

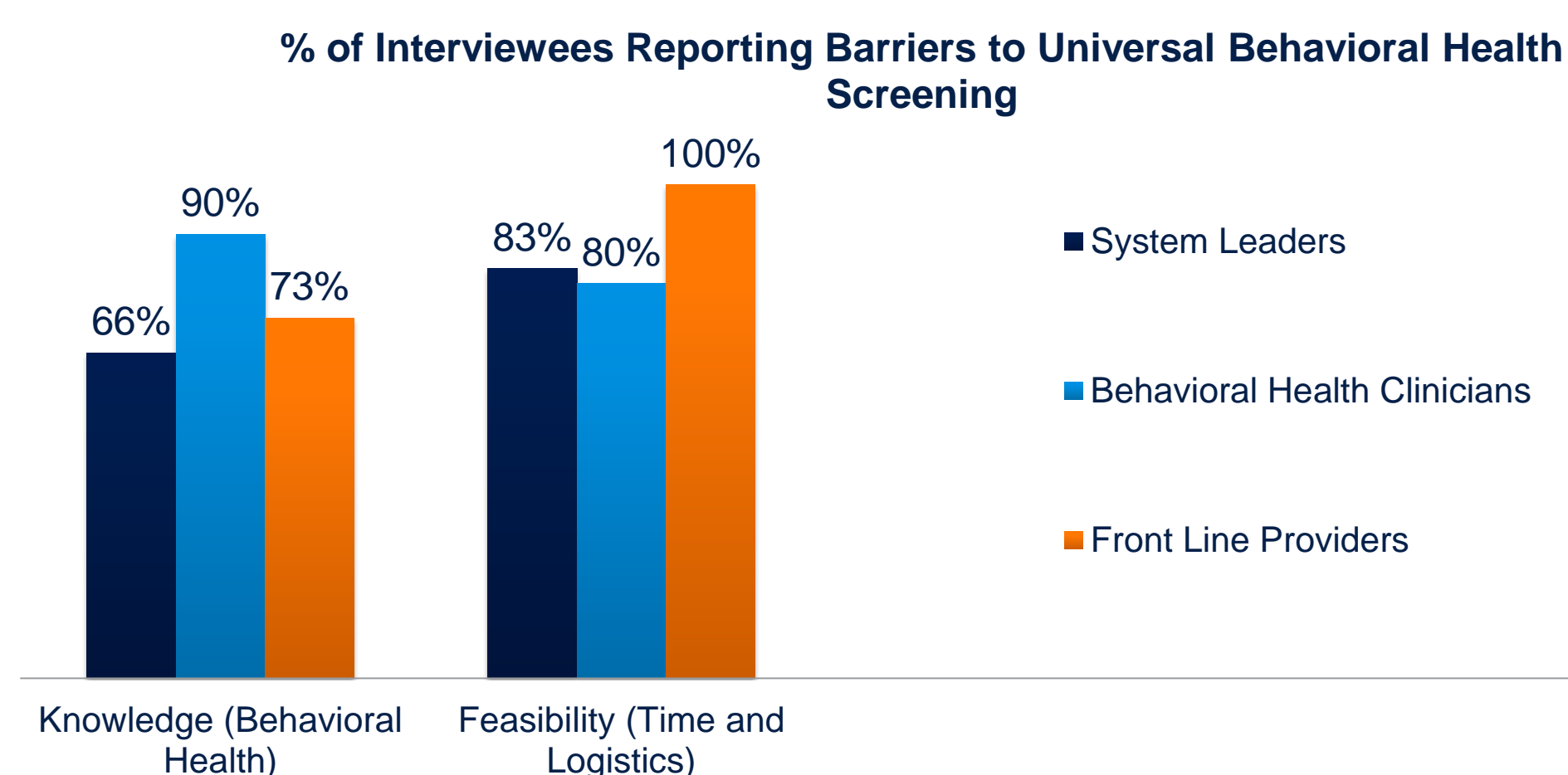
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Problem Statement

