

Behavioral Health Integration



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BH System Building



Peer Resources



Community-Based Resources

The PCBH Consultant Model

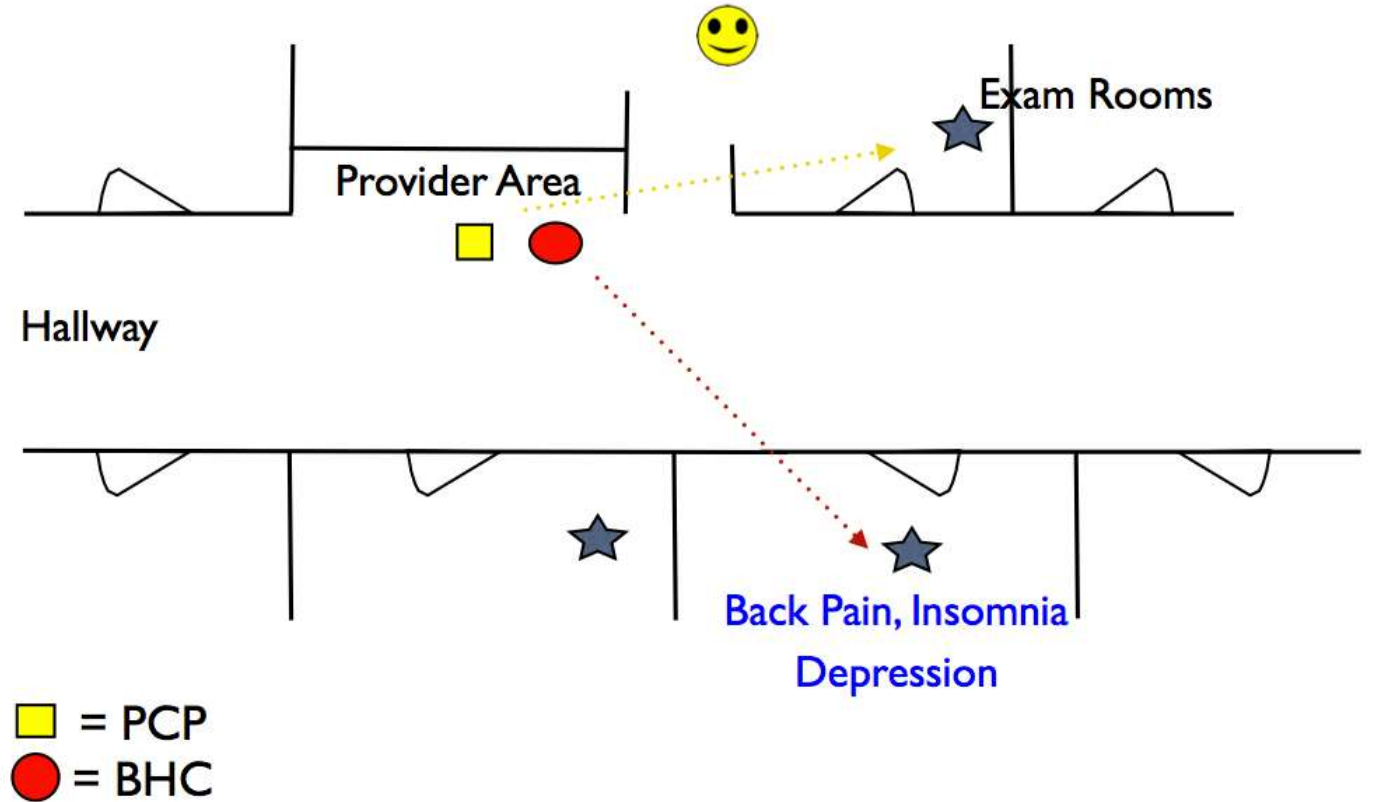
PCBH is:

Routine Primary Care

Part of PCMH team

Consultative

**Result of clinical and
population need**



Yakima Valley Farm Workers Clinic

Behavioral Health System of Care

Primary Care BH

- 17 BHC Providers
- 15 Clinics
- 19,439 Visits Annually*
- 13,842 Annual Unique Patients*

YVFWC Outpatient BHS

- 30 BHS Providers
- 4 Clinics
- 25,000 Visits Annually
- 2000 Annual Unique Patients

YVFWC Specialized BHS: Intensive Services

- 21 Direct service staff
- 2 Clinics
- 16,600 Direct Service Hours Annually
- 300 Annual Unique Patients

