

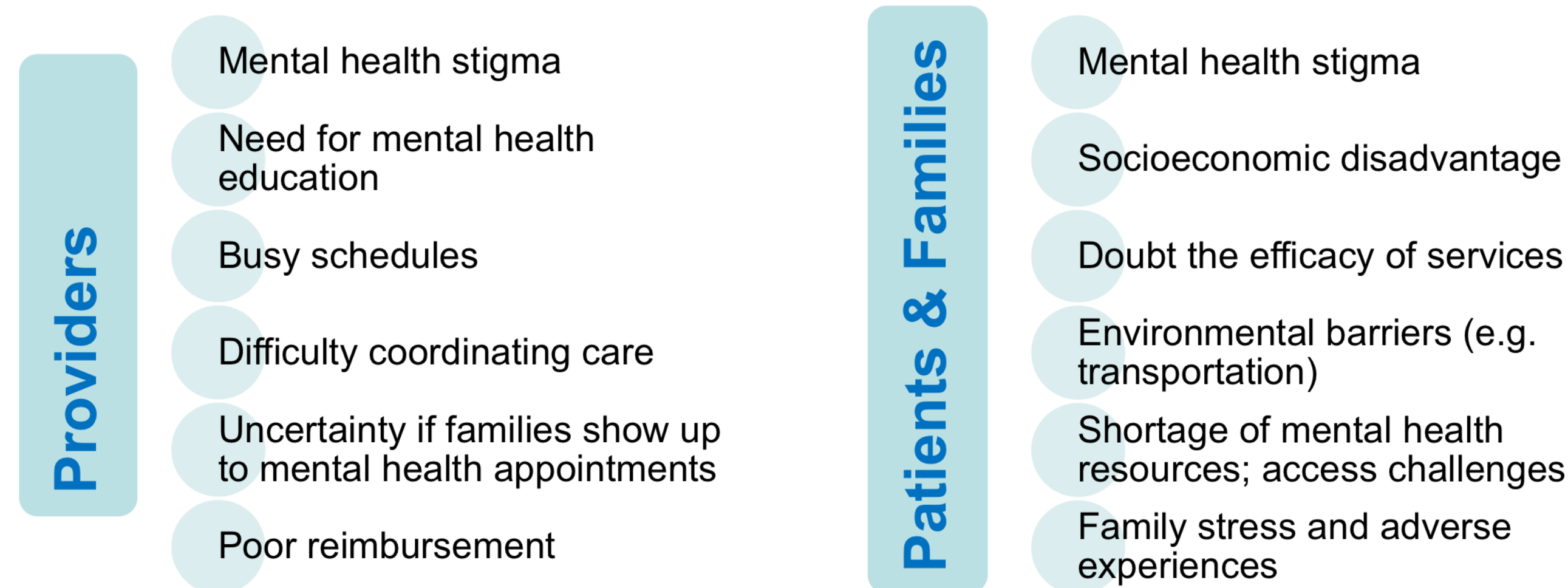
# Communicating and Connecting Mental Health Needs of Patients

A Department of Pediatrics Chair's Initiative

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## Project Goal

- Problem Statement:** Addressing mental and behavioral health is an emergency, and efforts to meet the needs are not keeping pace with demands
- Barriers to mental health care access and connection:**



- Goals:** Our multi-disciplinary team aims to develop an affordable and effective system of care that helps connect patients and families with unmet mental health needs to services by incorporating dedicated care coordination, electronic enhancements in Epic, and a team approach. Based on data and expert consensus, we will identify gaps and future needs to enhance care.

