

PCMH PRIME Practice Coaching Project Examples

<p>Workflow Design and Review for Integrated Care</p> <p>Practice Goal: Enhance the integration of BH care into routine visits, including introducing new screening processes and resources for follow-up</p> <p>Practice coach assists practice with:</p> <ul style="list-style-type: none"> • Mapping current clinic workflow for routine BH screening and follow-up • Discussing opportunities for intervention within the context of team-based care • Reviewing examples of patient stratification methods and algorithms for follow-up after BH screening • Identifying appropriate metrics for success 	<p>Starting a Tele-BH Program</p> <p>Practice Goal: Pilot tele-health technology to expand access to BH visits (with a LICSW) among current patients and improve no-show rates</p> <p>Practice coach assists practice with:</p> <ul style="list-style-type: none"> • Evaluating options for HIPAA-compliant telehealth platforms, including costs and benefits • Discussing operational considerations for telehealth services • Designing workflows and pilot testing telehealth visits or consultations
<p>Billing and Financial Management for BH Integration</p> <p>Practice Goal: Maximize revenue from BH integration in order to support the cost of hiring care management staff</p> <p>Practice coach assists practice with:</p> <ul style="list-style-type: none"> • Reviewing the Medicare Collaborative Care Model billing codes and care management codes • Financial modeling based on payer mix and BH integration model • Developing operational processes necessary to maximize revenue for BH integration (time stamp, care management, psych consultations, etc.) 	<p>Engaging and Collaborating with External BH Providers</p> <p>Practice Goal: Improve communication with community-based BH providers to coordinate care and reduce the amount of time primary care providers spend searching for BH visit results</p> <p>Practice coach assists practice with:</p> <ul style="list-style-type: none"> • Facilitating conversation on defining the value in communication and coordination across settings • Drafting external provider agreements for communication and information sharing • Developing a strategy to engage providers outside of organization, given local demands and context