The Use of Registries to Guide and Improve Care Delivery: What Can Behavioral Health Learn from Primary Care?

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DISCLOSURES
Employment:
Associate Director for Clinical Services, Division of Integrated Care and Public Health and AIMS Center (Advancing Integrated Mental Health Solutions)
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Grant funding (current & recent)
Lowenstein Foundation
Contracts (current & recent)
California Institute of Mental Health
Wyoming Health Care Authority
Community Health Plan of Washington, Public Health of Seattle & King County
NAVOS Behavioral Health
Teladoc Corporation

NO FINANCIAL RELATIONSHIPS THAT PRESENT A CONFLICT OF INTEREST FOR TODAY’s PRESENTATION
I WILL NOT DISCUSS OFF LABEL OR INVESTIGATIONAL USE OF MEDICATIONS OR OTHER TREATMENTS.

A patient registry is an information system that is designed to support organized care management.

44,000 patients
13 health centers
3 counties – Alameda, Contra Costa, Marin
Services:
• Primary care
• Mental and behavioral health
• Dental
• Podiatry
• Complementary medicine
• Social services
• Wellness activities

Functions of a Registry

• Data Collection & Tracking
• Assessment Date / Score
• Panel Assignment
• Follow-up actions
• Patient searches / queries based on clinical, billing, and demographic data
• Case Load / Panel Reports for Care Team
• Evidence-based prompts for care services on a schedule
• Quality Measure Reporting
• Risk Stratification for targeted interventions

A Non-Clinician’s Perspective

COST-SAVINGS
• Quality Assurance & Risk Mgmt.
• Performance Measurement & Improvement
• Data Efficiency
• Collection Standardization & Automation
• Data Validation

REVENUE GENERATION
• Operational Efficiency
• Process Standardisation
• Productivity & Capacity
• Demonstrate high quality to attract funding
• Population Analysis to refine services for patient needs
Outline Section 4.b
Workflow Design Considerations

Expanded Functionalities of Clinical Registries in Mental Health

Why don't we just build our own clinical registry Template?

• APIs
• EMR template limitations
• Multiple Platforms
• Maintenance
• Customization

Success Stories
i2i trax -- LifeLong
**Population Registry History @ LifeLong**

- 2009: Began using i2iTracks for Diabetes panel management and population performance monitoring
- 2010: Pilot project for behavioral health integration
- 2011: Spread lessons from pilot project
- 2012-13: Expand behavioral health panel management and track scores

**Implementation @ LifeLong**

- Defining panels and schedules of care
- Educating BH providers on population management concept and registry functions
- Identifying additional panel management staff
- Training PM staff on BH workflows in EHR and paper
- Integrated behavioral health performance measure to incentivize ourselves:
  - Federal grant
  - Other P4P programs
  - Internal patient health dashboard reviewed monthly

**Success Story: AIMS Center registry (IMPACT model of care)**

**AIMS Center registry: A few screenshots**

**Lessons Learnt:**
- The EMR is NOT the patient
- Simple things can help a lot
- Patients appreciate getting info back
- When designing clinical registries, never put something on someone’s desk without taking something else off!

**Examples and Ideas from You (or Questions)**

**Thank You!**