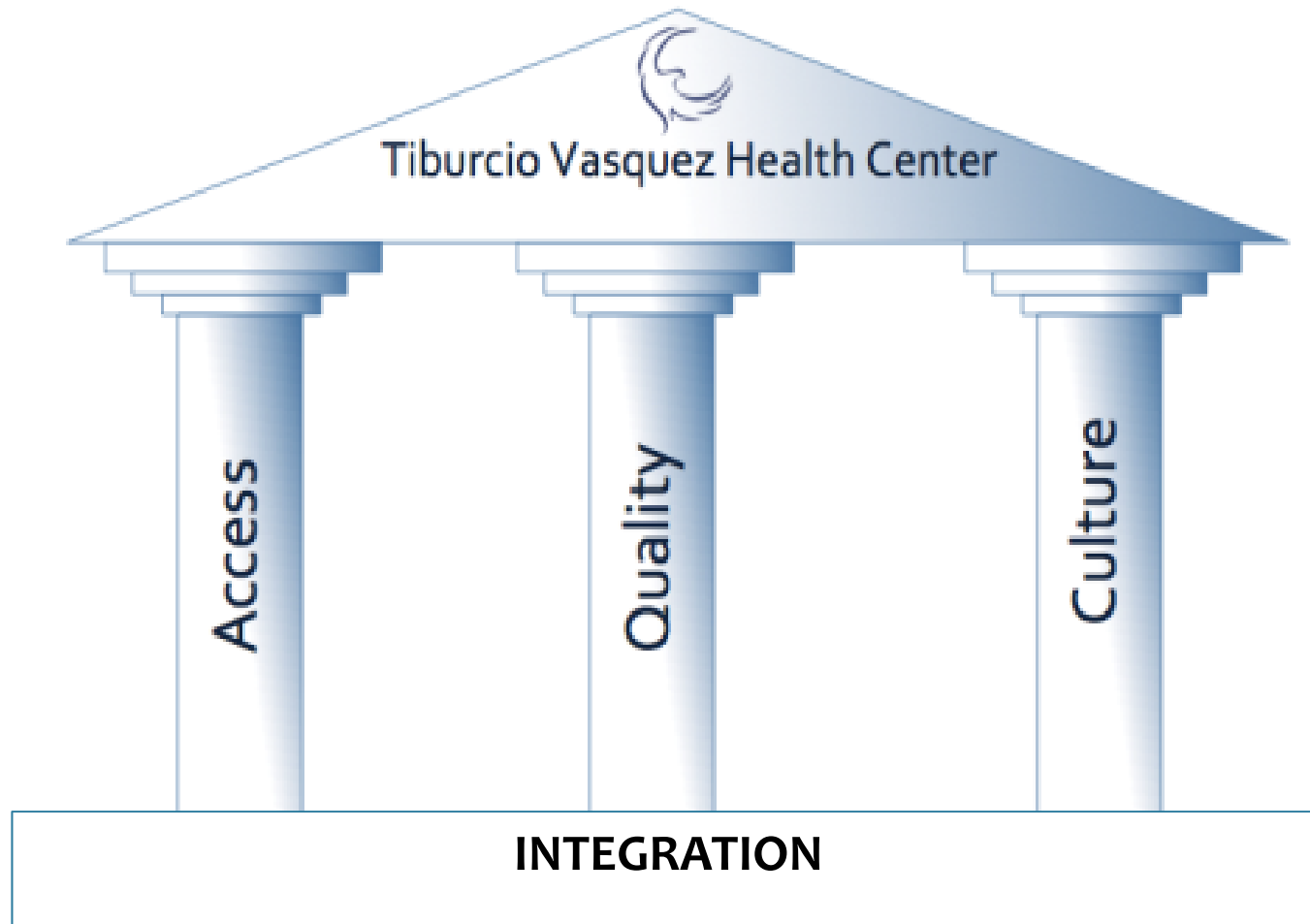


Three Organizational Pillars



Dr. Anitha Mullangi & Dr. Margie Burton-Flores

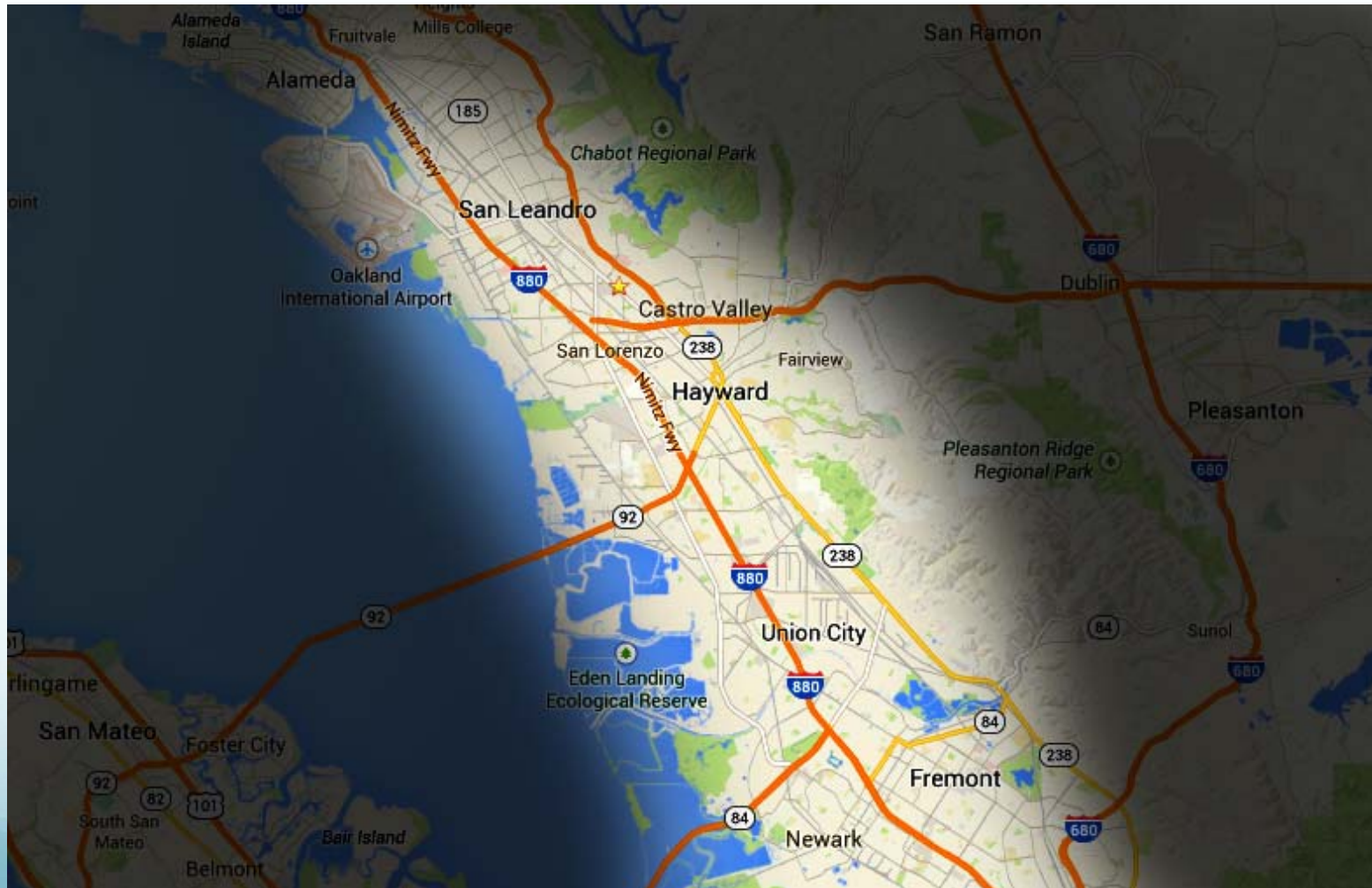
