



California Quality
Collaborative

CalHIVE BHI Provider Organization/ Improvement Advisor Site Visits

January 2024 – August 2024

Chinese Hospital

Key Discussion Topics

- **Clinic Workflow & Education:** Provider and Staff engagement and CoCM education
- **Patient Engagement:** One on one time with providers to begin patient identification

Bright Spots

- Existing support from co-located therapy program
- Provider interest and engagement
- Tackling barriers to care for patients



Rain Zhang, Clinic Supervisor
Daniela V. Hernandez, IA
Jiami Wu, Director of Clinics

**Daly City
Pilot Site**



Community Memorial

Key Discussion Topics

- **Clinic Roles:** Define and discussed training plans for all clinic roles involved in BHI
- **BHI CPT Code Billing:** Discussed strategy around analyzing the billing reimbursement and sustainability of BHI CPT codes
- **PHQ Workflows:** Reviewed and improved

Bright Spots

- **CalHIVE BHI Program Kick-Off:** Launch the CalHIVE (BHI) program at the clinic site
- **Expanding Social Work/Behavioral Health Team:** Social work and behavioral health team is expanding following the initiation of several new programs



Jackie Valles (BHC), Mayra Medina (Project Lead), Maureen Hodge (Director, Social Work), and Mary Nickel-Nguy (IA)

Community Memorial Ashwood Clinic



Pomona Valley Hospital Medical Center

Key Discussion Topics

- **Clinic workflow and roles:** Improved workflow and roles across 4 pods
- **BHI Program Sustainability:** Discussed sustainability after CalHIVE BHI

Debra King (Billing Lead), Jon Berends (Executive Sponsor), Dr. Dan Blocker (BH Lead), Darlene McPherson (Operation Manager), Dr. Samira Ali (Project Lead), and Mary Nickel-Nguy (IA)



Bright Spots

- **CalHIVE BHI Program Kick-Off:** Launch the CalHIVE BHI program involving pilot clinic and medical residents
- **Team Involvement:** Met with most of the CalHIVE BHI team and leaders



BHI Program Kick-off



Pomona Valley Health Center

Perlman Clinic

Key Discussion Topics

- **Clinic Workflow & Education:** Provider and Staff engagement and workflow education
- **Patient Engagement:** Leveraging PocketDoc to engage and schedule patients

Bright Spots

- 3rd location launch!
- Ease of templates to schedule patients
- 0 out of pocket expense for patients

Lauren MacGregor,
Operations Manager
& Daniela Hernandez,
Improvement Advisor



Perlman Clinic
Mira Mesa Location

Riverside Family Physicians

Key Discussion Topics

- **BHI CPT Code Billing:** Discussed strategy around analyzing the billing reimbursement and sustainability of BHI CPT codes
- **Pilot site measurements:** Improved pilot measurements

Bright Spots

- **Team Presentation:** The team presented on their organization and outlined their plans for incorporating BHI
- **Pilot Measurement Plan:** Developed a pilot measurement plan with well-defined inclusion and exclusion criteria

Wendy Torres (Program Administrator), Nancy Zapeda (QI Lead), Rosie Moreno (Director, BH), Harneel Sandhu (Project Lead), and Mary Nickel-Nguy (IA)



Riverside Side Walk Office

San Francisco Health Network

Key Discussion Topics

- **Provider & Staff Education:** Understanding PCBH and Quadruple Aim
- **BHI Clinic Roles:** Shifting the clinical cultural identity to embrace PCBH



PCBH Education at Quarterly BHI Meeting



Bright Spots

- Presented at All Staff meeting – consistent messaging
- Engaged in conversation with many disciplines: providers, psychiatrists, BHCs, BAs, Nursing, Eligibility



Maxine Hall Pilot Site

Scripps - TBD

Key Discussion Topics

- **Provider & Staff Education:** Focus on CoCM impact on staff and patients
- **Problem solving to overcome contracting obstacles**

Bright Spots

- **Contracts signed with 3rd party CoCM vendor!**
- **Engaged provider champions!**

Vicki Diamond, Dr. Dabhia, & Jessica Guevara
Creating workflows in Long Beach



Jessica Guevara
Presenting Poster in Long Beach



Rancho Bernardo
Pilot Site

Sharp Rees-Stealy

Key Discussion Topics

- Planning and questions around **launching billing for BHI**
- **Improving depression screening** workflows
- Using **data analytics** (e.g. patients getting BHI visits with chronic conditions)
- Optimizing **BHI workflows and space**

Bright Spots

- Engagement from pilot clinic staff (onsite visit and lunch from Panda Express was a hit!)
- Excitement to share education and story of BHI across SRS
- Support from executive leaders



Sharp-Rees Stealy team, Kristina & Daniela



Genesee (pilot site)