Monday, October 7, 2024 12 p.m. – 1 p.m.

Welcome & BHI Supporting Children & Youth
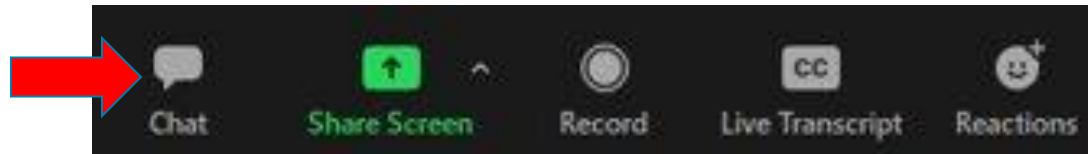
BHI-CYCLE Commons

PBGH California Quality Collaborative

Zoom Tips

- Attendees are automatically **MUTED** upon entry

- Use the **chat box** for questions

- Request closed captioning with 'Live Transcript' button

- Welcome to ppdate name, pronouns and organization in your Zoom name
  - Right click on yourself -> Rename
- **Direct message Anna Baer** if you have any technical issues

- **If you've dialed in, please link your phone to your video/computer**
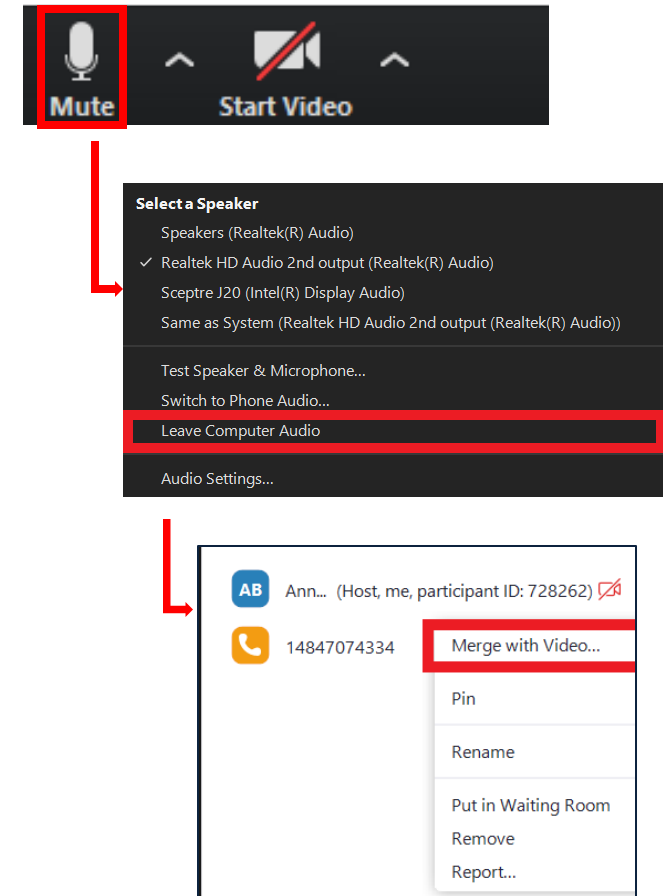
Hello and Welcome!

Engaging Today and Future Commons

About the BHI – CYCLE Commons

- Definition = resources belonging to a whole community

- Also, what we share in common

Today's invitation

- Engage via chat

- Share with camera or Zoom "Reactions"

- Turn your camera on if you're able to

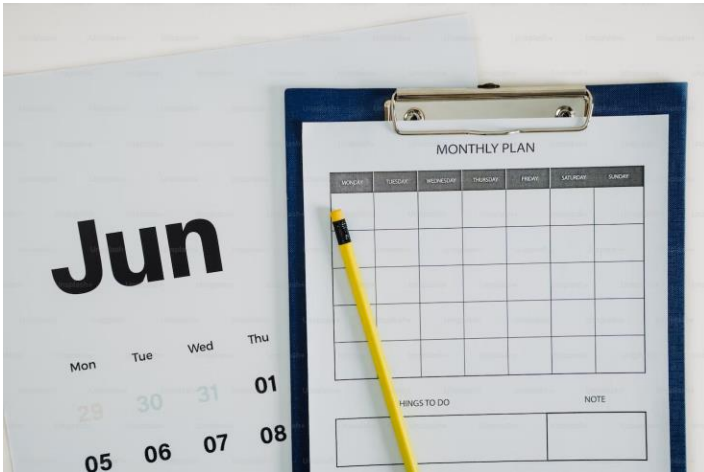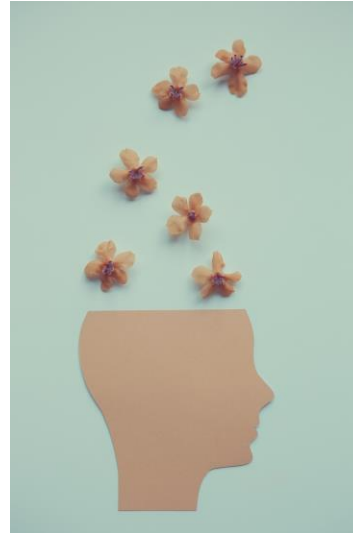- Support colleagues as they are presenting

Sharing Today

What are you most excited for participating in this program?
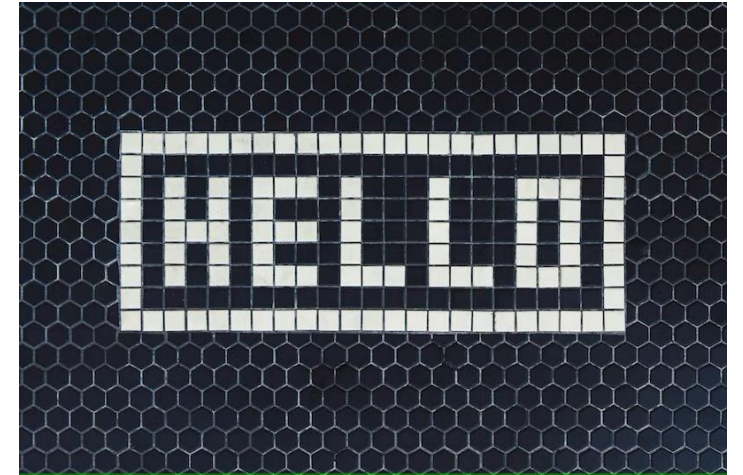
Today's Agenda

Today, we'll:

Review the BHI - CYCLE program structure and timeline

Highlight clinical and operational lessons learned from Rady Children's Hospital around BHI for children

