

The Primary Care Behavioral Health Model

Overcoming Challenges, Creating Access, and Impacting Populations



Access

COMMUNITY HEALTH CENTERSSM

Improving health. Improving lives.

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Access Community Health Centers

Access Community Health Centers (Access) is one of 18 Community Health Centers in the state of Wisconsin.

Access meets its mission of *Improving Health Improving Lives* by providing high quality, accessible, and affordable medical, dental, behavioral health, and pharmacy services to under-insured and uninsured individuals and families.

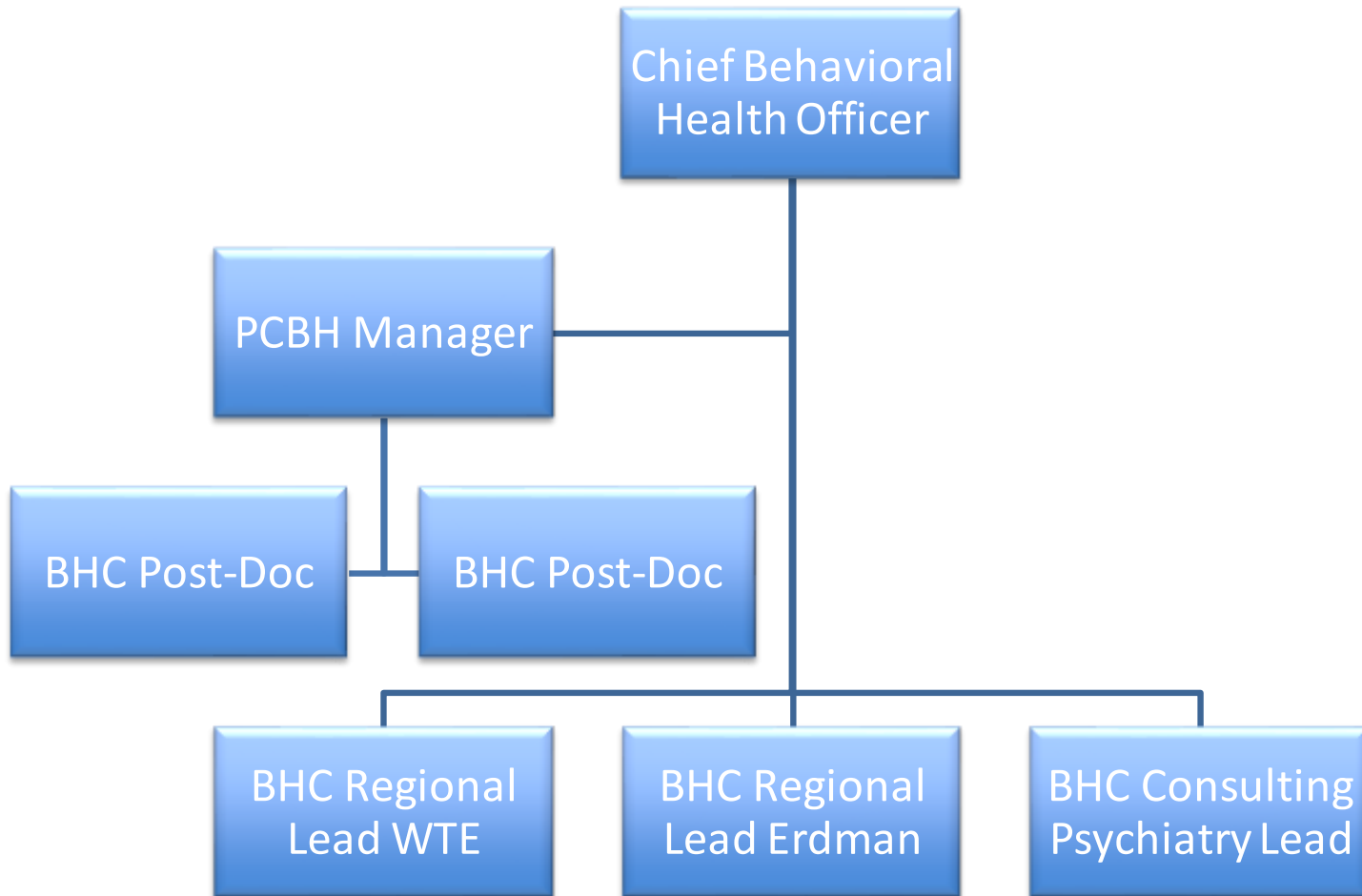
Access serves a racially and ethnically diverse patient population with high rates of poverty. The vast majority of our patients live with limited incomes, near the federal poverty level. Over half come from racial and ethnic backgrounds, and one-quarter of patients are best served in a language other than English. Over half of our patients are on BadgerCare, Wisconsin's Medicaid program, and 20 percent are uninsured.

