

Realizing High Quality Primary Care Through the Integration of BHC

- Bridget Beachy, PsyD
- David Bauman, PsyD



Meet Drs. Beachy & Bauman

- ❖ Licensed Psychologists by trade
- ❖ BHCs for over a decade (underserved)
- ❖ Directors – Core & Education at Community Health of Central Washington in Washington State (FQHC)
- ❖ Speakers and trainers
 - ❖ Our presentations reflect our values...
- ❖ Will challenge traditional thinking!
- ❖ Follow us on social media for content!
@pcbhlife



Learning Objectives...

Participants will be able to describe:



The goals and mission of the NASEM's call for High Quality primary care



How implementing PCBH may assist health centers in achieving High Quality primary care



How a community health center in the state of Washington has allowed its PCBH model to move the system closer to the infinite value of High Quality primary care



A quick story...





The reality...

- Primary care has, is, and most likely will always be the de facto mental health system¹⁻⁵
 - Have a MH condition, most likely treated in PC
 - Low referral rates to traditional mental health services³
- And... that is usually where this whole story about integration ends... it's about mental health and substance use...
 - Yet, close to ½ of all Americans have a chronic health concern (e.g., HTN, DM, heart disease, etc.)⁶
 - Nearly 2/3 of all deaths in US are contributed to heart disease, cancer, stroke, COPD, & DM
 - What is 1 universal recommendation for chronic conditions?¹²
 - What are the realities of treatment adherence in primary care?^{7-8,}
 - What does the research Adverse Childhood Events say?⁹
- This is so MUCH bigger than mental health...
 - This is about healthcare and high-quality primary care
 - This is about us redefining BH providers' role in healthcare...



From a recent report by the National Academies of Sciences, Engineering, and Medicine

“Primary care provides **comprehensive, person-centered, relationship-based** care that considers the **needs and preferences** of **individuals, families, and communities.**”

“Primary care is unique in health care in that it is designed for everyone to use throughout their lives—from healthy children to older adults with multiple comorbidities and people with disabilities.

Absent access to high-quality primary care, minor health problems can spiral into chronic disease, care management becomes difficult and uncoordinated, visits to emergency departments increase, preventive care lags, and the nation’s health care spending soars to unsustainable levels.

People in countries and health systems with high-quality primary care enjoy better health outcomes and more health equity.”¹⁰

WE MUST BE HERE AND BE APART OF THIS!!!



This... this is why
PCBH...

Again, never has it been about
behavioral health; it has always
been about primary care and
healthcare in general



From GATHER to the Four
C's: PCBH philosophy

- 4 Cs¹¹

- *First Contact*
- *Continuity of care*
- *Comprehensive care*
- *Coordinate care when needed*