Get to know BHI – CYCLE Teams

7

Behavioral Health Integration — Children and Youth Collaborative Learning Exchange

A nine-month learning collaborative (Oct. 2024 - Jul. 2025) that will engage provider organizations to improve integrated care for children and youth. Organizations will:
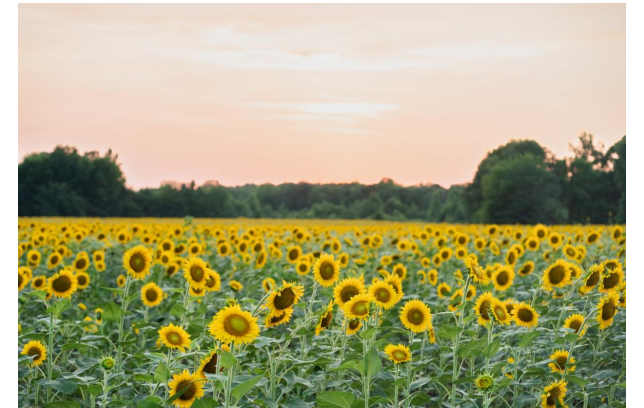

Share successful practices with a dynamic network of peer organizations

Spread adoption of promising solutions addressing real-world challenges that improve delivery of integrated behavioral health care for children/youth

Showcase successes in a public toolkit synthesizing recommendations, experience and contributions to the field

Learning Events & Curriculum

- Monthly webinars
  - Required: BHI – CYCLE Commons
  - **Optional** – BHI – CYCLE Peer Office Hours

- In Person Site Visit
  - March 2025, date TBA
  - San Diego, CA

- About the webinars
  - Webinars will be recorded and materials posted
  - Peer office hours are a place to come ask questions and connect with peers

All Teach, All Learn | Webinar Structure

- BHI-CYCLE team to share on the monthly topic (10 – 20 minutes)

- BHI-CYCLE participating organization will share on monthly topic
  - Develop 2-4 slides
  - Speak for 10-15 minutes, covering:
    - What are you trying to solve?
    - What have you tried?
    - What would you like advice on?

- All: ask questions, offer suggestions and solutions
  - 5-10 minutes

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BHI – CYCLE Commons | Program Timeline

Topic	Commons Webinar Welcome + BHI Supporting Children & Youth Mon. 10/7 (12 -1)	By 10/31: Submit BHI-CYCLE Project Description	Commons Webinar: BHI Workflows Mon. 11/4 (12 - 1)	Commons Webinar: BHI Teams Mon. 12/2 (12 – 1)	Commons Webinar: Screening Mon. 1/6 (12 – 1)	Commons Webinar: BHI Financing and Sustainability Mon. 2/3 (12 -1)
Presenter	Rady Children's + CQC		CHOC	Alliance Healthcare	Providence	LifeLong Medical Care

| Topic	Commons Webinar: In-Person Preparation Mon. 3/4 (12 – 12:30)	In Person Site Visit – Rady Children's, San Diego March 2024, TBA	By 4/1: BHI-CYCLE Program Survey	Commons Webinar: Engagement & Equity Mon. 4/7 (12 – 1)	Commons Webinar: Training and Development Mon. 5/5 (12 – 1)	Commons Webinar: Lessons Learned & Closing Mon. 6/2 (12 – 1)
Presenter				San Francisco Health Network	AltaMed	

BHI – CYCLE | Connecting

- **BHI – CYCLE Connect**
  - Monthly newsletter highlighting learning events and upcoming milestones in the learning exchange

- **BHI – CYCLE Website**
  - Visit for program calendar, webinar recordings, and resources
  - Please don't share website link!
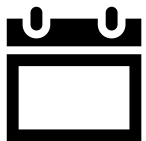
- **Meeting invitations**
  - All learning events (Commons webinars, optional peer office hour) will come from cqcinfo@pbgh.org
  - Reach out to Anna at abaer@pbgh.org for any

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Team Introduction: BHI - CYCLE

California Quality Collaborative

Rady Children's

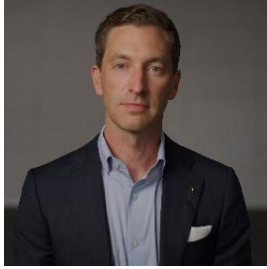### Organization Background

- California Quality Collaborative
  - Technical Assistance Organization
  - All over California
- Rady Children's Hospital
  - Leading BH integration in pediatric primary care
  - San Diego

Kristina Mody Director, Practice Transformation **BHI – CYCLE Director**	**Anna Baer** Program Coordinator, Care Transformation **Coordinator**	**Anne Bird, M.D.** Medical Program Director, Primary Care Mental Health Integration Transforming Mental Health, Rady Children's Hospital	**Nicole Carr – Lee, PsyD** Director of Clinical Operations and Integration – Mental Health Integration; Rady Children's Hospital – San Diego	**Benjamin Maxwell, M.D.** Chief, Child and Adolescent Psychiatry, UC San Diego Una Davis Endowed Chair, Rady Children's Hospital – San Diego	**Elizabeth Rains. MPH** Manager, Business Planning	**Jen Zubyk** Quality Improvement Advisor

Rady Children's Hospital – San Diego

Founded in 1954, Rady Children's serves the region with comprehensive health care for infants, children, and adolescents. As the only dedicated provider of pediatric care in San Diego County and the region's only designated pediatric trauma center, Rady Children's cares for 91% of the pediatric population, nearly 280,000 children from around the world each year. With 40 locations and 511 inpatient beds, we are one of the largest children's hospitals in the country.

