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Holland Physician Hospital Organization
175 S. Waverly Road
Holland, MI 49423
9 Primary Care Practices representing 42 Physicians, 24 Care Managers (14 Registered Nurses, 4 Certified Diabetes Educator, 6 Behavioral Health Specialists), and 8 Care Coordinators (MA, LPN, other)

Holland PHO

Blue Cross Blue Shield Value Partnerships

Care Management Recognition Awards – Best Practice

Behavioral Health Interventions

Psychiatric Grand Rounds

Psychiatric Grand Rounds is a monthly forum presented by Holland Hospital's Behavioral Health Services to Holland PHO Primary Care Physicians (PCPs), Advanced Practice Providers (APPs) and Care Managers. It was feedback from local primary care physicians with regard to access to mental and behavioral health care that sparked this unique type of collaboration driven by Holland PHO. Each month highlights a unique topic with an expert presentation and consult opportunity over a hot breakfast. All participants are encouraged to bring specific cases or examples to these forums for discussion. Psych Grand Rounds averages 30 providers in attendance and have resulted in several collaborative offshoots.

Past topics: Treating Depression, ADHD in Children & Adolescents, Treating Anxiety Disorders, Bipolar and other Mood Dysregulation Disorders in Children & Adolescents, Medicated Assisted Treatment (MAT) for Alcohol Use Disorders, Adult ADD/ADHD, Motivational Interviewing, Cognitive Behavioral Therapy and Dialectical Behavioral Therapy, MAT for Opiate Use Disorder, Anxiety, Post-Traumatic Stress Disorder, Sleep & Insomnia, Obsessive Compulsive Disorder, Adolescent Suicide, Bipolar Disorder

2019 Psych Grand Rounds schedule: Grief, Effect of Electronics and Screens on Health, Psychoactive Recreational Drug Update, Dementia with Behavioral Disturbance

Integrating Behavioral Health Specialists in Primary Care

With persistent demand for behavioral health services and increased physician engagement in care management, six PCP practices have embedded Behavioral Health Specialists in their offices. Holland Hospital's medical group, Lakeshore Health Partners, utilizes a semi-centralized, hybrid approach in that staff are leased out of Holland Hospital's Behavioral Health Services practice and are qualified to provide both care management and behavioral health services. An independent practice, Holland Pediatrics, utilized a similar model with Holland Hospital Behavioral Health Services several years ago, and has since hired their own behavioral health specialist to improve availability of these important services for their patients. Two other independent Primary Care Physician practices, Lakewood and Holland Community Health Center, also utilize their own internal behavioral health specialists.

School Mental Health Program

Suicide is the second-leading cause of death among teens. From a local perspective, the most recent Ottawa County Youth Assessment Survey revealed 20 percent of teens seriously thought about suicide in the last year, 15 percent made a suicide plan and 8 percent attempted suicide at least once. On average, this means five kids in every middle and high school classroom seriously thought about taking their own life. Each school year, Holland High and Middle Schools perform about 50 Suicide Risk Assessments each. Students who express suicidal thoughts to their friends or staff are screened immediately by two school professionals. The results of these evaluations are shared with the student's parents to determine next steps of either therapy or hospitalization. Often times, parents do not stay in follow-up communication with school staff so students at-risk fall through the cracks. Additionally, children admitted to an Emergency Department for suicidal thoughts or actions outside of normal school hours do not always inform the school of the situation or provide an accurate account of their treatment plans. For the 2019-2020 school year, Holland Hospital is piloting a School Mental Health Program to serve students and families by coordinating services throughout the continuum of care to improve quality and reduce avoidable admissions/re-admissions. Assuring the appropriate use of resources while focusing on positive outcomes, the School Mental Health Care Manager will take a proactive role through the early intervention and identification of at-risk students by performing a suicide risk assessment, as well as partnering with school nurses, school staff, physicians, and outside agencies.

Graduating Stable Patients

In an effort to increase capacity for new referrals to Holland Hospital Behavioral Health Services, Holland PHO worked collaboratively with physicians to create a new process in partnership with Primary Care Physicians. Upon the patient and provider's mutual decision that a patient is doing well with regard to their behavioral health plan of care and medication regimen, patients will be "graduated" back to their PCP for psychiatric medication management and ongoing care needs. Providers will be notified via a standardized fax form notification that includes a summary of the patient's care plan, medication list, and most recent progress note including information about other applicable counselors or therapists involved in the patient's care. This process has helped increase access to Behavioral Health Services, a trade-off of which the Primary Care Physicians have much appreciated with regard to timeliness for new referrals.

If Holland PHO was rewarded the Best Practice award in the amount of \$125,000, funds would be used in the following manner:

- \$20,000 for Holland PHO to fund Continuing Medical Education expenses for providers attending Psychiatric Grand Rounds during calendar year 2020.
- \$35,000 to support implementation of Holland Hospital Behavioral Health Services tele-psychiatry program to increase access to Behavioral Health Services despite a nationwide shortage of qualified providers:
 - Technology support for tele-psychiatry capabilities
 - Administrative support, including a program coordinator and efforts to contract with psychiatrists outside of the service area
- \$70,000 to match the Community Foundation of the Holland/Zeeland Area grant award obtained to kick off the first year of the School Mental Health Program (1 FTE).