# Brightpoint Health

## New York Presbyterian Queens

## *Our Cohort*

*(Data reflects Mar. '16 to Sept. '16)*

**Homeless population transported to Brightpoint from 2 'premium account' shelters**

= 90

## *Our Actions*

### Patient Story

**What mattered most** to one mother in primary care was not that she needed a well-woman visit but her **son's behavioral health needs**. That was a barrier to her care, and it was discovered because of morning huddles.

### Process Improvements

**Patient Identification**

- Patients identified in shelter for PC services
- Strengthened PHQ-9 screening processes
- Patients asked "what matters to you?"

**Care Planning**

- Daily huddles with each PCP
- Increased EHR access to Health Home to share care plans and progress notes

**Management**

- Monthly multi-service case conference meetings to discuss and monitor patients

**Follow-Up**

- Acute patient health status determined via PCP and BH collaborative clinical judgment
- Complex patients monitored via case conferences to determine health status

### 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

- Data is the magnifying glass of Clinic operations and patient population management to identify improvement
- With support from Leadership and an Action Team, a practice change champion can be the catalyst for change
- Existing resources can be leveraged to develop a creative response to an existing problem

## *Our Impact*

**Patient Engagement**

**457 patients** screened with PHQ

**54 patients** connected to BH

| | Baseline (Sept. '15 – Feb. '16) | MAX Program (Mar. '16 – Aug. '16) | %Δ |
|---|---|---|---|
| PHQ Screening | 71% | 68% | -4.6% |
| Patients Connected to BH | 50% | 30% | -20% |
| Wait time at Center | 5 hours | 2 hours | - |

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