- 4 Cs → GATHER⁵

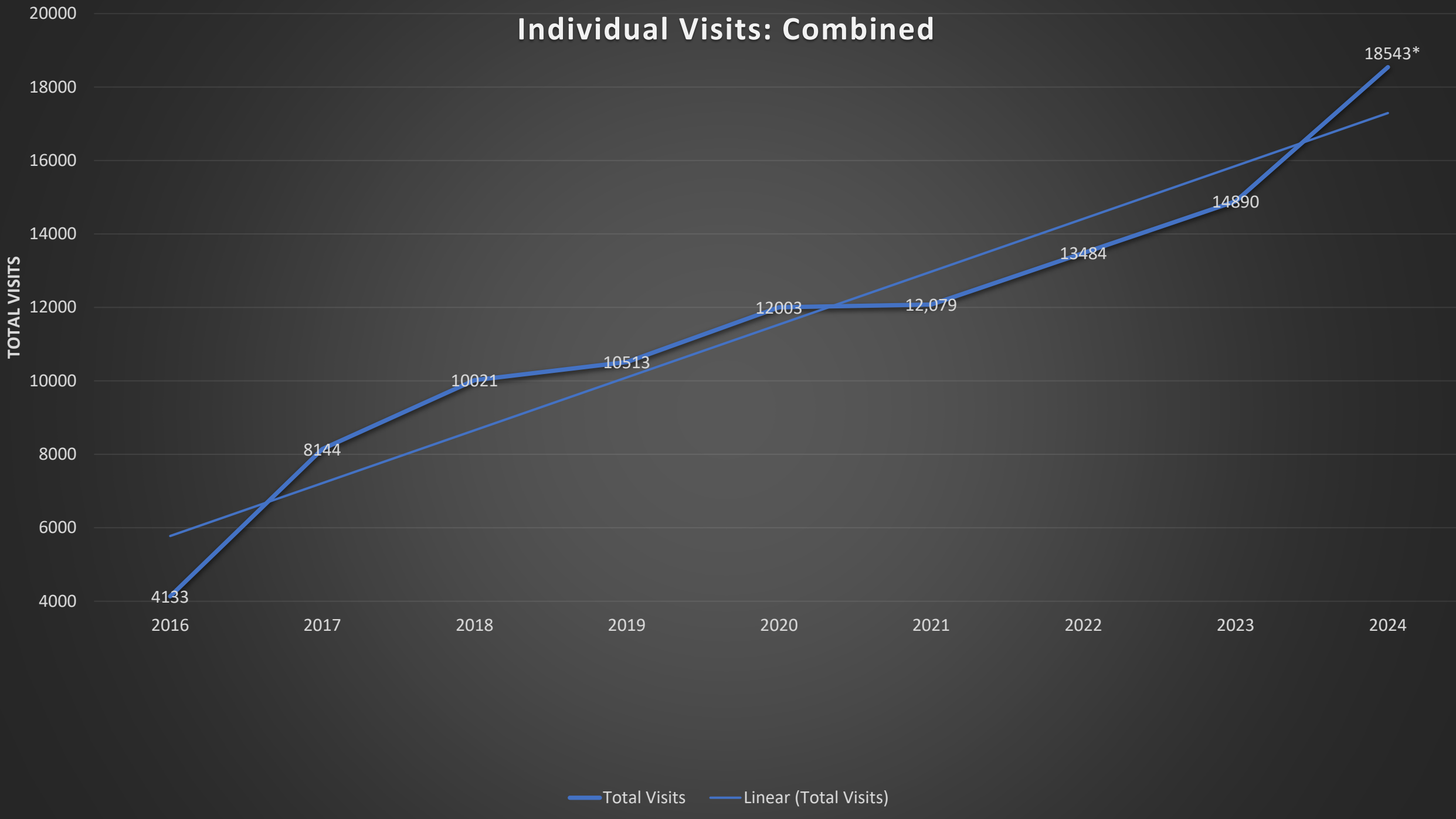
- **G** – Generalist
- **A** – Accessible
- **T** – Team oriented
- **H** – Highly productive
- **E** – Educator
- **R** – Routine

The impact on our healthcare system...

- Community Health of Central Washington
 - CHC in central WA
 - Five primary care clinics, including two rural clinics, two residency clinics, and a pediatric clinic



Individual Visits: Combined



#CHCWwherePCBHhappens

Year	Total Visits	Visits/Day	WHO	WHO/Day	Unique Pts	CHCW Penetration Rate	CWFM Penetration Rate
2023	14,890	9.0	5,218	2.8	5,885	24.9%	29.5%
2022	13,484	8.6	4,790	2.8	5,515	23.5%	30.2%
2021	12,105	8.6	4,015	2.6	5,087	21.2%	25.1%
2020	12,004	8.8	3,517	2.2	4,762	20.5%	24.7%
2019	10,513	8.4	4,222	3.0	5,232	21.5%	24.9%
2018	10,021	8.4	4,034	3.0	4,935	20.0%	24.0%
2017	8,144	N/A	3,134	N/A	4,174	17.1%	21.5%
2016	4,143	N/A	1,458	N/A	3,436	13.5%	18.2%

What do patients think?

