



Integrated Behavioral Health Project

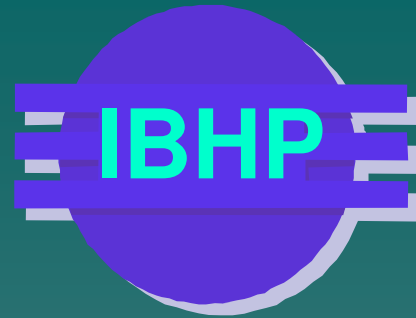
Presentation

by

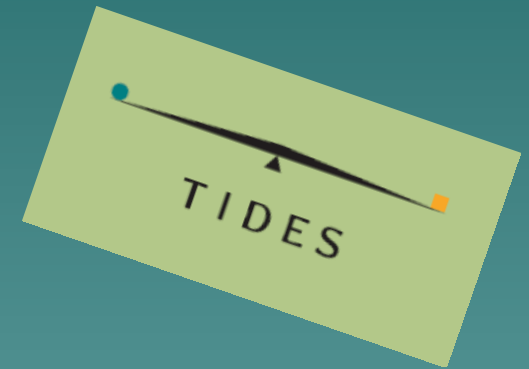
Gary Bess, Ph.D.



- Background
- Demonstration Sites
- Evaluation & Assessment



Launched
in March 2006
with support
from . . .



**Integrate behavioral health services
into California community clinics**

Background

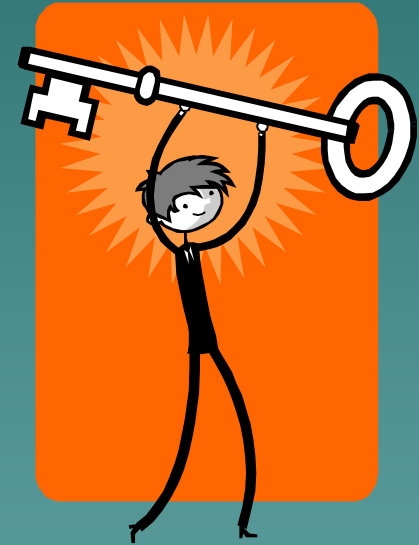
- ◆ Extensive assessment process
 - Elements
 - Strategies
 - Treatment approaches
- ◆ Meetings with key stakeholders
 - Primary Care Providers
 - Behavioral Health Professionals



Background

Goals

- ◆ Increase Access
- ◆ Reduce Stigma
- ◆ Improve Outcomes



Background

The Six C's of Integration

- ◆ Communication
- ◆ Collaboration
- ◆ Comprehensiveness
- ◆ Continuity of care
- ◆ Commitment
- ◆ Cultural competency



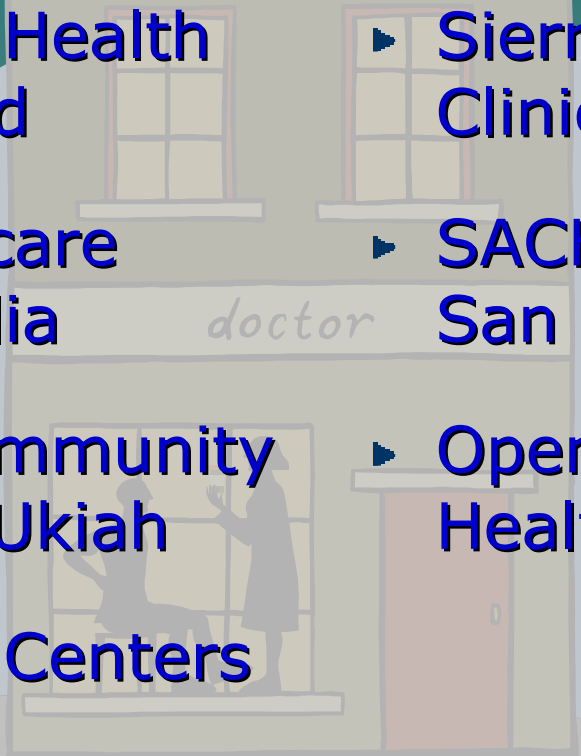
Background

Why Integration?