## Accomplishments

### Identified 2 Primary Care pilot sites, Cobbs Creek and Springfield

- Site champions joined team and helped develop the care model
- Variable staffing with Social Work and Healthy Minds, Healthy Kids

### Hired a Social Work Care Coordinator, Markeena Hunter

### Developed a care model and created IS and Healthy Planet tools

- Partnered with CHQA, IS & Population Health to create a Best Practice Advisory (BPA), SWCC Consult Order, Coordinator Documentation, After Visit Summary (AVS) modifications, Healthy Planet Reports, and a Qliksense Dashboard
- Care model and tools modified along the way based on lessons learned

### Went live with care model on 7/29/20 & expanded to Drexel Hill, Media, and Broomall on 3/10/21

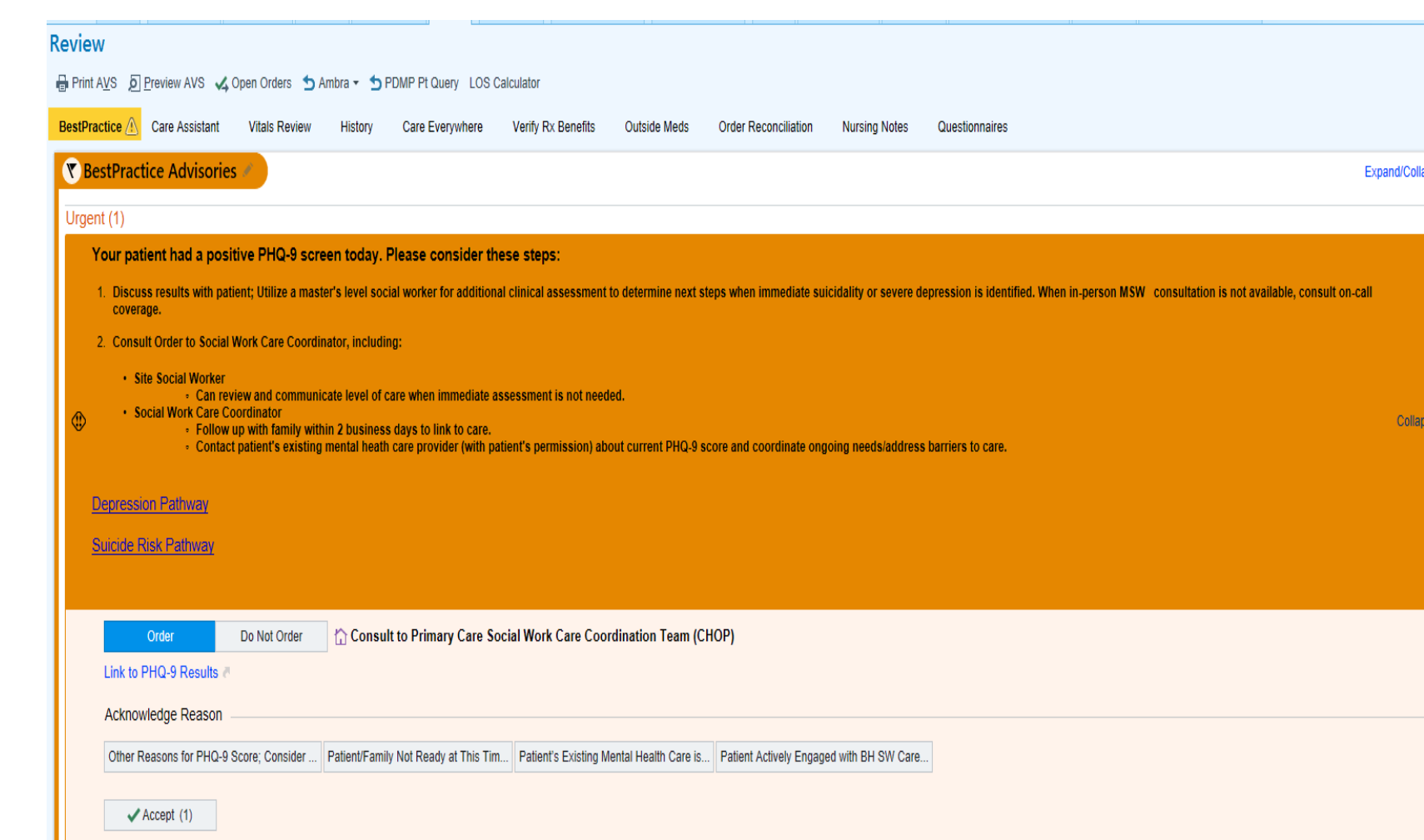
- Expansion to Drexel Hill, Media, and Broomall allowed us to test dedicated master's level Social Work assessment prior to care coordination

