

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
- [UW TBI-BH ECHO](#)

EHR Tools to Support Integrated Care: Show and Share

Denise Chang, MD

Speaker Disclosures

- None

Learning Objectives

- Share Integrated Care related EHR tools
- Learn and collaborate with others to demo best practices
- Brainstorm optimization opportunities

Collaborative Care Tools in EMR

- Registry
- Documenting Case Reviews
- CoCM billing workflow
- Future Directions

Registry Overview

Patient	Age	MRN	Care Manager	CoCM Active Episode	Sub-Pop	BHIP Start Date	Wks in BHIP	Suicide Risk	First PHQ-9	Last PHQ-9	First GAD-7	Last GAD-7	Last Visit With Me	Last Enc w/ Psych	Next Appt by Dept	CoCM Consent	CoCM Enroll Date	CoCM Enroll Status	CoCM Min This Month	Charges This Month	CoCM Billing Provider
[REDACTED]	27 year old	U4534547	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)	RPP	10/24/2022	33						04/13/2023	10/31/2022			10/24/2022	Enrolled	0	No	[REDACTED]
[REDACTED]	23 year old	U2141969	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		04/17/2023	8	21	26	17	20		06/05/2023	06/07/2023		Yes	04/17/2023	Enrolled	18	Yes	[REDACTED]
[REDACTED]	23 year old	U4560433	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		05/09/2023	5	19	14	16	14		06/06/2023	06/07/2023		Yes	05/09/2023	Enrolled	0	No	[REDACTED]
[REDACTED]	20 year old	U5045024	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		05/02/2023	6	10		8			05/15/2023	05/17/2023		Yes	05/02/2023	Enrolled	0	No	[REDACTED]
[REDACTED]	21 year old	U5469921	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		03/29/2022	63	16	19	4	5		03/29/2023	12/12/2022		Yes	06/15/2022	Enrolled	0	No	[REDACTED]
[REDACTED]	24 year old	U3987155	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		01/06/2023	22	0	13	11	19	16	04/07/2023	01/30/2023		Yes	01/06/2023	Enrolled	0	No	[REDACTED]



CoCM billing specific info

PHQ9/GAD7 | GAD-7 | Behav. Health Snapshot | Plan of Care | LPOC | All Registry Metrics | Future Appointments | Psych Peds Assessment Review

Review Flowsheet

Open Review Flowsheets (more data may exist)

	4/4/2016	9/23/2017	10/21/2022	11/4/2022	1/20/2023	3/24/2023	4/7/2023
PHQ-9							
Little interest or pleasure in doing things	Not at all	Not at all	Nearly every day !	Several days	Not at all	More than half the days !	Several days
Feeling down, depressed or hopeless	Not at all	Not at all	More than half the days !	Several days	Several days	More than half the days !	Several days
PHQ2 Total Score	0	0	5	2	1	4	2
Trouble falling or staying asleep, or sleeping too much		Not at all	Not at all	Not at all	Not at all	Not at all	Not at all
Feeling tired or having little energy		Not at all	Nearly every day !	Several days	Not at all	More than half the days !	Several days

Integrated Care Training Program

Patient	Age	MRN	Care Manager	CoCM Active Episode	Sub-Pop	BHIP Start Date	Wks in BHIP	Suicide Risk	First PHQ-9	Last PHQ-9	First GAD-7	Last GAD-7	Last Visit With Me	Last Enc w/ Psych	Next Appt by Dept
[REDACTED]	27 year old	U4534547	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)	RPP	10/24/2022	33						04/13/2023	10/31/2022	
[REDACTED]	23 year old	U2147969	[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		04/17/2023	8		21	26	17	20	06/05/2023	06/07/2023	
[REDACTED]			[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		05/09/2023	5		19	14	16	14	06/06/2023	06/07/2023	
[REDACTED]			[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		05/02/2023	6		10		8		05/15/2023	05/17/2023	
[REDACTED]			[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		03/29/2022	63		16	19	4	5	03/29/2023	12/12/2022	
[REDACTED]			[REDACTED]	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)		01/06/2023	22	0	13	11	19	16	04/07/2023	01/30/2023	

Header columns
Can sort each of these columns

PHQ9/GAD7 | GAD-7 | Behav. Health Snapshot | Plan of Care | LPOC | All Registry Metrics | Future Appointments | Psych Peds Assessment Review

Review Flowsheet

Open Review Flowsheets (more data may exist)

