

# **Working with Behavioral Health Care Managers: How can I communicate effectively with BHCMs?**

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Morgan Turner LICSW

# Speaker Disclosures

None

# Learning Objectives

- Understand the importance of consensus on the collaborative care model
- Understand the value of a predictable case review agenda
- Appreciate role of psych consultant working with experienced BHCM

# CONTEXT

# UW Neighborhood Clinics - Ballard

- 8-10 PC providers
- 1 SW, 1 RN, 4 PSRs, 5 MA's, 1 BVCC
- >16k patient visits annually



# BHIP Personnel

## Care Manager

Morgan Turner LICSW

- full time for 5+ years
- BHIP CM & Social Work
- Experience in community MH, global health
- Clinical focus in anxiety and sleep disorders



## Psychiatry Consultant

Mark Newman MD

- 0.2 FTE for 5+ years
- Other BHIP and CC implementations



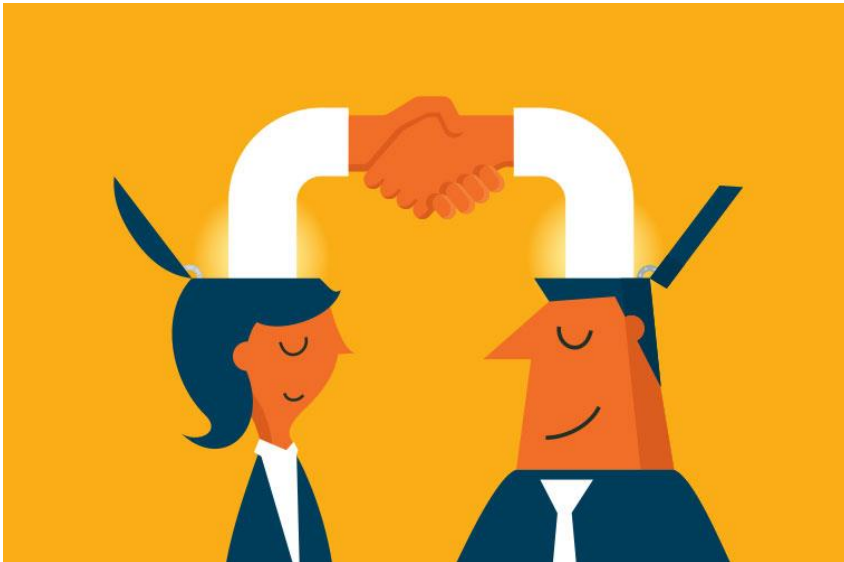
# Ballard BHIP works well!

- consistent caseload ~60 patients
- good clinical outcomes
- good relationships with PCPs
- Psych consults & chart reviews highly utilized