- ◆ Need for mental health services
- ◆ Increase primary care physician productivity
- ◆ Patient preference
- ◆ Suicide prevention and reduction

Demonstration Sites

Primary Care Clinics

- 
- ▶ Golden Valley Health Center, Merced
 - ▶ Family Healthcare Network, Visalia
 - ▶ Mendocino Community Health Clinic, Ukiah
 - ▶ Family Health Centers of San Diego
 - ▶ Sierra Family Medical Clinic, Nevada City
 - ▶ SACHS-Norton Clinic, San Bernardino
 - ▶ Open Door Community Health Centers, Arcata

Demonstration Sites

Clinic Consortia

- Northern Sierra Rural Health Network,
Nevada City
- Council of Community Clinics,
San Diego

Demonstration Sites

Selection Criteria



- ◆ Experience providing integrated services
- ◆ Currently operating integrated program with specific components
- ◆ Ability to implement quantifiable model

Clinic Evaluation

- ◆ Develop future training materials and tools
- ◆ Measure client functioning, participants' satisfaction and program effectiveness
- ◆ Improve data collection for
 - Program management
 - Clinical performance reviews
 - Study and dissemination of emerging promising practices

Clinic Evaluation

- ◆ Establish a learning community
- ◆ Availability of sites for training, mentoring, and consulting during subsequent grant funding
- ◆ Advocate for policy and system changes

Clinic Evaluation

Measurement
Rationale
IBHP Elements
Local Elements
Frequency
Source

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan					
Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBHP services and treatment process, and its effect on their compliance.	General satisfaction with services known to be a stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation	Baseline, at intake and at six weeks, and at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBHP program > Chronic disease (Y/N) > If yes, code disease Outcomes <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (see outcome type) > Missed appointments > Client non-compliance with mental 	Descriptive <ul style="list-style-type: none"> > Agency descriptive information Outcomes <ul style="list-style-type: none"> > Other measures used by agency in FMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcomes <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBHP client	N/A	Point of identification/ referral to IBHP program, and at intervals of six visits or six weeks, whichever occur first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBHP client	N/A	Point of identification/ referral to IBHP program, and at intervals of six visits or six weeks, whichever occur first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBHP services.	General satisfaction with services modal, completed by PCPs and IBHP staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan					
Model Description					
	To describe in detail current practices of each clinic's IBHP program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Services Integration Scale from Conceptualizing and Determining Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBHP services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

Clinic Evaluation

Client Satisfaction Survey

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBH service and treatment process, and its effect on their compliance.	General satisfaction with services; modal feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBH program > Chronic disease (Y/N) > If yes, code disease Outcome <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (insurance type) > Missed appointments > Client non-compliance with mental 	Descriptive <ul style="list-style-type: none"> > Agency descriptive instrument Outcome <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcome <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBH services.	General satisfaction with services; modal completed by PCPs and IBH staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBH program, and the services most prominent in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Delivering Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBH services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.		N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.		IEA	IEA	Emphasis developed in consultation with agencies

Client Satisfaction Survey

Rationale	Ascertain client perceptions and compliance
IBHP Elements	General satisfaction and feelings of stigma
Local Elements	Customized for each clinic
Frequency	Baseline, at intervals of six visits, and/or at exit






Client Satisfaction Survey

Mendocino Community Health Clinic, Inc.

Patient Satisfaction Survey

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your response will help us improve our services. There is no right or wrong answer; we are asking for your honest opinions. In no way will your responses affect your treatment here. Thank you for your time!

INSTRUCTIONS: For statements 1 through 10, please circle the number that best describes your answer.

	 Strongly Agree (5)	 Agree (4)	 Neither Agree, Nor Disagree (3)	 Disagree (2)	 Strongly Disagree (1)	N/A Doesn't Apply (0)
1. I am satisfied with the amount of time staff spent with me during my visit.	5	4	3	2	1	0
2. My beliefs about health and well-being were considered as part of the help that I received.	5	4	3	2	1	0
3. If I were referred to another behavioral health clinic for services, I would go.	5	4	3	2	1	0
4. Any concerns I may have had regarding my behavioral health treatment plan were quickly taken care of.	5	4	3	2	1	0

Centros de Salud Familiar de San Diego


Estudio de Satisfacción de los Pacientes

Para saber su opinión sobre los servicios que proveemos para asegurarnos que estamos atendiendo sus necesidades. Sus respuestas nos ayudaran a mejorar nuestros servicios. No hay respuestas correctas o solo queremos por su opinion franca. Sus respuestas no afectaran su tratamiento aqui en nuestra. Gracias por su tiempo!