Crisis Services

Inpatient

Low

**Level of Complexity
Level of Intervention**

High

* 2018 Data



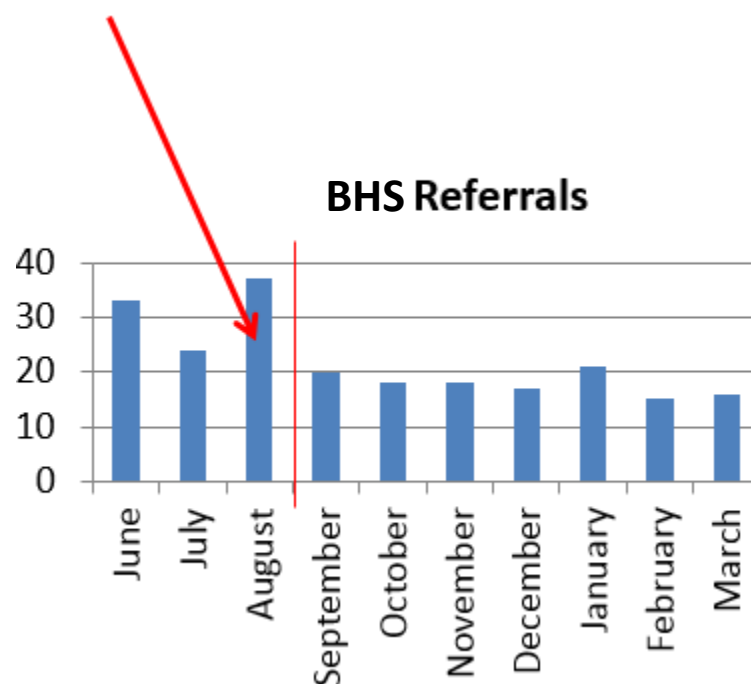
PRIMARY CARE BEHAVIORAL HEALTH PROGRAM

we are family

PCBH improves system efficiency

Decreases Need for BHS (specialty MH) Referral

BHC Starts in Toppenish



Prior to BHC hire

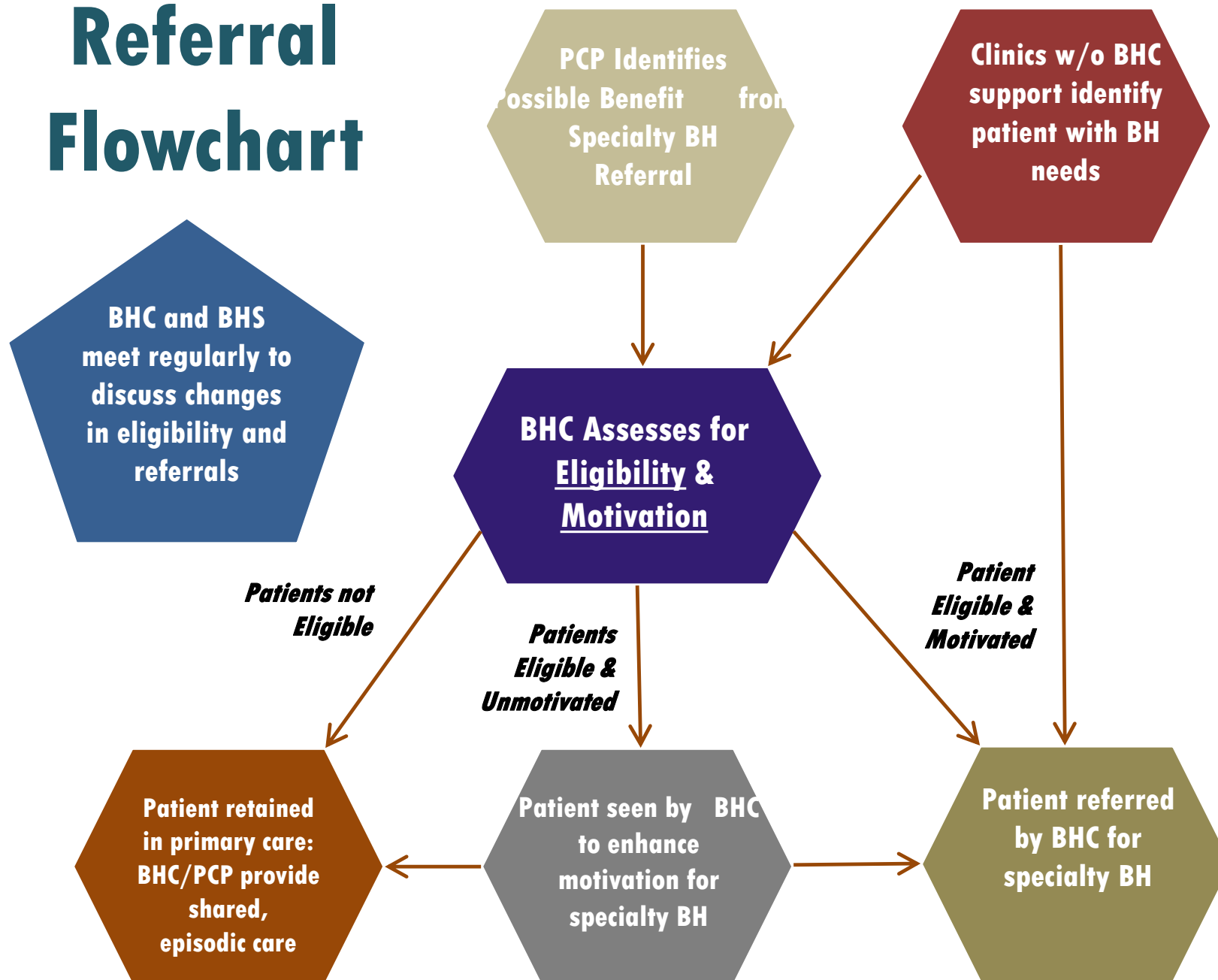
- 37.5 monthly
referrals
to BHS

Post BHC hire

- 19 monthly referrals
to BHS

*Statistically significant $p = .01$

Referral Flowchart





Our Team 2012





Our Team 2014





2015 Team





Our Team 2017





Our Team 2019





- * = Current BHC
- * = BHC open position
- * = TeleBHC position

Behavioral Health Consultants

Staffing

Washington

- 11 BHCs, 9 clinics

Oregon

- 6 BHCs, 6 clinics

YVFWC

2018 Data

19,439 Face-to-Face Visits

3758 Touches

13,842 Unique Patients

12% Average Population Reach

BHC Patient Count From: 1/1/2018 To: 12/31/2018			Unique Medical	Patient penetration
CFHC GENERAL MEDICINE Count: 794			4399	18.05%
CUTTS, JULIETTE L.			15	
REYNOLDS, NICOLE			784	
FMC GENERAL MEDICINE Count: 1672			8597	19.45%
WILSON, LEVI			1672	
GMDC GENERAL MEDICINE Count: 1099			11407	9.63%
BECKMANN, SARAH J.			1095	
HAWLEY, PHILIP B.			5	
LHC GENERAL MEDICINE Count: 1284			14476	8.87%
CUTTS, JULIETTE L.			17	
SANDOVAL, BRIAN E.			1	
WHITE, LAURA J.			1289	
YRIGOVEN, ALEXA (ALE)			1	
MFHC GENERAL MEDICINE Count: 488			7064	6.91%
KLINGENSMITH, ANGELA			226	
MELLENDEZ-CRUZ, CHRISTIAN			174	
SANDOVAL, BRIAN E.			8	
MHC GENERAL MEDICINE Count: 292			4592	6.36%
HAWLEY, PHILIP B.			1	
MELLENDEZ-CRUZ, CHRISTIAN			216	
MOZAFARI, NARGIS			83	
MVFM GENERAL MEDICINE Count: 151			2638	5.72%