Primary Care Behavioral Health Model

“The PCBH model is a team-based primary care approach to managing behavioral health problems and biopsychosocially influenced health conditions. The model’s main goal is to enhance the primary care team’s ability to manage and treat such problems/conditions, with resulting improvements in primary care services for the entire clinic population. The model incorporates into the primary care team a behavioral health consultant (BHC), sometimes referred to as a behavioral health clinician, to extend and support the primary care provider (PCP) and team. The BHC works as a generalist and an educator who provides high volume services that are accessible, team-based, and a routine part of primary care.”

(Reiter, Dobbmeyer & Hunter, 2018)

Behavioral Health Team Structure



G

Generalist: the BHC is “open to all” and sees a variety of presenting concerns including mental health, substance use disorders, preventive medicine, health and behavior changes, etc; across a lifespan.

A

Accessible: Available in real time to support the patient experience and support the PCP via warm handoffs and curbside consults, targeted contacts 15-30 minutes, schedule set up to support same day access.

T

Team-Based: BHC goal to maximize effectiveness of PCP, support care team communication, flexibly contributing to the team.

H

High Productivity: BHCs typically see 8-14 patients per day, population health focus, development of clinical pathways-depression screening/intervening, SBIRT.

E

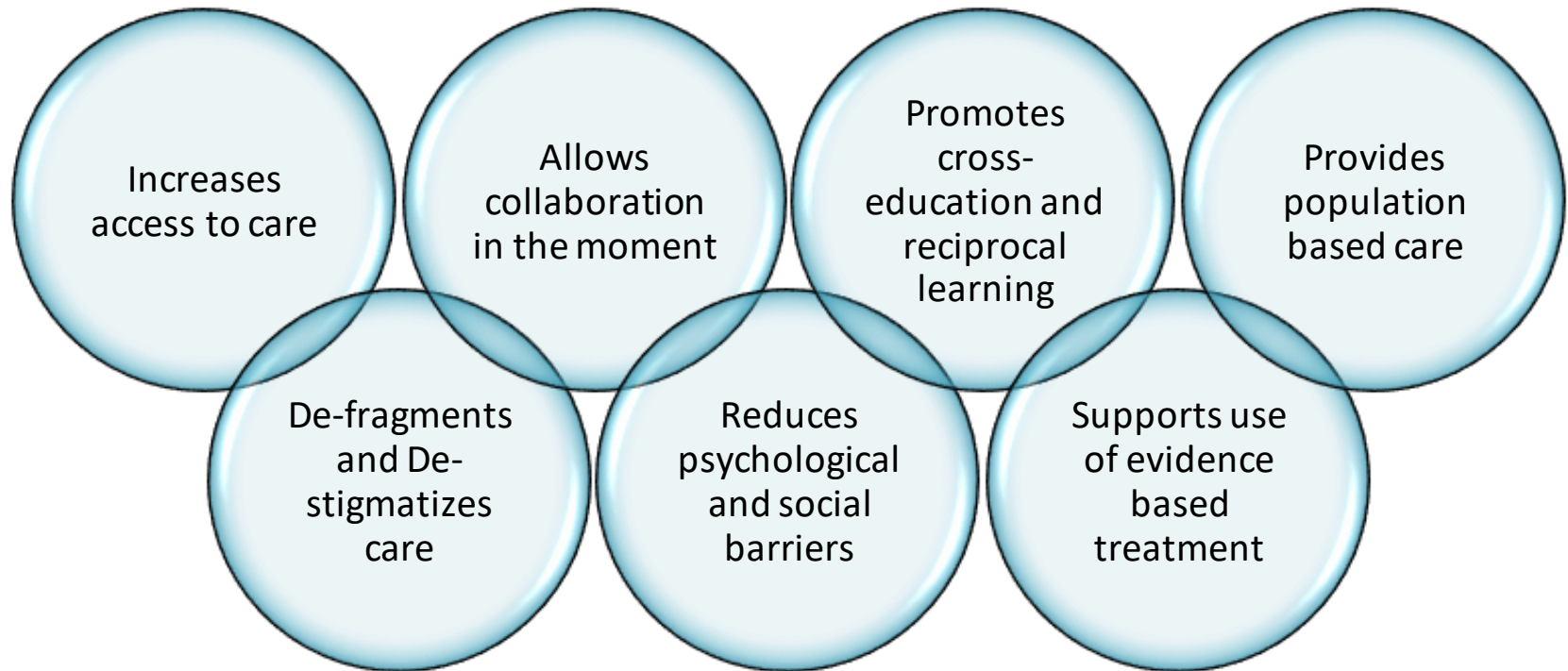
Educator: BHCs share knowledge to support the education of the entire care team related to biopsychosocial functioning and communication.

