

# 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.





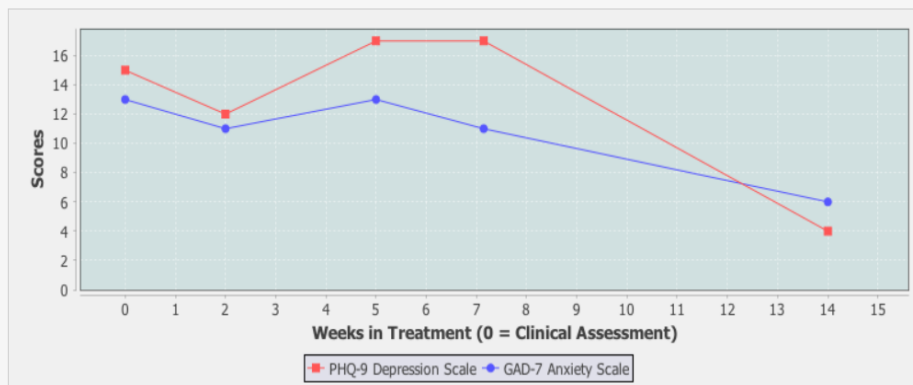
# Principle: Measurement-Based Treatment To Target

DATE OF CONTACT	CONTACT TYPE	WEEKS IN TX	VISIT TYPE	PHQ-9	GAD-7	BIPOLAR SCREEN	PTSD SCREEN	CURRENT MEDICATIONS
1/19/2016	Clinical Assessment	0	Clinic	15	13	√	√	
1/29/2016	Psychiatric Consultation Note	1	Phone w/ CC					
2/2/2016	Follow Up Contact	2	Clinic	12	11			
2/5/2016	Follow Up Contact	2	Phone					
2/10/2016	Psychiatric Consultation Note	3	Phone w/ CC					
2/10/2016	Psychiatric Consultation Note	3	Phone w/ CC					
2/23/2016	Follow Up Contact	5	Clinic	17	13			Fluoxetine HCl (Prozac) 10mg
3/9/2016	Follow Up Contact	7	Clinic	17	11			Fluoxetine HCl (Prozac) 20mg
3/18/2016	Follow Up Contact	8	Phone					†Fluoxetine HCl (Prozac) 20mg
4/26/2016	Follow Up Contact	14	Clinic	4	6			†Fluoxetine HCl (Prozac) 20mg

## Collateral Contacts

DATE OF CONTACT	NAME	ROLE	AGENCY
No Records Found			

## Patient Progress



- 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



# Treatment to Target Drives Early Improvement

In a recent retrospective study (2008–2013) of over 7,000 patients:

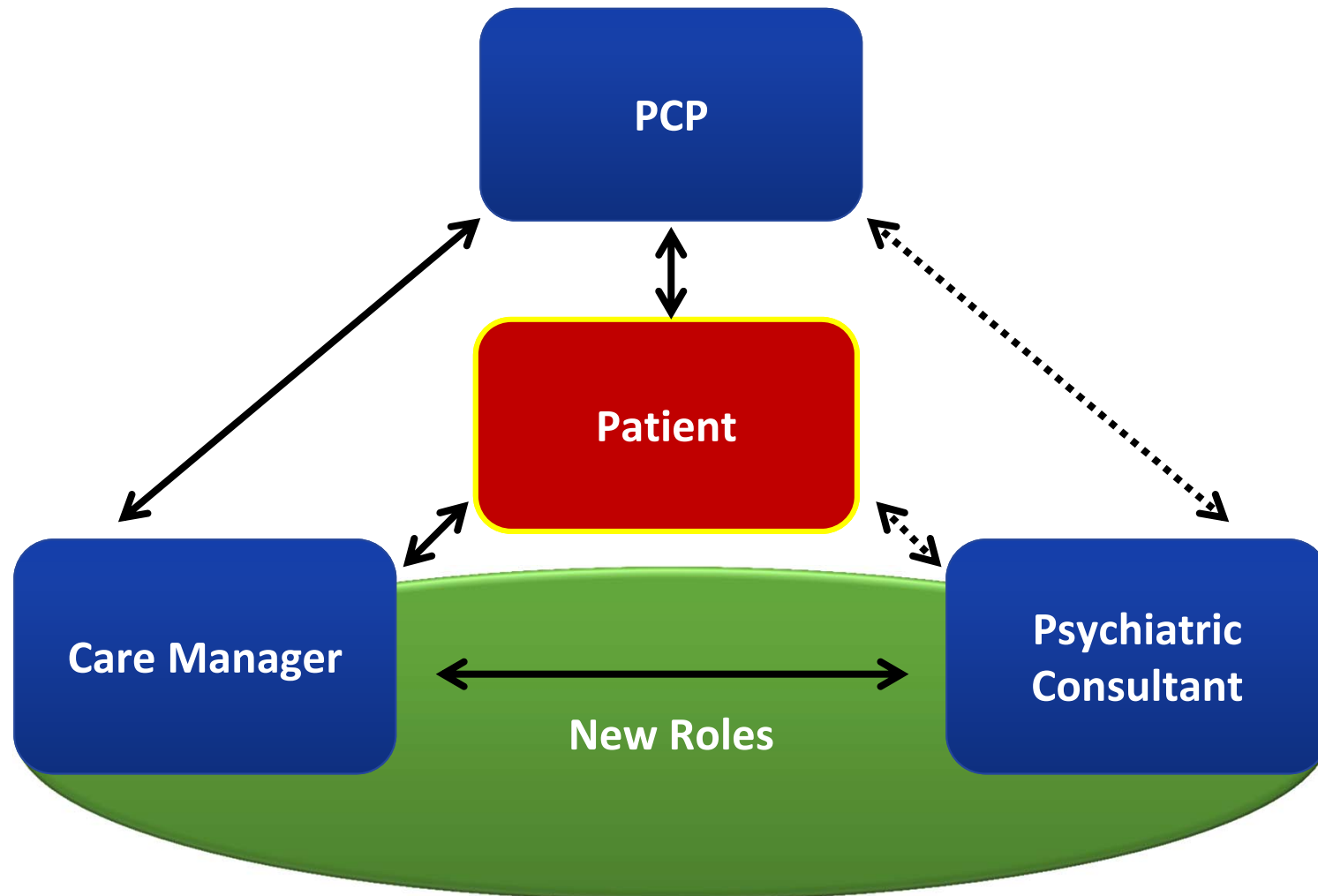


Time to Remission for Depression with Collaborative Care Management in Primary Care: <http://www.ncbi.nlm.nih.gov/pubmed/26769872>