HAWLEY, PHILIP B.			2	
MELLENDEZ-CRUZ, CHRISTIAN			9	
MOZAFARI, NARGIS			143	
RFHC GENERAL MEDICINE Count: 550			6573	8.37%
BRIGGS, ELIZABETH			531	
CUTTS, JULIETTE L.			22	
SANDOVAL, BRIAN E.			1	
SMC GENERAL MEDICINE Count: 1463			9486	15.42%
REIGHLY, JESSICA			738	
CABANA, SHARON			256	
CUTTS, JULIETTE L.			645	
SANDOVAL, BRIAN E.			27	
SMC BHC			18	
TMDC GENERAL MEDICINE Count: 1585			15564	10.18%
HAWLEY, PHILIP B.			809	
SANDOVAL, BRIAN E.			5	
VALENTINE, COURTNEY			1021	
UCHM GENERAL MEDICINE Count: 1123			5945	18.89%
HALLSTROM, KRISTEN			1122	
WARD, NICHOLAS			8	
UCHN GENERAL MEDICINE Count: 1077			5639	19.10%
SANDOVAL, BRIAN E.			3	
WARD, NICHOLAS			1075	
VVMG GENERAL MEDICINE Count: 728			5975	12.18%
HAWLEY, PHILIP B.			1	
SANDOVAL, BRIAN E.			2	
BLUMER, MARY B.			727	
YMDC GENERAL MEDICINE Count: 1536			15637	9.82%
HAWLEY, PHILIP B.			121	
LEE, JESSICA			549	
MCWAY, SARAH			1046	
			Average	12.07%

TeleBHC

- Began in September 2018
- BHC Serves two small clinics simultaneously
 - One clinic live, One clinic via “virtual warm hand-offs”

Nargis Mozafari

Total Visits 9/4/18 to 7/31/19

Total TeleVisits	198
Total Live Visits	793
TOTAL VISITS	991

Percentage Tele Visits	20.0%
Percentage Live Visits	80.0%



Measuring Success



PCBH Dashboard

- **General Productivity**

- Goal: 10-12 FTF Visits/Day
- **Actual: 10.5 visits/day (2017 to date)**

- **Program Adoption**

- Population Reach (Total Unique BHC / Total Unique Medical)
- **2018 Average = 12%, Range = 4% to 24%**

- **Model Adherence**

- Goal: ≤ 4 visits per patient per quarter, for 90-95% of patients – **Approx. 95%**
- Goal: 50-75% visits unique – **Actual 66%**