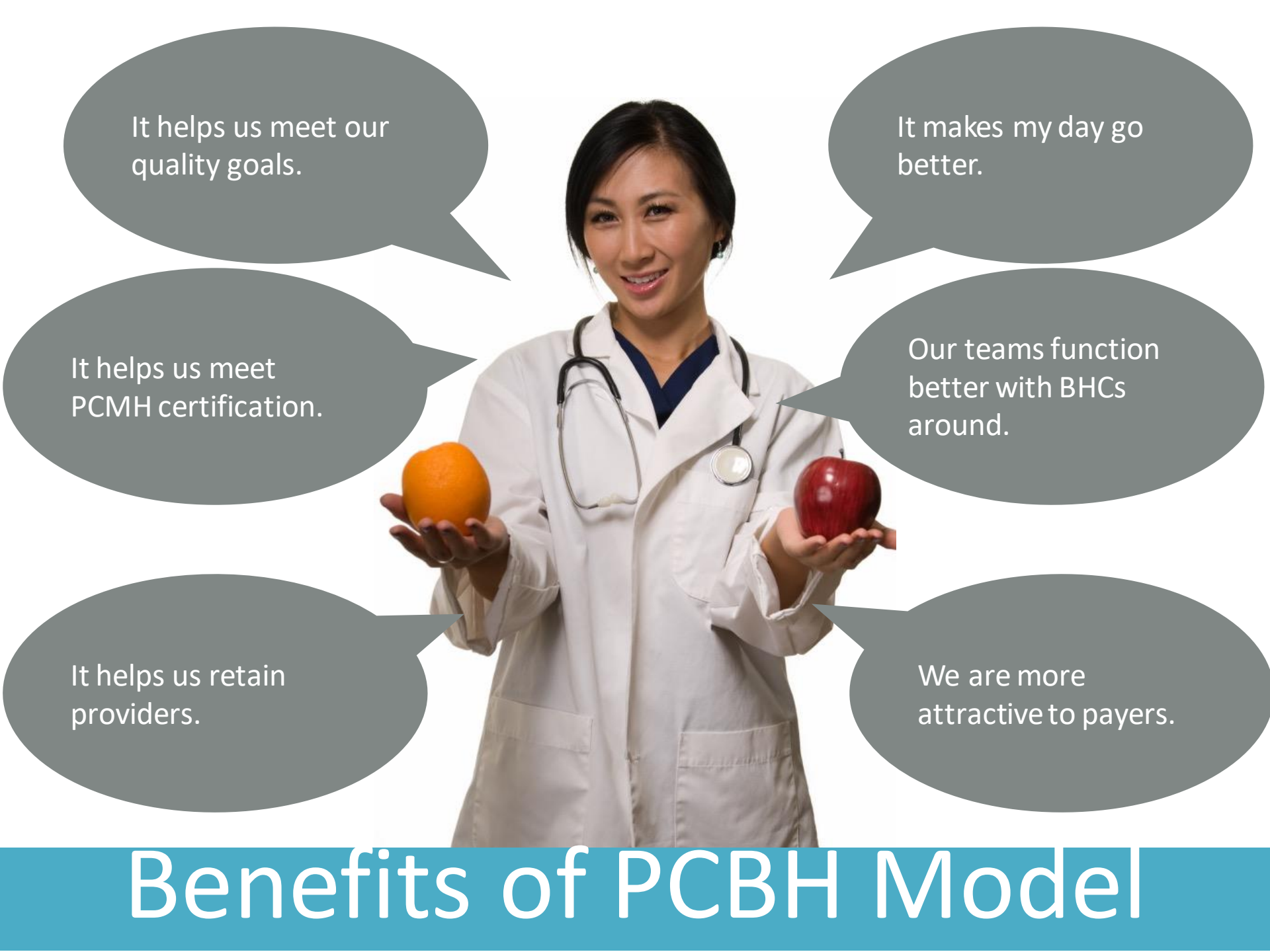
R

Routine: Develop BHC as routine part of primary care to support improving health of the primary care population.



Benefits of Integration





It helps us meet our quality goals.

It makes my day go better.

It helps us meet PCMH certification.

Our teams function better with BHCs around.

It helps us retain providers.

We are more attractive to payers.

Benefits of PCBH Model

PCBH in Action at Access

1 in 5 adult medical patients annually sees a BHC

Over 5,300 behavioral health consultations in 2017

215 consulting psychiatry chart reviews in 2017; 200 face-to-face consults

Over 3000 care management chart reviews

129 patients received Medication Assisted Treatment in collaboration with addiction medicine specialist, PCP, and BHC.

7.0 FTE Psychologists/Social Workers; 2.0 FTE Post-doctoral fellows, .25 FTE Consulting Psychiatrist

Train 5 psychology and social work trainees, & 8 psychiatry residents annually

Train and Retain-Access has been able to hire many former trainees as current staff members who are well trained in the PCBH model of care

Workforce Development

Workforce shortages of trained behavioral health providers suited for integrated primary care

- Access started a post-doctoral fellowship training program in 2007 as well as training practicum level students
- Program has been highly successful in building current BHC team (8 of 9 current BHC team members trained at Access)