Rady Children's Integrated Delivery System
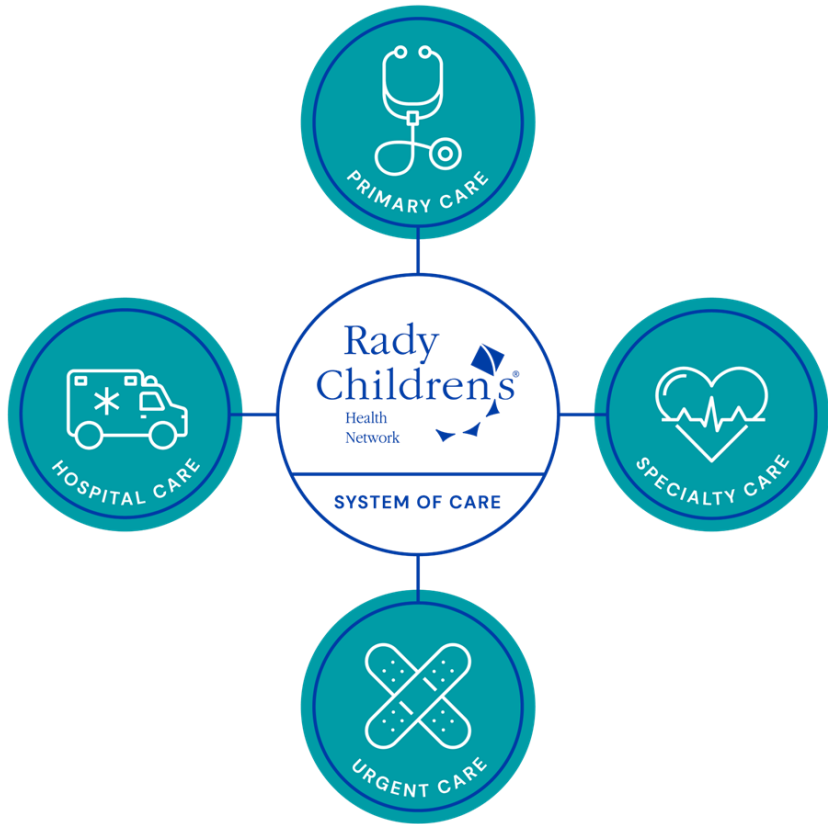
Significant Increase in Behavioral Health Emergency Department (ED) Visits Fiscal Year 2012 through Fiscal Year 2022

Between FY2012 and FY2022[1],
annual behavioral health volume has increased

1,276%

- Behavioral health visits in the ED went from approximately 350 per annum to 4,850 per annum.

- Comparatively, all Emergency Department visits went up 47% during this same time period.

- From pre-pandemic (FY 2019) to post-pandemic (FY 2022[1]), behavioral health visits in the ED increased by 56%.

Youth Mental Health Crisis Statistics

1 in 3 high school students feel sad and hopeless

Suicide remains the second leading cause of death among youth aged 10-14

1 in 5 youth experience anxiety

1 in 4 youth are depressed

More than half of parents express concern over their children's mental well-being

Between 2007 and 2018 the US saw a 57% increase in suicide completion among people aged 10-24 years
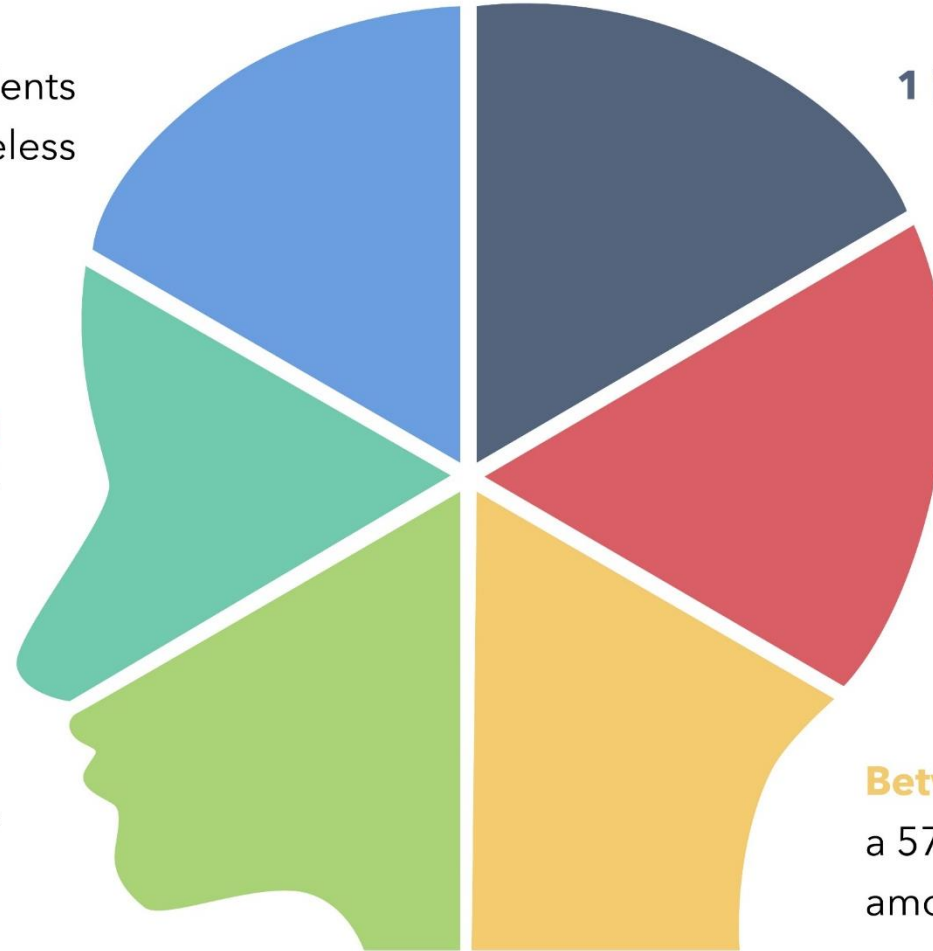
In 2015, under the guidance of its Board, Rady Children's set an aspiration for transforming mental health with a focus on the whole child

