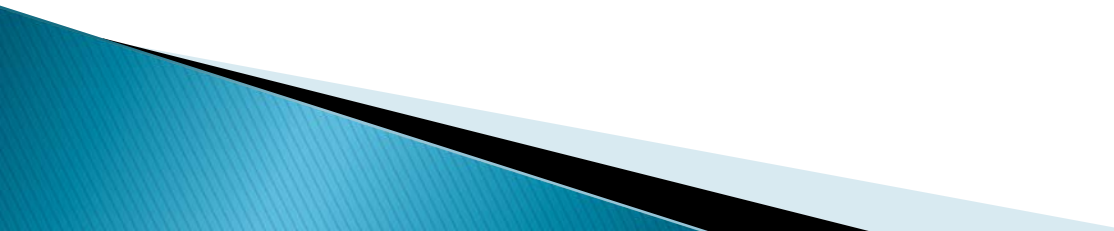


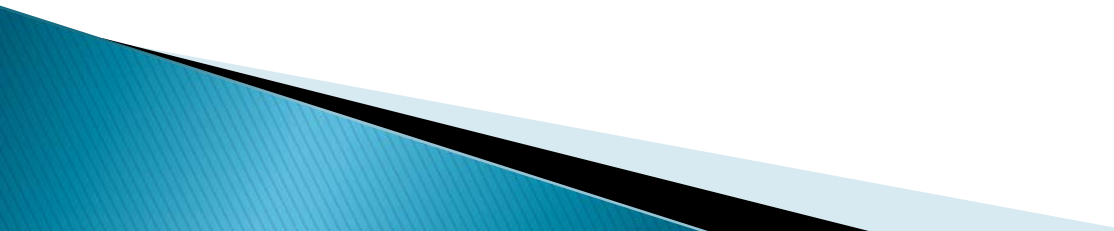


Health Care for the Whole Community

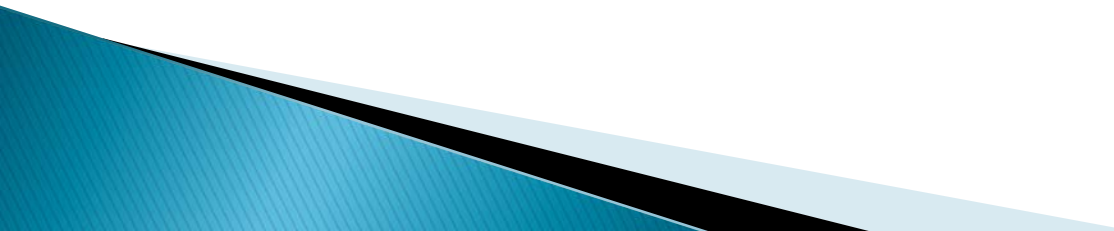
Our Integrated Behavioral Health Project

- ▶ We will measure patient, team and individual provider satisfaction regarding the Behaviorally Enhanced Person Centered Medical Home model being practiced at Hill Country.
 - ▶ We will also demonstrate how i2i Tracks, an electronic patient registry, can be used to enhance integrated care for patients within a BE/PCMH.
- 

Dimensions of BE/PCMH to be addressed:

- ▶ 5– The ability to practice as a team to coordinate care within the BE/PCMH and across services in the behavioral health and medical service delivery system in order to ensure that the total health care of consumers is coordinated and properly managed. (the satisfaction surveys)
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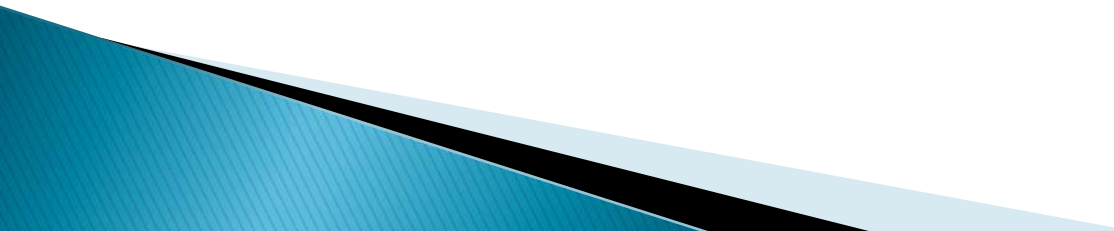
and

- ▶ 8 – A robust Electronic Health Record that includes Patient Registry functionality and the ability to electronically share medical records with other provider organizations and receive that information for the consumers served.
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Population:

- ▶ Approximately 300 patients who are seen by both behavioral health and primary care providers at Hill Country Health and Wellness Center

Methods:

- ▶ We will work with Gary Bess and Assoc. to develop patient, team and provider satisfaction surveys to measure our ability to practice as a team and coordinate care
 - ▶ We have developed data points and collection methodology for the i2i project. Raw data will be sent to GBA for analysis
- 

Staffing:

- ▶ Project is being managed by Katy Sinkford, PMHNP
- ▶ Team includes Vicky Everett, Integrated Operations Director, Lynn Dorroh, Executive Director, Tammy Allan, Behavioral Health Director

Progress:

- ▶ Project is progressing well. i2i data collection has begun, with service data being collected by:

- PMHNP
- Registered Nurse
- LVN
- LCSW
- Licensed Psychologist
- Behavioral Health front staff
- Case Manager
- Patient assist representative
- Drivers
- Circle of Friends staff

Lessons learned:

- ▶ As always, there is resistance to additional record keeping, so keep it simple
 - ▶ A tremendous amount of case management is being done by many people throughout the organization
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