

Overview of the Community Behavioral Health Program (CBHP) at Harris Health System

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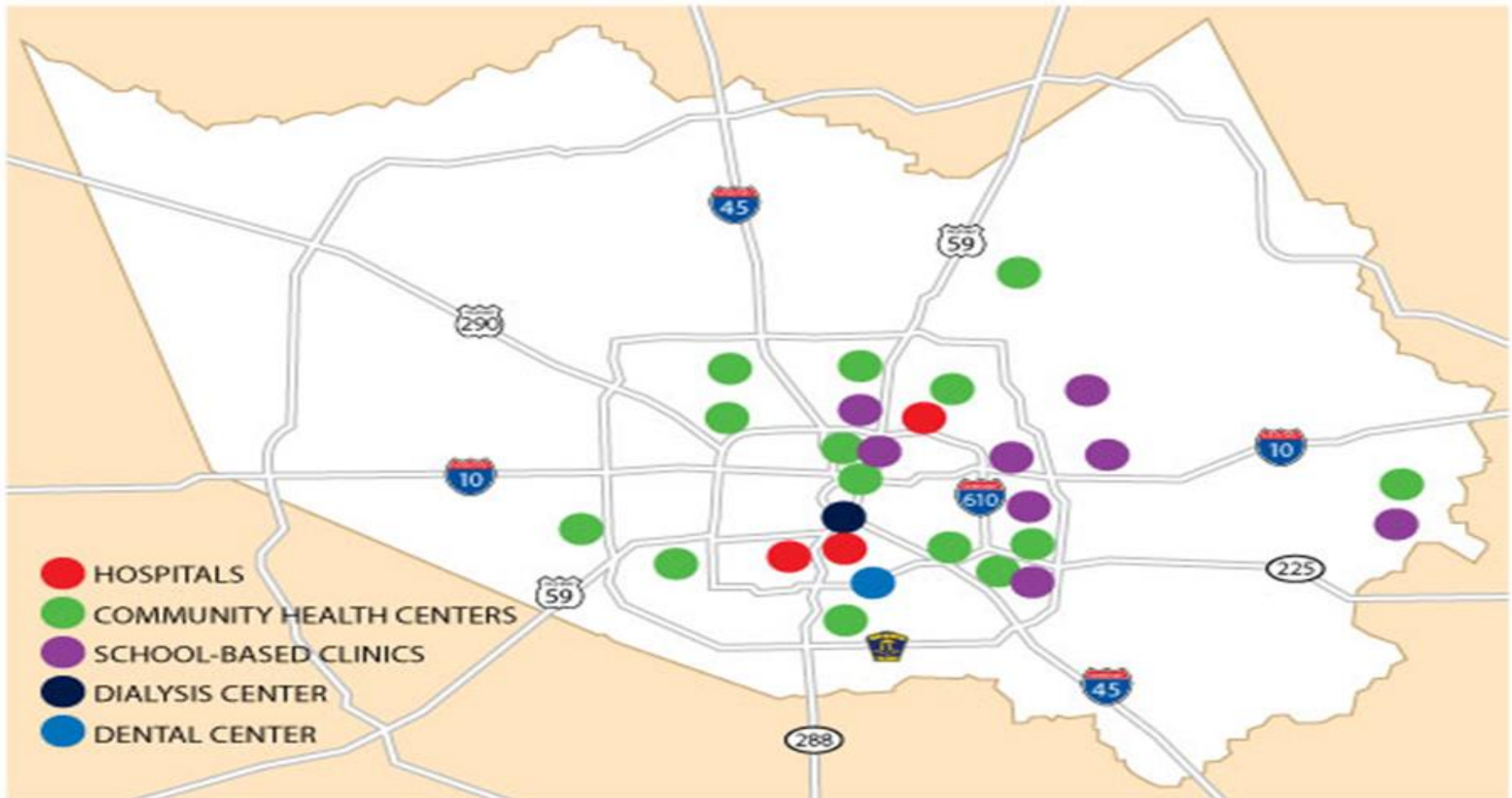
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PAST

- * Ben Taub Hospital
“Taub Notch Care”
- * All psychiatric treatment at BT clinic
- * Waiting period: at least 4 - 6 months
- * 2004: $\frac{1}{4}$ of all HHS encounters had a psychiatric diagnosis