Transforming Mental Health with a Focus on the Whole Child

WHOLE CHILD CARE

MIND HEALTH, EMOTIONAL WELL BEING AND SELF ACTUALIZATION

PHYSICAL HEALTH AND OPTIMAL FUNCTION

=

Primary Care

Mental Health Care

Specialty Care
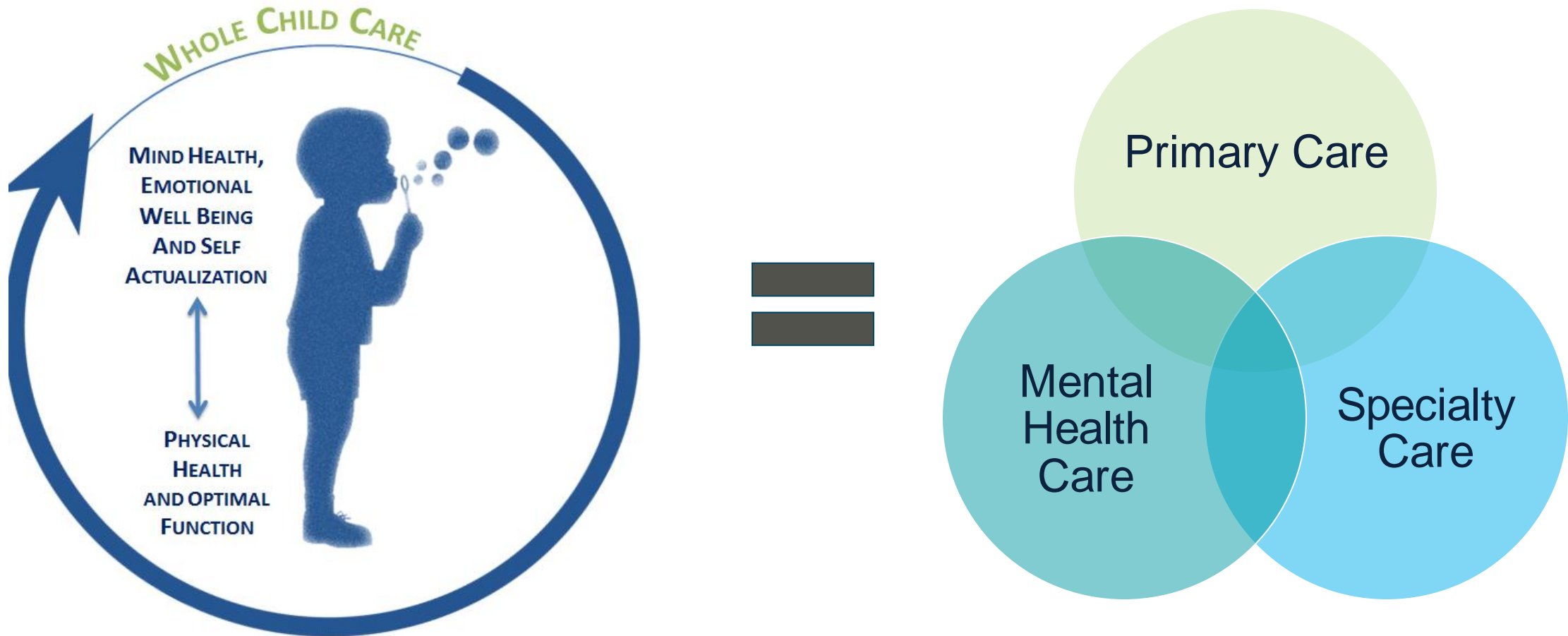
There is no health without **mental health**.

2016-2023 System-Wide Mental Health Screenings at Rady Children's
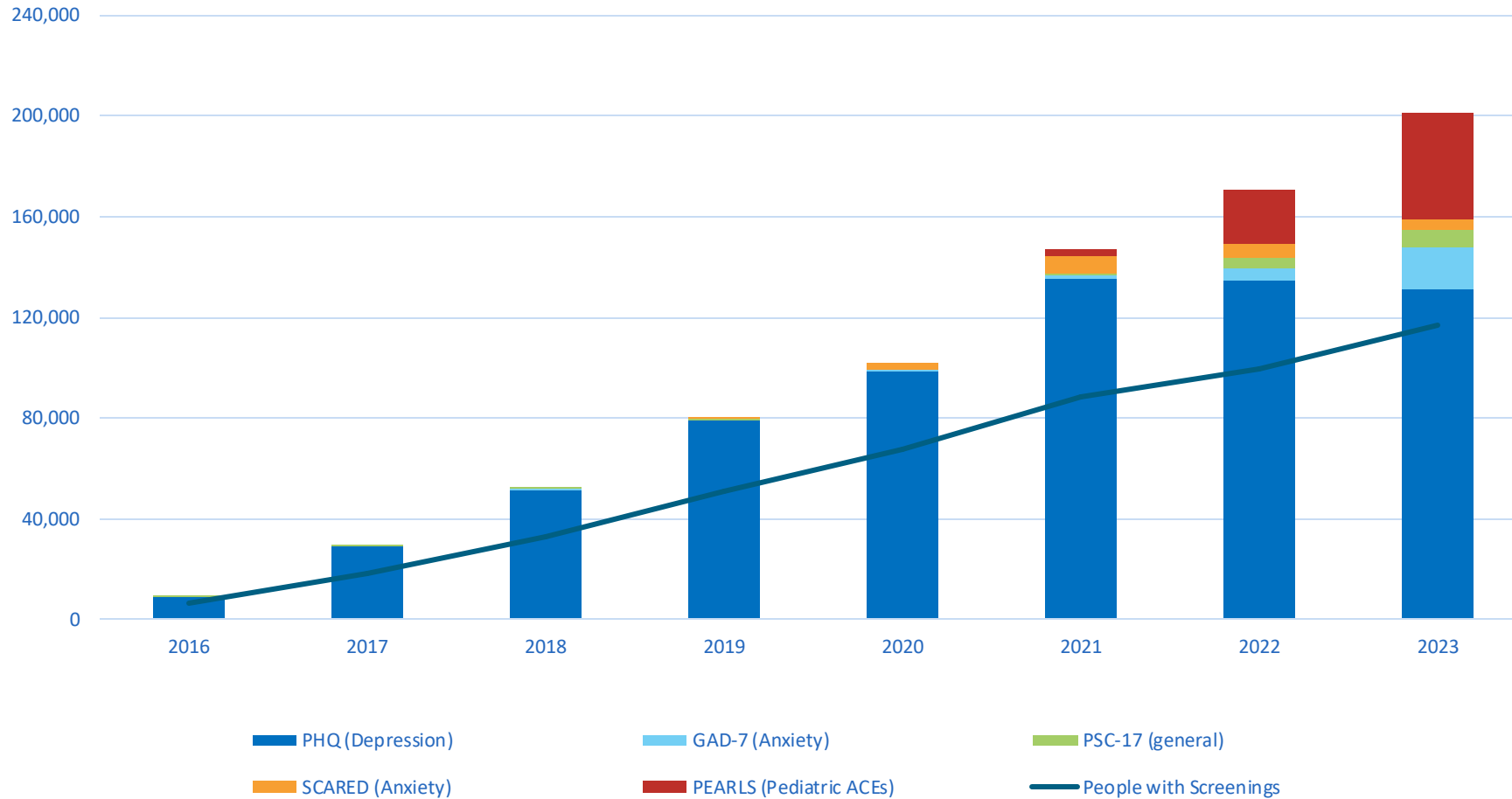
Mental Health Screenings:
Over 1 million system-wide mental health screenings have been administered to date throughout Rady Children's.