(*Cores, 1,635 responses)... PCP scores during this time...

	2016	2017	2018	2019	2021	2022	2023	*Rolling
Provider Listening	91.76	91.76	91.3	95.2	95.9	96.0	96.6	95.1
Provider time spent	89.18	89.18	89.3	92.9	93.5	94.3	94.8	93.1
Provider explanation of care	89.83	89.83	90.7	94.7	95.9	95.2	96.6	94.7
Provider knowledge of BH/medical history	87.4	87.4	87.3	91.1	93.3	92.7	93.3	92.6
Overall Satisfaction	90.59	90.59	87.1	91.2	87.6	91.4	91.7	91.1



What are patients saying?

- Doctor BHC knows how to treat a human being.
- I was seen by provider during my medical encounter as well. She was very informative and very professional. Waiting 10 minutes to see the provider was fast. I like going to there, they are good.
- Doctor BHC is the best (BH provider) that I have ever had, and I have had a number over the years. I am very pleased with her performance. I am quite impressed with the time the provider spends with me because she goes until I seem satisfied.
- I Love the whole clinic. The staff and Doctor BHC take great care of me. They listen, and I will highly recommend them. I like the fact that they care, and they help me sort out my feelings and come to a solution, and work towards better mental health as well as physical help.
- I like BHC. I got to know her, and she got to know me so, it makes it a lot easier and comfortable to go for anything.
- Provider BHC is patient when it comes to listening to me. I am very happy with that company and very comfortable with all the staff.
- Provider BHC is very good about making sure my child and I both, understand what we are doing and what is going on. We will recommend and have recommended the center to other people before. I like the overall positivity and kindness that we have experienced there. Our son and I are always greeted, and they are always providing a kind comment or an additional extra involvement when we go there. Everyone just has a very good attitude.
- Dr. BHC is always uplifting and positive.



What are patients saying?

- I liked how much the doctor seems to care and followed up on everything that we have talked about in the previous visits.
- BHC is excellent, I love her to death, and she is my favorite. I have gone through a lot of people that do the same profession, and she is by far, the best that I have ever had. She is amazing at communication.
- I have had specific (consult) with BHC, and she has done an amazing job with me; she is wonderful. BHC is just amazing. From start to finish there, you are treated very well. From the front desk staff to the nurses, providers, and the lab; they are all wonderful people. You really feel like they care about you.
- Saw the BHC the same day. I appreciate how positive and energetic the staff is.
- They were friendly and excellent. Excellent service. Overall, it is a great place to take your kids and they listened to you.
- BHC is a good listener. It was a very educational session
- Provider BHC was very understanding, and he listened.
- Quick, caring, and compassionate help.
- I felt very welcomed. My time was valued.

PCP Satisfaction

1-5 Likert Scale	2016	2017	2018	2019	2020	2021	2022	2023
# of PCPs completing survey	40	40	45	41	39	39	43	30
Overall Satisfied	4.6	4.5	4.8	4.8	4.8	4.9	4.8	4.8
Helpful to patients	4.6	4.6	4.7	4.7	4.8	4.9	4.8	4.9
Helpful to PCP	4.7	4.7	4.8	4.9	5.0	4.9	4.8	4.9
Pts more adherent	3.7	3.7	3.9	3.9	4.0	4.1	4.0	4.0
Makes job easier	4.6	4.5	4.7	4.8	4.6	4.9	4.7	4.7