¿Cita hoy? (Puede seleccionar a mas de un proveedor)

	SÍ	NO
Doctor	<input type="checkbox"/>	<input type="checkbox"/>
Enfermera	<input type="checkbox"/>	<input type="checkbox"/>
Psiquiatra	<input type="checkbox"/>	<input type="checkbox"/>
Terapeuta/Director de Cuidado	<input type="checkbox"/>	<input type="checkbox"/>

ES: Para las siguientes preguntas de 1 a 9, por favor circule el número que mejor indique su respuesta.

	 Muy de Acuerdo (5)	 De Acuerdo (4)	 Ni de Acuerdo o Desacuerdo (3)	 En Desacuerdo (2)	 Muy en Desacuerdo (1)	N/A No se Aplica a Mí (0)
1. Estoy satisfecho con el tiempo que el personal tomo conmigo durante mi cita.	5	4	3	2	1	0
2. Mis creencias sobre la salud y el bien estar fueron tomadas en cuenta como parte del cuidado (servicios) que recibí.	5	4	3	2	1	0

Clinic Evaluation

Retrospective / Prospective Descriptive & Outcome Data

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBH service and treatment process, and its effect on their compliance.	General satisfaction with services; modal feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation.	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for correlation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry to client > Entry into IBH program > Chronic disease (Y/N) > If yes, code disease Outcome <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (service/visit type) > Missed appointments > Client non-compliance with mental 	Descriptive <ul style="list-style-type: none"> > Agency descriptive internet Outcome <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for correlation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcome <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBH services.	General satisfaction with services; modal completed by PCPs and IBH staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBH program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Delivering Dimensions of Integration in Service of the Delivering Integral Health Care to Primary Care Clinics.	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBH services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> :	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
		<ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 			
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.		N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.		IEA	IEA	Emphasis developed in consultation with agencies

Retrospective / Prospective Descriptive & Outcome Data

Rationale	Profile and analyze client information
IBHP Elements	Descriptive and outcome client data
Local Elements	Descriptive and outcome data as determined by agency needs
Frequency	12 months retrospective from commencement of grant award and for duration of demonstration project

Clinic Evaluation

PHQ-9 & DUKE Health Profile

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBH service and treatment process, and its effect on their compliance.	General satisfaction with services/modest feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation.	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	<u>Descriptive</u> <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBH program > Chronic disease (Y/N) > If yes, code disease <u>Outcome</u> <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (as outcome type) > Missed appointments > Client non-compliance with referral 	<u>Descriptive</u> <ul style="list-style-type: none"> > Agency descriptive internet <u>Outcome</u> <ul style="list-style-type: none"> > Other measures used by agency in FMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	<u>Descriptive</u> <ul style="list-style-type: none"> > See above <u>Outcome</u> <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBH client	N/A	Point of identification/referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUKE Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUKE Health Profile on entry IBH client	N/A	Point of identification/referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBH services.	General satisfaction with services/modest compliance by PCPs and IBH staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBH program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Determining Dimensions of Integration in Service-oriented Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBH services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-patient client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

PHQ-9 and DUKE

Rationale	Assess changes in client's depressive symptoms and life skills
IBHP Elements	Completed by all IBH clients
Local Elements	N/A
Frequency	Intervals of six visits or six weeks