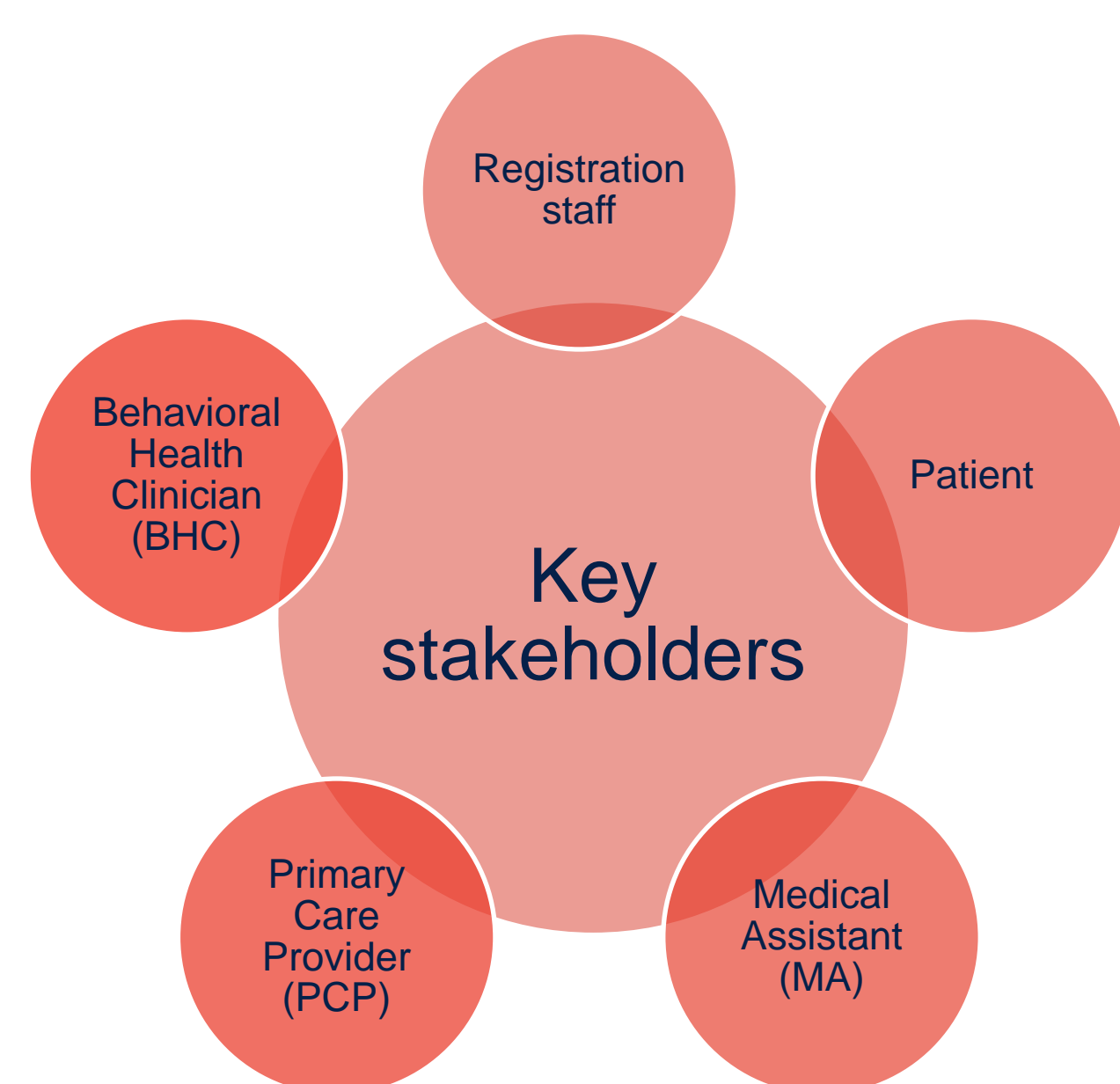
Primary care providers and front line staff interested in increasing identification of behavioral health diagnoses through universal behavioral health screening may not have sufficient clinical knowledge or existing processes to implement sustainable workflows.

Discovery

- I interviewed system leaders, behavioral health clinicians, and front line providers to identify barriers to implementing universal behavioral health screening in primary care.