### Coordinated efforts with others aimed at improving behavioral health

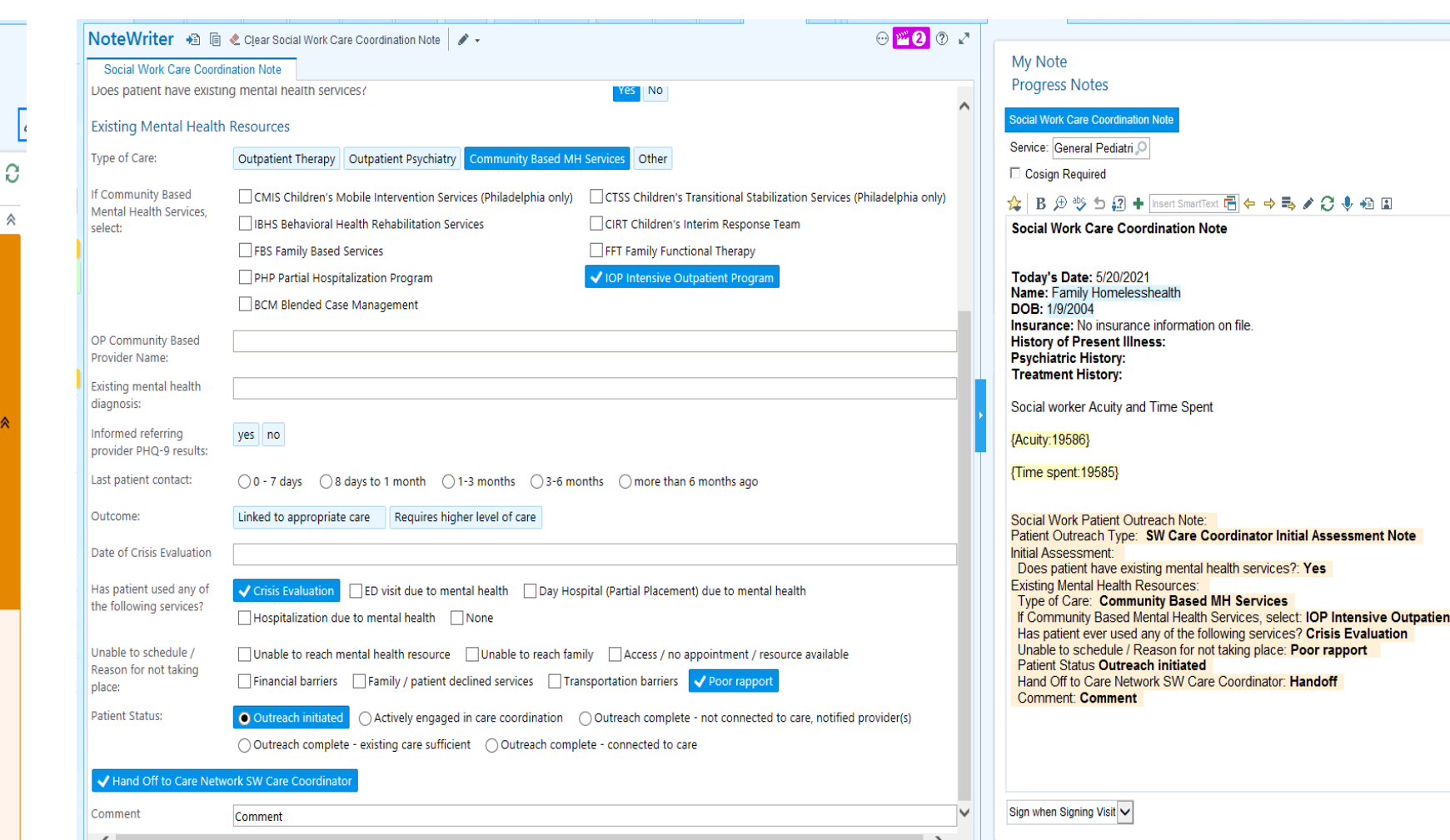
- Care coordination IS templates & Healthy Planet lists are being created for ED & Inpatient
- SW Behavioral Health Assessment note template is being created for primary care to pilot
- Suicidality AVS is being created