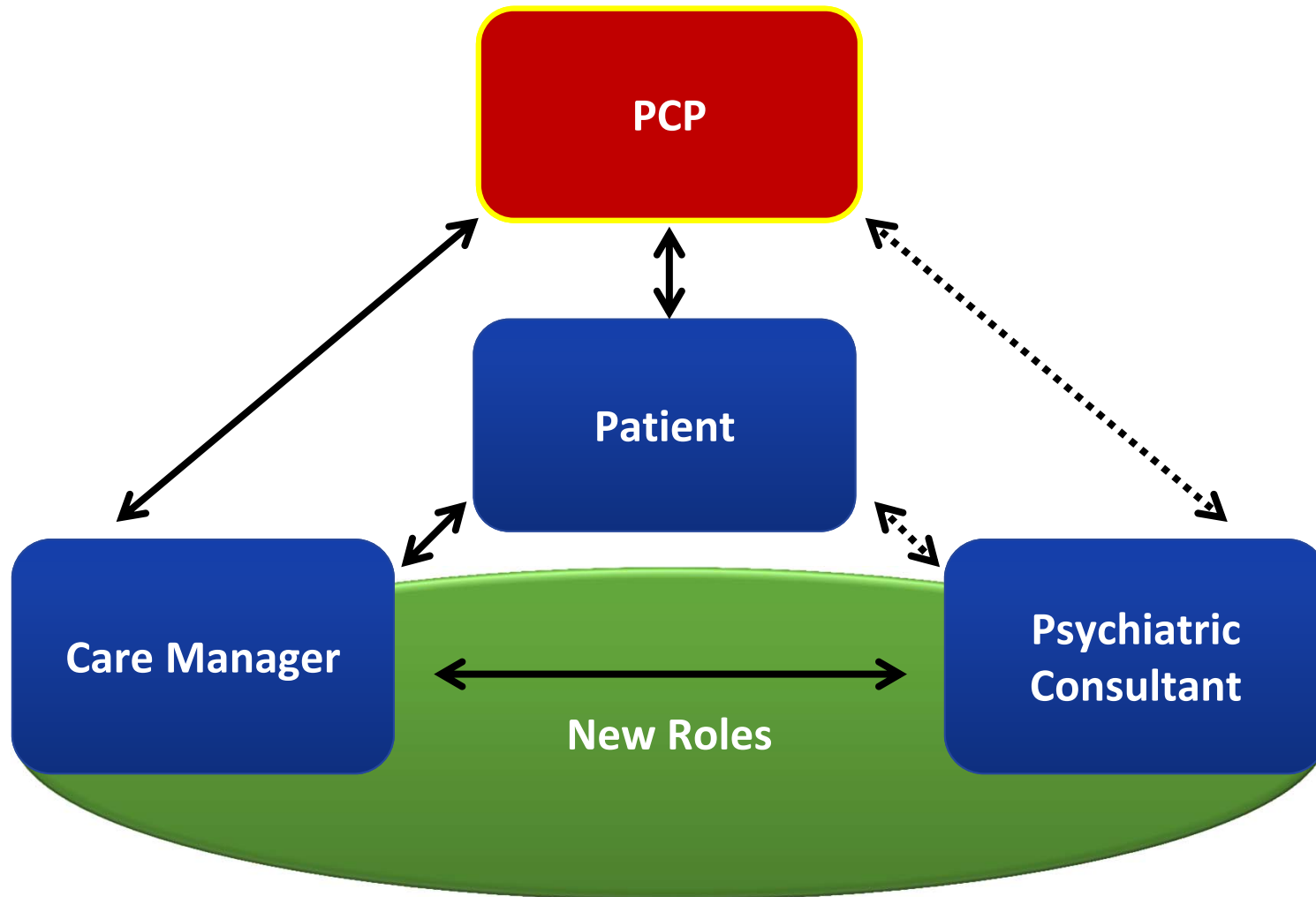


# Principle: Patient-Centered Collaboration





# Primary Care Provider







## 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