	4/4/2016	9/23/2017	10/21/2022	11/4/2022	1/20/2023	3/24/2023	4/7/2023
PHQ-9							
Little interest or pleasure in doing things					More than half the days !		Several days
Feeling down, depressed or hopeless					More than half the days !		Several days
PHQ2 Total Score					4		2
Trouble falling or staying asleep, or sleeping too much					Not at all		Not at all
Feeling tired or having little energy					More than half the days !		Several days

Patient info
BHIP related info

Detailed view

Clinical info:
Suicide risk, PHQ-9 (first and last), GAD-7 (first and last), and visits with BHCM and Psych consultant, and upcoming appt (by dept)

ENROLLING A PATIENT AND EPISODES OF CARE

Episode of Care and Enroll in CoCM

The screenshot displays a clinical software interface with a navigation bar at the top containing tabs for Chart Review, Care Management, Review Flowsheets, Documentation, LK Archive, and Synopsis. The main header indicates a visit on 6/7/2023 with Chang, Denise, MD for Documentation. Below this, a secondary navigation bar includes options like Episodes, CoCM Enroll, CoCM Time, CoCM Minutes, BestPractice (highlighted), Goals, Pt Registries, Pt Outreach, and Care Management. The 'Episodes' section features a '+ New Episode' button and a table of existing episodes. The table has columns for Linked, Name, Type, Noted, and Resolved. Two episodes are listed: 'BHIP' (Behavioral Health Integration Program) noted on 4/17/2023, and 'Depression' (Care Pathway - Depression) noted on 2/23/2023. Both are marked as resolved. Below the table, there is a section for 'Collaborative Care Management (CoCM) Enrollment' with fields for Patient Enrollment Status (Enrolled, Dis-enrolled, Declined), Consent obtained? (Yes, No), Billing Provider (DASSEL, JAMES HE...), Date of Enrollment (4/17/2023), and Sub Population (Mind-I, BHCM, RPP).

Linked	Name	Type	Noted	Resolved
<input checked="" type="checkbox"/>	BHIP	BEHAVIORAL HEALTH INTEGRATION PROGRAM (BHIP)	4/17/2023	<input checked="" type="checkbox"/> Resolve
<input type="checkbox"/>	Depression	Care Pathway - Depression	2/23/2023	<input checked="" type="checkbox"/> Resolve

Episode created 02/23/23 1615 PST
Available Forms (1) ▾

Collaborative Care Management (CoCM) Enrollment

Patient Enrollment Status: **Enrolled** Dis-enrolled Declined

Consent obtained? **Yes** No

Billing Provider: DASSEL, JAMES HE...

Date of Enrollment: 4/17/2023

Sub Population: **Mind-I** BHCM RPP

DOCUMENTING CASE REVIEWS

Documenting Encounter

Patient Encounter Creation

Patient
Test, Eliza [U9044088]

Select an Encounter

Date:
6/10/2023




Type:
Documentation


Provider:
CHANG, DENISE PCP

Department:
UWPC RAVENNA BEHAVIORAL H...












Accept Cancel



Note Template

My Note   

Note Details 

Cosign Required?

 **B** *I* U    abc     + Insert SmartText   

The below treatment considerations and suggestions are based on consultation with the patient's Behavioral Health Care Manager and a review of information available in the electronic medical record. I have not personally examined the patient. All recommendations should be implemented with consideration of the patient's relevant prior history and current clinical status. Please feel free to contact me with any questions about the care of this patient.

Psychiatrist Case Review
Behavioral Health Integration Program

ID: Ms. Test is a 22 year old ethnicity: Caucasian female referred for ***

SUMMARY:

Depressive symptoms: *** per PHQ, ***

Anxiety symptoms: *** per GAD, ***

Bipolar symptoms: ***

Psychotic symptoms: ***

Other: ***

PAST PSYCHIATRIC HISTORY:
Hospitalization: ***
Outpatient treatment: ***
Past Diagnoses: ***
Suicide Attempts: ***

COCM BILLING TOOLS

Entering CoCM Time

6/10/2023 visit with Chang, Denise, MD for Office Visit

Pt Registries Episodes Pt Outreach CCM Enroll CoCM Enroll CoCM Time CoCM Minutes BestPractice

Care Management Goals Care Plan Visit Diagnoses

Collaborative Care Management (CoCM) Time Spent with Patient

CoCM Time

Time spent with patient and/or family (minutes):

Care coordination (minutes):

Tracking patient progress (minutes):

Case review with Psychiatry and/or Provider (minutes):

Total time (minutes):

Panel Management Time

General Behavioral Health (minutes):

Collaborative Care Management (CoCM) Minutes

Outreach Time in the Current Month 36 minutes

Encounter Date	Encounter Provider	Time with Patient	Time in Care Coordination	Time in Chart	Case Review with Provider	Total
6/10/2023	Chang, Denise, MD				36 minutes	36 minutes