Clinical Measures

Depression

PHQ9 - 44.3% improvement*

Anxiety

GAD7 - 50.3% improvement*

Utilization

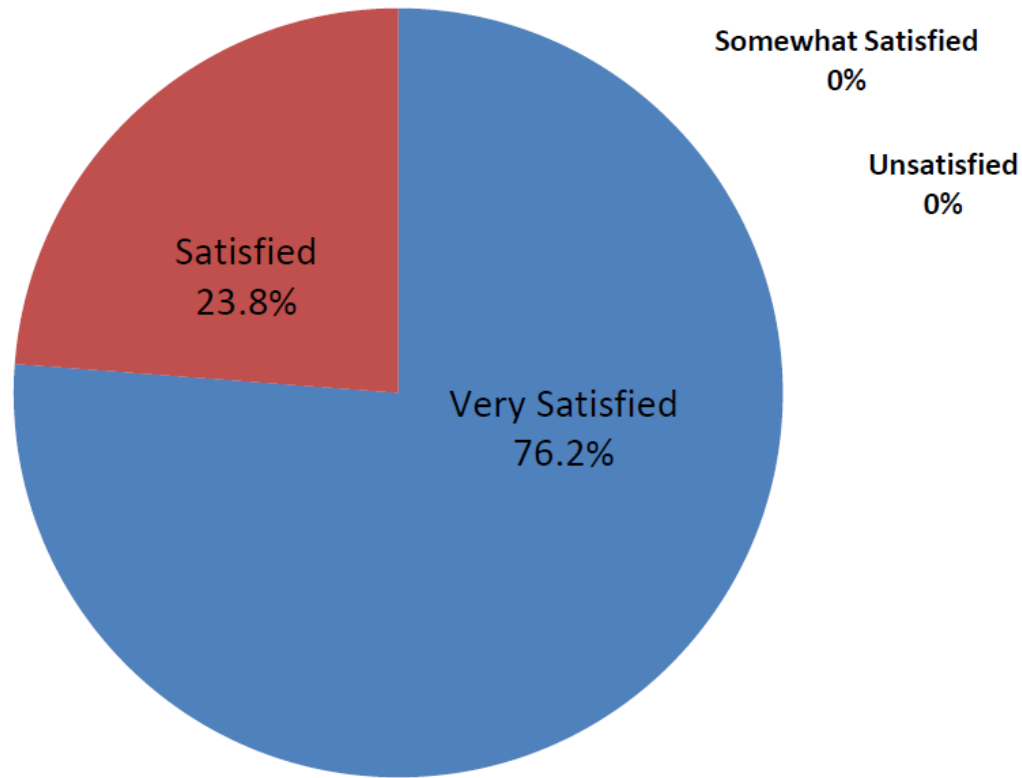
Decrease in 2 visits/patient for highest 100 medical utilizers

- **For all patients, not solely those clinically depressed or anxious**

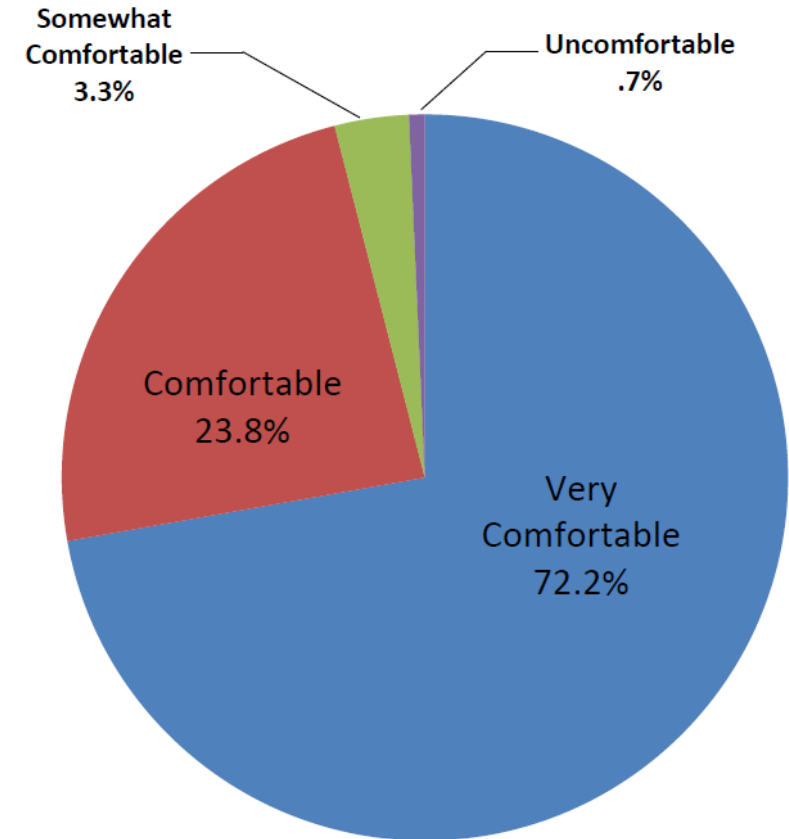


Patient Satisfaction

How satisfied are you with the service you received today from the BHC?