Clinic Evaluation

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBH service and treatment process, and its effect on their compliance.	General satisfaction with services; modal feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	<u>Descriptive</u> <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBH program > Chronic disease (Y/N) > If yes, code disease <u>Outcome</u> <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (as outcome type) > Missed appointments > Client non-compliance with referral 	<u>Descriptive</u> <ul style="list-style-type: none"> > Agency descriptive instrument <u>Outcome</u> <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	<u>Descriptive</u> <ul style="list-style-type: none"> > See above <u>Outcome</u> <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBH client	N/A	Point of identification/referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBH client	N/A	Point of identification/referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBH services.	General satisfaction with services; modal, completed by PCPs and IBH staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Provider Satisfaction

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBH program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Determining Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBH services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

Provider Satisfaction

Rationale	Assess sense of competency, adequacy of resources, and satisfaction
IBHP Elements	Completed by Primary Care Providers and IBH staff
Local Elements	Can be modified
Frequency	Baseline and every six months

Provider Satisfaction

Provider Satisfaction Survey

[Exit this survey >](#)

31. Do you consult with behavioral health providers regarding the development of a care plan and/or prescribing of medications for patients?

32. If you would like to explain

33. How *helpful* would you rate

Extremely Helpful P

34. If you would like to explain

35. *Feedback* behavioral health

Strongly Agree A

Behavioral Health Specialist Satisfaction Survey

[Exit this survey >>](#)

13. How much do medical care providers utilize you as the behavioral health consultant?

A Lot Quite a Bit Somewhat A Little bit Don't Know

14. If you would like to explain your answer, please do so here:

15. How would you rate your *satisfaction* with behavioral health conversations you may have had with medical providers?

Extremely Satisfied Pretty Satisfied Somewhat Satisfied Slightly Satisfied NOT At All Satisfied Don't Know

16. If you would like to explain your answer, please do so here:

17. As a behavioral health consultant, you are able to provide the kinds of services you want for your patients.

Strongly Agree Agree Neither Agree Nor Disagree Disagree Strongly Disagree Don't Know

Clinic Evaluation

Model Description

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBH service and treatment process, and its effect on their compliance.	General satisfaction with services; modal feelings of stigma associated with treatment	Can be modified by CHEC to add questions pertaining to its specific operation	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBH program > Chronic disease (Y/N) > If yes, code disease Outcome <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (insurance type) > Missed appointments > Client non-compliance with mental 	Descriptive <ul style="list-style-type: none"> > Agency descriptive information Outcome <ul style="list-style-type: none"> > Other measures used by agency in FMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcome <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBH client	N/A	Point of identification/ referral to IBH program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBH services.	General satisfaction with services; modal completed by PCPs and IBH staff	Can be modified by CHEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBH program, and the services most prominent which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Services Integration Scale from Conceptualizing and Delivering Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to disease of stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CHEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBH services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CHEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CHEC, IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

Model Description

Rationale	Describe current practices and service environment of each clinic's program
IBHP Elements	<ul style="list-style-type: none">➤ Communication➤ Physical proximity➤ Temporal proximity➤ Integration expertise/services➤ Integration with respect to degree of stigma
Local Elements	N/A
Frequency	Baseline and every 6 months

Clinic Evaluation

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBHP service and treatment process, and its effect on their compliance.	General satisfaction with services/modest feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation.	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBHP program > Chronic disease (Y/N) > If yes, code disease Outcomes <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (as encounter type) > Missed appointments > Client non-compliance with referral 	Descriptive <ul style="list-style-type: none"> > Agency descriptive instrument Outcomes <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcomes <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBHP client	N/A	Point of identification/referral to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBHP client	N/A	Point of identification/referral to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBHP services.	General satisfaction with services/modest compliance by PCPs and IBHP staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Cultural Competence

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
	To describe in detail current practices of each clinic's IBHP program, and the services most prominent in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Delivering Integral Dimensions of Integration in Service-oriented Delivering Integral Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBHP services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

Cultural Competence

Rationale	Describe current practices and service environment of each clinic's program
IBHP Elements	<ul style="list-style-type: none">➤ Organizational values➤ Governance➤ Planning and Monitoring➤ Communication➤ Staff Development➤ Organizational Infrastructure➤ Services / Interventions
Local Elements	N/A
Frequency	TBA

