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Health Solutions**

**Decision support tools:
Adapting health records for integrated care**



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Elisa Chow, PhD, LMSW
Institute for Community Living, Inc.
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About the Speakers

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**Jeanie Tse, MD, Associate Chief Medical Officer
Institute for Community Living**

Jeanie Tse, MD, is a psychiatrist, Associate Chief Medical Officer and Director of Integrated Health at the Institute for Community Living (ICL). She also serves on the faculty of the Columbia and NYU Public Psychiatry Fellowship Programs. She provides psychiatric care in ICL's clinics, school-based mental health programs and Assertive Community Treatment, and supports ICL's residential and case management programs in managing psychiatric issues. She is the co-author of the Diabetes Self-Management and Healthy Living Workbooks, and has overseen integrated care initiatives at ICL. Her main interest lies in "bridging the gap" between academic psychiatry and the clinical challenges of disadvantaged communities.

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About the Speakers

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**Rosemarie Sultana-Cordero, MA, LMHC
Clinical Coordinator of Integrated Health**

Rosemarie Sultana-Cordero, MA, LMHC is the Clinical Coordinator of Integrated Health at ICL. Together with Dr. Tse, she has coordinated implementation of integrated care initiatives in clinical and residential programs at ICL and across New York City, including the NYS Health Foundation-supported Behavioral Health Medical Home Project and Diabetes Co-morbidity Initiative, and ICL's SAMHSA-funded Primary Care Behavioral Health Integration Project. Her work has been supported by the New York Community Trust and Brooklyn Community Foundation.

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About the Speakers

Elisa Chow, PhD, LMSW
Director of Outcomes Evaluation

Elisa Chow, PhD, LMSW, is the Director of Outcomes Evaluation at ICL. She provides oversight of all outcomes and evaluation projects at ICL programs along with the integrative care initiatives with PDSA model. She is the co-author of the Diabetes Self-Management and Healthy Living Workbooks. She also serves as an Adjunct Professor at NYU and LIU Social Work Schools.

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Objectives

At the conclusion of this presentation, participants will be able to:


- Delineate** the role of health records in integrated care provision
- Describe** a range of decision support tools that may facilitate client self-management, risk stratification, goal setting, and treatment progress monitoring
- Develop** one action step toward the implementation of decision support tools promoting integrated care at his or her own agency

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Self-Management Support	Physical Activity	Cultural humility	Managed care	Institute for Community Living
Psychiatric evaluation	Medical Risk Management	Healthy recipes	Nurse practitioners	Translation services
Lipid and glucose monitoring	Person-centered care		Motivational interviewing	Annual physical examination
Billing codes	Chronic care model	Medication adherence	Clinical Pathway	Flu vaccines
Physical plant	Wellness groups	Capitated payments	E-prescribing	Integrated Health Record


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Institute for Community Living

- NYC not-for-profit
- >100 programs, 10,000 consumers, majority in Brooklyn: housing, case management, ACT, PROS, clinics, and shelters; health home
- Founded Health Care Choices FQHC
- In housing and case management:
 - >70% schizophrenia/ schizoaffective
- Primarily paraprofessional workforce



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ICL's PBHCI Sites

- Highland Park Center
- ICL Personalized Recovery Oriented Services
- Rockaway Parkway Center
- PCP and med tech subcontracted from FQHC




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Poll #1

Is your PBHCI team:

1. **Partnering** with a primary care organization or FQHC?
2. Directly **employing/ contracting** a primary care provider?
3. Other?