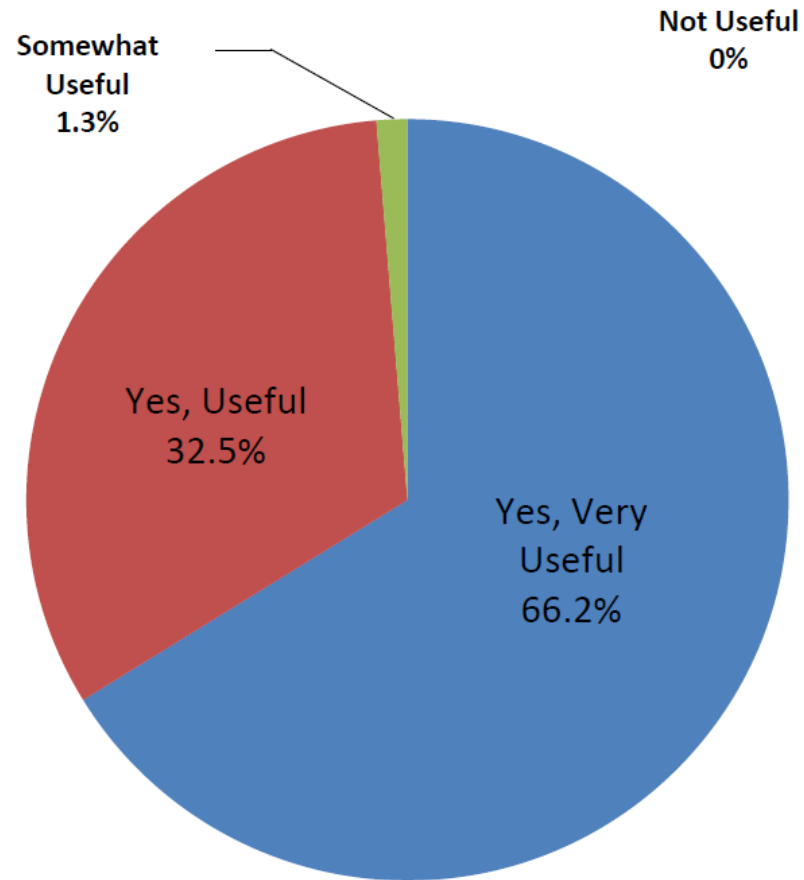
How comfortable were you in discussing your concerns with the BHC?



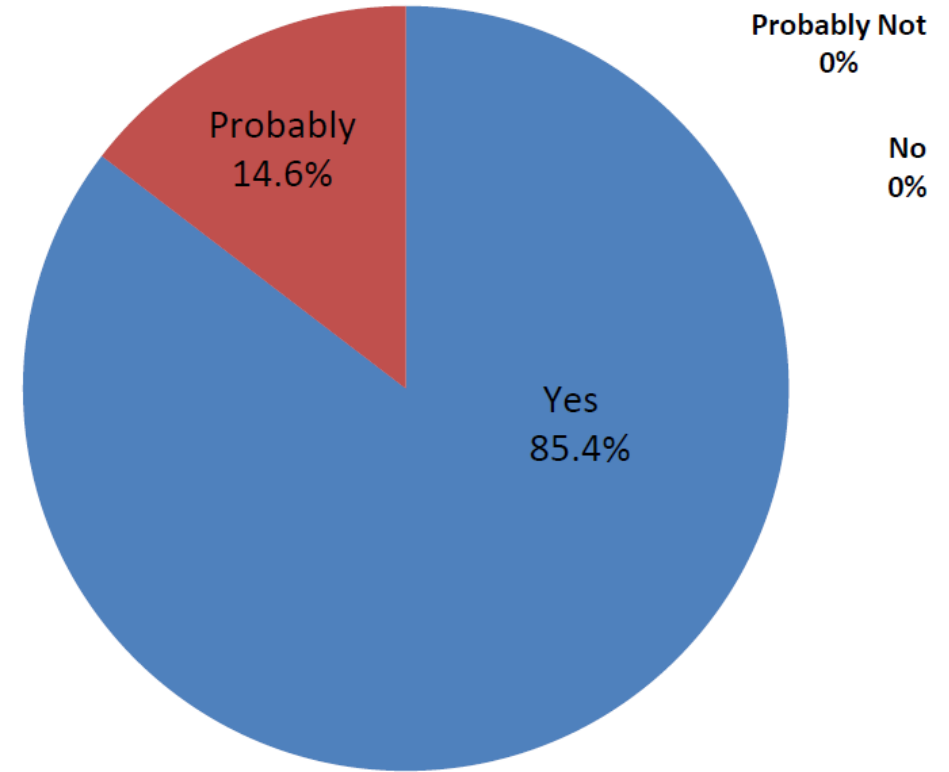
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Patient Satisfaction

Were the BHC's recommendations useful?