Clinic Evaluation

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBHP service and treatment process, and its effect on their compliance.	General satisfaction with services/modest feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation.	Baseline, at intervals of six visits, and/or at exit	Emphasis provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBHP program > Chronic disease (Y/N) > If yes, code disease Outcome <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (as outcome type) > Missed appointments > Client non-compliance with mental 	Descriptive <ul style="list-style-type: none"> > Agency descriptive instrument Outcome <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Emphasis provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcome <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Emphasis provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBHP client	N/A	Point of identification/entry to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBHP client	N/A	Point of identification/entry to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBHP services.	General satisfaction with services/modest compliance by PCPs and IBHP staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Emphasis provided by IBHP

Cost Analysis

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description					
Model Description	To describe in detail current practices of each clinic's IBHP program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Delivering Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visits and when shifts in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBHP services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visits and when shifts in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Emphasis developed in consultation with agencies
No Show	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Emphasis developed in consultation with agencies

Cost Analysis

Rationale	Establish range of costs for program and per capita client costs
IBHP Elements	12-month assessment of cost, line items TBA
Local Elements	N/A
Frequency	Current and last 12-month operating budget

Clinic Evaluation

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Measurement	Rationale	IBHP Elements	Local Elements	Frequency	Source
Client Satisfaction Survey	To ascertain client perceptions of IBHP service and treatment process, and its effect on their compliance.	General satisfaction with services/modest feelings of stigma associated with treatment	Can be modified by CEC to add questions pertaining to its specific operation	Baseline, at intervals of six visits, and/or at exit	Templates provided by IBHP
Retrospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > DCE > Gender > Race/ethnicity > Entry as client > Entry into IBHP program > Chronic disease (Y/N) > If yes, code disease Outcomes <ul style="list-style-type: none"> > PHQ-9 > Date of visit and billing code (as outcome type) > Missed appointments > Client non-compliance with referral 	Descriptive <ul style="list-style-type: none"> > Agency descriptive instrument Outcomes <ul style="list-style-type: none"> > Other measures used by agency in PMS or hard copy form (e.g. mood survey, childhood depression index) 	12 months retrospective from commencement of grant award	Templates provided by IBHP
Prospective Descriptive and Outcome Data	To combine descriptive and outcome information on clients so that users can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by selected variables.	Descriptive <ul style="list-style-type: none"> > See above Outcomes <ul style="list-style-type: none"> > See below 	See above	For duration of demonstration project	Templates provided by IBHP
PHQ-9	To assess depressive symptoms at time of entry into IBHP, and following intervention.	Completion of PHQ-9 on entry IBHP client	N/A	Point of identification/referral to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
DUCK Health Profile	To assess client functioning in life skills domains at time of entry into IBHP, and following intervention.	Completion of DUCK Health Profile on entry IBHP client	N/A	Point of identification/referral to IBHP program, and at intervals of six visits or six weeks, whichever occurs first and/or at exit	Public domain
Provider Satisfaction	To assess providers' sense of competency, adequacy of resources, and satisfaction in participating in IBHP services.	General satisfaction with services/modest compliance by PCPs and IBHP staff	Can be modified by CEC to add questions of interest to management	Baseline and every six months	Templates provided by IBHP

No Shows

Integrative Behavioral Health (IBH) Project
Demonstration Project Data Acquisition Plan

Model Description	To describe in detail current practices of each clinic's IBHP program, and the service environment in which it operates, based on domains developed by the LeVonn Group.	IBH staff describe modeling logic model template, and Title Center staff assess model based on Service Integration Scale from Conceptualizing and Determining Dimensions of Integration in Service Settings Delivering Mental Health Care to Primary Care Clinics. <ul style="list-style-type: none"> > Communication > Physical proximity > Temporal proximity > Integration of mental health expertise/services > Integration with respect to stigma 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cultural Competence	To describe in detail each clinic's awareness of cultural and effort to include specific cultural elements in the delivery of IBHP services, based on domains developed by the LeVonn Group.	Assessment according to seven domains in <i>Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile</i> . <ul style="list-style-type: none"> > Organizational values > Governance > Planning and monitoring > Evaluation > Communication > Staff development > Organizational Infrastructure > Services/Interventions 	N/A	Baseline, at six visit and when shift in model occurs as reported by CEC	Consultation provided by LeVonn Group
Cost Analysis	To establish a range of direct cost associated with implementation of IBHP programs, and per-episode client cost.	Most current 12-month operating budget including revenues and expenses, for CEC's IBHP	N/A	Current and last 12-month operating budget for IBHP	Templates developed in consultation with agencies
No Shows	To better understand reasons for high "no show" counts among IBHP clients, and to identify strategies that improve client engagement.	IEA	IEA	IEA	Templates developed in consultation with agencies

