

Thank you for joining us for the presentation: Utilizing Huddles for Care Optimization in Integrated Care

- ▶ The presenters will be with you shortly
- ▶ This is a 30-minute broadcast
- ▶ All lines are muted
- ▶ The host for the broadcast today is:

Stacy Hull, LPC MAC
Alliant Quality Behavioral Health Task Lead

**For technical difficulties, please email alliant@e4enterprise.com*

Polling Questions During the Quickinar

- ▶ The Alliant Quality team is interested in your feedback. The following polling questions will be asked at different times during the Quickinar. We look forward to hearing from you!
 - 1) How often do you conduct office huddles?
 - 2) Who should be a part of the huddle team?
 - 3) How likely are you to utilize huddles?

Utilizing Huddles for Care Optimization in Integrated Care



Thursday, July 20, 2017

Presented by

Lesley Manson, Psy.D



Continuing Medical Education

“This Live series activity, Behavioral Health Learning and Action Network Webinar Series, from 09/29/2016 - 09/29/2017, has been reviewed and is acceptable for credit by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Approved for 0.5 AAFP Prescribed credits.

Continuing Education Accreditation

This program has been approved for 0.5 nursing education contact hours. This continuing nursing education activity was approved by the Ohio Nurses Association, an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

Continuing Education Instructions

Obtaining CNE

- ▶ Please follow these steps to obtain Continuing Nursing Education:
 - ▶ Attend the program in full
 - ▶ Complete the evaluation form (link will be provided at the end of the program)

Following the completion of the evaluation you will have an opportunity to download or print a certificate

Disclosures

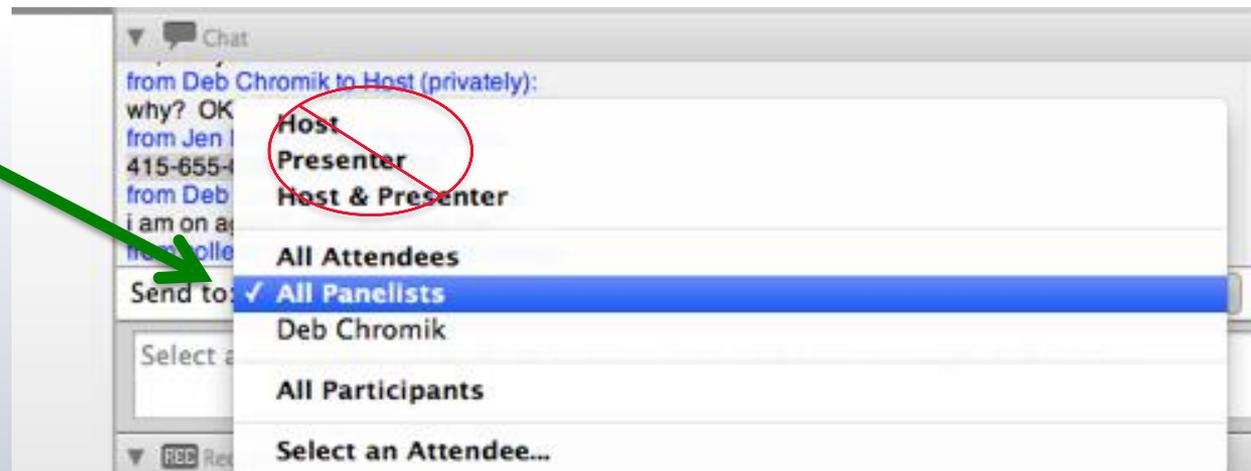
- ▶ The planners and faculty for this activity have no relevant relationships to disclose.
- ▶ No commercial support was received for this activity.

Housekeeping: Submitting Questions



► WebEx Chat

- Send messages to the panelists using the chat feature using the drop down menu



Closed Captioning Service

Enter your name and company into the captions box in the Media Viewer in the lower right-side of the screen to initiate captioning services.

The screenshot displays the Cisco WebEx Event Center interface. The main window title is "Cisco WebEx Event Center". The menu bar includes "File", "Edit", "Share", "View", "Communicate", "Participant", "Event", and "Help". The "Quick Start" tab is active, showing event information for "E4-Caption CO Dry Run". The event details include the host "E4 Enterprise (2)", event number "667 022 627", and controls for "Record" and "End Event".