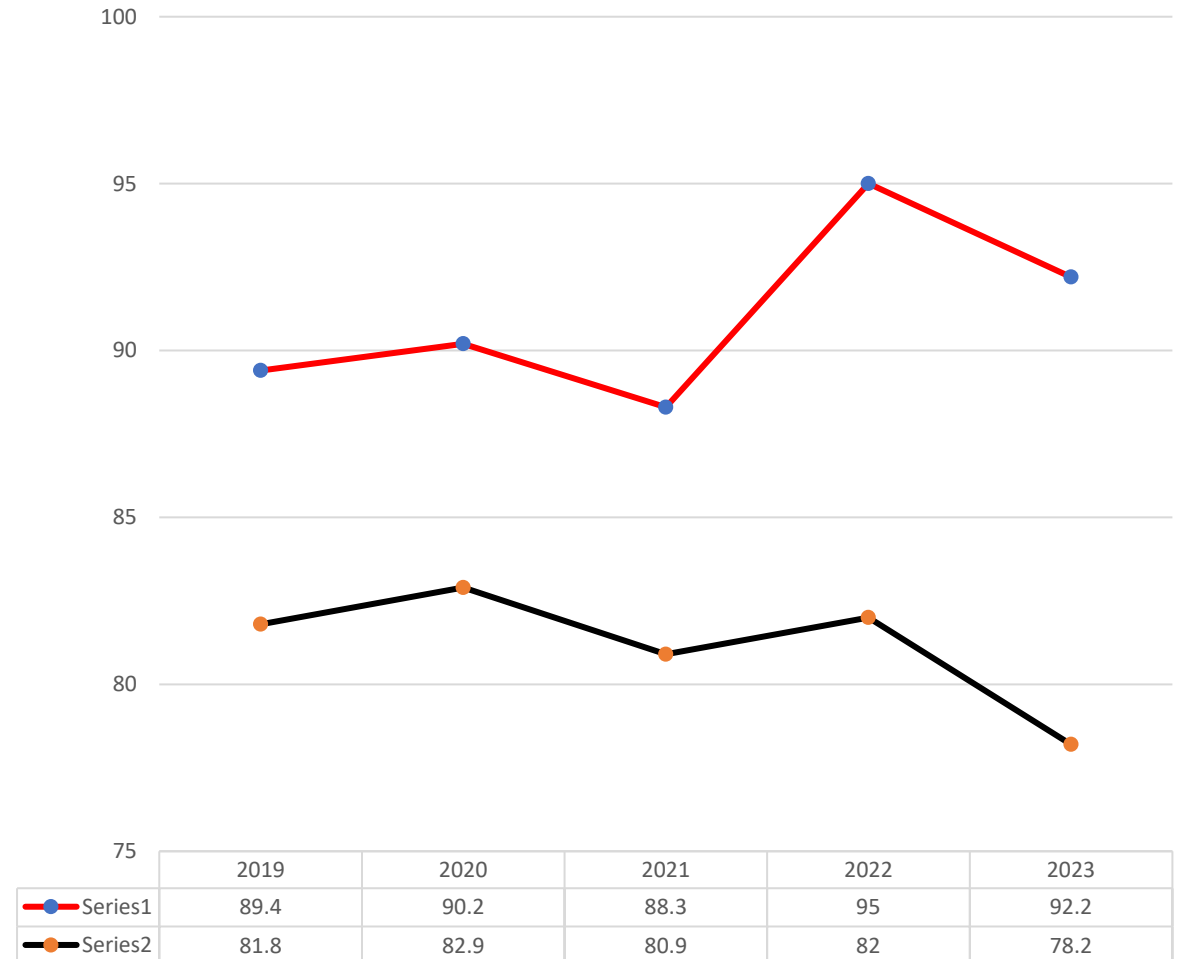
PCPs' Qualitative Responses

- *It is the single most important service we offer in addition to medical services. Hands down.*
- *Our BHC partners bring a contextual perspective to the patient visit that often re-orient the visit to more foundational problems in a patient's life. They always look below the surface and that invites us to adopt the same curiosity.*
- *(BHCs have) changed the way I practice medicine in a profound way.*
- *"I find the BHC services to be excellent & unlike any I have seen in my other clinical experiences... truly a vital component of the PCMH..."*
- *Having a highly skilled group of (BHCs) that can help me provide comprehensive care for patients and families! I love that they also help promote wellness such as healthy eating, physical activity and mindfulness, and not only address problems.*
- *The insight that they provide is invaluable.*
- *They are amazing. **We need more***
- *My patients are more satisfied with care after seeing BHC*
- *From my viewpoint it is an amazing advantage. When I practice w/o BHC so many times patients are left with either pharm. solutions alone which is not ideal or no help at all.*
- *Help to address patient concerns I don't have time in 20 minutes*
- *We need to value the BHC visits as much as the medical provider.*
- ***In the future, I will never practice without a BHC partner on the team***