BPA created to Assign Charge

BestPractice Advisories Expand All

BestPractice Advisories (2)

ⓘ The patient is due for the following Health Maintenance. Use the SmartSet suggested below to place the necessary orders. ✓ Accept (1)

ⓘ This patient is enrolled in CoCM (Psychiatric Collaborative Care Model) and meets a certain time threshold to bill. Consider selecting the associated progress note and CPT code to bill for the service. ✓ Accept (1)

CoCM Enrollment Date: 6/9/2023
CoCM Consent: incomplete

Outreach Time in the Current Month 36 minutes

Encounter Date	Encounter Provider	Time with Patient	Time in Care Coordination	Time in Chart	Case Review with Provider	Total
6/10/2023	Chang, Denise, MD				36 minutes	36 minutes

Month 1 time thresholds for charges:
 16-35 min, CPT G2214
 36-85 min, CPT 99492
 86-115 min, CPT 99494
 116 - 145 min, CPT 99494

Months 2+ time thresholds for charges:
 16-30 min, CPT G2214
 31-75 min, CPT 99493
 76-105 min, CPT 99494
 106 - 135 min, CPT 99494

Open SmartSet Do Not Open Psychiatric Collaborative Care (CoCM) [Preview](#)

✓ Accept (1)

Future Directions

- Dashboard
- Registry improvements
- More automation
- Improved documentation templates

Dashboard

View of current dashboard

Future ideas:

- Metrics
- Statistics
- Reports
 - Out of contact list
 - Patients not improving
 - Patients that need psych consult
 - Billing reports

The screenshot shows the Epic Care Manager Dashboard. At the top, there are navigation icons for DMO Login, Schedule, In Basket, Review, Encounter, and Telephone Call. Below the navigation is the title 'Care Manager Dashboard' and a benchmark section showing 'Epic' and 'Mean'. The main content area is titled 'Care Manager Reports' and lists various report categories with expandable options:

- My Care Team Patients
 - My Care Team Patients
- ED Utilization Report 3+ ED visits last 12 months
- High Risk Care Management
 - HRCM Candidates in <X> Clinic
 - HRCM Monitoring in <X> Clinic
 - Centralized Review/Undetermined HRCM Candidates
- Hospital Discharges
 - Recent Hospital Discharges - Last 7 Days
- ACN
 - My ACN Registry Patients
 - My ACN Registry Patients Enrolled in HRCM
 - My ACN Registry Patients with Diabetes, Overdue for A1c
 - My ACN Registry Patients with a BMI of 30 or Higher
- Diabetes
 - My Diabetic Registry Patients
 - My Diabetic Registry Patients with Renal Disease
 - Diabetes Registry Patients Seen in My Login Department
- Hypertension
 - My Hypertension Registry Patients
 - Hypertension Registry Patients Seen in My Login Department
- Behavioral Health
 - My Care Team Patients Enrolled in BHIP** (highlighted with a red arrow)
 - CoCM BHIP Patients Out of Contact
 - Behavioral Health Panel Management for <X> Provider
 - CoCM Candidates Seen in My Login Department
 - My Behavioral Health Registry Patients
 - My Behavioral Health Registry Patients with Depression
 - Behavioral Health Registry Patients Seen in My Login Department
 - CoCM Billable This Month
 - CoCM Resolved Episodes
 - CoCM Referral Status Closed

Takeaways

- *What tools are you currently using that help with your workflow?*
- *What ideas do you have to improve upon your EHR tools?*
- *If you could request additional tools, what would you want?*

Additional Free Resources for Washington State Healthcare Providers

*No cost

EDUCATIONAL SERIES:

- [AIMS Center office hours](#)
- [UW Traumatic Brain Injury](#) – Behavioral Health ECHO
- UW Psychiatry & Addictions Case Conference ECHO [UW PACC](#)
- UW TelePain series [About TelePain \(washington.edu\)](#)
- TeleBehavioral Health 101-201-301-401 [Telehealth Training & Support - Harborview Behavioral Health Institute \(uw.edu\)](#) | bhinstitute@uw.edu

PROVIDER CONSULTATION LINES

- UW Pain & Opioid Provider Consultation Hotline [Consultation \(washington.edu\)](#) – 844-520-PAIN 7246)
- [Psychiatry Consultation Line](#) - (877) 927-7924
- [Partnership Access Line \(PAL\)](#) (pediatric psychiatry) - (866) 599-7257
- [PAL for Moms](#) (perinatal psychiatry) - (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 and we will send you a link