

Health Engagement Teams: Monitoring & Qualifying Efficacy

The goal of the Health Engagement Teams is to improve quality of care in a cost-effective manner through partnerships and collaborations using proven, evidence-based practices where the focus will be on **better care, increased patient well-being, and lower financial costs.**

Why Develop Health Engagement Teams?

Economic pressures, demand for evidence-based, "high value" (good outcomes/low costs) care, and the dysfunctionality of the healthcare system have created a set of circumstances requiring maximally accurate screening, monitoring, and treatment of a number of behavioral and physical problems. This is necessary, both to achieve best outcomes for patients and for efficient use of health system resources. Behavioral problems do not become irrelevant in the physical health settings and, in fact, may often be aggravated by, or causal of, the physical health crisis. Behavioral problems can create difficulties and unproductive costs, including prolonged length-of-stay, burnt-out staff, and early readmissions, in physical health settings in several ways:

- Cognitive Impairment
- Somatized Anxiety/Depression
- Substance Abuse
- Psychophysiological Illness
- Chronic Psychotic Disorders
- Hypochondriacal Disorders/Behaviors
- Illiteracy
- Factitious Symptoms/Malingering
- Miscommunication
- Real Life
- Behavioral Side Effects
- Behaviorally Manifested Medical Illness

Four Themes for Efficacy of Health Engagement Teams

1. **Improve Performance**

- Ensure system is working effectively

2. **Promote a positive culture of services and care**

- Continuously review what we are doing, identifying gaps in services and way to increase care, increased patient well-being and decrease costs.

3. **Advance Health – Behavioral and Physical**

- Ensure a seamless system where physical and behavioral health work in tandem (**behavioral health is the lynch pin**).

4. **Increase Operational Effectiveness and Accountability**

- In order to ensure that our Health Engagement Teams are functioning at the best standards possible – we must ensure that there is a system of checks and balances to continually review data and modify systems and services based on outcomes.

Health Engagement Teams (HET)

BHPI (i.e. CareLink or ConsumerLink) identifies members who may benefit from HET Approach

Total Health Care (THC) – Medicaid Health Plan identifies members who may benefit from the HET approach



Patient

BHPI coordinates with the assigned Care Coordination staff to initiate HET

MHP coordinates with PCP office and staff identified from PHP to initiate HET

HET will be coordinated by BHPI in collaboration with the THC with the goals of integrating behavioral health care and primary health care

Behavioral Health (BH)

+Clinician
+Psychiatrist
+BHCM
+Community Coordinator

Primary Care Physician (PCP)

+PCP
+NP
+PA
+Medical Assistant
+CM

The PURPOSE of Health Engagement Teams is:

- + To review the patient's presenting sx from the primary and behavioral health perspective
- + Develop coordinated plans to meet the goals for integrated care:
 - Improve quality of care
 - Improve patient experience
 - Reduce cost
 - Improve provider recruitment, retention and stabilization of patients
 - Enhance primary care capacity
 - Improve community health

Outcomes and Performance Measures

The overall measure of success will be a system in which the health and wellness of consumers will be balanced with the expenses and level and quality of care that is provided uniformly across the board.

HET Purpose and Functions

- HET will provide team-based, partnership approach to share pertinent and appropriate information between all providers.
- Identify all gaps in care, treatment, referrals, and supports.
- Facilitate connections with those sources, as outlined.
- Manage and communicate with all collaborators.

HET Purpose and Functions

What will the HET really look like:

- Well-being and satisfaction
 - Increased satisfaction
 - Decreased unmet needs – as identified by initial screening and alleviated through linkages
 - Decreased ER visits – education, engagement, and retention with PCP
 - Increased PCP care and routine well visits

HET Purpose and Functions

Process for Entry:

- Ease of access to resources – can enter at any point within the system of care that the consumer may already be engaged within.
- Increased access to services – linkages and referrals – based on initial and on-going screenings/assessments.
- Increased positive communication among HET members.

HET Purpose and Functions

Improved Physical and Behavioral Health:

- Increased access to services and care (at any point of entry).
- Increased engagement.
- Increased retention.
- Increased integration of overall care and treatment.
- Increased consumer outcome and quality of life.
- Increased compliance with all care.
- Increased access to PCP (recruitment, retention, and stabilization of patients).
- Working with providers as a partner of the HET group.