The Primary Health NETWORK

Embracing Excellence in Healthcare

Bi-Directional Integration

Our Mission

The Primary Health Network, a Federally Qualified Health Center, provides quality primary care services and access to specialty care commensurate with the needs of the people in the communities we serve. Services are offered regardless of age, race, creed, sex, national origin or ability to pay.

Primary Care Medical Home (PCMH)at PHN

- Behavioral Health(BH) stand alone location and PCMH location
- PCMH location with Collaborative Care Model
- PCMH location with BH integration
- Pandemic Response – BH Rapid Referrals from PCMH locations

Implementation

Time and education is KEY to success

- Entire team – 1st meeting 1 hour
- DO NOT HURRY process
- Consideration of teaching method
- Workflow discussion – ask questions
- Discuss how this can help the team
- Provide success stories, show impact
- Expectations for sustainability

Generating referrals

- Identify at huddle – participants - reports
- Direct referrals
- Non-Clinical and Clinical screenings
- Providers and team awareness
- Self referrals – through marketing
- Screenings throughout visits - providers
- Meet and greet – subtle introduction
- Warm hand offs – immediate needs

Barriers and Challenges working with SPMI and PCMH

- Trusting relationships - warm hand off – Community Health Workers (CHW) and Collaborative Care Specialists (CCS)
- Time to educate – return/encourage
- Transportation – PHNCF/ CHW
- Upfront sharing information – details
- Motivation for change – awareness
- Multi-disciplinary meeting(s)
- Celebrating success

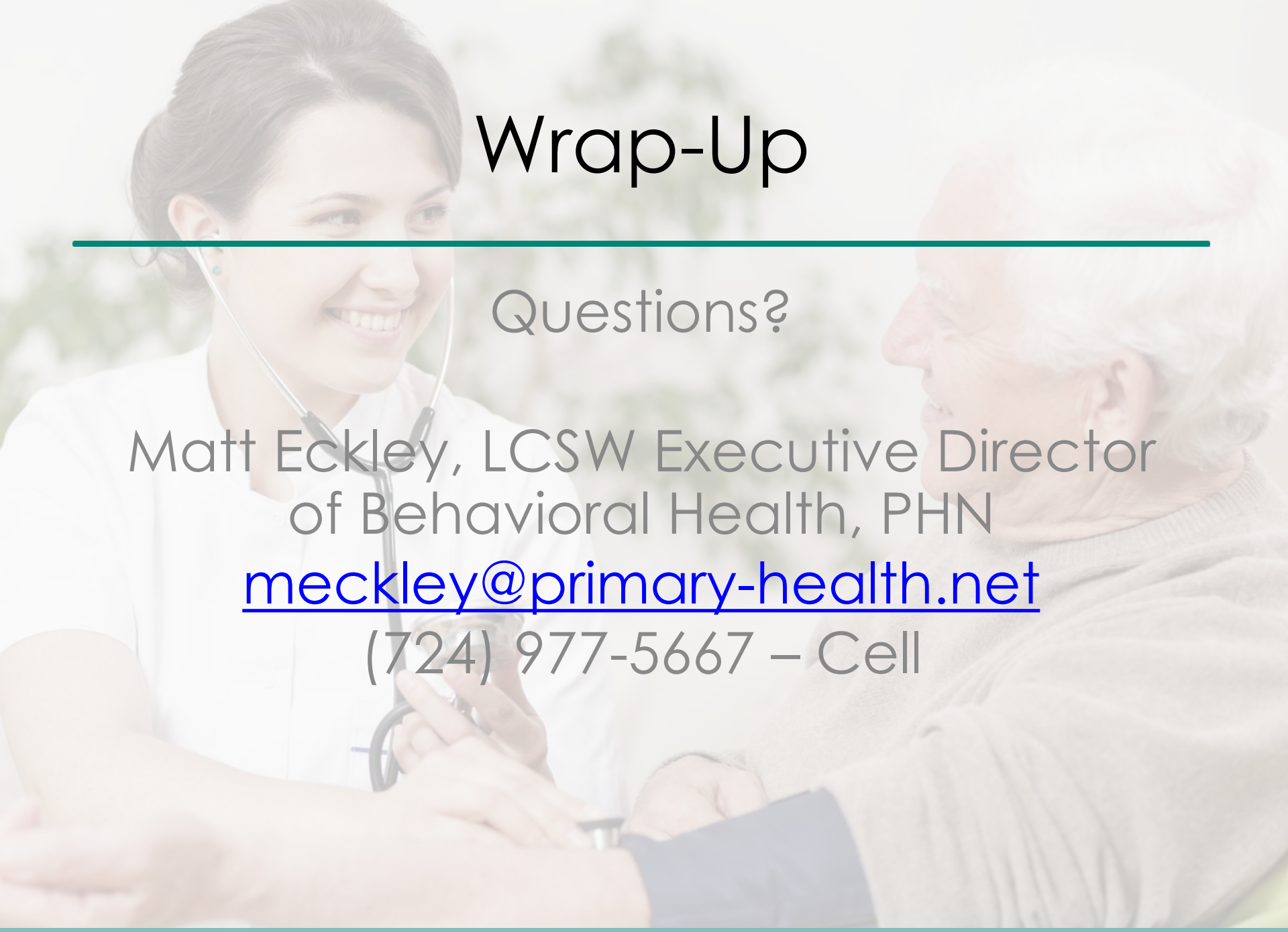
Bi-directional approach
BH stand alone to PCMH

SPMI Population connected to PCMH

- Check-in screenings – SDOH
- Clinical Staff screenings
  - Review SDOH positives – opportunities
  - Screenings completed – opportunities
- Provider visit
  - Encourage, educate, prevention
  - Referrals placed

Bi-directional approach
BH stand alone to PCMH

- Care Coordinator(s)
  - Schedule and connect patient(s) to service
  - Reminders – phone and letter
- Tracking
  - Track to completion
  - Intervene when missed appointment
- CHW
  - Identify barriers, identify solutions
  - Work for success
  - Communicate and close loop



Wrap-Up

Questions?

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