Access Supports for Living & HRHCare

Montefiore PPS

Our Cohort

(Data reflects Sept. '15 to Feb. '16)

Adult Behavioral Health members diagnosed with diabetes

= 67

Our Actions

Patient Story

Male BH patient with **very high blood pressure** developed **trust in the NP** through multiple brief visits and is **now compliant with medication** to control his blood pressure.

Process Improvement

Patient Identification

- Identified eligible patients
- Educated BH Practitioners to identify how a patient would benefit from PC
- Voluntary universal medical screenings

Care Planning

- Use motivational interviewing to identify patient goals
- Share PC progress notes with BH Practitioners
- Multidisciplinary huddles

Management

- Multidisciplinary case conference meetings to track/monitor patient progress

Follow-Up

- Collaborative management of patients and support to maintain health status

Level of Integrated Practice

PRE-COORDINATION	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

Lessons Learned

- Leveraged PPS's clinical depth and best practice knowledge to support integration effort through active conversation
- Well-established partnership allowed freedom for front line practitioners to work together
- Communication needs to transcend importance of integration to increase BH Practitioner comfort level to talk about Primary Care with patients

Our Impact

Patient Engagement

72 patients connected to PC

271 Total PC visits

	Baseline *(Mar. '15 – Feb. '16)*	MAX Program *(Mar. '16 – Aug. '16)*	%Δ
ED Utilization Rate	.07	.08	14%
PC Visit rate within 6 Months	49%	64%	31%
Number of Patients Connected to PC	-	72	-
7-Day Follow-Up rate	44%	25%	-43%
Smoking Cessation	-	6%	-
BP within Range	31%	58%	84%

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