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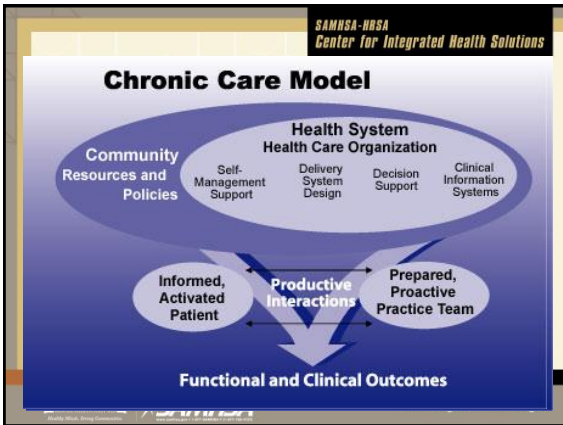
The Crisis

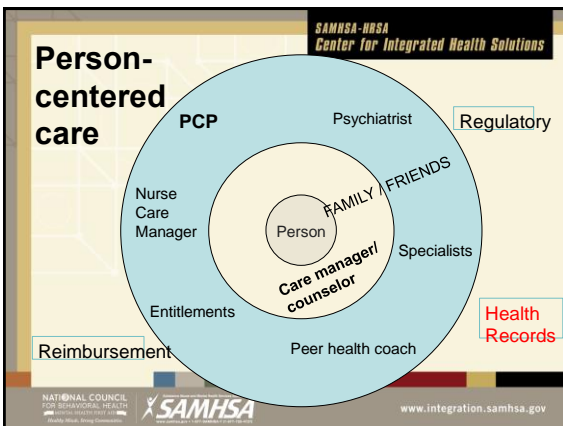
- People with serious mental illness (SMI) die an average of 25 years earlier than those in the general population
- 60% of mortality is due to treatable and preventable medical conditions (i.e. heart disease, stroke, diabetes)
- A rough estimate suggests that 40,000 people with SMI die prematurely each year



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Poll # 2

At my agency, primary and behavioral health records are:

1. Maintained in **separate** charts/ EHR's
2. Integrated in **one** chart/ EHR
3. Integrated via **copies** from one chart being put into the other

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Health Records

- Communication
- Workflow
- Prompts

An integrated health record brings together primary and behavioral health care information to get the team on the same page

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Need decision support tools that can:

- Engage and guide behavioral health staff in integrating best practices into existing workflow
- Facilitate decision making in real time
- Receive feedback from the person-centered multidisciplinary team
- Support health goal-setting for persons served
- Makes integration part of the routine and culture

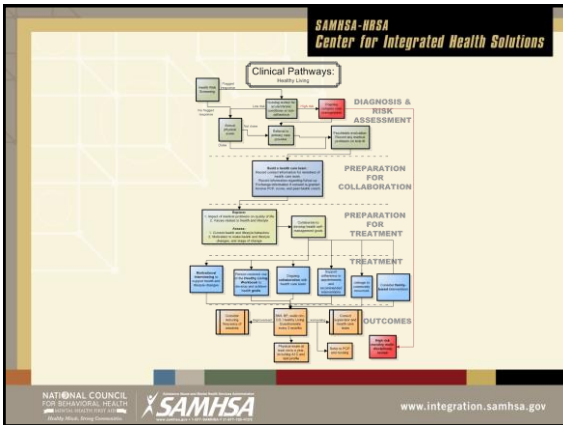
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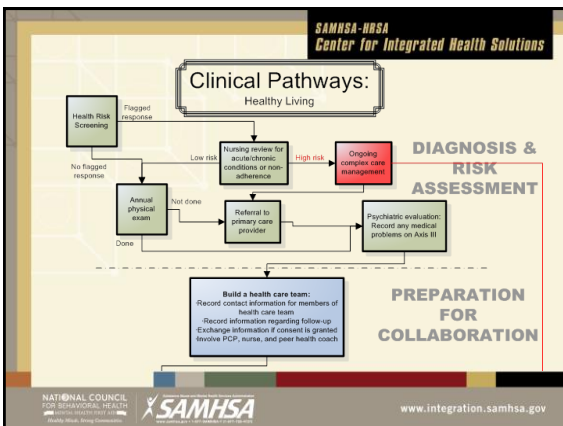
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ICL's Decision Support Tools