PCBH Employee Engagement

Satisfaction Question	Overall 340	Bauman & Beachy (Combined) 1
Overall Satisfaction	76.8	88.3
Mission & Vision Inspires Me	81.5	93.3
Proud to Be an Employee	79.8	90.0
Good Reputation in Community	71.0	76.7
Daily Workload Manageable	72.7	88.3
Co-Workers Motivated to Work	72.8	90.0
Co-Workers Have Strong Work Ethic	79.2	100.0
Attract & Keep Diverse Workforce	72.4	83.3
New Employees Well-Trained	71.9	91.7
Self-Motivation to Work	76.2	86.7
I Feel Part of a Team	82.4	95.0
Input into Decisions Affecting Work	75.6	95.0
Learning & Growth Opportunities	77.7	98.3
Sufficient Job Training	75.9	95.0
Reward & Recognition Linked to Performance	72.4	95.0
I Go Above and Beyond	84.0	93.3
Job Expectations Clear & Defined	76.4	93.3
I Understand How Work Impacts Goals	83.1	96.7
Supervisor Available & Accessible	85.0	98.3
Supervisor Encourages Growth & Development	85.9	100.0
Supervisor Responsive to Concerns & Ideas	83.4	98.3
Supervisor Follows Through on Commitments	82.7	98.3
Supervisor Motivates & Inspires Employees	81.7	98.3
Supervisor Provides Performance Feedback	78.7	96.7
Supervisor Cares About Employees	87.3	100.0
Supervisor Cares About Patients	88.8	100.0
Supervisor Treats All with Respect & Dignity	86.5	98.3
Sr Leadership Accessible	71.1	80.0
Sr Leadership Communicates Changes	68.8	76.7
Sr Leadership Values Employees	72.3	83.9
Would Recommend for Health Care	76.2	81.7
Would Recommend for Work	76.0	86.7
Whole Group	78.2	92.1

For five straight years... the PCBH programs have the highest employee engagement out of any department...



A final story...



Now... the question becomes... how

- That's for another time...



Thank you!

- For coming on this journey with us!
- We are so very grateful!
- Please give us feedback, so we can keep what works and improve what can be improved!



PCBH Playlists

- Dr. Beachy's Leadership Playlist
https://www.youtube.com/playlist?list=PLeMBJpr1eRa4KXLDRRfZg_y4AK1zPOxFO --> **Support for directors and managers for building and maintaining integrated care services.**
- Dr. Beachy's BHC Onboarding INTRO Part I:
<https://www.youtube.com/playlist?list=PLeMBJpr1eRa4WapnqACBwHOOpKjPSGRJOD> --> **Save time and energy by having folks learn introductory concepts of PCBH during the onboarding process.**
- Dr. Beachy's BHC Onboarding Advanced Part II:
<https://www.youtube.com/playlist?list=PLeMBJpr1eRa68kHL9rctf66fBE9TdND4Z> --> **Help clinicians during the onboarding process step up their game!**
- Clinician's Corner (Playlist for BHCs)
<https://www.youtube.com/playlist?list=PLeMBJpr1eRa4wZkQ3HwF1xm6B1RktGhmv> --> **Videos for supporting BHCs working in integrated care.**