Tiburcio Vasquez Health Center Hayward, CA



TVHC- New Clinic

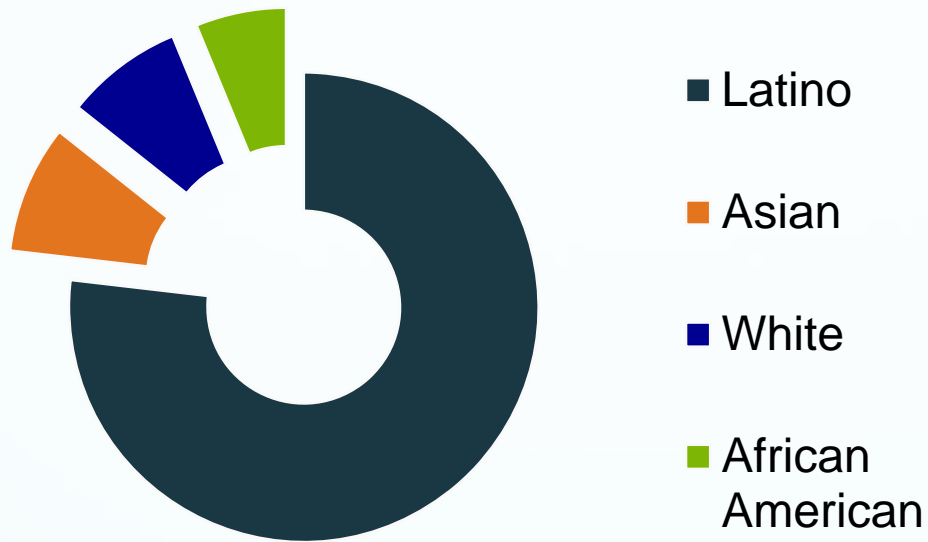


The Communities We Serve



Who Do We Serve?