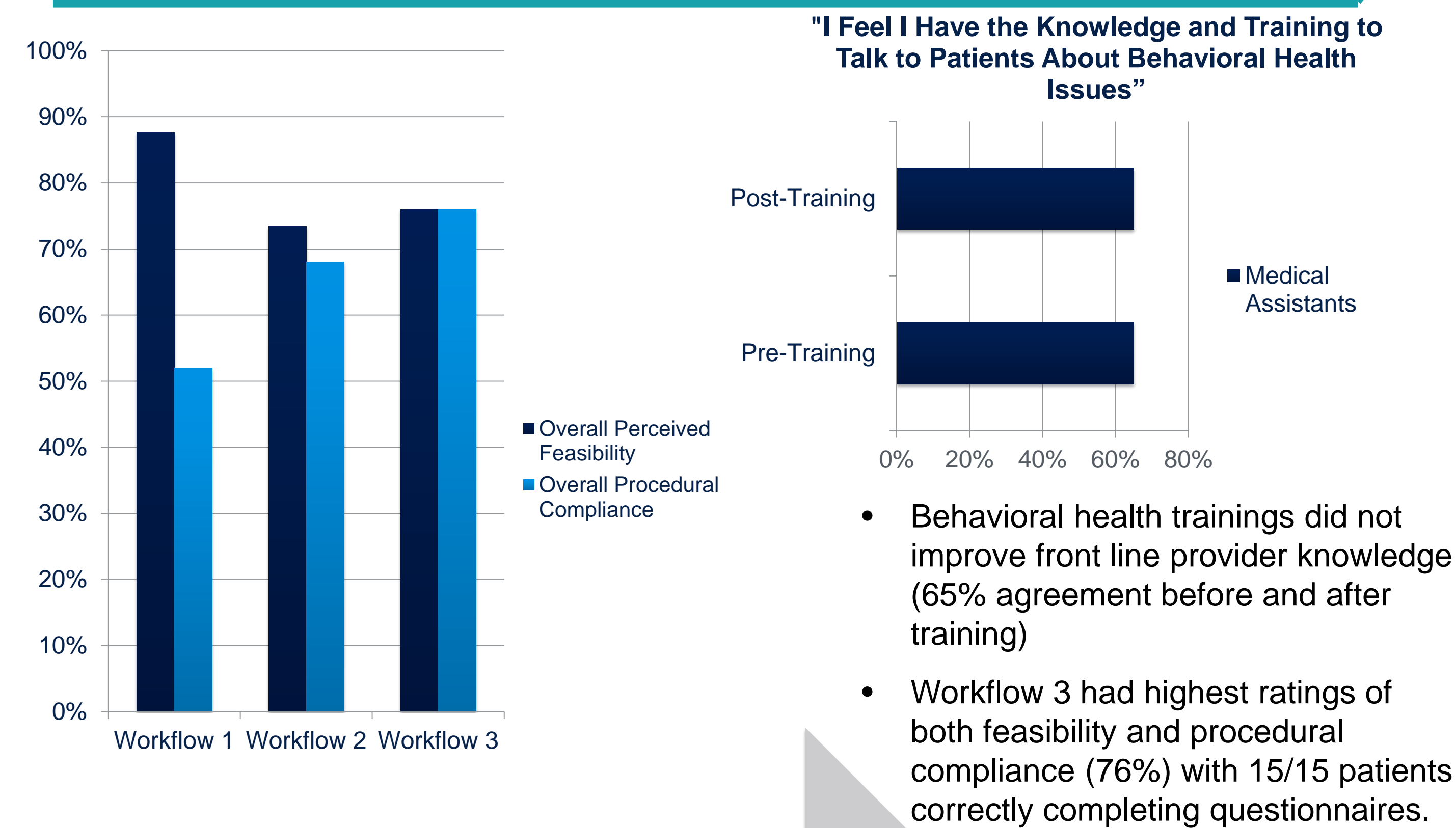
- Novel workflows were created and validated based on stakeholder satisfaction, feedback, and feasibility.
- Behavioral health trainings were provided to front line staff to address knowledge gaps.