Legend:
- PHQ (Depression)
- GAD-7 (Anxiety)
- PSC-17 (general)
- SCARED (Anxiety)
- PEARLS (Pediatric ACEs)
- People with Screenings

Rady Children's Mental and Behavioral Health Programs and Services

Research and Innovation (ABCD, TMS Trial, Esketamine Trial, and Evidence Based Practices)

Primary Care Integration
Practice-based Early Intervention

- **Primary Care Integration Program**

- **Screenings:**
  - **Adverse Childhood Experiences (ACE)**
  - **Depression**
  - **Caregiver Depression**

Partnerships

- **Agency Partnerships** (NAMI, CIF, SDCC, SDSU)
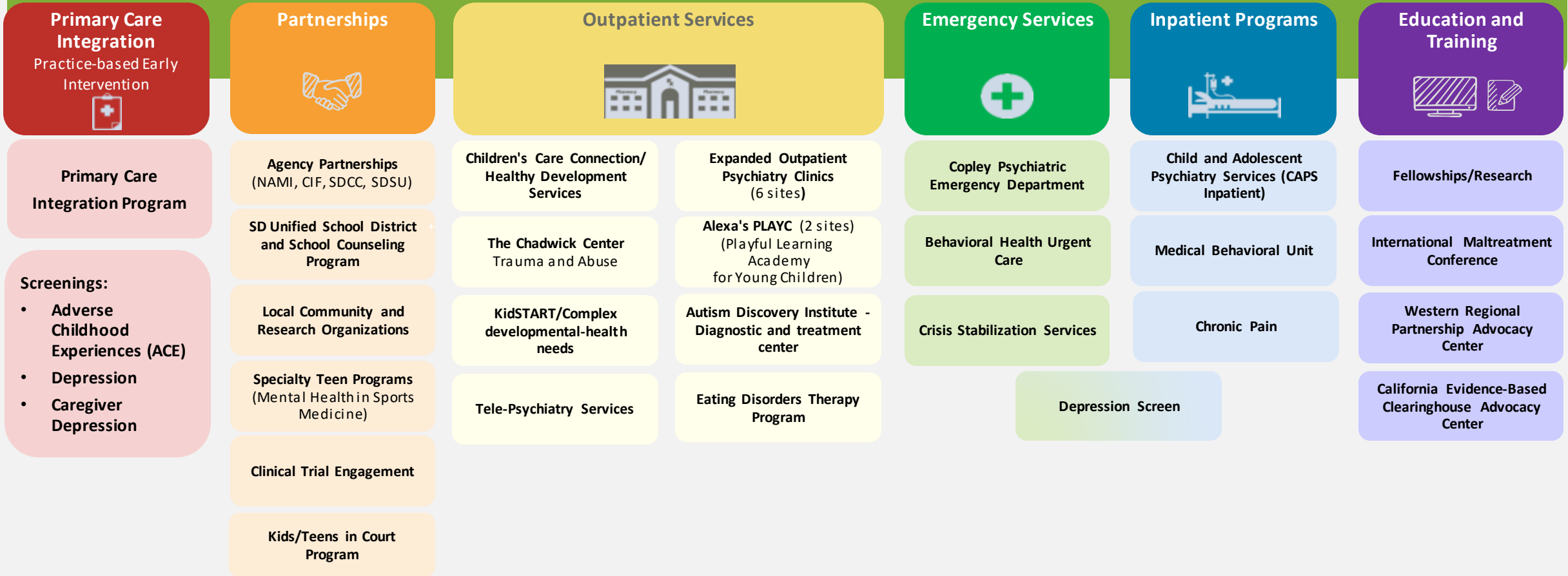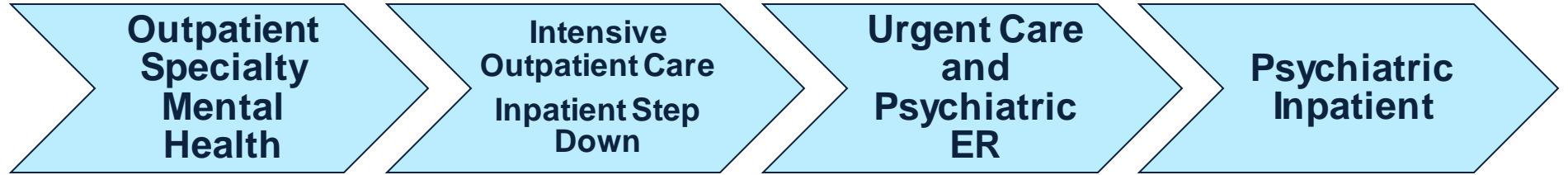- **SD Unified School District and School Counseling Program**
- **Local Community and Research Organizations**
- **Specialty Teen Programs** (Mental Health in Sports Medicine)
- **Clinical Trial Engagement**
- **Kids/Teens in Court Program**

Outpatient Services

- **Children's Care Connection/ Healthy Development Services**
- **The Chadwick Center** Trauma and Abuse
- **KidSTART/Complex developmental-health needs**
- **Tele-Psychiatry Services**

- **Expanded Outpatient Psychiatry Clinics** (6 sites)
- **Alexa's PLAYC** (2 sites) (Playful Learning Academy for Young Children)
- **Autism Discovery Institute - Diagnostic and treatment center**
- **Eating Disorders Therapy Program**

Emergency Services

- **Copley Psychiatric Emergency Department**
- **Behavioral Health Urgent Care**
- **Crisis Stabilization Services**
- **Depression Screen**

Inpatient Programs

- **Child and Adolescent Psychiatry Services (CAPS Inpatient)**
- **Medical Behavioral Unit**
- **Chronic Pain**

Education and Training

- **Fellowships/Research**
- **International Maltreatment Conference**
- **Western Regional Partnership Advocacy Center**
- **California Evidence-Based Clearinghouse Advocacy Center**
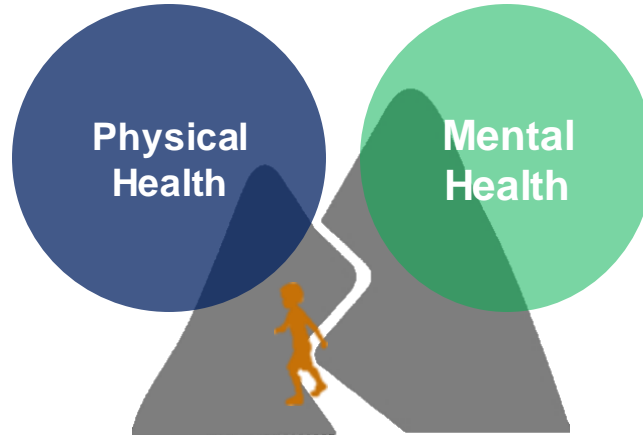
Rady Children's Virtual Treatment and Referral Hub

