

Lourdes Primary Care Care Compass Network

Our Cohort

(Data reflects Mar. '16 to Aug. '16)

Adults 20-50 years with mild/acute depression scoring 10+ on the PHQ

≡ 337 

Our Actions

Patient Story

Thirty-year-old female diagnosed with Type 1 Diabetes with a history of hospitalizations due to depression and neglecting insulin. Patient had an appointment with SW, filled out the paperwork for LMH. Patient agreed to counseling with SW until she starts treatment at the LMH outpatient clinic.

Process Improvements

Patient Identification

- Implemented referral and warm handoff processes
- Implemented waiting room screening processes
- Expanded screening to include SBIRT

Care Planning

- Implemented full-time SW
- Implemented integrated care plan
- Continuous provider education
- Data tracking and reporting
- EMR referral process

Management

- Brief intervention and connection facilitated by SW
- Collaborative care planning and management ("mini huddles")
- BH 'shadowing' of PCP to further embed BH into practice

Follow-Up

- Implemented ED follow-up process with Lourdes SW
- Implemented Health Home processes

Level of Integrated Practice

LEVEL 1 Minimal Collaboration	LEVEL 2 Basic Collaboration at a Distance	LEVEL 3 Basic Collaboration Onsite	LEVEL 4 Close Collaboration Onsite with Some Systems Integration	LEVEL 5 Close Collaboration Approaching an Integrated Practice	LEVEL 6 Full Collaboration in a Transformed /Merged Integrated Practice
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Lessons Learned

- Identifying **champions** is crucial for success
- Provider buy-in and education** is critical
- Small tests of change** lead to big improvements
- Data drives change** and provides motivation

Our Impact

Baseline
(Sept. '15 – Feb. '16) **MAX Program**
(Mar. '16 – Aug. '16)

Patient Engagement

142 patients received brief intervention with SW

34 patients attended follow up session with the SW

36 patients had improvement in PHQ score


PHQ Screening Compliance

0

1165



Warm Handoff Count

0

156



Patients Connected to BH
(patients with PHQ-9 >15)

0

245



Improvement in PHQ-9

0

36

showed an improvement of between 1-12 reduction in PHQ-9

*Calculations are based on self-reported data from Action Team