Harris County Map



Behavior Health Integration

- * Cost effective care for more patients
- * Early interventions
- * Community crisis interventions
- * Reduces psychiatric admissions
- * Well liked by patients and staff

Community Behavioral Health Program(CBHP) : 20 Centers

- * Acres Home
- * Aldine
- * Baytown
- * Settegast
- * Squatty
- * Casa De Amigos
- * El Franco Lee
- * Gulfgate
- * MLK
- * Vallbona
- * Northwest
- * Strawberry
- * Smith Clinic
- * Quentin Mease
- * Thomas Street for HIV
- * School Based Program at Southside
- * Homeless Program (13 shelters)
- * Pediatric and Adolescents Health Centers (Pasadena, Cypress, Bear Creek)

In addition BT and LBJ OC has psych clinics

CBHP team

- * Adult/child/geriatric/addiction psychiatrists
- * Behavioral health specialists
- * Residents and trainees
- * Case management

Rationale of CBHP

- * Provide psychiatric care near you
- * Provide one stop shop, all care at one center, where you have primary care, pharmacy, lab, x-ray, dental OB, and pediatric services
- * Avoid long drives in a big city like Houston
- * Avoid parking hassle and parking fee
- * Less stigma of going to a psych clinic

Staffing Overview

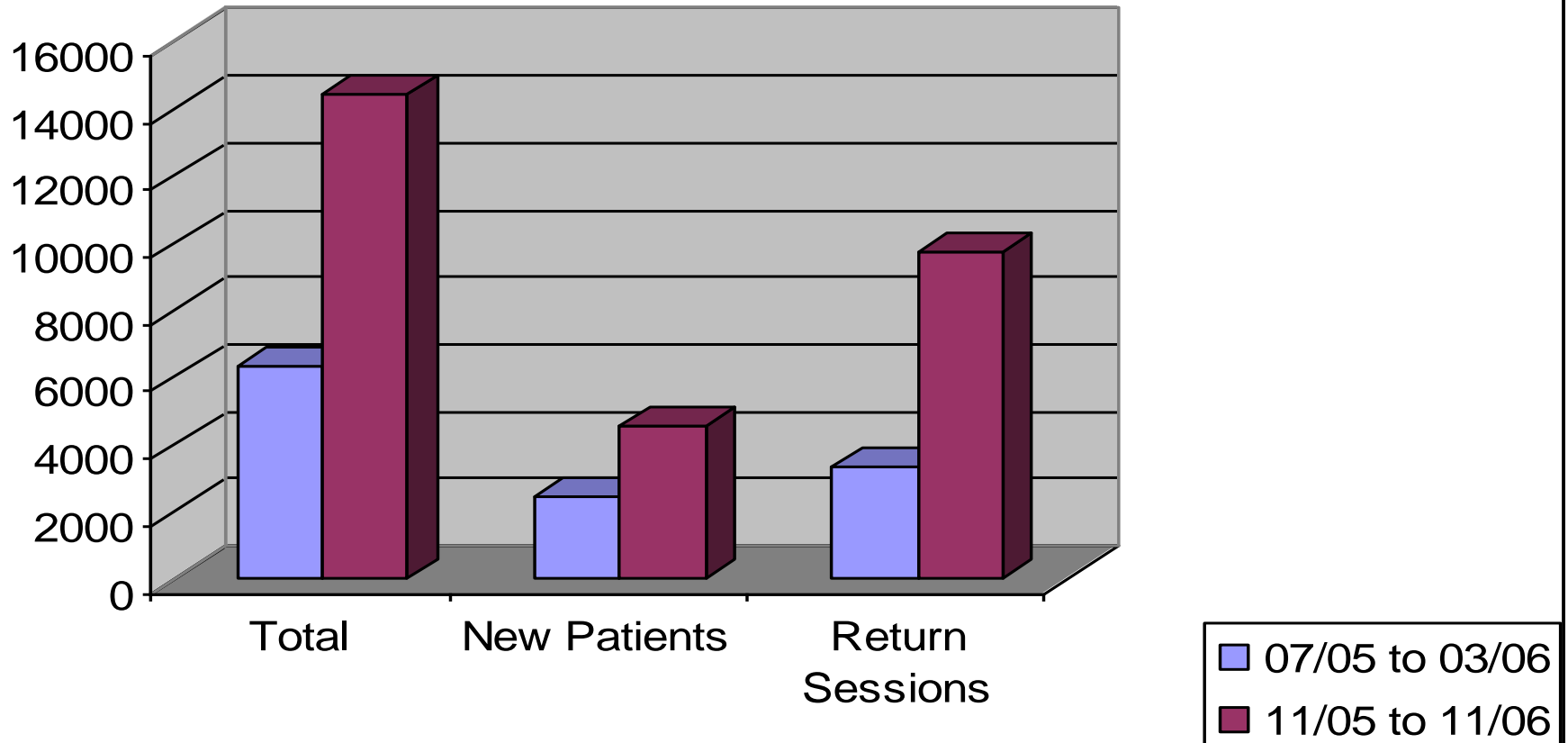
- * Program started with one psychiatrist and two therapists in 2005 through a grant
- * HHS funding provided some expansion periodically
- * Major Expansion was in 2013, when DSRIP added 25 FTE's, Although 8 were cut in 2014