On the right side, the "Participants (4)" panel shows a list of participants: "E4 Enterprise (2) (Host, me)", "JH Jen Hurley", and "BR Becky Royer". Below this is a "View all attendees..." button.

The "Media Viewer" panel is highlighted with a red box. It displays the event title "Dry Run for 9/29 event" and the status "Event in Progress: 00:24:23". The captioning status is "Captioner is present". The main text area contains the following text:

Once upon a time, there was a fairy princess. -- Her name was also and she had magical powers. She could create ice and she and her little sister used to play in the ballroom of the castle and they used to ice skate and play with snowballs and they made a snowman and his name was Olaf. And it is a wonderful Disney fairytale . I particularly like it, and I like the costumes in that movie a lot . I wish sometimes that I had a princess dress like Elsa . I think we might have enough of a story for the captioning so that there is something on-screen that someone may be able to read and giggle a little bit about.

Below the text area, there are controls for the captioning service, including a "Logo" field, font settings (Font: Arial, 12pt, Black, Background: White), and a "New Text" field (Blue) with a "Refresh" button (<1 sec). There are also "Transcript" and "Help" buttons.

The Windows taskbar at the bottom shows the time as 11:20 AM on 9/27/2016.

Recorded Alliant Quality Behavioral Health Quickinar Events

- ▶ Please access all recorded events on the Alliant Quality website (www.alliantquality.org) at the following link:
http://e4enterprise.com/Alliant/Webinar_Recordings.html
 - Recorded events have been approved for 0.5 AAFP Prescribed Continuing Medical Education (CME) credits and 0.5 Continuing Nursing Education (CNE) contact hours by the Ohio Nurses Association (ONA). ONA is authorized by the American Nurses Credentialing Center to approve CNE. (OBN-001-91)
- ▶ Please forward to your colleagues

Opening Remarks



- ▶ Purpose
- ▶ Welcoming Lesley Manson, PsyD
- ▶ Q&A

Stacy Hull, LPC MAC
Behavioral Health Task Lead

Free Technical Assistance

Alliant Quality can offer the following technical assistance to help your primary care practice improve screening rates:

- ▶ Expertise in billable screening tools, treatment approaches and referral processes
- ▶ Process design and linkages to referral programs
- ▶ Training in quality improvement methodologies
- ▶ Opportunities to participate in Learning and Action Networks
- ▶ Education on best practices, shared successes and lessons learned

Alcohol Misuse Screening & Counseling Codes

- ▶ G0442 – Annual alcohol misuse screening, 15 minutes
frequency: annual basis
- ▶ G0443 – Brief face-to-face behavioral counseling for alcohol misuse, 15 minutes
frequency: for those with positive screens, 4 times a year.

(For both services the co-payment/co-insurance & deductible are waived.)

Featured Guest Speaker



Lesley Manson, PsyD
Clinical Assistant Professor,
Assistant Chair of Integrated
Initiatives, Consultant for
Integration Implementation
and Auditing

- ▶ Dr. Manson has spent over a decade providing direct service. Her dedication to integrated care led her to directing programs, providing continuing education to healthcare providers, and developing workshops and trainings for interprofessional teams.
- ▶ Spearheaded interprofessional teams leading them to meet the quadruple aim of healthcare.
- ▶ Voluminous national presentations on integration with clinical and management focus and providing consultation and training for healthcare organizations in developing and auditing for integrated care quality and fiscal sustainability.
- ▶ Numerous publications on integration and is a co-author of “Integrating Behavioral Health into the Medical Home.”

Utilizing Huddles for Care Optimization in Integrated Care

1. Identify tools which are industry standard to facilitate huddles in integrated care.
2. Learn strategies for effective huddle implementation and management.
3. Recognize the core components of successful huddle development for care coordination and early identification.
4. Identify ways to implement brief screening into the huddle for improved comorbid management



Polling Question

- ▶ How often do you think huddles should occur?
 - 1) Daily
 - 2) Weekly
 - 3) Monthly
 - 4) Never
 - 5) As problems arise



Huddles

- ▶ Huddles are an essential core component to integrated team based care.
- ▶ Team based services rely on communication and coordination to optimize care.
- ▶ When teams effectively utilize daily huddles, they improve team based services, early identification, care coordination and communication, chronic disease management, preventative care adherence, team member satisfaction, follow up on urgent whole health needs, and assist in preparing for logistical staffing and daily clinic planning.
- ▶ Efficient huddles contribute to improved care coordination, team culture, and patient and family experience of care.