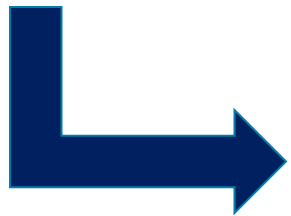## Partnerships for Specialized Solutions (Intensive Outpatient Therapy (IOP), Residential)

Mental Health Continuum

| Outpatient Specialty Mental Health | Intensive Outpatient Care Inpatient Step Down | Urgent Care and Psychiatric ER | Psychiatric Inpatient |

Primary Care Medical Home 'Whole Child Care' Physical AND Mental Health

Physical Health

Mental Health

Physical Health Continuum

| Outpatient Specialty Physical Health | Intensive Outpatient Medical Care | Urgent Care and ER | Inpatient or ICU |

TMH Vision, Mission, and Pillars

Vision: Transforming Mental Health at Rady Children's Hospital – San Diego will be an innovative leader in pediatric mental and behavioral health, recognized nationally and internationally, for excellence in patient care, education, research and advocacy.

Mission: TMH will provide early detection, prevention, education, innovation and research to improve the life experience of children and youth and strengthen families with the goal of making a major impact on positively disrupting the growth in anxiety, depression, suicide and other behavioral and mental health needs of children and youth.

Quality and Service

Research and Innovation

Clinical Care and Access

Awareness and Education

People and Partnerships

Fiscal Responsibility and Sustainability

Rady Children's | Transforming Mental Health

Substance Abuse and Mental Health Services Administration (SAMHSA) Spectrum of Integrated Care

COORDINATED KEY ELEMENT: COMMUNICATION		CO LOCATED KEY ELEMENT: PHYSICAL PROXIMITY		INTEGRATED KEY ELEMENT: PRACTICE CHANGE	
LEVEL 1 Mini Collaboration	**LEVEL 2** Basic Collaboration at a Distance	**LEVEL 3** Basic Collaboration Onsite	**LEVEL 4** Close Collaboration Onsite with Some System Integration	**LEVEL 5** Close Collaboration approaching an Integrated Practice	**LEVEL 6** Full Collaboration in a Transformed/Merged Integrated Practice

Challenges to Integrated Care:

- Culture, workforce and local infrastructure

- Evidence-based care

- Research support

- Fiscal system changes and reimbursement

Integrated Primary Care Clinic Sites
- CPCMG Hemet
- CPCMG Temecula Parkway
- CPCMG Jefferson Temecula
- CPCMG Oceanside - Sanford Children's Primary Care
- CPMG Children's Medical Group San Marcos
- CPCMG Citracado
- CPCMG Poway*
- CPMG Valle Verde Pediatrics
- CPCMG Alvarado
- CPCMG El Cajon*
- CPMG La Mesa Pediatrics
- CPCMG Chula Vista - Centre Medical Plaza

Mental Health Integration Hubs
- Hemet Hub
- Encinitas Hub
- Mid-City Hub
- Chula Vista Hub

*In partnership with San Diego Center for Children
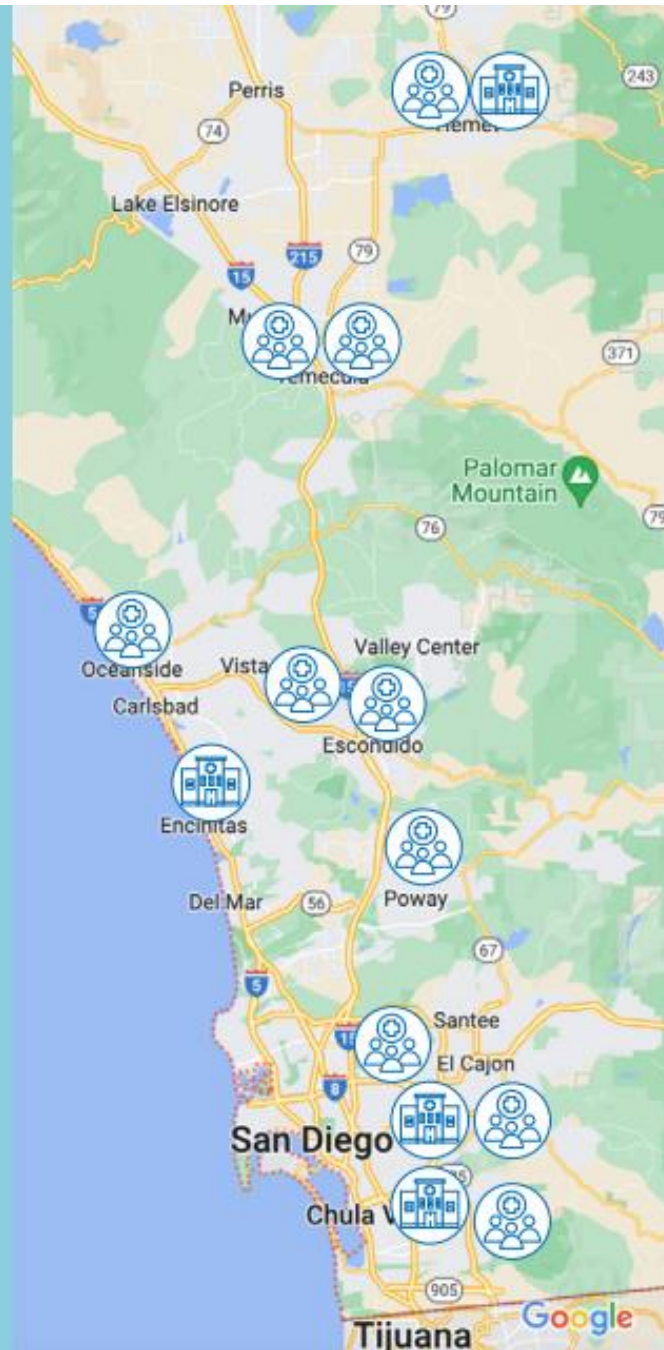
✓ Early Identification
✓ Early Intervention
✓ Early Recovery