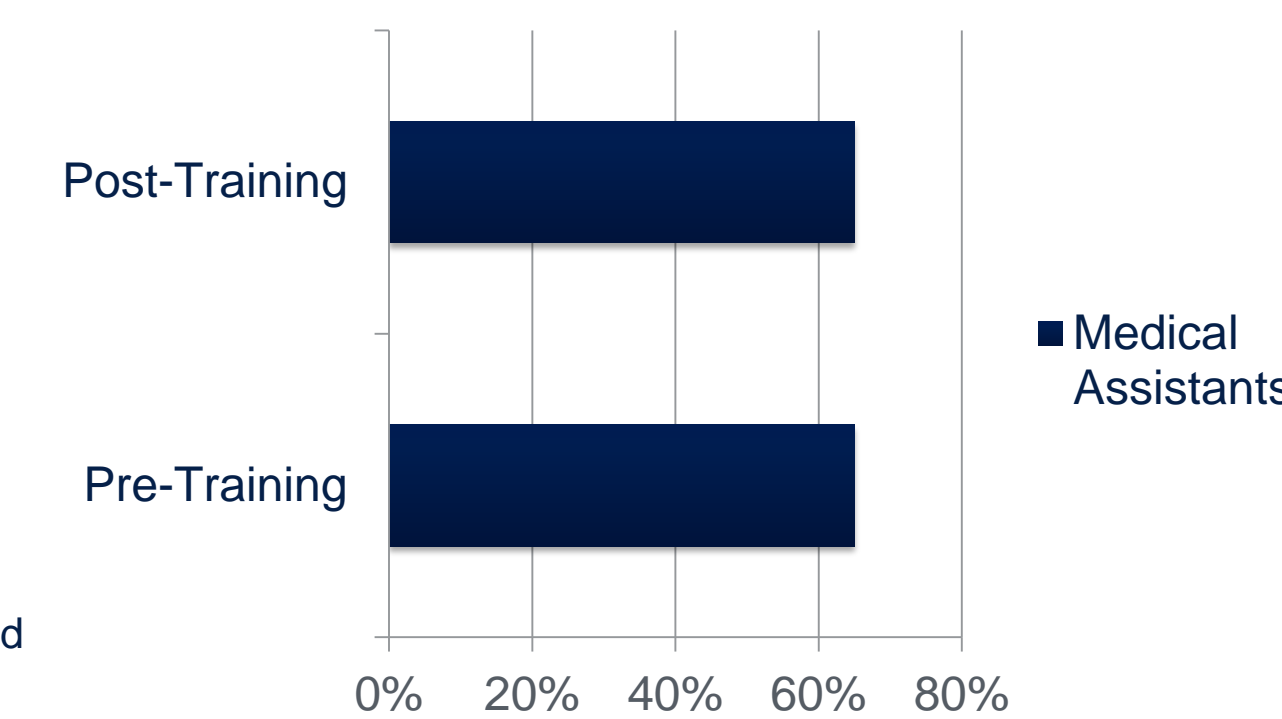
Goals and Objectives

Goal: Identify the most efficient workflow in implementing universal behavioral health screening in primary care and provide three thirty-minute behavioral health trainings to support successful integration.
Outcome-oriented Objective: Identify a behavioral health screening workflow which will meet favorable ratings of 70% across stakeholders in both perceived feasibility and procedural compliance, while also demonstrating improvement in behavioral health knowledge.

