Integrated Behavioral Health (IBH) Model

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Scottsdale, AZ
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Early experiments in transportation
IBH Core Principles

• *Improved behavioral health outcomes clinic population*
• *Increased access to behavioral health resources*
• *Reduced stigma*
• *Support for primary care providers and allied health staff*
• *Provide more cost-effective, evidence-based behavioral health services*
• *Systematically study outcomes to improve care, support spread and share with other healthcare organizations via publications*
## Agnostic IBH Core Elements:
### Principles (6) and Tasks (34)

<table>
<thead>
<tr>
<th>Patient-centric Care</th>
<th>Treatment to Target</th>
<th>Use of Evidence-based Behavioral Treatments</th>
<th>Conduct Efficient Team Care</th>
<th>Population Based Care</th>
<th>Structures Needed to Support IBH</th>
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<tbody>
<tr>
<td>• Orient patient</td>
<td>• Target health and quality of life</td>
<td>• Coordinate evidence-based treatments</td>
<td>• Roles and workflow</td>
<td>• Resources target those most in need</td>
<td>• Financial billing sustainability</td>
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<tr>
<td>• Shared decision making</td>
<td>• Stepped care</td>
<td>• Use evidence-based treatments</td>
<td>• Brief visits</td>
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<td>• Administrative support and supervision</td>
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<td>• Patient autonomy</td>
<td>• Goal setting</td>
<td>• psychoeducation</td>
<td>• Team communication</td>
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<td>• Quality improvement</td>
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<td>• Changes in symptoms / function</td>
<td>• Assessment</td>
<td></td>
<td>• Team trust</td>
<td></td>
<td>• Interoperable access to EHR</td>
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<td></td>
<td>• Barriers</td>
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<td>• Common language</td>
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<td>• Available and appropriate space</td>
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<tr>
<td></td>
<td>• Outcomes</td>
<td></td>
<td>• Perform routine suicide/homicide risk assessment</td>
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<td>• BHP available to all clinics</td>
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<tr>
<td></td>
<td>• Tracking system</td>
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<td>• Fast and easy access</td>
<td></td>
<td>• Protected time to do outreach and follow-ups</td>
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<td>• Caseload</td>
<td></td>
<td>• Psychiatric consultation / care</td>
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<td>• IBH team has accountability for access and outcomes</td>
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<tr>
<td></td>
<td>management</td>
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<td></td>
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<td>• Tracking system for panel management</td>
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“Oh, if only it were so simple.”
A Different Kind of Behavioral Health Practice

MaineHealth
# Mayo Clinic Levels of Integrated Behavioral Health

Each Level Includes all Lower Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Service Details</th>
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<tbody>
<tr>
<td>6</td>
<td>Specialty psychiatric programs and consults integration..&lt;br&gt;Complex behavioral health coordination.</td>
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<tr>
<td>5</td>
<td>On site psychologists and/or psychiatrist</td>
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<tr>
<td>4</td>
<td>On site CNS/NP and/or telepsychiatry</td>
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<tr>
<td>3</td>
<td>LICSW on site</td>
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<tr>
<td>2</td>
<td>Supervising psychiatrist (does not need to be on site)</td>
</tr>
<tr>
<td>1</td>
<td>Hybrid Model Coordinator and primary care teams</td>
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</tbody>
</table>
Communities 65
Physicians 1,000
Allied health staff 14,000

IBH Levels
5
4
3
2
1

Mayo Scottsdale
Thunderbird Clinic

Mayo Florida
Cannaday Clinic
Provider Survey 2011 NE Clinic Adult Model of Care

Provider Survey 2012 NE Clinic Adult Model of Care

Before

Access to mental health services

Time to line up mental health services

Services for patients with anxiety

Integration of mental health

Now

IBH Adult Model of Care Dissemination Plan
The Multidisciplinary IBH Team
IBH Multidisciplinary Team: Maximizing Skill Sets

- **Nurse (RN)** – medical and psychiatric care coordination
- **Prescribing Nurse (APRN)** – direct patient care with backup by psychiatry
- **Psychiatry (MD)** – direct patient care, supervision, curbsides, teaching, program development
- **Social Work (LICSW)** – traditional social work, triage of patients in primary care offices, and therapy
- **Psychology (PhD)** – step-up patient care, supervision, curbsides, teaching, program development and evaluation
ECH Social Work

➢ Triple role
  ➢ Evidence-based psychotherapy
  ➢ Triage
  ➢ General social work
30-minute Social Work Triage

- Patients frequently present with behavioral health concerns
  - PCP: limited time for treatment planning
- Opportunity for collaboration with LICSW
  - Diagnostic clarification
  - Resources and referral
  - "Warm handoff" for brief psychotherapy
Integrated Behavioral Health Standard Groups

• **Face Your Fears**- 6 weeks
• **CBT for Insomnia (CBT-I)**- 4 weeks
• **Senior Vitality Series**- 6 weeks
• **Coping with Anxiety and Depression**-6 weeks
• **Motivational Enhancement**- on-going
• **Health coaching**
Pediatric IBH

- Mimics the adult IBH Model
- Provides short-term, evidence based psychotherapy
- Serves all sites and patients <18
- Services available:
  - Social work triage 8-5; look for the signs in patient care rooms
  - Psychology
  - Psychiatry (limited)
  - Emerald (Adolescent depression care coordination program)
- IBH Providers continue to work closely with Mayo Child Psychiatry and Psychology
- Room for growth!
Questions