Children's Physicians Medical Group

Children's Primary Care Medical Group

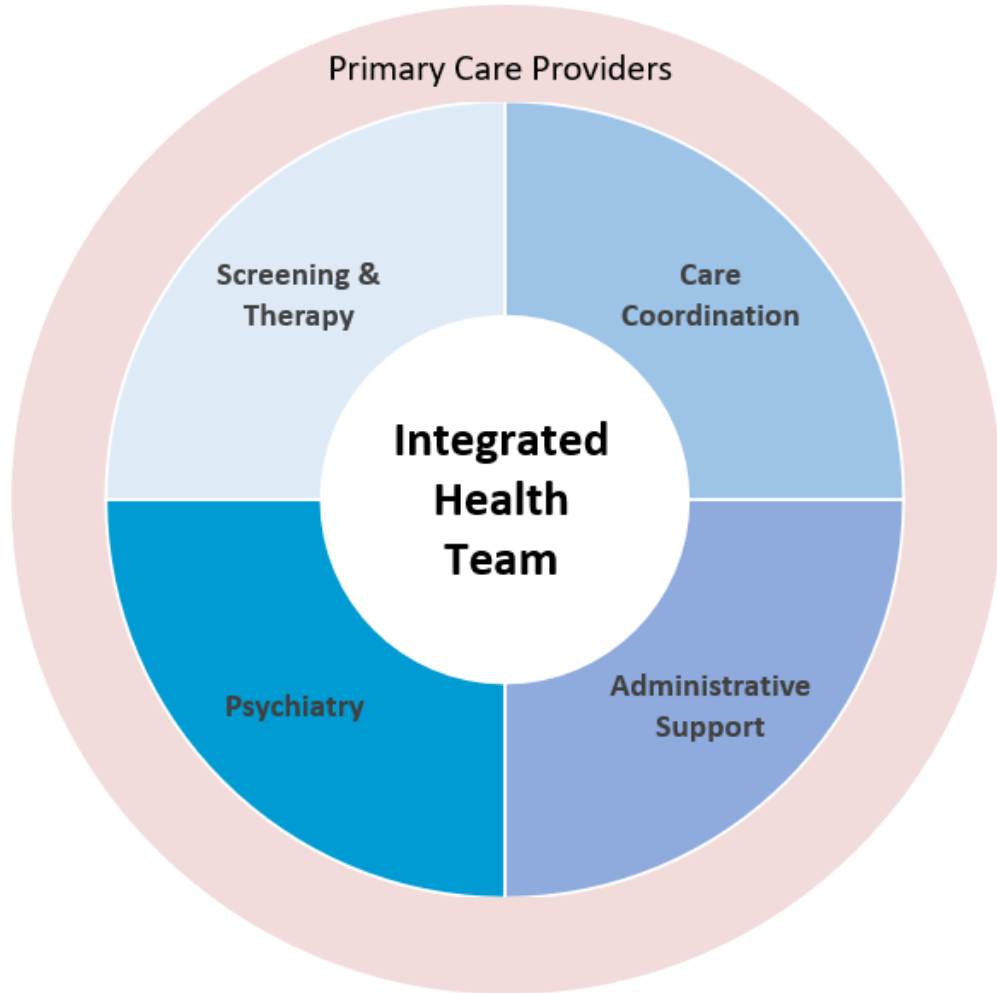# Mental Health Integration Hub and Spoke Model

Primary Care Spokes

- Warm Hand Offs
- Assessments
- Brief goal/solution-focused therapy (4-6 visits)
- Care Coordination
- Preventative work and lower complexity
- Co-manage with PCP

Mental Health Integration Hubs

- Brief goal/solution-focused therapy (<12 visits) +/- Groups
- Psychiatric consultations
- Care Coordination
- More complex pathology, higher risk
- Co-manage with PCP

Multi-Pronged Approach to Education

Patient Education

Provider Education

Workforce Development Pipeline

Community Education

Transforming Mental Health Initiative

Thank you!

California Quality Collaborative — PBGH

Meet the BHI-CYCLE Teams

Team Introduction: Alliance Medical Center

Organization Background

- Alliance Medical Center
- FQHC
- Sonoma County, CA
- Patients served: 12, 500
- EHR: Ochin Epic

- AMC has been on a journey to increase BHI for the past 3 years. For the past year, the medical and BH departments increased intentional integration by assessing current workflows and needs between departments. We are learning to communicate and work collaboratively.
- Hybrid BH Integration @Healdsburg and Windsor Clinics
- BH Team: 2 Clinical Support Staff, 2 MA's, 1 SUN, 2 Psychiatrists, 1 PMHNP, 8 LCSWs, 1 LMFT and 1 AMFT
- Improve workflows for sustainable hybrid model.

Alliance MEDICAL CENTER CLINICA ALIANZA

Maria Juarez Sanchez
LCSW | BH Director
Lead Team Member

Rosa E. Sanchez
Director of Clinical Operations
Lead Team Member

Peace Lily

Team Introduction: AltaMed Health Services
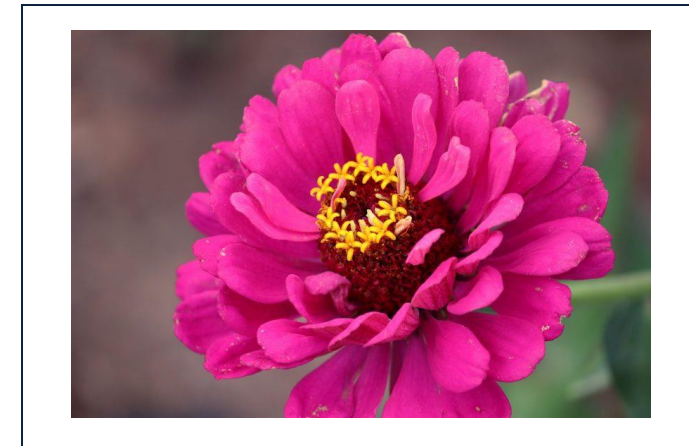
Organization Background
- AltaMed Health Services
- Federally Qualified Health Center
- Los Angeles/Orange County CA
- 380,455 patients served
- Epic EHR

About Your BH Integration Program
- Primary Care Behavioral Health Model
- 32 Clinicians that range from Licensed Clinical Social Workers and Associate Clinical Social Workers
- BH services offered at 19 AltaMed clinics
- Project: Suicidal Ideation screening workflow

| Dr. Norma Perez - Pediatrician, ACEs Program Director | Dr. Lisette Robledo - Pediatrician, ACEs Behavioral Health Champion | Alexandra Perez - ACEs Project Coordinator | Emmanuel Okosisi - ACEs Project Coordinator |