Racial Demographics



71

PERCENTAGE OF PATIENTS AT OR BELOW 100% POVERTY LEVEL

97

PERCENTAGE OF PATIENTS AT OR BELOW 200% POVERTY LEVEL

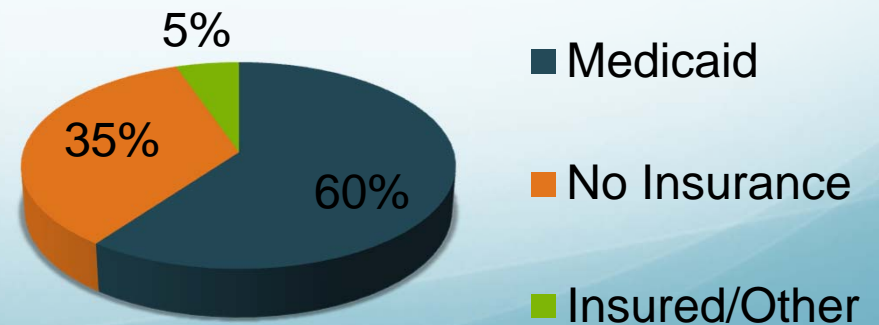
85,700

OVERALL PATIENT ENCOUNTERS 2013

14,700

OF THEM WERE FOR BEHAVIORAL HEALTH
(17%)

Insurance



TVHC Who Do We Serve?

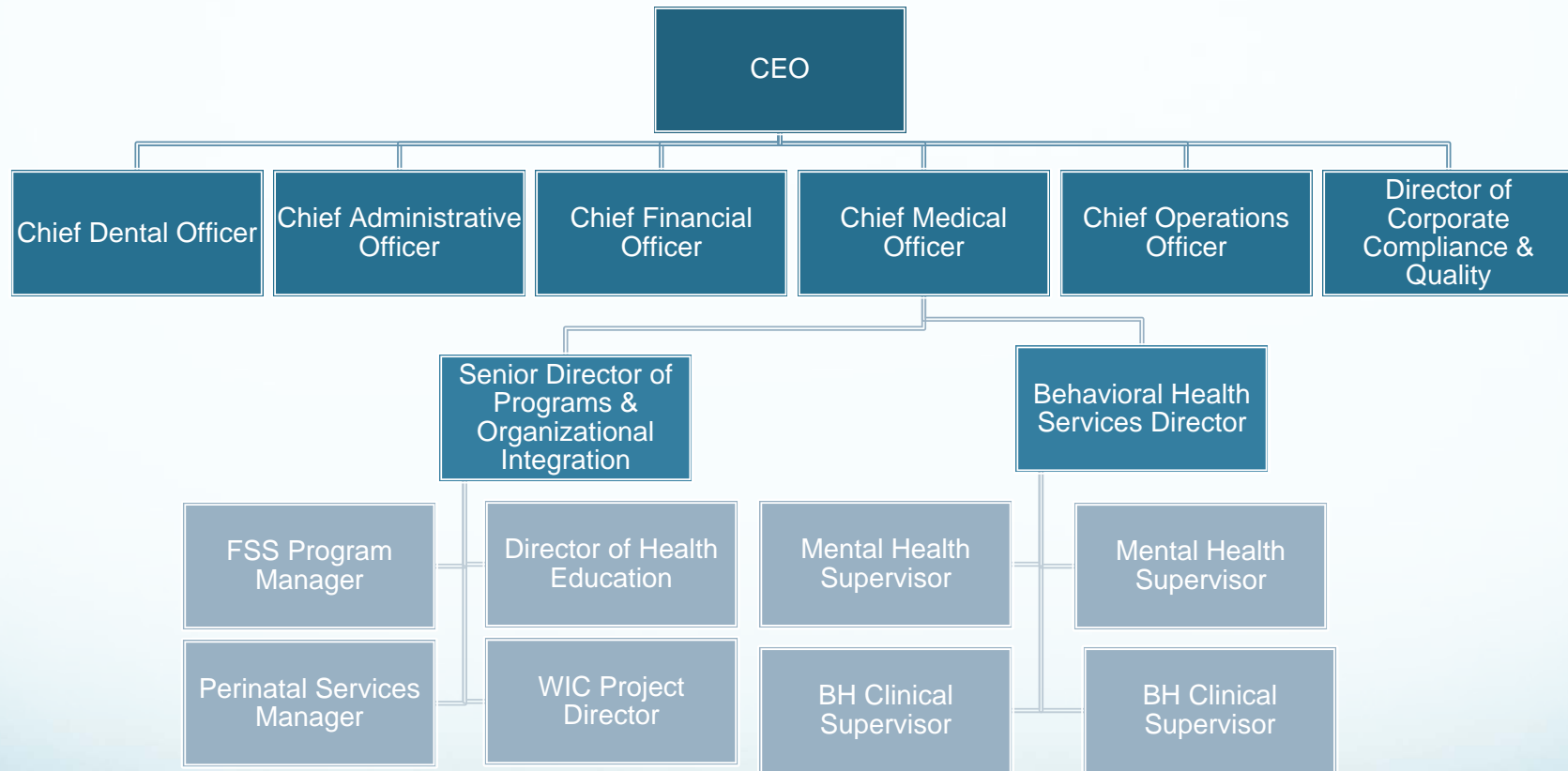
- Mental Health Disorders 13.1%
- Depression and Anxiety Disorders 8.6%

