RN Behavioral Health Care Manager in Primary Care Settings

Integrated Care and the Expanding Role of Nurses

Seattle Airport Marriott, SeaTac, WA
Tuesday, January 9, 2018

The Healthier Washington Practice Transformation Support Hub
Principles, Roles and Processes for Managing Behavioral Health Conditions in Primary Care

Session 2
Learning Objectives

• Understand the principles of collaborative care and the role that nurses can take in implementing it.

• Describe care team roles in collaborative care and the function of each role.

• Explain the RN care manager role and special considerations for RNs in this role.
Core Principles of Collaborative Care

Patient-Centered Care. Primary care and mental health providers collaborate effectively using shared care plans.

Population-Based Care. A defined group of patients is tracked in a registry so that no one falls through the cracks.

Treatment to Target. Progress is measured regularly and treatments are actively changed until clinical goals are achieved.

Evidence-Based Care. Providers use treatments that have research evidence for effectiveness.

Accountable Care. Providers are accountable and reimbursed for quality of care and clinical outcomes, not just volume of care.
Principle: Measurement-Based Treatment To Target

- Regular use of behavioral health measures to track response to treatment
- Use of psychiatrists to help intensify treatment
- Stepped care makes efficient use of behavioral health resources
In a recent retrospective study (2008–2013) of over 7,000 patients:

Time to Remission for Depression with Collaborative Care Management in Primary Care:

*JAM Board Fam Med, 2016 Jan-Feb*
Principle: Patient-Centered Collaboration

New Roles

PCP
Care Manager
Patient
Psychiatric Consultant

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Primary Care Provider

PCP

Patient

Care Manager

Psychiatric Consultant

New Roles

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Primary Care Provider Functions

- Primary treatment relationship
- Links with collaborative care team
- Prescribes medication
- Monitors medication management, together with care manager
- Supports treatment plan
- Consults with collaborative care team
- Supports system change
PCP Role: Engaging the Patient

- Most important ingredient for success
  - Articulation of plan and team roles is critical
  - PCP recommendation is powerful
- Existing relationship as foundation
- PCP sees the whole picture
- Key messages:
  - Options
  - Proactive Persistence
  - Hope
Care Manager Has Two Functions

- PCP
- Patient
- Care Manager
- Psychiatric Consultant

New Roles
Expanded Role for RN Care Manager

- Coordinate and manage patient care
- Track patient progress in registry
- Report patient progress in caseload review each week
- With PCP approval, implement changes in treatment plan
- Provide brief interventions proven effective in treating depression, diabetes, and CVD
RN Care Manager Advantages

- Work at top of license
- Used to manage both direct/indirect patient support
- Familiar with brief interactions
- Medication adherence
- Support patient behavior change/health coach
- Phone follow-up support
- Continuity of care - knows the patient
Collaborative Care for Other Mental Health Conditions

<table>
<thead>
<tr>
<th>Evidence Base Established</th>
<th>Emerging Evidence</th>
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<tbody>
<tr>
<td>• Depression</td>
<td>• ADHD</td>
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<tr>
<td>- Adolescent Depression</td>
<td>• Bipolar Disorder</td>
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<tr>
<td>- Depression, Diabetes,</td>
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<td>Heart Disease</td>
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<td>- Depression and Cancer</td>
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<td>- Depression in Women’s</td>
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<td>Health Care</td>
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<td>• Anxiety</td>
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<td>• Post Traumatic Stress</td>
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<td>Disorder</td>
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<td>• Chronic Pain</td>
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<td>• Dementia</td>
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<td>• Substance Use Disorders</td>
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</table>
Psychiatric Consultant Role
Role of Psychiatric Consultant

- Engage PCP and team
- Psychiatric expertise
- Mentor team members
- Focus the team:
  - Case review process
- Educational components
- Nurturing the team
Basic Psychiatric Consultant Functions

• Review cases with the care manager using the registry
  – Scheduled (ideally weekly)
  – Prioritize patients that are not improving

• Consult urgently (as needed) with PCP or care manager
Other Primary Care Team Members

- Other key players working with collaborative care team
  - Behaviorists (MSW)
  - Medical assistants
- Extended primary care team
  - Other nurses
  - Social workers
  - Front desk / call center
  - Outreach staff
  - Community health workers
  - Pharmacists
- Community resources
  - Diverse services and supports incorporated into care planning

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Principle: Evidence-Based Treatment
Treatment Options

- Make both medication and non-medication recommendations
- Supporting whole person treatment is important
- The treatment that works is the best one
- Review all evidence-based treatment options available
- Discuss pros and cons of each option

Bio
- Evidence-based Medications

Psycho
- Evidence-based Psychotherapeutic Interventions

Social
- Social support
Principle: Accountable Care

• **Access**
  – Provide care to more patients
  – Minimize time from identification to care

• **Accountability**
  – Screening to identify patients in need
  – Make sure patients get better (outcomes)
• Depression remission or response for adolescents and adults
  – Measured by PHQ-9 or PHQ-A (12+ years)
  – Remission within 4–8 months of first elevated PHQ-9
• Utilization of the PHQ-9 or PHQ-A to monitor patient following depression diagnosis
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