

DISCUSSION QUESTIONS

Data Collection and Management

1. How are you identifying your metrics?
2. What are key success factors to capturing and meeting your metrics?

How are we helping E.R.?

- a. Home visits
 - b. Patient Education
 - c. Resources
 - d. Crisis Intervention
 - e. Curbside Consults
 - f. Collaboration
3. How can you show for your projects value/ROI?
 4. What have been your greatest challenges in capturing this data, how are you overcoming it?

Challenges

- a. Timely Information
 - b. Silo's Create difficulty in creating analytics
 - c. Multiple metrics: Specific information to measure specific metrics difficult to get
 - d. Paper Records
 - e. Inter-Rater Reliability
 - f. Lack of EMR/Data Integration
 - g. Difficulty Identifying our population at first
 - h. Data Validation
5. What are your thoughts on how this could be measured at a regional or state level?
 6. What would you find helpful to know from others on these metrics?

Project Evolution and Expansion

- a. How are you staffing your programs? How do you deal with turnover and getting new resources up to speed quickly?

Project evolution and expansion

- a. Identified need for better BH care within primary care office/ working to hire more psychologist and psychiatrist for better outcomes both physically and behaviorally
- b. Co-location of BW w/ primary care has been proven for better outcomes
- c. Integrated treatment plans

- d. *Better access*
- e. *\$\$\$ >>> Big Challenge*

- b. What have you done to maximize continuity of care for the patient in an effort to bridge the divide between Behavioral and Primary Care Health?
- c. How are you breaking the Mental Health and Primary Care paradigms to transition and change provider cultures in integrating either mental health or primary care into your practices?
- d. How are you addressing or helping ER and 1st responder systems in getting patients to the right care? (i.e., what tools are you using to inform them of services)

How are we helping E.R.?

- a. *Home visits*
 - b. *Patient Education*
 - c. *Resources*
 - d. *Crisis Intervention*
 - e. *Curbside Consults*
 - f. *Collaboration*
- e. What resources are you using or do you need for providing care for Mental Health patients with Substance Abuse – this has been identified as a particularly challenging area.