(from 2013 UDS)

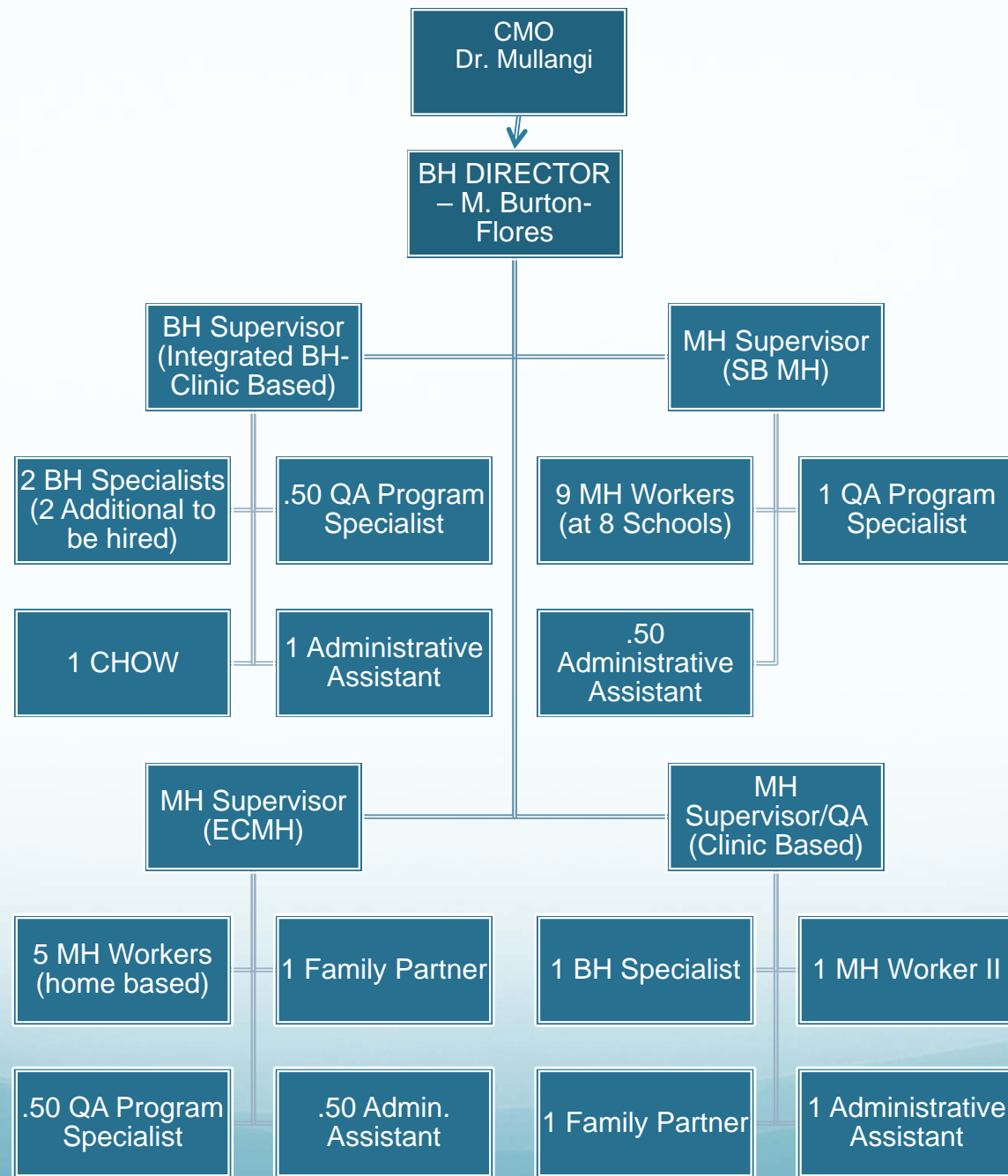
TVHC Organization- one year ago



TVHC- Current Organizational Structure



BH Team



CMO with BH Director weekly meetings




Our Primary Care – Behavioral Health Integration Team



Integration At The Clinical Level

1. The Behavioral Health Calendar Now Includes Panel Management (see Calendar)
2. Worked with IT to obtain EHR NextGen 8.3 Training
3. Worked with CMO to add “Curbside” Consultations daily between PCP and BH (dummy code for Consult EPM)
4. Worked with Operations- Medical – Behavioral to develop an in-house Crisis Response Team – PCP “warm hand-off” (dummy code in EPM)
5. Worked with ACBHCS & CHCN to add Consulting Psychiatry and developing communication processes (“Tasking” in EHR)


PHQ-9 Completed in Primary Care



CONFIDENTIAL
Tiburcio Vasquez Health Center, Inc.