1. Healthy Living Clinical Pathway
2. Health Risk Screening
3. Healthy Living Questionnaire
4. Healthy Living self-management tools
5. Physical health treatment goal planner
6. Prescribers' documentation

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Poll #3

At your program, is physical health information assessed:

1. By primary care staff only
2. By primary care AND behavioral health staff

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Health Risk Screening

- Administered at intake by behavioral health staff
- Self-report style
- Yes/no questions flag potential risk and prompt nursing review and primary care follow-up
- Clients at high risk are discussed at monthly multidisciplinary medical risk management meeting

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MEDICAL RISKS AND NEEDS LIST

This list can be used to identify, assess and assist clients' health risks. Health risks are not risks that are likely to become acute or chronic, resulting in severe morbidity, hospitalization or mortality and treatment.

	RISKS	NEEDS
Current	<ul style="list-style-type: none"> All age STD conditions untreated 	<ul style="list-style-type: none"> Healthy Living Self-management training Primary care check-ups at least once a year
Year Ahead <small>in medical appointment, unmet need</small>		<ul style="list-style-type: none"> Multidimensional intervention & engagement <ul style="list-style-type: none"> Single assessment Behavioral and motivational assessments Screening with and without a physical focus Response to the line of clinical priority Frequent communication with needs of providers
Next Symptoms		<ul style="list-style-type: none"> Emergency room (ER) <ul style="list-style-type: none"> Continental health plan to review address of patient of ability to travel, use of road Identify health risks of ER Or self-referral to ER of medical care Emergency room health care Screening for ER use of ER Screening for ER use of ER Screening for ER use of ER Screening for ER use of ER Screening for ER use of ER For all other new symptoms, consult the nurse at your practice or in the ER. Determine whether an urgent medical visit should be arranged.
Chronic Health Management		<ul style="list-style-type: none"> Self-management training (e.g. Diabetes, COPD) Close collaboration with medical providers Consider substance Investigating potential for substance abuse health risks Working with medical, psychiatric, occupational therapy, physician

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Explores:

1. Impact of medical problems on quality of life
2. Values related to health and lifestyle

Assesses:

1. Current health and lifestyle behaviors
2. Motivation to make health and lifestyle changes, and stage of change

PREPARATION FOR TREATMENT

Collaborate to develop health self-management goals

Motivational Interviewing to support health and lifestyle changes

Person-centered use of the Healthy Living Workbook to develop and achieve health goals

Ongoing collaboration with health care team

TREATMENT

Support adherence to appointments and recommended interventions

Linkage to community resources

Consider family-based interventions

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Healthy Living Questionnaire

- Integrated with initial and quarterly treatment plan reviews
- Assesses clients' perception of health status and self-management skills
- Assesses use of emergency and inpatient services
- With EHR data can be analyzed at individual and program level

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Name: Outpatient T1 Review Date: 08/22/2013
Print and Attach to ICL Desktop View Report in Blackboard at 10 AM

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Healthy Living Questions

Please complete the following 9 health-related questions. For OR, if 'yes' is checked, please add a physical health goal within this Treatment Plan Review.

1. Did you see a PCP for a check up in the past three months?
 Yes No Not Determined

2. How would you rate your health in the past three months?
 Good

3. During the past three months, how many times did you go to the ER
 a. for a mental health issue? 0 times
 b. for a physical health issue? 0 times

4. During the past three months, how many times were you admitted to the hospital
 a. for a mental health issue? 0 times

1 4/7 Ready

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Self-management support

- Wellness education
- Motivational interviewing to support change
- Action steps to build momentum towards better health
- Tools facilitating conversations around health, with therapeutic interventions built in
- All materials on ICL desktop




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Action Steps

I will take the following step:
 I will do this action step by:
 Who will help me to do this action step?
 What mini-steps will I take to do this action step?
 When will I take the first mini-step?
 Where will I take the first mini-step?
 How will I remind myself to do this action step?
 Why do I want to do this?
 If I succeed, my reward will be:



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Poll #4

Does your program use treatment plans?