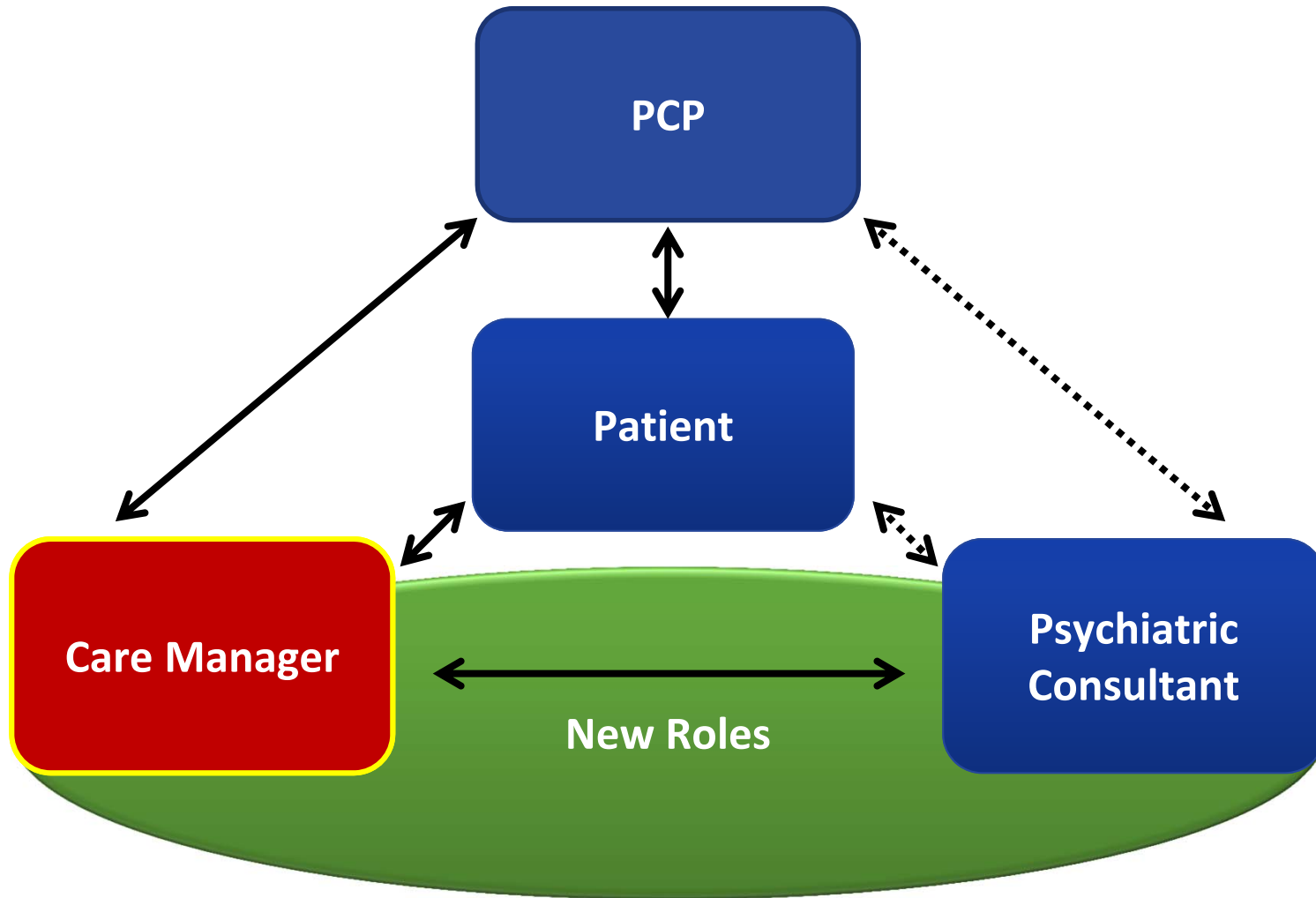
## PCP Role: Engaging the Patient

- 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





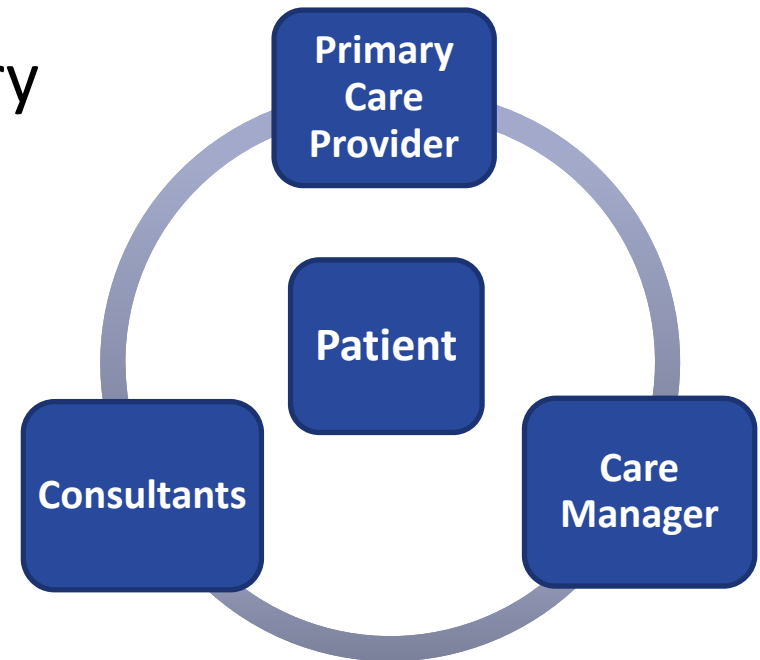