Stay in contact

Email: Bridget.Beachy@gmail.com David.Bauman4@gmail.com

Website: www.beachybauman.com

FB: <https://www.facebook.com/PCBHLife/>

LinkedIn: <https://www.linkedin.com/company/beachy-bauman-consulting-pllc>

Twitter: <https://twitter.com/pcbhlife>

YouTube: www.youtube.com/@pcbhlife &

<https://www.youtube.com/user/commhealthcw/videos>



References

1. Substance Abuse and Mental Health Services Administration. (2022). *Key substance use and mental health indicators in the United States: Results from the 2021 National Survey on Drug Use and Health* (HHS Publication No. PEP22-07-01-005, NSDUH Series H-57). Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. <https://www.samhsa.gov/data/report/2021-nsduh-annual-national-report>
2. Mark, T. L., Levit, K. R., & Buck, J. A. (2009). Datapoints: Psychotropic Drug Prescriptions by Medical Specialty. *Psychiatric Services*, *60*(9), 1167–1167. <https://doi.org/10.1176/ps.2009.60.9.1167>
3. Friedman, R., Sobel, D., Myers, P., Caudill, M., & Benson, H. (1995). Behavioral medicine, clinical health psychology, and cost offset. *Health Psychology*, *14* (6), 509-518.
4. Wang, P. S., Lane, M., Olfson, M., Pincus, H. A., Wells, K. B., & Kessler, R. C. (2005). Twelve-Month Use of Mental Health Services in the United States: Results From the National Comorbidity Survey Replication. *Archives of General Psychiatry*, *62*(6), 629–640. <https://doi.org/10.1001/archpsyc.62.6.629>
5. Reiter, J. T., Dobbmeyer, A. C., & Hunter, C. L. (2018). The Primary Care Behavioral Health (PCBH) Model: An Overview and Operational Definition. *Journal of Clinical Psychology in Medical Settings*, *25*(2), 109–126. <https://doi.org/10.1007/s10880-017-9531-x>
6. Raghupathi, W., & Raghupathi, V. (2018). An Empirical Study of Chronic Diseases in the United States: A Visual Analytics Approach. *International Journal of Environmental Research and Public Health*, *15*(3). <https://doi.org/10.3390/ijerph15030431>
7. Aslam, I., & Feldman, S. R. (2015). Practical strategies to improve patient adherence to treatment regimens. *Southern Medical Journal*, *106*(6), 325-331
8. Vermeire, E., Hearnshaw, H., Van Royen, P., & Denekens, J. (2001). Patient adherence to treatment: three decades of research. A comprehensive review. *Journal of Clinical Pharmacy and Therapeutics*, *26*, 331-342.
9. Felitti, V. J., Anda, R. F., Nordenberg, D., Williamson, D. F., Spitz, A. M., Edwards, V., ... Marks, J. S. (1998). Relationship of Childhood Abuse and Household Dysfunction to Many of the Leading Causes of Death in Adults: The Adverse Childhood Experiences (ACE) Study. *American Journal of Preventive Medicine*, *14*(4), 245–258. [https://doi.org/10.1016/S0749-3797\(98\)00017-8](https://doi.org/10.1016/S0749-3797(98)00017-8)
10. National Academies of Sciences, Engineering, and Medicine; Health and Medicine Division; Board on Health Care Services; Committee on Implementing High-Quality Primary Care, Robinson, S. K., Meisnere, M., Phillips, R. L., Jr., & McCauley, L. (Eds.). (2021). *Implementing High-Quality Primary Care: Rebuilding the Foundation of Health Care*. National Academies Press (US).
11. O'Malley, A. S., Rich, E. C., Maccarone, A., DesRoches, C. M., & Reid, R. J. (2015). Disentangling the Linkage of Primary Care Features to Patient Outcomes: A Review of Current Literature, Data Sources, and Measurement Needs. *Journal of General Internal Medicine*, *30* Suppl 3, S576-585. <https://doi.org/10.1007/s11606-015-3311-9>
12. Whitson, H. E., & Boyd, C. M. (2021). Managing multiple comorbidities. In *UpToDate*. Retrieved from https://www.uptodate-com.offcampus.lib.washington.edu/contents/managing-multiple-comorbidities?search=comorbidity&source=search_result&selectedTitle=1~150&usage_type=default&display_rank=1