

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

Crystal Eubanks, Quality Director, LifeLong Medical Care
 Marc Avery, MD, Clinical Associate Professor of Psychiatry,
 University of Washington School of Medicine



Marc Avery, MD

DISCLOSURES
Employment:
 Associate Director for Clinical Services, Division of Integrated Care and Public Health and AIMS Center (Advancing Integrated Mental Health Solutions)
 Clinical Associate Professor of Psychiatry, School of Medicine; Dept. of Psychiatry and Behavioral Sciences, University of Washington School of Medicine
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
 Telehealth 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.

DIVISION OF INTEGRATED CARE & PUBLIC HEALTH
 Department of Psychiatry & Behavioral Sciences

- 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



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



Functions of a Registry

Target and manage a specific population.

- Data Collection & Tracking
- Assessment Date / Score
- Panel Assignment
- Follow-up actions

Identify unmet patient care needs for action and complete.

- 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

Track, report, and improve outcomes.

- 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 Standardization
 - Productivity & Capacity
- Demonstrate high quality to attract funding
- Population Analysis to refine services for patient needs



LifeLong Medical Care
Health Services For All Ages

Current Patient: [Patient Name]

Summary | Lab Data | Demographics | External Data

Lab Data: [List of Lab Tests]

Demographics: [Patient Info]

External Data: [List of Registries]

- Lab Data: [List of Lab Tests]
- Demographics: [Patient Info]
- External Data: [List of Registries]

LifeLong Medical Care
Health Services For All Ages

Current Patient: [Patient Name]

History: [Patient History]

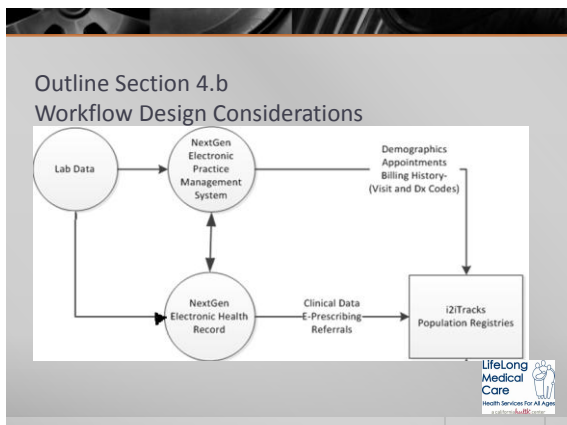
Lab Data: [List of Lab Tests]

Demographics: [Patient Info]

External Data: [List of Registries]

Annotations:

- CARE PROMPTS
- MULTIPLE REGISTRIES
- PREVIOUSLY ENTERED DATA
- DATA FIELDS



Expanded Functionalities of Clinical Registries in Mental Health

- SHARED CARE PLANNING
- MEDICATION RECONCILIATION
- TRACKING REFERRALS
- CONSULTATION SUPPORT
- CLINICAL WORKFLOW SUPPORT
- CLINICAL DECISION SUPPORT
- CLINICAL DASHBOARD FEATURES
- TREAT TO TARGET

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

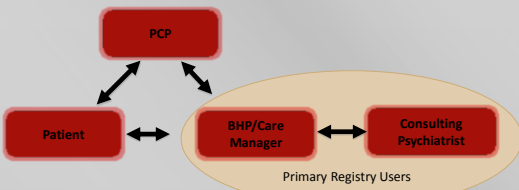


Implementation @ LifeLong

- 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)

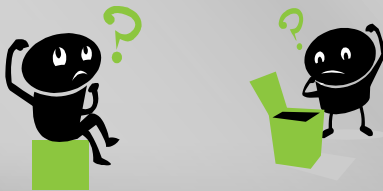


AIMS Center registry: A few screenshots

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!