# Care Manager Has Two Functions





## 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





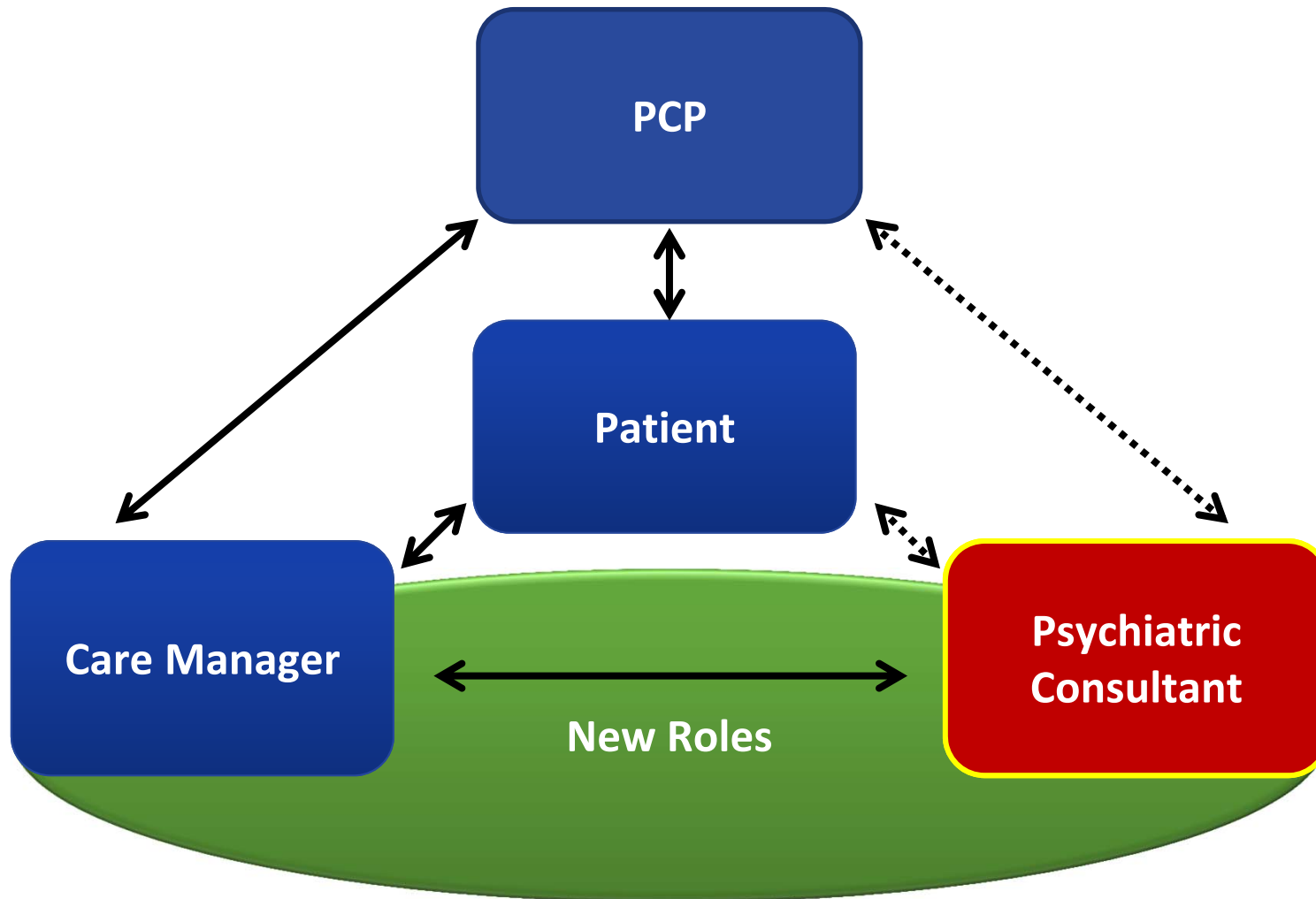
# Collaborative Care for Other Mental Health Conditions