If so, do your treatment plans incorporate physical health goals?

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Physical Health Goal Planner

- Goals and objectives correspond to self-management topics in ICL's Healthy Living Workbook
- Objectives available in EHR streamlined to make health goal development easier for clients and BH staff
- Offers sample narratives for health goals

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Physical health goal tiers

Subject	Behavioral Objective	Behavioral Objective	Client	Priority	Measure	Rate	Unit	Start	End	Goal	Notes
Planning Item											
1	Strength	Accept Responsibility									
1	Problem	Physical Health									
1.1	Goal	Improve Physical Health									
1.1.1	Intervention	Learn/Practice Pain Management									
1.1.2	Intervention	Client Motivation Tool [2]									
1.1.3	Intervention	Client Motivation Therapy [2]									
1.1.4	Intervention	Client Motivation Tool [2]									
1.1.5	Intervention	Client Motivation Therapy [2]									
1.1.6	Intervention	Client Motivation Tool [2]									
1.1.7	Intervention	Client Motivation Therapy [2]									
1.1.8	Intervention	Client Motivation Tool [2]									
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1.1.49	Intervention	Client Motivation Therapy [2]									
1.1.50	Intervention	Client Motivation Tool [2]									

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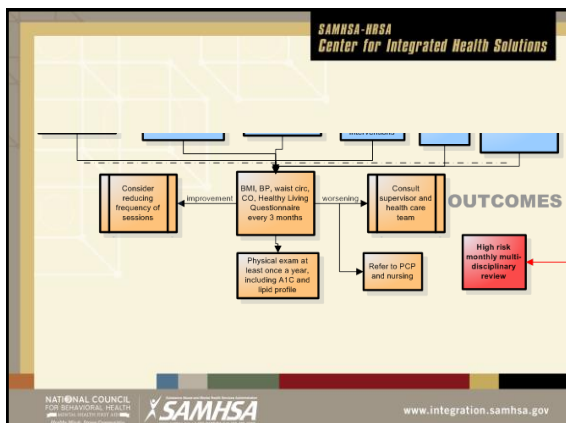
**PROBLEM—Physical Health
GOAL—Improved Physical Health**