PHQ9
APPT W/PCP

Administered
By: _____
Date: _____



PCP: _____

Patient Age: _____

Over the last 2 weeks, how often have you been bothered by any of the following problems? (use "v" to indicate your answer)

| | Not at all | Several days | More than half the days | Almost everyday |
|--|------------|--------------|-------------------------|-----------------|
| 1. Little interest or pleasure in doing things | 0 | 1 | 2 | 3 |
| 2. Feeling down, depressed, or hopeless | 0 | 1 | 2 | 3 |
| 3. Trouble falling or staying asleep or sleeping too much | 0 | 1 | 2 | 3 |
| 4. Feeling tired or having little energy | 0 | 1 | 2 | 3 |
| 5. Poor appetite or overeating | 0 | 1 | 2 | 3 |
| 6. Feeling bad about yourself- or that you are a failure or have let yourself or your family down | 0 | 1 | 2 | 3 |
| 7. Trouble concentrating on things, such as reading the newspaper or watching television | 0 | 1 | 2 | 3 |
| 8. Moving or speaking so slowly that other people could have noticed. Or the opposite- being so fidgety or restless that you have been moving around a lot more than usual | 0 | 1 | 2 | 3 |
| 9. Thoughts that you would be better off dead, or of hurting yourself in some way | 0 | 1 | 2 | 3 |
| Add Columns: | | | | |
| Total: | | | | |

10. If you 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?

☐ Not difficult at all
 ☐ Somewhat difficult
 ☐ Very difficult
 ☐ Extremely difficult

PCS Staff only: Check off on the action taken

1. Warm Hand-off?

☐ YES ► TO: ☐ BH Specialist ☐ CHOW

☐ NO ► WHY: ☐ REFUSED ☐ BH Staff Not Available

2. If Warm Handoff was not made, what was the Follow up? ► Action Needed

☐ BH Specialist appointment made: _____ Date of Appt.: _____

☐ Phone call needed by BH Staff: _____ P H O N E #: ()

BH Staff only: ☐ ASSESSMENT COMPLETED ☐ AGREED (APPT. SCHEDULED) ☐ REFUSED ☐ UNDECIDED ☐ OUTSIDE SVCS

PHQ-9 Data Entry Field

10. If you 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?

☐ Not difficult at all ☐ Somewhat difficult ☐ Very difficult ☐ Extremely difficult

PCS Staff only: Check off on the action taken

1. Warm Hand-off?

☐ YES ► TO: ☐ BH Specialist ☐ CHOW

☐ NO ► WHY: ☐ REFUSED ☐ BH Staff Not Available

2. If Warm Handoff was not made, what was the Follow up? ► Action Needed

☐ BH Specialist appointment made: _____ Date of Appt.: _____

☐ Phone call needed by BH Staff: _____ PHONE #: () _____

BH Staff only: ☐ ASSESSMENT COMPLETED ☐ AGREED (APPT. SCHEDULED) ☐ REFUSED ☐ UNDECIDED ☐ OUTSIDE SRVCS

PHQ-9 Initial Screen Process

- NextGen EPM (Auto fill) to i2i report for patients not screened in last 6 months.
- PHQ-9's provided to the MA each evening for next day
- MA completes PHQ-9 with the patient during vitals
- PCP reviews results with the patient
- Negative screens provided by end of day
- Positive Screen results in "Warm Hand-Off" to BH

Warm Hand-Off in Process



PHQ-9 Behavioral Health Screen Process

- PHQ-9 filled out by patient before/during assessment and each BH Session
- PHQ-9 Reviewed by BH Specialist at Beginning of Each session
- PHQ-9 data at the bottom filled in by BH Specialist
- PHQ-9 turned in with Progress note and Encounter to Admin Assistant
- Admin Assistant enters into i2i

BH Encounter Contacts

BH-SCREENING TEMPLATE IN I2I

- Program
 - A. Patients 19-59
 - B. Over 60
- Refused PHQ9
 - A. Yes
 - B. No
- PHQ9 Baseline
 - A. Score (Value Option)
- Warm Hand Off
 - A. Yes
 - B. No
 - C. Refused
- Warm Hand off Outcome
 - A. W-BH Specialist
 - B. W- CHOW
 - C. Apt Scheduled W-BH Specialist
 - D. Called Needed
 - E. Refused
- First Appt. W-BH Specialist
 - A. Date (Option)