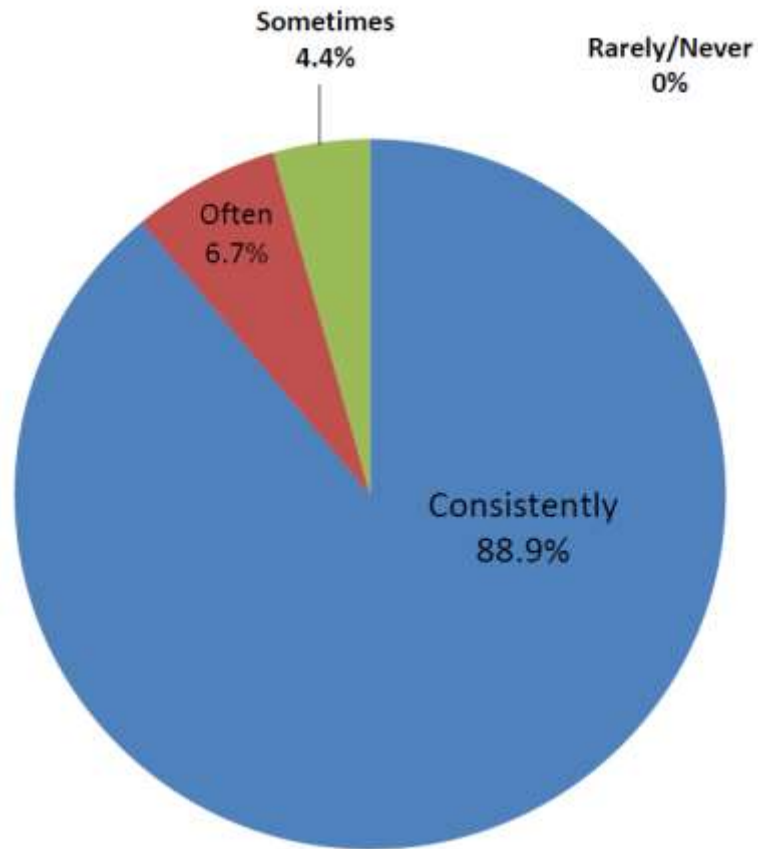
Would you recommend this behavioral health service to a friend?



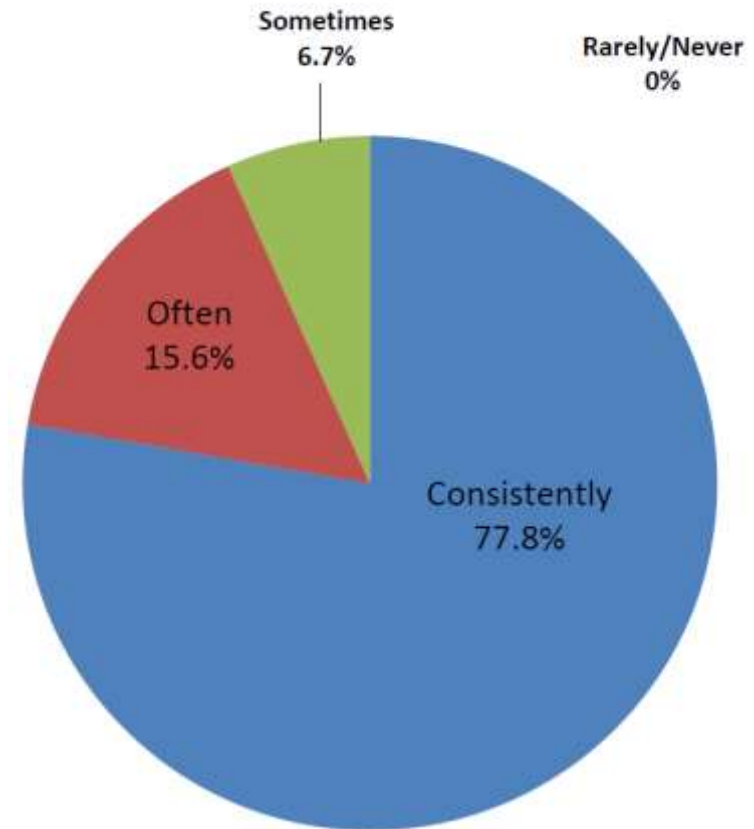
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Provider Satisfaction

BHC adds value in my daily practice:



BHC makes me more effective at my job:



n=122

Supporting Organizational Priorities

ED Utilization

SBIRT (Alcohol, Drugs, Depression)

**Depression Screening
Follow-up Plan**

ED Utilization for SPMI
(Disparity Measure for OHA)

Cigarette Smoking Prevalence



Depression Screening and Follow up (OHA/CCO/UDS)

Org Wide

UDS Quality Measures Status Update 7-30-2017		YVFWC 2016 UDS	HRSA Benchmark	2017 UDS YTD	2017 UDS YTD	2017 UDS YTD	Variance prior month
Preventive Care							
T6B	Patients screened for depression and follow-up	36.6%	>51%	83.3%	83.6%	83.8%	0.2%