# WHAT FACTORS CONTRIBUTE TO BALLARD BHIP SUCCESS?



# Consensus on The Model



<http://lightedmag.com/meeting-of-the-minds/>

- Patients/referrals
- Treatment course
- Messaging to PCPs

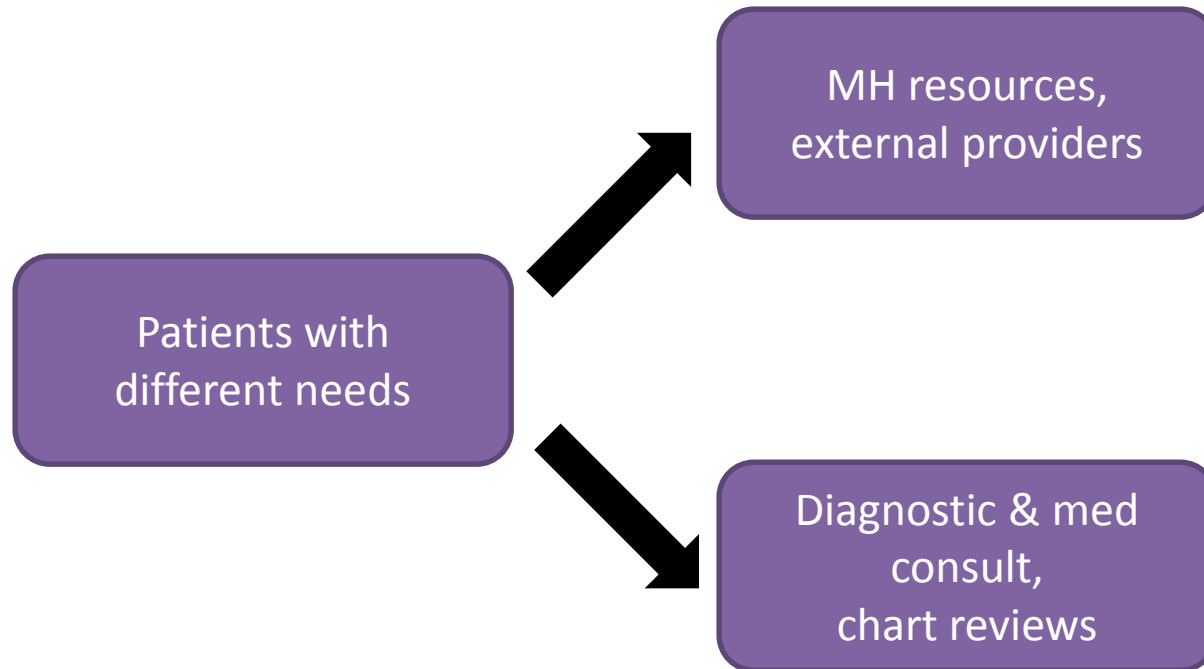
# Also

Learn each other's clinical strengths and interests early on

- Improve patient care
- limit less productive referrals
- More efficient



# Working with Alternatives



# Consistent Meeting Agenda

1. newly enrolled
2. specific patient issues
  - med ?s
  - high risk pts
3. caseload review:
  - non-responders
  - transitions
4. systems issues



# Relations with PCPs

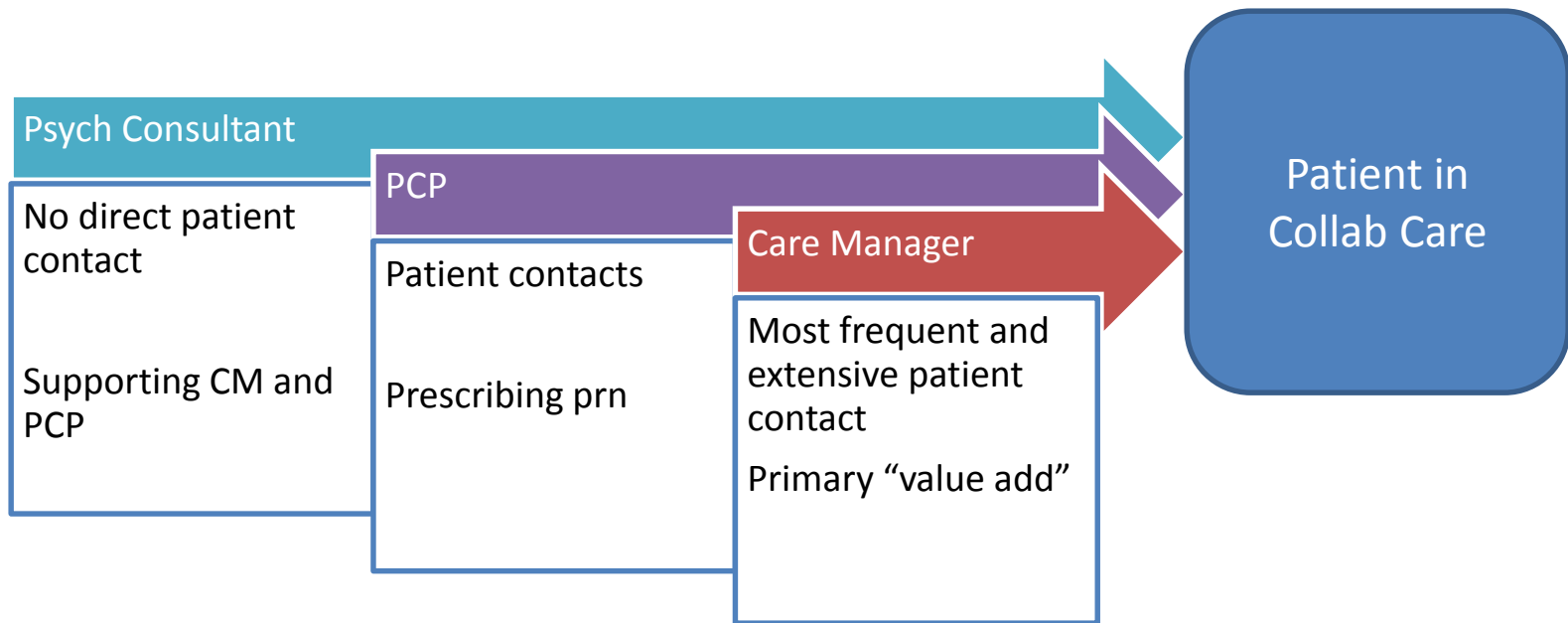
- Setting expectations
  - Morgan was first CM/SW at clinic
  - onboarding/orientation for new PCPs
- Low turnover