Goals of CBHP

- * Psych Evaluation/Med-Management, Ongoing Therapy
- * Provider Education and Training
- * Easy and Timely Access
- * Decrease wait times for Access

Early CBHP Volumes 2005-2006

(5 and 12 month summary)



2013-2014 Visits

Adult	2013	2014
BCM	24,000	46,000
UT	13,000	19,000
Total	37,000	55,000
<u>Pediatric</u>		
BCM	7,000	13,000
UT	1,000	2,000
Total	8,000	15,000

2015 Volumes

Mental Health Volumes Dec 2015 - Microsoft Excel

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Departments	Apr-15	May-15	Sep-15	Nov-15	Jan-15	Jun-15	Dec-15	Jul-15	Aug-15	Feb-15	Mar-15	Oct-15	Total
ACRES	528	510	473	436	511	546	477	467	515	540	567	529	6,093
AC BEHAVIORAL HEALTH/COUNSELING	192	184	119	99	176	124	137	120	133	204	221	131	1,840
AC PSYCHIATRY	336	326	354	337	335	422	340	347	382	336	346	398	4,259
ALDINE	448	328	396	274	408	417	332	377	345	431	415	377	4,492
AL BEHAVIORAL HEALTH/COUNSELING	184	166	120	86	201	144	81	106	109	210	183	113	1,703
AL PSYCHIATRY	264	162	216	188	207	273	251	271	236	221	236	264	2,789
BAYTOWN	130	265	253	235	247	250	253	128	256	231	266	247	2,762
BY BEHAVIORAL HEALTH/COUNSELING	78	95	72	68	82	71	61	91	79	78	80	75	930
BY PSYCHIATRY	52	171	181	167	165	179	192	37	177	153	186	172	1,832
BEAR CREEK PEDIATRIC AND ADOLESCENT HEALTH CENTER	173	123	183	132	152	137	124	155	146	145	149	122	1,741
BC PSYCHIATRY	173	123	183	132	152	137	124	155	146	145	149	122	1,741
CASA DE AMIGOS	448	370	462	430	427	358	416	450	459	467	494	495	5,276
CA BEHAVIORAL HEALTH/COUNSELING	272	204	273	259	297	188	287	240	308	321	349	305	3,303
CA PSYCHIATRY	176	166	189	171	130	170	129	210	151	146	145	190	1,973
CYPRESS HEALTH CENTER	245	236	247	233	215	214	184	240	224	238	222	261	2,760
CY BEHAVIORAL HEALTH COUNSELING	114	131	118	122	96	132	80	128	112	130	101	130	1,394
CY PSYCHIATRY	131	105	129	111	119	82	104	112	112	109	121	131	1,366
EL FRANCO LEE HEALTH CENTER	900	693	529	441	790	658	399	691	511	774	715	546	7,647
LE BEHAVIORAL HEALTH/COUNSELING	349	302	261	176	312	339	141	309	216	316	329	262	3,312
LE PSYCHIATRY	551	391	268	265	478	319	258	382	295	458	386	284	4,335
GULFGATE	498	358	324	336	333	396	400	346	414	367	337	410	4,519
GG BEHAVIORAL HEALTH/COUNSELING	237	209	168	185	107	224	201	192	218	125	100	170	2,136
GG PSYCHIATRY	261	149	156	151	226	172	199	154	196	242	237	240	2,383
MLK	424	350	404	342	409	338	348	448	339	424	428	463	4,767
MLK BEHAVIORAL HEALTH/COUNSELING	243	181	213	189	219	227	208	218	206	229	223	250	2,606
MLK PSYCHIATRY	181	169	191	153	190	111	140	230	183	195	205	213	2,161
NORTHWEST	309	251	321	243	278	217	286	307	271	277	313	310	3,383