No Shows

Rationale

- ◆ Identify reasons for high “no show” counts
- ◆ Identify strategies to improve client engagement

Elements and frequency are still being developed...

Consortia Assessment



San Diego Council of Community Clinics

- ◆ Mental Health Services Act Contract with County Department of Mental Health
- ◆ Subcontracts with 10 member clinics

Consortia Assessment



San Diego Council of Community Clinics

- ◆ Survey member agencies on perceptions of integrated model
- ◆ Analyze forms and written materials
 - Enrollment and claims forms
 - Contract and subcontracts
 - Rate Worksheets
 - Job descriptions
 - Budgets
 - Communications with funders
- ◆ Interview stakeholders

Consortia Assessment



Northern Sierra Rural Health Network

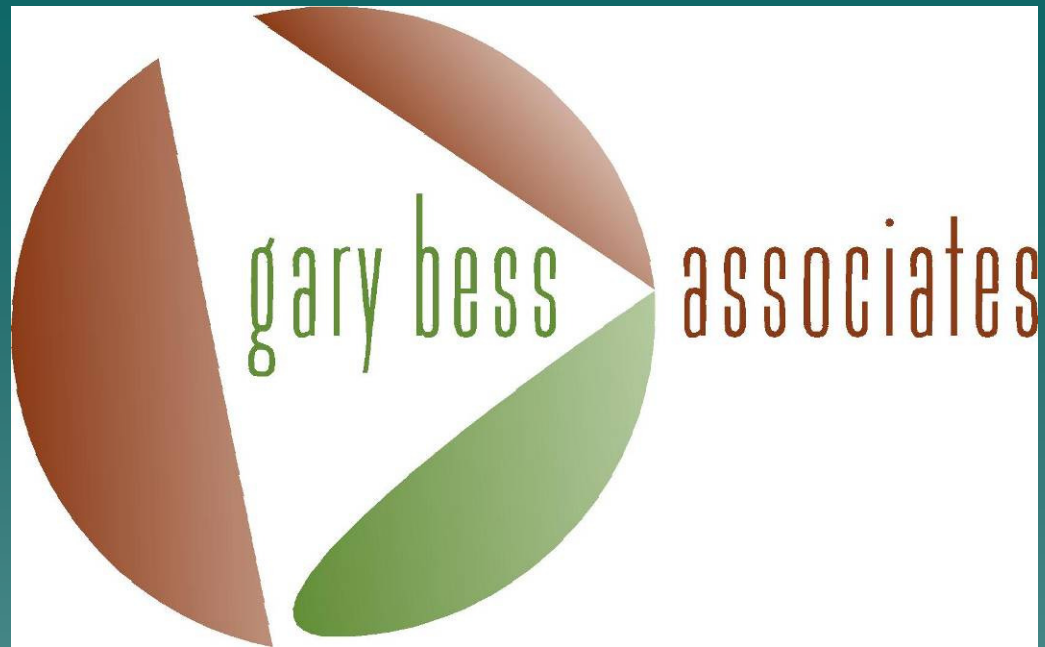
- ◆ Model Telemedicine Program
- ◆ Facilitates Psychiatric Consults
- ◆ Previously Funded by TCE for IBH
- ◆ Grant to Survey County Mental Health Departments

Consortia Assessment



Northern Sierra Rural Health Network

- ◆ Analyze use of telemedicine
 - Retrospective and on-going utilization
 - Cost-analysis
- ◆ Survey member agencies on perceptions of integrated model
- ◆ Local learning community process



Phone: (530) 877-3426

Fax: (530) 877-0419

Web: garybess.com

gary@garybess.com