Recommended Resources

Reiter, J.T., Dobmeyer, A.C., Hunter, C.L.. The Primary Care Behavioral Health (PCBH) Model: An Overview and Operational Definition. *Journal of Clinical Psychology in Medical Settings*. 2018.

Robinson, P., & Reiter, J. (2016). *Behavioral Consultation and Primary Care: A Guide to Integrating Services*, 2nd Edition. Springer.

Serrano, N. (Ed.) (2014). *The Implementer's Guide To Primary Care Behavioral Health*. iTunes Store. Access Community Health Centers.

Access Community Health Centers (Access) Integrated Primary Care Consulting Psychiatry Toolkit 2013. Available from: <http://www.hipxchange.org/Access>.

Collaborative Family Healthcare Association (www.cfha.net)

AHRQ Health Care Innovations Exchange. Innovation Profile: Integration of Behavioral Health Team and Consulting Psychiatrist into Primary Care Enhances Access to Behavioral Health Care for Low Income Patients (Access Community Health Centers). In: AHRQ Health Care Innovations Exchange. Rockville (MD): [cited 2015 January 21]. Available: <https://innovations.ahrq.gov>

Serrano, N., Fondow, M. & Zeidler Schreiter, E. (2017). Implementation of the Primary Care Behavioral Health Model at a Federally Qualified Health Center. From Maruish, M. (Ed.) *Handbook of Psychological Assessment in Primary Care Settings*, 2nd Edition. Rutledge, New York, NY.