NW BEHAVIORAL HEALTH/COUNSELING	166	135	158	129	146	133	151	148	152	144	173	160	1,795
NW PSYCHIATRY	143	116	163	114	132	84	135	159	119	133	140	150	1,588
OUTPATIENT CENTER	140	128	79	0	85	162	16	193	173	106	95	0	1,177
OC BEHAVIORAL HEALTH/COUNSELING	90	73	8	0	85	98	0	119	88	106	88	0	755
OC PSYCHIATRY CLINIC	50	55	71	0	0	64	16	74	85	0	7	0	422
PASADENA PEDIATRIC AND ADOLESCENT HEALTH CENTER	380	360	329	309	330	292	314	333	326	455	387	392	4,107
PA BEHAVIORAL HEALTH COUNSELING	153	153	113	122	130	120	109	129	128	206	154	158	1,675
PA PSYCHIATRY	227	207	216	187	200	172	205	104	198	249	233	234	2,432
QUENTIN MEASE HOSPITAL	294	266	141	122	270	206	129	120	134	257	279	164	2,382
QM GERI PSYCH CLINIC	38	56	52	43	51	55	36	27	43	45	54	62	562
QM BEHAVIORAL HEALTH/COUNSELING	105	84	0	0	106	93	0	0	0	94	95	0	577
QM PSYCHIATRY-MED CLINIC	151	126	89	79	113	58	93	93	91	118	130	102	1,243
SETTEBAST	397	233	354	317	308	316	265	336	357	347	319	355	3,904
SG BEHAVIORAL HEALTH/COUNSELING	136	111	117	114	112	114	81	104	119	126	87	114	1,335
SG PSYCHIATRY	261	122	237	203	196	202	184	232	238	221	232	241	2,569
SMITH CLINIC	174	106	57	61	123	69	51	68	55	148	193	66	1,176
SC PSYCHIATRY CLINIC	77	60	57	61	38	69	51	68	55	63	95	66	760
SC BEHAVIORAL HEALTH/COUNSELING	97	46	0	0	90	0	0	0	0	85	98	0	416
SOUTHSHORE SBC	282	200	297	206	198	203	217	226	234	224	246	245	2,778
SS SBC BEHAVIORAL HEALTH/COUNSELING	148	107	144	100	87	124	99	127	118	114	121	118	1,407
SS SBC PSYCHIATRY	134	93	153	106	111	79	118	99	116	110	125	127	1,371
SQUATRY-LYONS	351	321	360	283	295	342	340	332	345	330	344	319	3,962
SQ BEHAVIORAL HEALTH/COUNSELING	128	102	125	87	82	107	99	141	106	104	127	124	1,332
SQ PSYCHIATRY	223	219	235	196	213	235	241	191	239	226	217	195	2,630
STRAWBERRY	387	243	329	280	432	334	310	424	369	467	413	361	4,370
ST BEHAVIORAL HEALTH/COUNSELING	116	89	123	62	212	117	105	132	131	225	202	126	1,640
ST PSYCHIATRY	271	154	206	218	220	217	205	292	238	262	211	236	2,730
VALLBONA	674	450	582	540	523	459	511	658	620	588	664	678	6,947
VL BEHAVIORAL HEALTH/COUNSELING	380	280	355	311	278	269	309	384	327	338	341	384	3,956
VL PSYCHIATRY	294	170	227	229	245	190	202	274	293	250	323	294	2,991
Total	7,182	5,792	6,060	5,220	6,339	5,914	5,372	6,199	6,143	6,837	6,850	6,341	74,249

Mental Health Volumes have surged at HHS Clinics

- * HHS was the no.1 Provider of Outpatient Mental Health Services for Adults in Harris County with **34,917**¹ unduplicated counts seen in 2014, as oppose to 16,359 seen by MHMRA²
- * HHS was the no.1 Provider of Outpatient Mental Health Services for Children in Harris County with **8,221**³ unduplicated counts of seen in 2014, as oppose to 3,947 seen by MHMRA²