Evidence Base Established	Emerging Evidence
<ul style="list-style-type: none"><li>• Depression<ul style="list-style-type: none"><li>- Adolescent Depression</li><li>- Depression, Diabetes, and Heart Disease</li><li>- Depression and Cancer</li><li>- Depression in Women's Health Care</li></ul></li><li>• Anxiety</li><li>• Post Traumatic Stress Disorder</li><li>• Chronic Pain</li><li>• Dementia</li><li>• Substance Use Disorders</li></ul>	<ul style="list-style-type: none"><li>• ADHD</li><li>• Bipolar Disorder</li></ul>





# Psychiatric Consultant Role





# Role of Psychiatric Consultant

- Engage PCP and team
- Psychiatric expertise
- Mentor team members
- Focus the team:
  - Case review process
- Educational components
- Nurturing the team







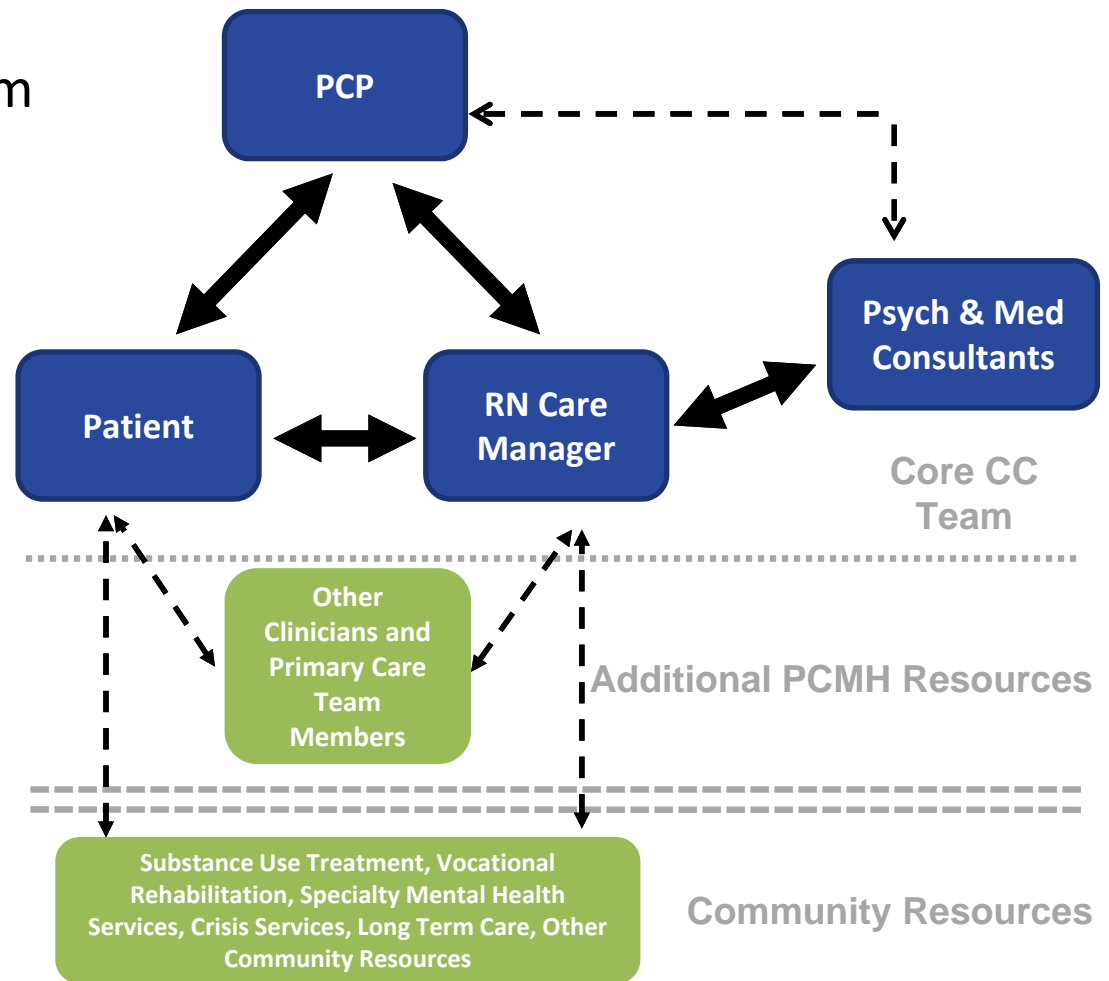
# Basic Psychiatric Consultant Functions