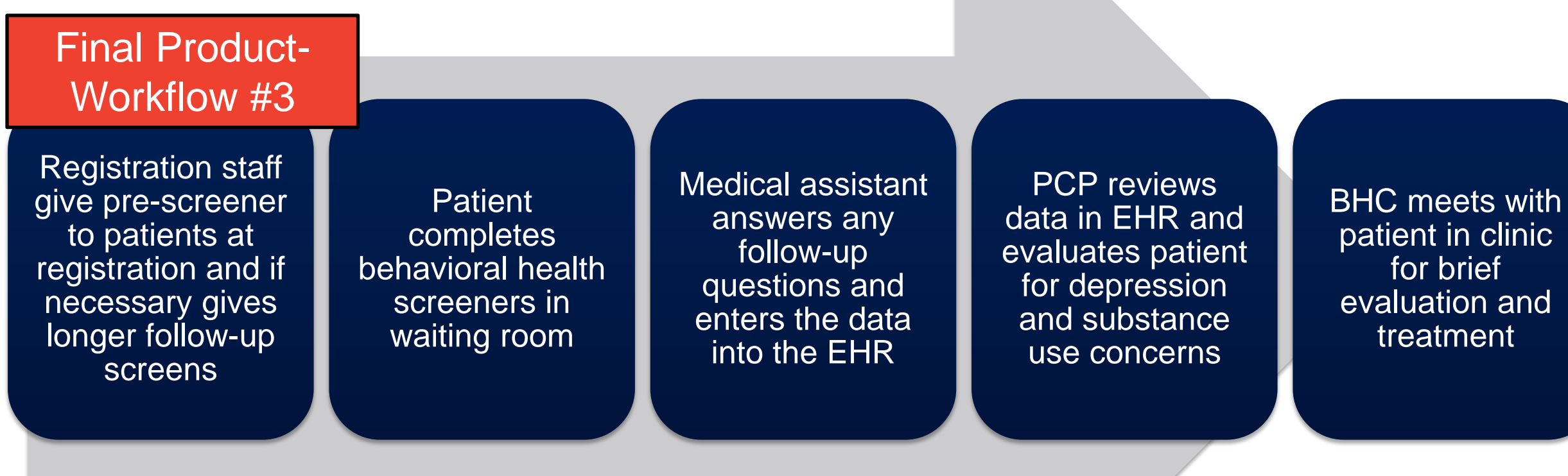
Results



"I Feel I Have the Knowledge and Training to Talk to Patients About Behavioral Health Issues"



- Behavioral health trainings did not improve front line provider knowledge (65% agreement before and after training)
- Workflow 3 had highest ratings of both feasibility and procedural compliance (76%) with 15/15 patients correctly completing questionnaires.



Lessons Learned

Lessons Learned:

- Building relationships and acknowledging stakeholder viewpoints and clinic culture were important to successful implementation.
- Medical assistants may have overestimated their knowledge of behavioral health issues pre-training, as they became more informed and received greater exposure, their knowledge may have improved while their awareness of what they do not know may have increased. Also pre/post groups were not uniform possibly leading to confounds in the data.
- Scheduled trainings were not sufficient to improve knowledge. Supplementing with direct supervision/support during clinics could increase access to behavioral health expertise to address knowledge gaps as well as procedural compliance.
- EHR was vital to the success of this process. Multiple redesigns were completed to increase accuracy of screening data entry, while improving provider access to behavioral health information.

Next Steps:

- Ensuring feasibility and compliance with the workflow will be important in adaptability and sustainability across the system. Additionally, it will be critical that all stakeholders improve behavioral health knowledge to increase ownership.

Mission Model Canvas

Key Partners <ul style="list-style-type: none"> Primary Care Staff Primary Care Patients 	Key Activities <ul style="list-style-type: none"> Build stakeholder relationships Develop trainings for primary care staff Partner with IT to improve EHR templates 	Value Propositions <p>Primary care patients are not routinely screened for behavioral health concerns, potentially impacting overall health. Implementing a behavioral screening workflow in primary care that incorporates stakeholder perceived feasibility and procedural compliance helps to more readily identify behavioral health concerns and provide treatment for primary care patients.</p>	Buy-in & Support <p>Ongoing stakeholder feedback regarding feasibility of the workflow was incorporated in development of the final product.</p>	Beneficiaries <ul style="list-style-type: none"> Primary Care Patients Primary Care Staff
Key Resources <ul style="list-style-type: none"> Adapt workflow and provide behavioral health services to patients Patient participation in completing behavioral health questionnaires 			Deployment <p>Patients, front line staff, and behavioral health clinicians incorporate various aspects of the universal screening process into existing clinic processes.</p>	
Mission Budget/Cost <p>Implementation of behavioral health screening in primary care increases MediCal incentives (PRIME). Additionally, it supports prevention and/or early identification of health issues leading to lower costs. Using existing clinic resources also eliminates the need for additional funds outside of the budget to support behavioral health screening.</p>			Mission Achievement/Impact Factors <p>Universal behavioral health screening supports Alameda Health System's strategic initiatives toward a population health model.</p>	