Team Introduction: CHOC (Children's Hospital Orange County)

Organization Background

- Children's Hospital Orange County (CHOC)
- We are a pediatric health care system consisting of hospitals, urgent cares and community based primary and specialty care clinics
- We are based in Orange County, CA
- We serve roughly 2 million children over four counties
- We utilize Cerner as our EHR

Primary Care

- CHOC has 26 primary care clinics (22 outlying clinics, 4 medi-cal clinics) and a mobile clinic team. Our Psychology and Social Work providers are integrated into most of these clinics and provide services on-site or via telehealth
- Psychology team consist 6 psychologists & 2 resource specialists
- Social Work team consists of 3 primary care social workers
- Projects we are interested in working on with our teams include sustainability, maximizing billing, integrating HealthySteps, and increasing in-person interactions during patients' primary care visits

Psychology

Chris Min, PhD   Sarah Ruiz, PhD   Annemarie Kelleghan, PhD   Mariam Ibrahim, PhD   Sandra Avila, PsyD   Darcy Alcantara, PhD   Maritza Estrada   Nataly Alvarado

TEAM MASCOT (S)

Social Work

Amy Hernandez, LCSW, PMH-C   Gloria Flores, MSW   LuzElena Najera, LCSW

CHOC
LONG LIVE CHILDHOOD

33

Team Introduction: LifeLong Medical Care

- FQHC/Community Health Center
- SF East Bay (from Oakland to Rodeo)
- 57,082 patients served (medical and behavioral health) in 2023
- Epic EHR

- **Teams:** 10 clinic-based IBH teams + 4 additional IBH teams + 3 school based health center teams
- **Staff:** 24 BH Community Health Workers + 58 therapists + 18 psych providers + 9 Recovery Support Counselors + 21 BH interns + Leadership
- **Project:** Increasing clinical support for pediatric BH therapists

Carrie Cangelosi	Emma Gomez	Georgina Marin
BH Operations Director	School Based Associate BH Director	Lead BH Community Health Worker
Ops Support	Clinical Lead	CHW Perspective
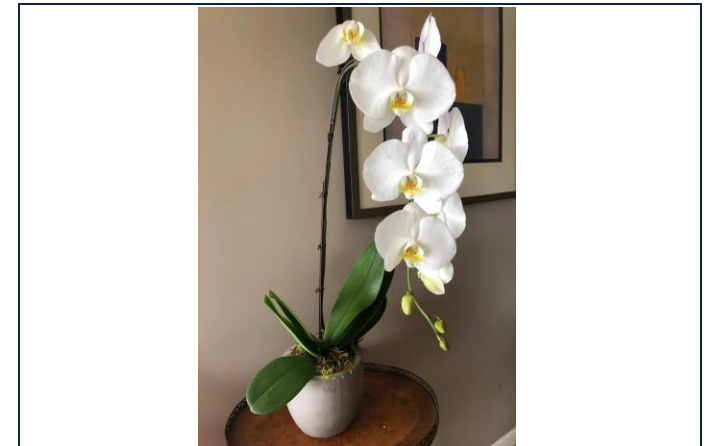
Team Introduction: Providence Doyle Park Pediatrics Santa Rosa

- Providence Medical Group
- Pediatric clinic
- Santa Rosa
- # 1,000
- Epic

- PCBH program, grant funded. BHP started in October 2023.
- One BHP to 10 providers. Two pediatricians are offsite in Petaluma, one is a developmental pediatrician.
- ACEs screening and response during WCCs for ages 12+

Cindy Scott PsyD Behavioral Health Provider	Sarah McVay PsyD Regional Manager of Integrated Behavioral Health

# Team Introduction: Chinese Hospital & Clinics

Organization Background
- Name: **Chinese Hospital & Clinics**
- Org Type: **Hospital / Health System**
- Location: **San Francisco and Daly City**
- # Patients Served: **10,000**
- EHR: **Cerner**

- Current BHI program: **Collaborative Care Model (CoCM)**
- Pilot Site: **Gellert Health Services**
- CoCM Staffing: **PCPs, Ruby (BHCM), Jamie (Psychiatric Consultant), Dr. Henry Poon, LMFT (Psychotherapist), Medical Assistants, Front Desk**
- What project you may want to work on: **Advancing Health Equity and Access to Culturally Competent Care through BHI**

Jiami Wu Director of Clinics Role: Auditor	Dr. Lyra Ng, MD Pediatrician Role: Auditor	Rain Zhang Clinic Supervisor Role: Auditor	Ruby Li Clinic Operations & Behavioral Health Coordinator Role: Auditor
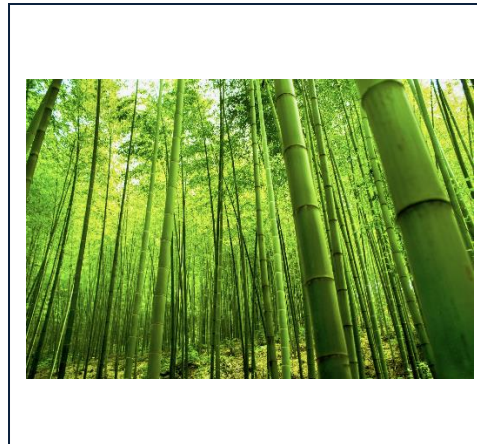
Feedback please!

1. Today's webinar was useful for me and my work *[select one]*
   - Strongly agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree

2. Of the topics we covered today, what was especially helpful?
[select multiple]
   - Review BHI - CYCLE program structure and timeline
   - Introduce your BHI – CYCLE Team
   - Review the clinical and operational lessons learned from Rady Children's Hospital

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Upcoming Events

BHI – CYCLE Project Descriptions
- **Due: Thursday, October 31**

BHI – CYCLE Commons: BHI Workflows
- Monday, November 4, 12 p.m. – 1 p.m.
- Share BHI workflows, including screening, team roles, desk procedures and use of data/registry
- *Peer Presenter*: CHOC

[Optional] BHI – CYCLE Peer Office Hour: BHI Workflows
- Monday, November 18, 12 p.m. – 12:45 p.m.

BHI – CYCLE Commons: BHI Teams
- Monday, December 2, 12 p.m. – 1 p.m.
- Highlight recommendations around BHI team engagement, training, quality control and collaboration (virtual, hybrid and in-person)
- *Peer Presenter:* Alliance Healthcare

California Quality Collaborative