Enter Data for Visit Date 7/6/2012 (Mouse, Minnie) — Template: BH - Screening

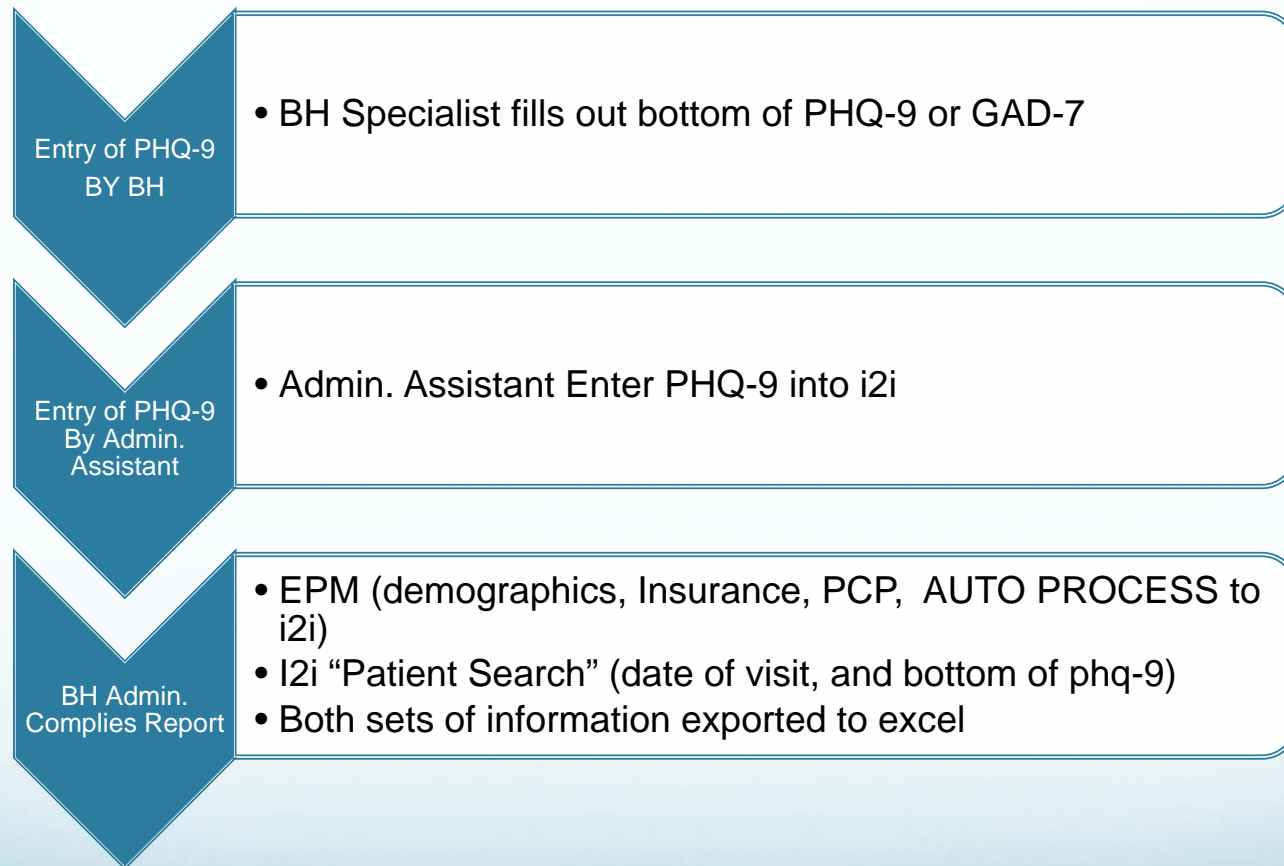
| Item | Add | Value for 7/6/2012 | | | | | | | | | |
|---------------------------|-----|--------------------|--------|---------|--------|----------|---------|------|--|--|--|
| Allergies | Add | Yes | No | None | | | | | | | |
| Educations | Add | Recvd | Refer | Refu... | None | | | | | | |
| Goals | Add | Presc | | | | Discon | Refu... | None | | | |
| Immunizations | Add | Recvd | Refer | Refu... | None | | | | | | |
| Medications | Add | Presc | Taking | Discon | Contra | Refu... | None | | | | |
| Problems | Add | Yes | No | None | | | | | | | |
| Procedures / Referrals | Add | Recvd | Refer | Refu... | Enroll | UnEnroll | None | | | | |
| Treatment Plans | Add | Presc | Discon | Refu... | None | | | | | | |
| Other Profile Items | Add | | | | | | | | | | |
| Program | N/A | | | | | | | | | | |
| Refused PHQ9 Screen | N/A | | | | | | | | | | |
| PHQ9 Baseline | N/A | | | | | | | | | | |
| Warm Handoff? | N/A | | | | | | | | | | |
| Warm Handoff Outcome | N/A | | | | | | | | | | |
| First Apt W-BH Specialist | N/A | | | | | | | | | | |

