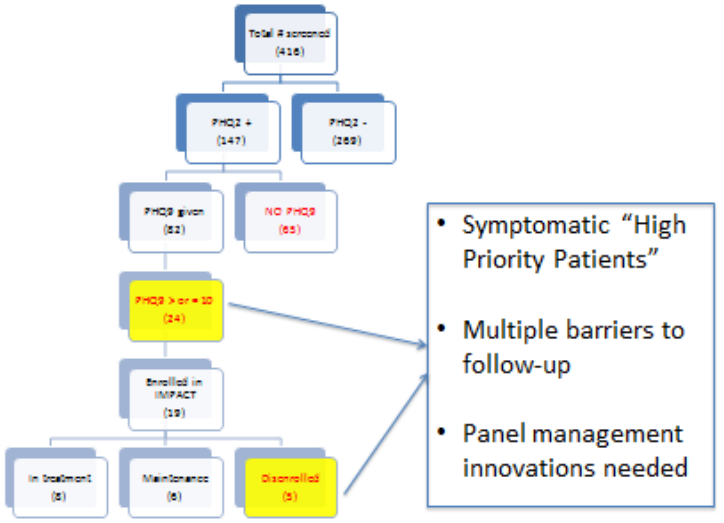
AIMh Program Screening Data



Community Outreach Stats

FY	# seniors
'10-'11	130
'11-'12	200
'12-'13	183
Total	513

Using our population analytics/chronic disease registry, **i2iTracks**, we were able to identify patients who need 'extra care' and follow their progress:



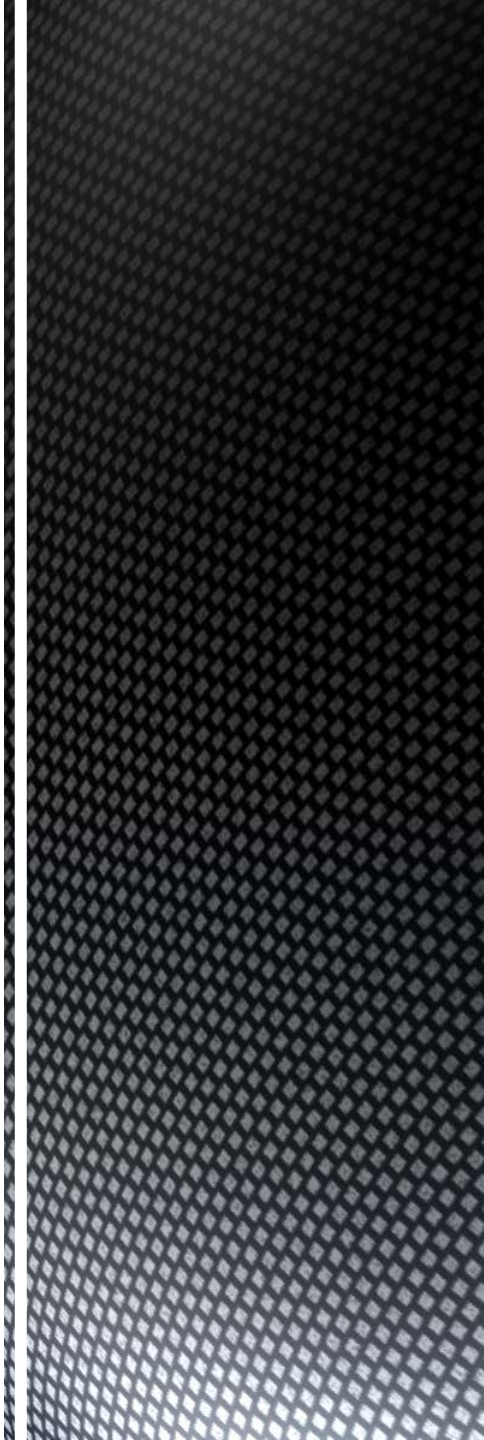
PHQ9 and IMPACT treatment program summary

	PHQ9		IMPACT		
	≤ 10	≥ 10	New Pts	Continue	Disenroll/Dc'd
2011	93	22	25	NA	6
2012	45	25	5	19	18
2013	15	6	2	6	1

Lessons Learned

Flexibility

Manage expectations



- Designing and Refining workflow is an example of integrated care
- Standardizing the integrity of the design with sensitivity to the culture and needs of individual clinic
- Continuous process improvement
- Encouraging a “Big Picture” perspective in a task oriented environment
- Celebrate little successes

Key Words:
Flexibility and Managing Expectations

© Pete Bowling