Huddles

Definition:

- Who, what, when, where, & why

Evidence

- Brief screening for co-morbid conditions

Workflows

Monitoring



**Patient & Family
Outcomes**

**Team
Outcomes**

Satisfaction	Satisfaction
Engagement	Productivity
Adherence	Accurate problem and early identification
Self-care	Fewer errors
Fewer missed visits	Less turnover: Reduced presentism and absenteeism
Clinical outcomes	Fiscal return



DEFINITION

Huddles are short, daily meetings in which a team/teamlet or pod reviews their patient list for the day for coordination, continuity, and efficiency.

HUDDLE:

- **Prior to Each Clinic AM/PM**
- **Beginning/End of Day**





Polling Question

- ▶ Who should be a part of the huddle team?
 - 1) Front desk staff
 - 2) Nurses
 - 3) Medical Assistants
 - 4) Physicians
 - 5) All identified team members



Characteristics of Successful Team Huddles...1

- ▶ Huddles typically last no more than 10 minutes.
- ▶ Scheduled time and place.
- ▶ Identified team members are present (start/stop on time).
- ▶ No interruptions rule: This rule reduces distractions of phone calls, emails, or other items.

Characteristics of Successful Team Huddles...2

- ▶ Close proximity
- ▶ Time and communication efficiency: SBAR
- ▶ Formatted for your clinic practice-patient needs
- ▶ Routine and roles assigned (facilitator, timekeeper)
- ▶ All inclusive: team-based, everyone contributes
- ▶ Formatted for your team

Characteristics of Successful Team Huddles...3

- ▶ Pre-work completed/use of tools (SBAR, checklists, agenda, shared documents, chart review)
- ▶ Addresses whole person interprofessional care
- ▶ Assess, adapt, and adopt
- ▶ Practice, practice, practice

Type of information shared

- ▶ Schedule for the day/changes
- ▶ Rapid review of patient needs
- ▶ Health maintenance
- ▶ Standing orders and Assessments (e.g.: depression screening)
- ▶ Referrals needed
- ▶ Adherence
- ▶ Chronic disease management
- ▶ Self-management
- ▶ Focus on scheduled patients / current emergent needs





DEPRESSION SCREENING

Depression Screening Codes

The following clinicians are eligible to bill for the services listed below: General Practitioners; Family Practitioners; Internists; Geriatricians; Nurse Practitioners; Certified Clinical Nurse Specialists; Physician Assistants.

- ▶ **G0402 – Initial Preventive Physical Examination**
NC (\$175.95); Atlanta (\$183.14); Rest of GA (\$174.20)
- ▶ **G0438 – Annual Wellness Visit**
NC (\$181.05); Atlanta (\$188.64); Rest of GA (\$179.13)
- ▶ **G0444 – Annual Depression Screening 15 minutes**
NC (\$18.98); Atlanta (\$19.99); Rest of GA (\$18.65)

<http://www.alliantquality.org/content/behavioral-health>

Depression Screening

- ▶ Screening is the completion of a clinical or diagnostic tool used to identify people at risk of developing or having a certain disease or condition, even in the absence of symptoms.
- ▶ Depression screening tests do not diagnose depression, but rather indicate severity of depression symptoms within a given time period, i.e., the past several days, past week, or past two weeks including today.

Depression Screening

- ▶ Standardized Depression Screening Tool is a normalized and validated depression screening tool developed for the patient population in which it is being utilized.

Depression Screening

- ▶ PHQ2
 - 2 questions.
- ▶ Patient Health Questionnaire (PHQ9)
 - 9 questions.