Visit Notes for 7/6/2012

| Date | Wt (lbs) | Ht (in) | BMI | T (F) | BP | P | R | Pain Score | PHQ |
|------|----------|---------|-----|-------|----|---|---|------------|-----|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

Buttons: Save, Cancel, Expand All, Collapse All, Add, Open, Delete

Flow Chart for Panel Management Reports



Panel Management Report Example

| id # | Name | DOB | BH-Referred by (PCP) (Last Value) | BH-BH Specialist (Last Value) | BH - Med #1 Name (Last Value) | BH - Med #1 Doses (Last Value) | BH - Med #1 Freq (Last Value) | BH - Med #1 Sts (Last Value) | BH-Baseline PHQ9 (Last Value) | BH Assessment Session #1 (Last Date) | BH-Session #2 (Last Date) | BH-Session #2 (PHQ9) (Last Value) | BH-Session #3 (Last Date) |
|------|----------|------------|-----------------------------------|-------------------------------|-------------------------------|--------------------------------|-------------------------------|------------------------------|-------------------------------|--------------------------------------|---------------------------|-----------------------------------|---------------------------|
| xx | xxxxxxxx | xx/xx/xxxx | Conti | Kim | Sertaline (Zoloft) | 50.0 | Daily | Taking (Currently) | 15 | 8/8/2014 | 8/15/2014 | 19 | 8/20/20 |
| xx | xxxxxxxx | xx/xx/xxxx | Gowra | Kim | | | | None | 16 | 7/21/2014 | 7/28/2014 | 7 | 1/17/20 |
| xx | xxxxxxxx | xx/xx/xxxx | Jannapureddy | Kim | | | | None | 23 | 9/16/2014 | | | |
| xx | xxxxxxxx | xx/xx/xxxx | Rajkumar | Kim | Amitriptyline | 10.0 | Twice Daily | Taking (Currently) | 17 | 9/10/2014 | | | |
| xx | xxxxxxxx | xx/xx/xxxx | Tomlin | Kim | Sertaline (Zoloft) | 25.0 | Daily | Taking (Currently) | 21 | 7/30/2014 | 8/7/2014 | 14 | 8/11/20 |

| on (9) | BH-Session #4 (Last Date) | BH-Session #4 (PHQ9) (Last Value) | BH-Session #5 (Last Date) | BH-Session #5 (PHQ9) (Last Value) | BH-Session #6 (Last Date) | BH-Session #6 (PHQ9) (Last Value) | BH-Session #7 (Last Date) | BH-Session #7 (PHQ9) (Last Value) | BH-TX Type (Last Value) | BH-Baseline PHQ9 (Last Value) | BH-Last PHQ9 (Last Value) | BH-TX Step (Last Value) | BH-Referral Status (Last Value) | BH-Referral Type (Last Value) |
|--------|---------------------------|-----------------------------------|---------------------------|-----------------------------------|---------------------------|-----------------------------------|---------------------------|-----------------------------------|-------------------------|-------------------------------|---------------------------|-------------------------|---------------------------------|-------------------------------|
| | | | | | | | | | Both | 15 | 20 | B-Step 1 | | |
| | 2/3/2014 | 1 | 2/24/2014 | 0 | | | | | PST | 16 | 7 | B-Step 1 | | |
| | | | | | | | | | PST | 23 | 17 | Assessment | | |
| | | | | | | | | | Both | 17 | 9 | Assessment | | |
| | 8/18/2014 | 5 | 8/27/2014 | 10 | 9/5/2014 | 18 | 9/12/2014 | 9 | Both | 21 | 9 | B-Step 1 | | |

Calendar - Primary Care

October 2014

SCHEDULE OF EVENTS:

1-EHR Training/Lunch Meeting (Ob providers) 12:00pm-2:00pm

2-EHR Training/Lunch Meeting (Family providers) 12:00pm-2:00pm

3-EHR Training/Lunch Meeting (Peds providers) 12:00pm-2:00pm

16-BH Panel Management Mtg. 11:00am-12:00pm (Tomlin 11am-11:15am, Rajkumar 11:15am-11:30am, 11:30am-11:45am, Jannapureddy, Conti 11:45am-12pm)

Shared ON-CALL: (???) (2,10,12,25,29)

CHARTING:

Jannapureddy: Tuesday (1pm-5pm) and Friday (8am-12pm)

Kashlinskaya: Monday (3pm-5pm)

Tomlin: Mon, Tues, Thurs, Fri (4pm-5pm)

