Principles, Roles and Processes for Managing Behavioral Health Conditions in Primary Care

Session 2
Learning Objectives

• Recognize the principles of collaborative care and the role that nurses can take in implementing it.
• Describe care team roles in collaborative care and the function of each role.
• Explain the RN care manager role and special considerations for RNs in this role.
A Better Way to Provide Care: Elizabeth Story
Core Principles of Collaborative Care

**Patient-Centered Care.** Primary care and mental health providers collaborate effectively using shared care plans.

**Population-Based Care.** A defined group of patients is tracked in a registry so that no one falls through the cracks.

**Treatment to Target.** Progress is measured regularly and treatments are actively changed until clinical goals are achieved.

**Evidence-Based Care.** Providers use treatments that have research evidence for effectiveness.

**Accountable Care.** Providers are accountable and reimbursed for quality of care and clinical outcomes, not just volume of care.
**Principle:**
Measurement-Based Treatment To Target

- Regular use of behavioral health measures to track response to treatment
- Use of psychiatrists to help intensify treatment
- Stepped care makes efficient use of behavioral health resources
In a recent retrospective study (2008–2013) of over 7,000 patients:

Usual primary care: 614 days

Collaborative care program: 86 days

Time to Remission for Depression with Collaborative Care Management in Primary Care: [http://www.ncbi.nlm.nih.gov/pubmed/26769872](http://www.ncbi.nlm.nih.gov/pubmed/26769872)
Principle: Patient-Centered Collaboration

PCP

Care Manager

Psychiatric Consultant

New Roles

Patient
Primary Care Provider

New Roles

PCP

Patient

Care Manager

Psychiatric Consultant

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Primary Care Provider Functions

- Primary treatment relationship
- Links with collaborative care team
- Prescribes medication
- Monitors medication management, together with care manager
- Supports treatment plan
- Consults with collaborative care team
- Supports system change
PCP Role: Engaging the Patient

• Most important ingredient for success
  – Articulation of plan and team roles is critical
  – PCP recommendation is powerful

• Existing relationship as foundation

• PCP sees the whole picture

• Key messages:
  – Options
  – Proactive Persistence
  – Hope
Care Manager Has Two Functions

- PCP
- Patient
- Care Manager
- Psychiatric Consultant

New Roles
Expanded Role for RN Care Manager

• Coordinate and manage patient care
• Track patient progress in registry
• Report patient progress in caseload review each week
• With PCP approval, implement changes in treatment plan
• Provide brief interventions proven effective in treating depression, diabetes, and CVD
RN Care Manager Advantages

• Work at top of license
• Used to manage both direct/indirect patient support
• Familiar with brief interactions
• Medication adherence
• Support patient behavior change/health coach
• Phone follow-up support
• Continuity of care - knows the patient
## Collaborative Care for Other Mental Health Conditions

<table>
<thead>
<tr>
<th>Evidence Base Established</th>
<th>Emerging Evidence</th>
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<tbody>
<tr>
<td>• Depression</td>
<td>• ADHD</td>
</tr>
<tr>
<td>- Adolescent Depression</td>
<td>• Bipolar Disorder</td>
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<tr>
<td>- Depression, Diabetes, and Heart Disease</td>
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<tr>
<td>- Depression and Cancer</td>
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<tr>
<td>- Depression in Women’s Health Care</td>
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<tr>
<td>• Anxiety</td>
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<tr>
<td>• Post Traumatic Stress Disorder</td>
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<tr>
<td>• Chronic Pain</td>
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<tr>
<td>• Dementia</td>
<td></td>
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<tr>
<td>• Substance Use Disorders</td>
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</tbody>
</table>
Psychiatric Consultant Role

New Roles

PCP

Patient

Care Manager

Psychiatric Consultant

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Role of Psychiatric Consultant

• Engage PCP and team
• Psychiatric expertise
• Mentor team members
• Focus the team:
  – Case review process
• Educational components
• Nurturing the team
Basic Psychiatric Consultant Functions

• Review cases with the care manager using the registry
  – Scheduled (ideally weekly)
  – Prioritize patients that are not improving

• Consult urgently (as needed) with PCP or care manager
Other Primary Care Team Members

- Other key players working with collaborative care team
  - Behaviorists (MSW)
  - Medical assistants

- Extended primary care team
  - Other nurses
  - Social workers
  - Front desk / call center
  - Outreach staff
  - Community health workers
  - Pharmacists

- Community resources
  - Diverse services and supports incorporated into care planning
Principle: Evidence-Based Treatment
Treatment Options

- Make *both* medication and non-medication recommendations
- Supporting whole person treatment is important
- The treatment that *works* is the best one
- Review all evidence-based treatment options available
- Discuss pros and cons of each option
Principle: Accountable Care

• Access
  – Provide care to more patients
  – Minimize time from identification to care

• Accountability
  – Screening to identify patients in need
  – Make sure patients get better (outcomes)
2018 NCQA HEDIS Depression Metrics

• Depression remission or response for adolescents and adults
  – Measured by PHQ-9 or PHQ-A (12+ years)
  – Remission within 4–8 months of first elevated PHQ-9

• Utilization of the PHQ-9 or PHQ-A to monitor patient following depression diagnosis
Questions and Discussion