

Team Army Medicine:

LTG Dingle and I are pleased to announce the winner of the Army Medicine Wolf Pack Award for the 2QFY20, the Utilization of the Behavioral Health Consultants (BHC) Team, Blanchfield Army Community Hospital (BACH), Fort Campbell, KY.

This Team of 18 Army Active Duty military and Department of the Army Civilians worked closely to continue to enhance the primary care treatment and healthcare delivery for behavioral health interventions across the Military Health System. This capability provides overall patient centered medical experience and streamlines patient access for behavioral health.

The Primary Care Process Improvement (PI) focused on increasing referrals to the BHC and improved their integration into a holistic model of care. This, as a result, increases patient self-referral and warm hand-off of patients to the BHC, thus removing barriers to appointing patients. The referral and transition for patients include specialty clinics and primary care.

The BHCs operate as consultants within primary care treatment teams, offering behavioral interventions, counseling, and various treatment modalities. BHCs are assigned to primary care clinics with 3,000 or more adult enrollees, or as authorized by the DHA-PCHB Program Director. BACH is authorized 8 BHCs with 6 currently on hand. The DHA standard for BHC's is a minimum of 8 completed appointments per day. In June 2018, the average face-to-face encounters for assigned BHCs was 4.38 with a no-show rate of 26%. The project was initiated to raise the completed appointments to >8 per day; and to decrease the no show rate to <20%.

The project focused on four main areas: increasing referrals, improving Integration of BHCs into a holistic model of care, increasing self-referral appointments and warm hand-off of patients to BHCs, and removing barriers to referring patients. Specialty clinics and primary care clinics were included in the PI project processes. These PI processes were accomplished by recruiting a Tri-Service BHCT Trainer and other clinical staff/PCMs and Administration to review scope of practice, warm-hand offs, documentation, coding, review schedules and schedule templates, implement new protocols in booking appointments, allowing patients to self-refer, provide input during morning huddles and extensive educational programs implemented throughout the various clinics. The behavioral health symptom screening was also a practice implemented during training to other clinical department staff increasing team member's scope of practice. These steps helped to increase face-to-face visits and decrease the patient no-show rate. On-going Professional Practice Evaluation (OPPE) system was also implemented to improve medical decision-making standards which comply with National standards. These significant processes continue to expand the practices within the BH Clinic and the organization with overall outcomes of meeting the initial goal of raising appointments to 8 per day and decreasing their no-show rate to 11% for the period of August-November 2019.

Please join us in congratulating the Behavioral Health Consultants Team for their exceptional teamwork and noteworthy outcomes. These efforts illustrate selfless service and dedication reflecting great credit on each of the team members and epitomizes the highest standards of the Army and Army Medicine.

Congratulations Team!

v/r,

Rich

Richard R. Beauchemin

Chief, AMEDD Civilian Corps