- * 1. Data was received from Meadows Foundation Report 2015 and is for 2014 (calendar year). The number served – 34,917 – represents an unduplicated count of adults with diagnoses of Mood Disorders, Schizophrenia and Other Psychotic Disorders, and Suicide Intentional Self-Inflicted Injury, who received outpatient services. Some of those served may not meet the definition of SMI. The count for the same grouping of adults was 19,672 in 2012 and 26,012 in 2013, indicating a 77% increase in only two years, which stakeholders report is due to capacity building through the 1115 Waiver
- * 2. Data on people served in ongoing care (by Texas Recovery and Resiliency Level of Care – TRR LOC) received from DSHS on February 24, 2015. (Total serving at MHMRA in an ongoing care per Meadows Foundation Report)
- * 3. The number served – 8,221 – represents an unduplicated count of children with diagnoses of ADHD, Conduct Disorder, Disruptive Behavior Disorders, Impulse Control Disorders, Schizophrenia and Other Psychotic Disorders, and Suicide Intentional Self-Inflicted Injury, who received outpatient services. Some of those served may not meet the definition of SED. The count for the same grouping of children was 2,416 in 2012 and 4,409 in 2013, indicating a 240% increase in only two years.

Challenges

- * Safety, security at times has been an issue if patient is psychotic/agitated
- * Initial goal of the program was to send stable patients back to PCP- That has not happened
- * PCP's have not felt comfortable in treating anxiety, depression and simple mental disorders, despite staff training
- * Emergency Commitment of patient and subsequent safe transfer is not easily streamlined
- * No show rates 30-45 %
- * No built in time for emergencies, complicated patients

Positive Impact on Community

- * Appointment wait times have decreased
- * Overall, all patients and PCPs love the presence of psychiatrist/therapist in their centers
- * Psychiatrists and Therapist like the integration with PCP, and the fact that patients get quick medical attention
- * Providers are mostly assigned a clinic close to their residence, to minimize travel time, and increase their satisfaction

DSRIP Outcome Measures

- * PHQ 9 was chosen as an quality outcome measure
- * Scores have decreased in these patients by 4-8 points
- * We are way ahead in our Volume metrics for adult DSRIP
- * Compliance has increased due to easy availability of appointments
- * Length of inpatient stay has decreased due to easy availability of appointments
- * Cost of an inpatient stay of 5-7 days is 7000-12000, and we have been able to decrease our readmission rate to <6% due to these outpatient appointment

Awards Earned by CBHP

- * 2006 HCHD School Based Program
- * 2007 Gold Award, American Psychiatric Association
- * 2007 HCHD
- * 2008 National Association of Public Hospital Systems
- * 2009 Texas Hospital Association

Where do we go from here?

- * Expansion of services to more areas
- * Current areas need more providers
- * Better training of PCP's to treat basic mental illnesses
- * Increase comfort level of PCP's for re-accepting stable psychiatric patients in their practice
- * Suggestion for an on-call psychiatrist E-Consult
- * **WHAT HAPPENS AFTER DECEMBER 2017???**

Challenges

* Problem: Poor PHQ-9 Completion Rate

	November 2015	December 2015	January 2016	February 2016	March 2016
Baylor	95%	95%	97%	97%	96%
UT	77%	83%	89%	98%	98%

Challenges (cont.)

- * Resolution

- * Census of practitioners reported PHQ-9 completion
- * Evaluated EMR criteria for recording completion of PHQ-9
- * Educated practitioners on appropriate entry of results

Challenges (cont.)

Problem

- * Emergency Commitment of patient and subsequent safe transfer is not easily streamlined

Possible Resolution

- * Individual Practitioners have reached out to local law enforcement
- * Education of practitioners and subsequent education of local law enforcement

Challenges (cont.)

Problem

- * No show rates 30-45 %

Possible Resolution

- * Practitioners have begun calling patients the day before appointments

Challenges (cont.)

Problems

- * Recruitment and Retention
 - * UT has high number of research track residents
 - * Long commutes to clinics
 - * High demand for psychiatrists in Houston

Possible Resolutions

- * H1 and J1 Visas
- * Loan Reimbursement
- * Incentive Restructuring
- * Flexibility in Schedules
- * Some Specialization