- 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



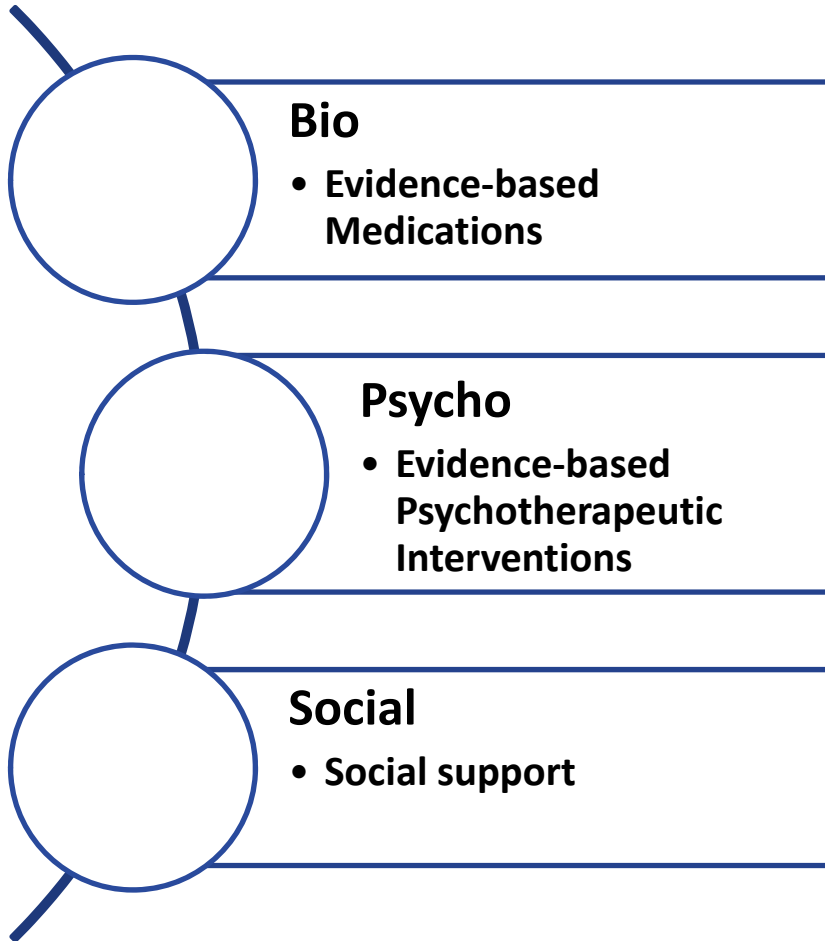


# Principle: Evidence-Based Treatment





# 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