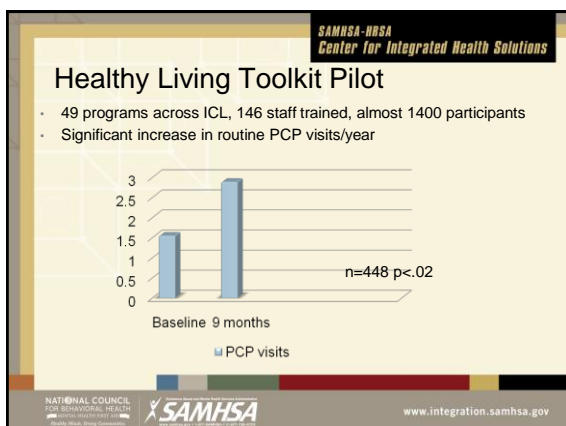
OBJECTIVES

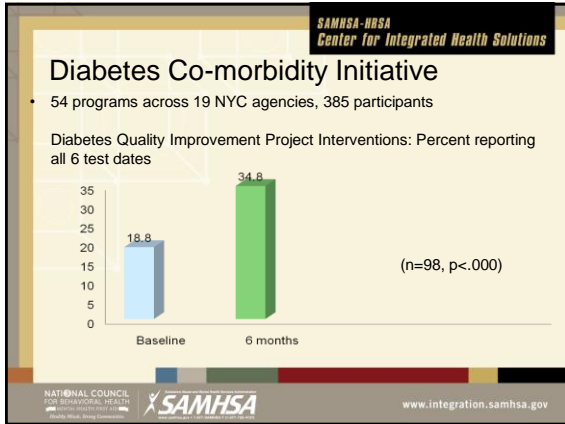
<p>Learn/ Practice:</p> <p>Reduce stress</p> <ul style="list-style-type: none"> Identify one stress-reducing activity Schedule relaxation x times per week <p>Obtain medical/ dental exam</p> <ul style="list-style-type: none"> Identify accessible PCP/dentist <p>Regular physical activity</p> <ul style="list-style-type: none"> Identify one way to increase activity Keep a daily record of physical activity <p>Good nutrition</p> <ul style="list-style-type: none"> Schedule meals at regular times Plan to eat more vegetables Learn portion control using the plate method <p>Safer sex</p>	<p>Learn/ Practice</p> <p>Disease Self-Management</p> <p>Type II Diabetes</p> <ul style="list-style-type: none"> Schedule A1c, Blood pressure, Cholesterol, Kidney, Eye and Foot exams Obtain/ use glucometer <p>COPD/Asthma</p> <ul style="list-style-type: none"> Identify two triggers for asthma attacks/ COPD exacerbations Obtain/ use preventive medications <p>Hepatitis C</p> <ul style="list-style-type: none"> Identify two ways to prevent transmission Discuss pros/ cons of treatment with PCP <p>Hypertension</p> <ul style="list-style-type: none"> Schedule blood pressure monitoring Plan to reduce salt intake <p>Seizures</p> <ul style="list-style-type: none"> Identify two ways of decreasing injury risk
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Adapted from: SAMHSA, 2008

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- ### Decision support and the EHR
- ICL uses Anasazi EHR, which can track:
 - Medical conditions
 - Vital signs
 - Medications
 - ICL's psychiatric progress notes prompt for metabolic monitoring and non-psychotropic medication use
 - E-prescribing system (Allscripts) provides alerts related to drug interactions and risks in pregnancy
 - Lab ordering/ results not yet integrated
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- ### Future directions
- Better integration of information obtained from physical exams
 - Regional Health Information Organizations (RHIOs)
 - Integrated multi-agency treatment plans
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What would your Clinical Pathway look like?

- Assessment
- Preparation for Treatment
- Treatment
- Outcomes

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Poll #5

Which types of decision support tools could be implemented/ improved at your program?

1. Clinical pathway
2. Health risk screening form
3. Health outcomes questionnaire
4. Self-management support tools
5. Physical health goal planning tools
6. Prescribers' documentation

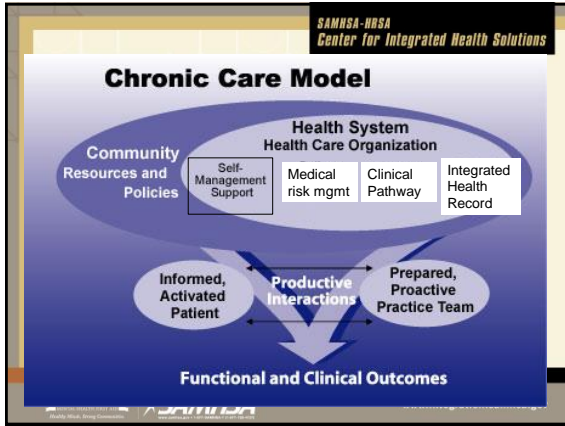
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Physical plant	Wellness groups	Capitated payments	E-prescribing	Integrated Health Record

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Lessons Learned...so far

Consumers are eager to pursue wellness and take advantage of on-site primary care

Getting buy-in from all behavioral health staff can be challenging because integration may increase their responsibilities and scope

Streamlined tools and prompts can reduce burden and make integration part of routine and culture

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Thank you!

ICL's Integrated Health Team:

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Carissa Caban-Aleman, MD	Marc Manseau, MD
Jason Cheng, MD	Rosemarie Sultana-Cordero, MA, LMHC
Ruth Chiles, RD	Marcia Titus-Prescott, RN
Judy Chong, CASAC	Jeanie Tse, MD
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Elissa Lapide, MD	Courtney Policano, LMSW, & Alan Tishler, PsyD

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