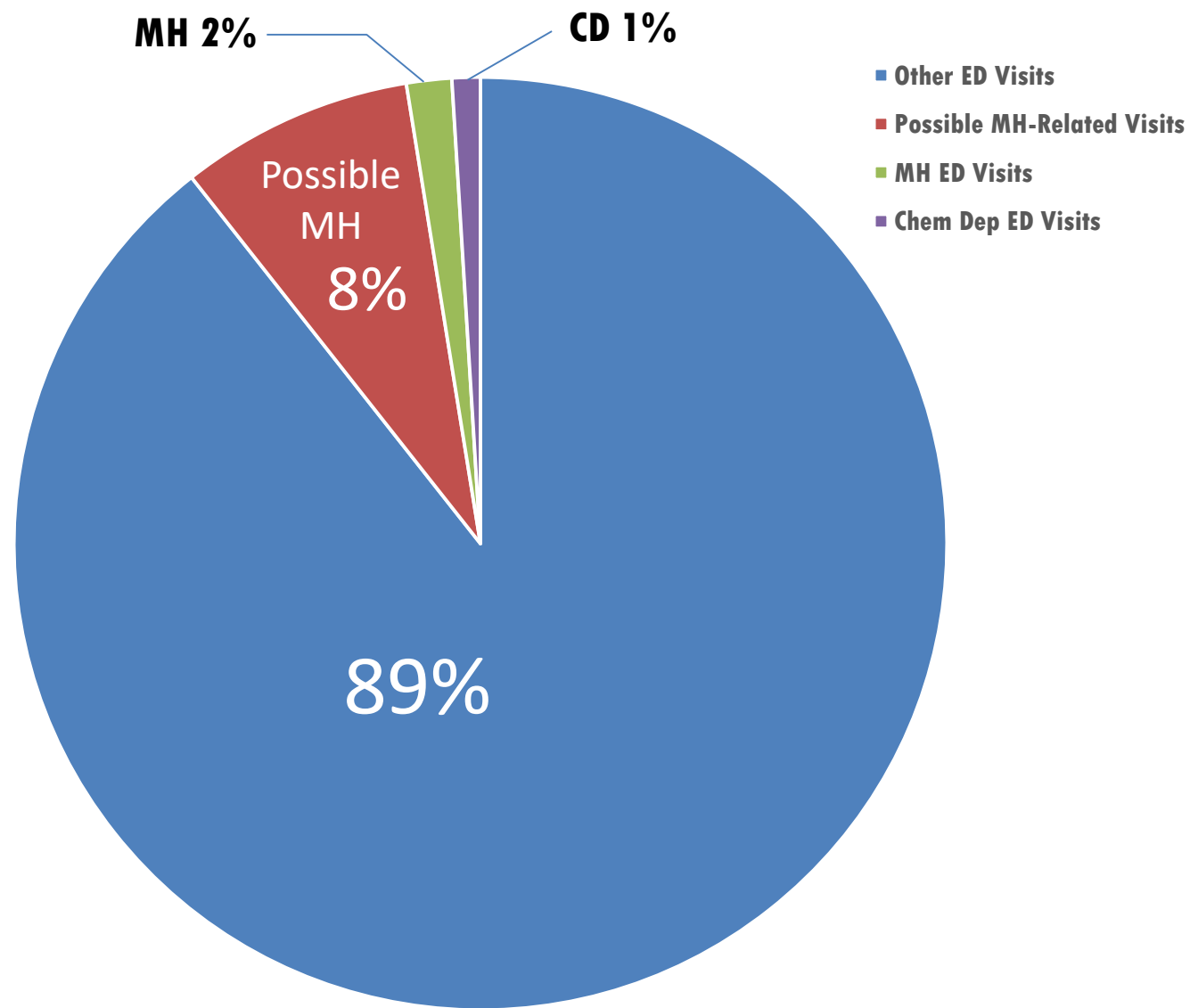
NO BHC

Clinic	Depression screening
Sunnyside Immediate Care	1.8%
Granger Immediate Care	1.9%
Pacific Peds	39.8%
Unify Community Health West Central	49.9%
Mountainview Womens Health	55.4%
Coastal Family Health Center	59.2%
Clatskanie School Based	63.3%
Mid-Valley Medicine	66.5%
Lancaster at Lancaster	67.9%
Yakima Medical-Dental Clinic	68.1%
Lancaster Family Health Center	72.7%
Community Health Center Clatskanie	73.4%
Lincoln Avenue	79.2%
Rosewood Family Health Center	79.2%
Unify Community Health on Mission	80.0%
Salud Medical Center	83.6%
Unify Community Health Northeast	83.9%
Toppenish Medical Dental	85.3%
Grandview Medical Dental Clinic	90.5%
Mirasol Family Health Center	93.5%
Family Medical Center	96.2%
Valley Vista Medical Group	97.2%
Miramar Health Center	97.4%
All YVFWC Clinics (OR & WA)	83.8%
YVFW OR Clinics (only)	82.1%
HRSA Benchmark	51.0%

Why do people visit the ED?