WORKFLOW

Service Structure

Front desk

Medical
assistant

Nursing

Behavioral
health
provider

E&M
provider

Service Structure

Front desk

- Provides assessment
- Scheduled Annuals
- Physicals
- Chronic Care Mgmt
- Universal

Medical assistant

- Provides assessment
- Scores
- Alerts

Nursing

- Provides assessment
- Scores
- Intervention
- Documentation
- Communication

Behavioral health provider

- Provides assessment
- Scores
- Intervention
- Documentation
- Communication

E&M provider

- Medical decision making
- Intervention alignment
- Treatment plans
- Documentation
- Referrals
- Follow up



MONITORING

Recognizing Success: Huddles

- ▶ **Patient Outcomes**
 - Continuity of care
 - Improved access
 - Manage population health
- ▶ **Team Outcomes**
 - Reduced medical errors
 - Improved satisfaction
 - Improved teamwork and engagement
 - Improved chronic care mgmt.
- ▶ **Assessment**
 - Huddle use/competency
 - Depression screening
 - SUD
- ▶ **Huddle**
 - Efficiency
 - Effectiveness
 - Visit preparation
 - Clinic preparation

Polling Questions

▶ How likely are you to utilize huddles?

- 1) Most likely
- 2) Not at all
- 3) Sometimes
- 4) Never



Closing

Thank you!

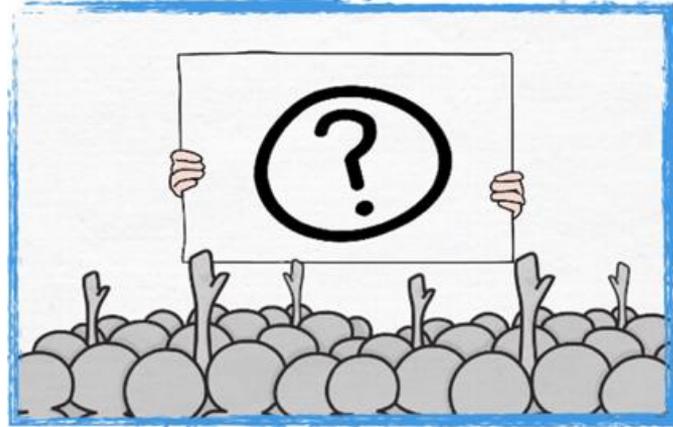
For more information, please contact:

Lesley Manson, PsyD

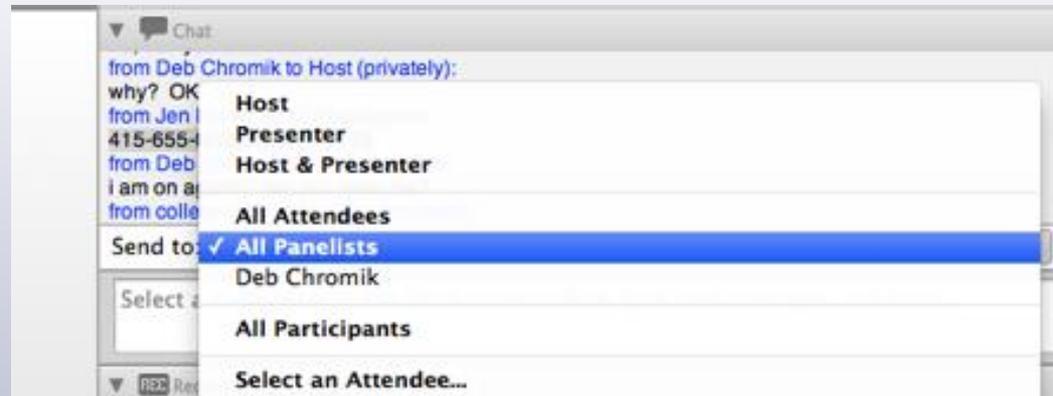
Email: lesley.manson@asu.edu

Phone: (602) 496-6790

Submitting Questions



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 - Send messages to the panelists using the chat feature using the drop down menu



Contact Information



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Behavioral Health LAN: Upcoming Event

Understanding & Applying the SBIRT Model: An Efficient Approach for
Primary Care

August 17, 2017

12:30 to 1:00pm ET



Tiffany Cooke, MD MPH FAPA

MAKING HEALTH CARE BETTER