Rajkumar: Wednesday (8am-12pm)

OFF FOR SATURDAY:

Jannapureddy: 3

Kashlinskaya: 9

Tomlin: 10

Chiu: 16

Rajkumar: 17

Conti: 23

Logan: (Monday, Wednesday, Friday)

Chiu: 1,3,6,8,10,13,15,17,20,22,24,27,29,31

Tennyson: (Tuesday and Thursday)

Acay: 2,9,16,23,30

Chiu: 7,14,21,28

NOTE: *EHR/Reduced Schedule;
P=Perceptorship

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|--|---|---|--|---|--------------------------------------|
| TIME OFF REQUEST: Dawson 7/Off 10-11pm | TIME OFF REQUEST: | TIME OFF REQUEST: | 1 Conti 8-12 Dawson 8-12/2:30-5 | 2 Chiu 8-5 Conti 8-12/2:30-5* Jannapureddy 8-12/2:30-5 Kashlinskaya 8-5 Keleva 8-12/2:30-5* Mullangi 1-3 Rajkumar 8-12/2:30-5 Tomlin 8-12/2:30-4 | 3 Conti 8-12 Dawson 8-5 Kashlinskaya 8-12/2:30-5 Keleva 8-5* Rajkumar 8-5 Tomlin 8-4 | 4 Dawson 8-5 Jannapureddy 8-5 |
| 5 <div> 16-BH Panel Management Mtg. 11:00am-12:00pm (Tomlin 11am-11:15am, Rajkumar 11:15am-11:30am, 11:30am-11:45am, Jannapureddy, Conti 11:45am-12pm) </div> | Jannapureddy 8-5 Kashlinskaya 8-3 Rajkumar 8-5 Tomlin 8-4 | Keleva 8-12* Kashlinskaya 8-5 Rajkumar 8-5 Tomlin 8-4 | Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 1-5 Tomlin 8-5 | 9 Chiu 8-5 Conti 8-5* Jannapureddy 8-5 Keleva 8-5* Mullangi 1-3 Rajkumar 8-5 Tomlin 8-4 | 10 Conti 8-12 Dawson 8-12 Jannapureddy 1-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 8-5 | 11 Kashlinskaya 8-5 Tomlin 8-5 |
| 12 | 13 Conti 1-5* Dave 8-5 Jannapureddy 8-5 Kashlinskaya 8-3 Rajkumar 8-5 Tomlin 8-4 | 14 Conti 8-5* Dawson 8-5 Jannapureddy 8-12 Keleva 8-12* Kashlinskaya 8-5 Rajkumar 8-5 Tomlin 8-4 | 15 Conti 8-12 Dawson 8-5 Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 1-5 Tomlin 8-5 | 16 Conti 8-5*(BH) Jannapureddy 8-5(BH) Kashlinskaya 8-5 Keleva 8-5* Mullangi 1-3 Rajkumar 8-5(BH) Tomlin 8-4(BH) | 17 Conti 8-12 Dawson 8-5 Jannapureddy 1-5 Kashlinskaya 8-5 Keleva 8-5* Tomlin 8-4 | 18 Chiu 8-5 Rajkumar 8-5 |
| 19 | 20 Conti 1-5* Dave 8-5 Jannapureddy 8-5 Kashlinskaya 8-3 Rajkumar 8-5 Tomlin 8-4 | 21 Conti 8-5* Dawson 8-5 Jannapureddy 8-12 Keleva 8-12* Kashlinskaya 8-5 Rajkumar 8-5 Tomlin 8-4 | 22 Conti 8-12 Dawson 8-5 Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 1-5 Tomlin 8-5 | 23 Chiu 8-5 Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Mullangi 1-3 Rajkumar 8-5 Tomlin 8-4 | 24 Conti 8-12 Dawson 8-5 Jannapureddy 1-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 8-5 Tomlin 8-4 | 25 Conti 8-5 Dawson 8-5 |
| 26 | 27 Conti 1-5* Dave 8-5 Jannapureddy 8-5 Kashlinskaya 8-3 Rajkumar 8-5 Tomlin 8-4 | 28 Conti 8-5* Dawson 8-5 Jannapureddy 8-12 Keleva 8-12* Kashlinskaya 8-5 Rajkumar 8-5 Tomlin 8-4 | 29 Conti 8-12 Dawson 8-5 Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 1-5 Tomlin 8-5 | 30 Chiu 8-5 Conti 8-5* Jannapureddy 8-5 Kashlinskaya 8-5 Keleva 8-5* Mullangi 1-3 Rajkumar 8-5 Tomlin 8-4 | 31 Conti 8-12 Dawson 8-5 Jannapureddy 1-5 Kashlinskaya 8-5 Keleva 8-5* Rajkumar 8-5 Tomlin 8-4 | |

Integrated Consultation Team



Integrated Consultation Team



Questions?



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