MENTAL HEALTH		
Diagnosis	Visit Count YTD	Approx Annual Visits
Anxiety D/O (e.g. Panic, GAD, PTSD)	366	732
Depression	127	254
Suicidality	95	190
Total	588	1176
CHEMICAL DEPENDENCY	368	736
SIGNS/SYMPTOMS of possible MH concern		
Unspec/Generalized Abdominal Pain	648	1296
Chest pain	551	1102
Headache	448	896
Epigastric Pain	368	736
Low back pain	276	552
Migraines	208	416
Chronic Pain	194	388
Dizziness	144	288
Palpitations/tach	103	206
Shortness of breath/Dyspnea	82	164
Insomnia	15	30
Total	3037	6074

ED Visit Reason Breakdown



High Utilizer Intervention

YTD ED VISITS ≥ 8	(Range 8-22, Median 9)	
N = 29		
	Count	Percentage
MH Diagnosis	25	86.2%
Seen BHC	16	55.2%
Missed opportunities	9	31.0%



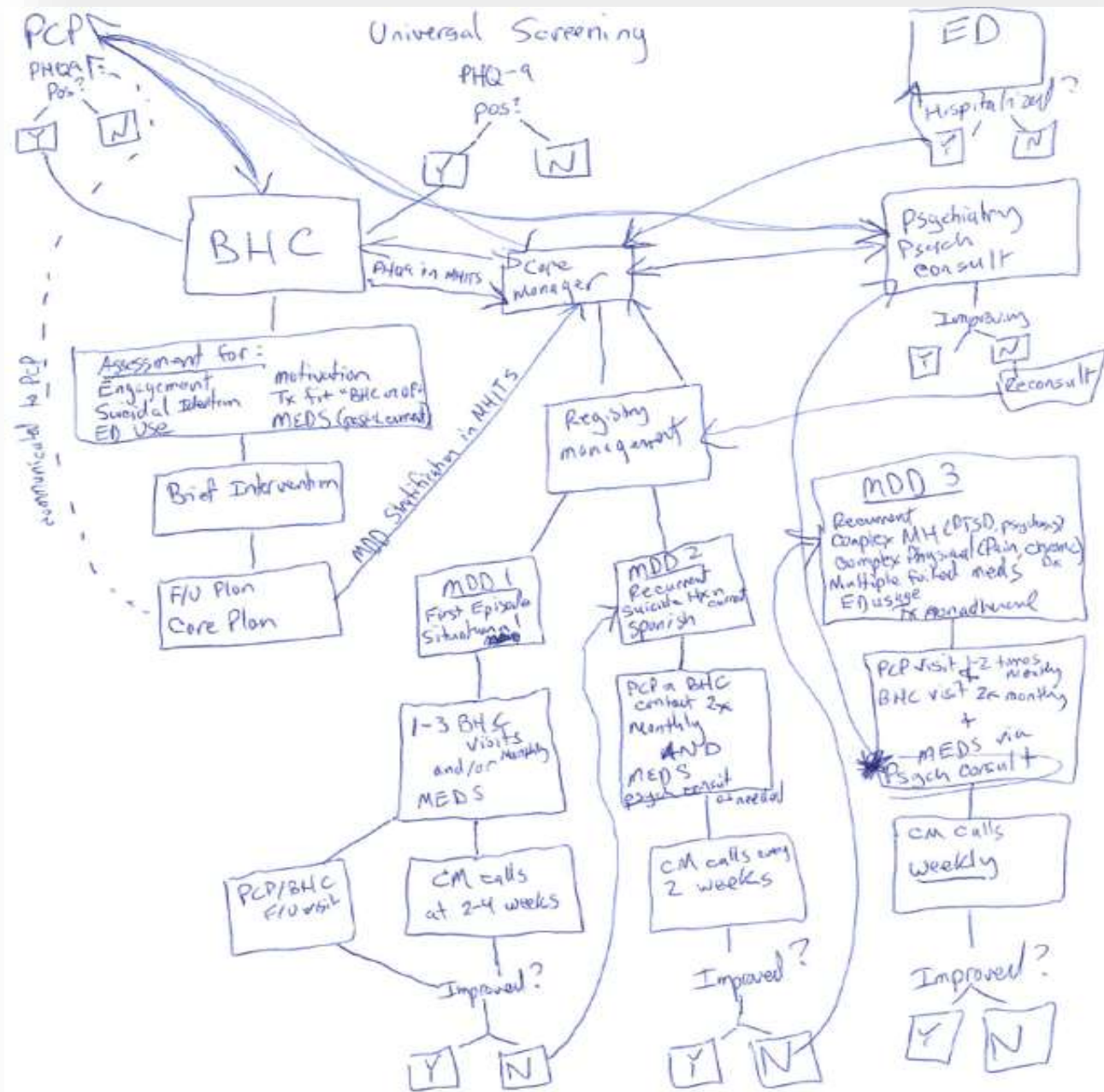


Takeaway Point #1

Know the problem you're trying to solve!

Takeaway Point #2

Begin with asking “should” before asking “how”



Takeaway Point #3

Approach should dictate funding, not vice versa

Takeaway Point #4

Components & Approach  Models

Remaining Challenges

- **Recruiting/Workforce**
- **Retention**
- **Sustainable Funding (VBP)**
- **Cause/Effect Outcomes**



