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Physician Organization Name: Medical Network One

Practice Name: Woodhaven Pediatrics

Practice Address: 21700 Allen Road Woodhaven, MI 48183

Number of physicians in practice: 3

Description of care team (number of care team members and their degrees/qualifications, at the time of the best practice activity): 3 RNs, 1 LPC, 1 RD

Executive Summary (5-8 bullet points, must include summary of results):

- Woodhaven Pediatrics identified a widening gap between how many children needed behavioral health services, the length of time needed to receive the services, and how many received the services.
- Research shows that behavioral health integration especially in a pediatric primary care setting increases access to behavioral health services.
- To address the gap the practice collaborated with the PO to plan for the implementation of this model of care.
- The project was divided into bite-sized pieces with the understanding that implementing a behavioral health integration system would not happen quickly.
- The first stage of planning involved a workflow assessment so the practice team would better understand the proposed process and provide input.
- Moving from planning to implementation included setting manageable goals.
- Summary of Results: 1) Hired an LPC who had experience working with children/adolescents/parents and was willing to work flexible hours. 2) Created a business model that allows for the retention of the behavioral health specialist by using both PDCM and psychiatric codes. 3) This site serves as an incubator for the PO so others planning to transform their practice into an integrated model of care have a mentoring site.

Category of Submission (see page 1): Behavioral Health Interventions

Title of Submission: Promoting a Model of Care for the Whole Child

When did the intervention start and end? (1-2 sentences) Strategies for establishing and maintaining the integrated model of care in Woodhaven Pediatrics began 3 years ago. The model is firmly embedded and represents a significant undertaking and success of the practice leadership.

Goal of the Program/Intervention: (1-2 sentences)

The Woodhaven Pediatrics Team wanted to meet patients “where they are”. They wanted to change and improve the way they were delivering care by addressing identified needs without referring out of the practice. According to the engaged primary care physicians, the integrated model of care was to increase patient, family, and physician satisfaction; and improve social-emotional functioning among their pediatric/adolescent population.

Who developed the program/intervention, and how? (2-4 sentences) In 2007, Medical Network One selected several adult practices to embed behavioral health specialists rather than RNs. After a two-year evaluation of the integrated model in adult practices, Woodhaven Pediatrics and Macomb Pediatrics were selected to test it in a pediatric/adolescent setting. Funding for the FTE embedded behavior health specialist at Woodhaven Pediatrics continues to be provided by the PO.

Description of the Program/Intervention (2-3 paragraphs): The intervention developed and implemented at Woodhaven Pediatrics was tailored to the children and their families in the practice. The intervention followed the ten common elements of behavioral integration for pediatric populations that were identified by Jennifer Oppenheim: 1) embedded behavioral health consultants; 2) inclusion of a health navigator; 3) cross-training of primary care and behavioral health providers; 4) use of standardized behavioral health screening tools; 5) wellness promotion and prevention as part of the well-child visit; 6) warm hand-offs; 7) assessment and brief intervention; 8) parenting groups and health promotion; 9) shared recordkeeping; and 10) care coordination.

Health Information Exchange, an EHR, a patient registry, standardized tools and a care team all supported behavioral health integration efforts. A significant amount of investment in infrastructure and workforce development promoted more efficient use of tools and time.

How were patients identified for the program/intervention? (1-2 paragraphs)

The number one source of referrals was the warm hand-off during an office visit. The child/adolescent/family member could be seen at the same time a medical encounter was occurring. The other ways patients were identified: 1) school counselor; 2) parents; 3) self-referred; 4) patient registry; and 5) results of a screening tool.

How was success measured? Please delineate whether metrics were process-based or outcome-based (2-3 paragraphs)

The PO Director of Behavioral Health Integration along with the behavioral health specialists identified metrics that would help measure progress. The Model for Improvement, and PDSAs were utilized to assess progress and to create continuous quality improvement strategies.

- The number of developmental screening (process measure)
- Utilization of the PHQ-9 to monitor depression symptoms for adolescents (process measure)
- Follow-up care for children prescribed ADHD medication: initiation phase and continuation/maintenance phase (process measure)
- Follow-up after hospitalization or ED visit with a primary mental health diagnosis (process measure)

What were the program results? Include qualitative data/graphs (2-3 paragraphs)

Behavioral integration requires significant investments in time, infrastructure, and workforce development, and even implementing the most basic component, such as training providers in screening tools, can be a significant undertaking. Please see attachment.

Were any new tools, processes, or resources developed to aid in the implementation of the program/intervention? (1-2 paragraphs)

The ADT tool is now providing behavioral health diagnoses. Woodhaven Pediatrics can now track ED visits and inpatient discharges in a timely manner. A new process is being developed to ensure no patient falls through the cracks.

What are you proudest of regarding this submission? Why does this work matter? (1-2 paragraphs)

Woodhaven Pediatrics has exceeded all expectations in practice transformation activities. The practice has a high performing multidisciplinary team comprised of three RN's, one RD, one behavioral health specialist, a lactation consultant and highly engaged physicians and advanced practice providers. Action plans support patient care. Team huddles and conferences are common place. Care teams and management are marketed to patients with brochures, in person introduction to care managers, and even a recent patient appreciation day.

How will your organization use the funds if your submission wins? (1 paragraph) Should this request receive a favorable response funds would be used to develop a home care support program for children and teenagers.