## Team Approach

### BPA for Providers



### SW Coordinator Outreach



### Metrics

**Failed PHQ9 at Pilot Sites: 11% in FY20, 15% in FY21 (as of 6/1/21)**  
**# Consulted Patients: 459**  
**Care Connection: 51%**  
 Increasing at all sites in last 3 mo via lessons learned; barriers tracked  
**Drexel Hill, Media, & Broomall pilot: 75%**  
**Active Patients: 91**  
*\*Healthy Planet & Qliksense Dashboard can help us advocate for reimbursement & plan clinical and operational needs*

### Primary Care Provider – PCP

Identifies and assesses BH needs, manages, and follows up  
 Consults MSW for additional assessment & level of care

### Master's level SW(s) - MSW

Helps with BH evaluations & assessments  
 Confirms or modifies level of care from PCP  
 Addresses additional needs for all patients at the practice

### SW Care Coordinator(s) – SWCC

Closes the loop with the PCP  
 Covers regions, checks in weekly with MSW  
**Healthy Minds, Healthy Kids – HMHK**  
 BH consultation & short-term interventions  
 Opportunity for SWCC to aid with ongoing needs

## Lessons Learned

- Failed PHQ-9 screens are just the tip of the iceberg when understanding the need
- The pandemic has exacerbated the barriers that existed already, calling for a multi-faceted solution
- A team approach is key in managing patients and developing potential solutions

Team	Social Work	Drexel Hill, Broomall, & Media	Cobbs Creek	Springfield	Epic
<ul style="list-style-type: none"> <li>Jeremy Esposito</li> <li>Joel Fein</li> <li>Stephanie Doupnik</li> <li>Jami Young</li> <li>Stephen Soffer</li> <li>Wendy Wallace</li> <li>Jason Lewis</li> <li>Rachel Waimberg</li> <li>Derek Klingman</li> <li>Joy Ukaigwe</li> </ul>	<ul style="list-style-type: none"> <li>Markeena Hunter</li> <li>Bridget McGovern</li> <li>Karen White</li> <li>Julia Figueroa</li> </ul>	<ul style="list-style-type: none"> <li>Susan Miller</li> <li>Mary Boye</li> <li>Kimberly Bennet</li> <li>Cindy Kropp</li> <li>Briana Stainker</li> <li>Chenda Neth</li> </ul>	<ul style="list-style-type: none"> <li>Colette Desrochers</li> <li>Tamika Gunter</li> <li>Andrea McGeary</li> <li>Kelsey Hart-Livingston</li> <li>Tressa Dabney</li> <li>Jana Allen</li> <li>Molly Seltzer</li> <li>Maribeth Wilcoff</li> <li>Jen Mautone</li> </ul>	<ul style="list-style-type: none"> <li>Margret Troitzky</li> <li>Kathy Jones</li> <li>Jaime DeConti</li> <li>Kathleen Tieman</li> <li>Candace Killian-Farrell</li> </ul>	<ul style="list-style-type: none"> <li>Betsy Brooks</li> <li>MJ Valaitis</li> <li>Jacquel Mcdonald</li> <li>Lori Simmons</li> </ul>

- An investment in additional Social Work staff is recommended at all sites

## Next Steps

- Continue team meetings and expansion planning with stakeholders in Primary Care, Social Work, DCAPBS, Healthier Together, and other leaders – focus on current sites
- Finalizing a report to summarize the process, findings, and recommendations
- Continue to maximize efforts to reduce mental health stigma, increase staff education, enhance data infrastructure, fine-tune workflows among clinicians, increase behavioral health services & visits, and address financial barriers