Long Island FQHC – Roosevelt Center
Nassau Queens PPS

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

Adult Behavioral health members with a PHQ 10+

≡ 255

Our Actions

Patient Story
A 30 year old female who was 2 months postpartum presented to the center complaining that she had difficulty sleeping. She scored positive on the PHQ and received warm handoff for same day BH services. She now sees a therapist regularly and has decreased to a score of 0 on PHQ.

Process Improvements

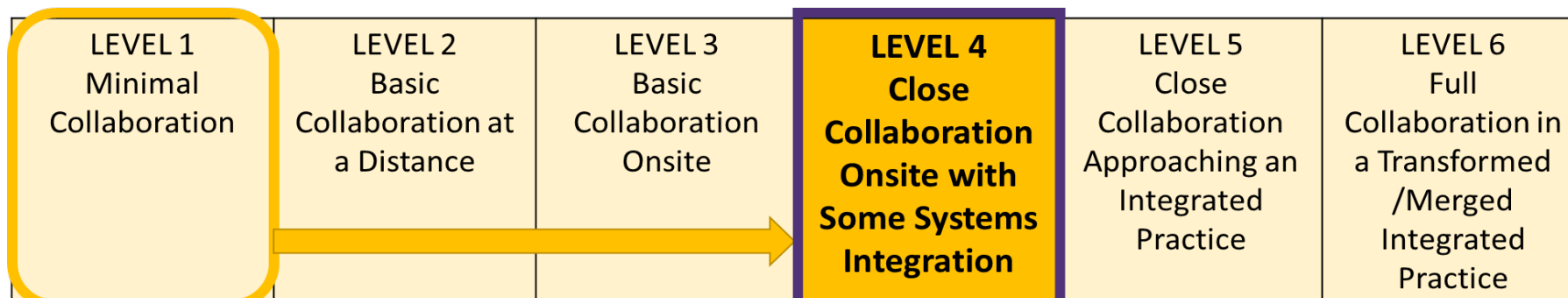| Patient Identification	Care Planning	Management	Follow-Up
▪ Increased PHQ-9 screening rate via patient self-administration ▪ PC performs electronic referral in the moment as warm handoff to BH	▪ Implemented daily multidisciplinary huddles ▪ Implemented level of care algorithm and developed workflows to manage mild to complex patient cases	▪ Patient tracker tool is used in monthly case conference meetings to discuss and monitor complex patient cases ▪ Refined daily huddle discussions	▪ Lower acuity patients are assessed every 90 days using the PHQ screening tool to monitor patient progress

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

Lessons Learned
- Taking small steps to educate staff and change the workflow had a positive impact on change efforts
- Creating different opportunities to collaborate between the two services engaged staff to improve
- Communicating key messages, process changes and updates on progress helped facilitate improvements

Our Impact

Patient Engagement

- **1053 patients** screened positive on PHQ
- **10** warm handoffs
- **132 patients** connected to BH

	Baseline (Sept. '15 – Feb. '16)	MAX Program (Mar. '16 – Aug. '16)	%Δ
PHQ Screening Rate	98%	85%	-13%
Warm Handoff Count	N/A	10	-
Patients Connected to BH	N/A	45%	-
Improvement in PHQ	N/A	1	-

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