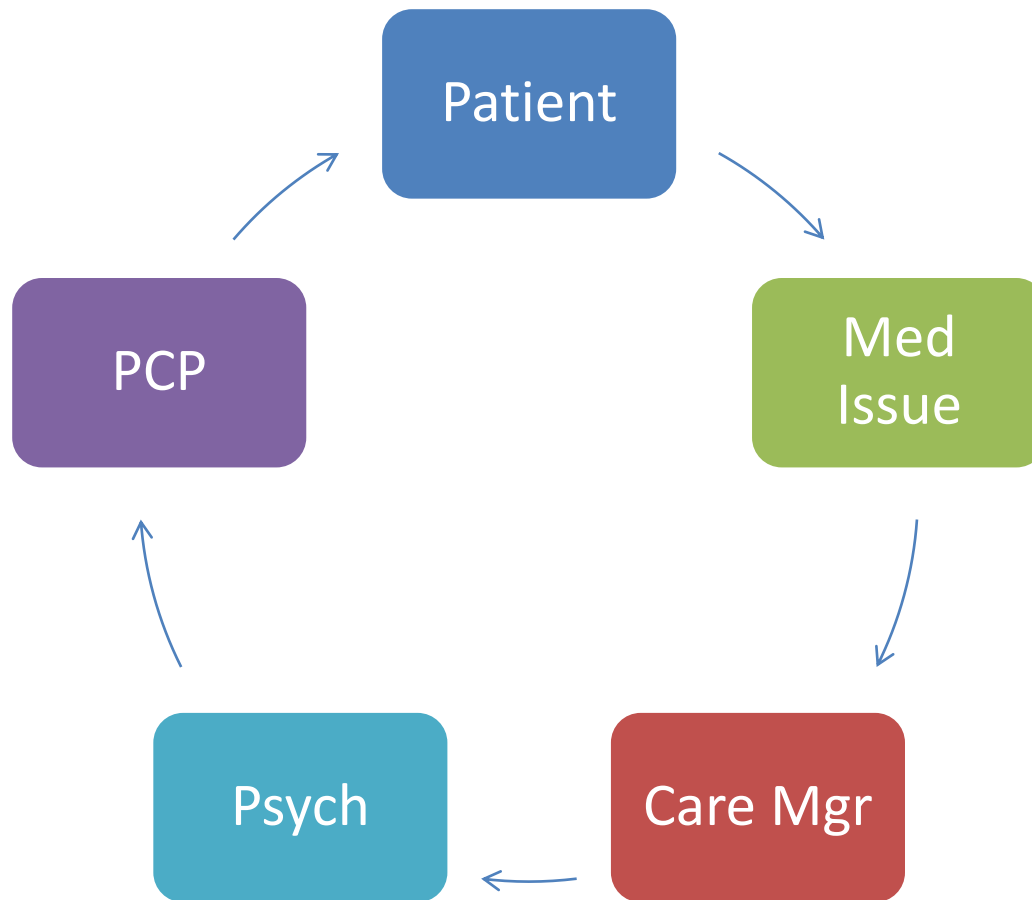
*PCP willingness to Rx based just on recs*

# WORKING WITH A GREAT CARE MANAGER

# Typical Collab Care Process



# Empowered CM → Better Program





# Takeaways

- *come to agreement on "the model" and how it works*
- *develop a solid structure for your meetings*
- *orient all new PCPs*
- *CM that is comfortable and empowered to facilitate med issues is a big plus*

# Resources

- [AIMS Center office hours](#)
- [UW PACC](#)
- [Psychiatry Consultation Line](#)
  - (877) 927-7924
- [Partnership Access Line \(PAL\)](#)
  - (866) 599-7257
- [PAL for Moms](#)
  - (877) 725-4666

# Questions and Discussion

- Ask questions in the chat or unmute yourself

# Registration

- If you have not yet registered, please email [uwictp@uw.edu](mailto:uwictp@uw.edu) and we will send you a link

# Peer Coaching Program

- New updates to peer to peer coaching program
- Sign up or notify us at [uwictp@uw.edu](mailto:uwictp@uw.edu) to be matched with 1-2 peer coaches
- Optional