

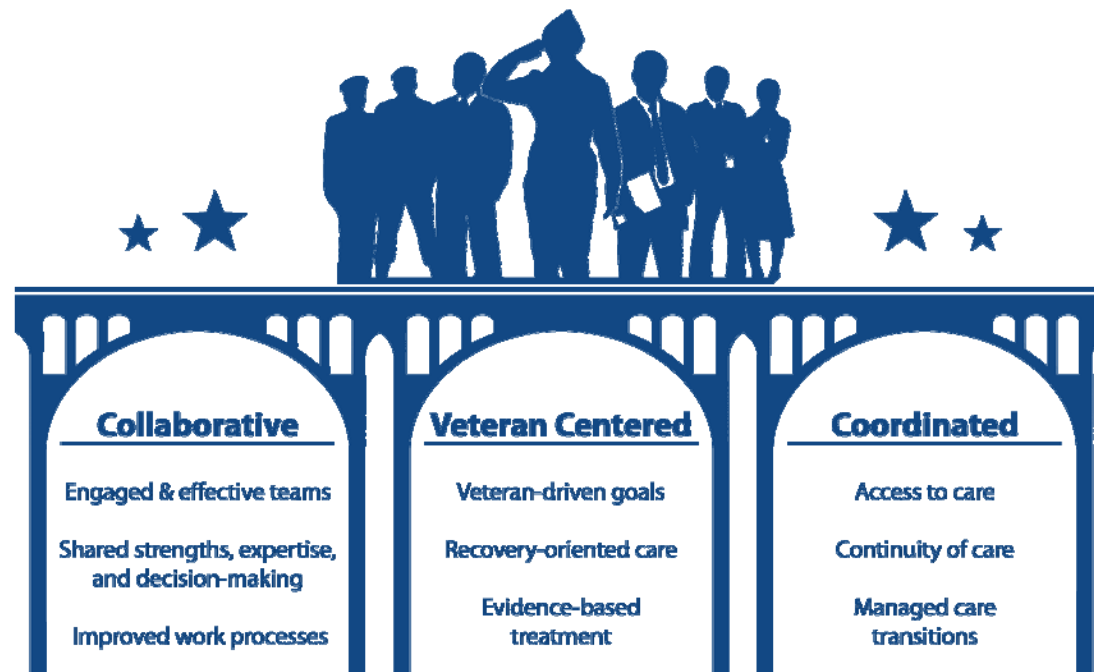


## **Behavioral Health Interdisciplinary Program (BHIP) Team Based-Care**

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# What's New in VA Outpatient General Mental Health Care?

## Behavioral Health Interdisciplinary Program Team-Based Care



# Agenda

- Background of Staffing Model/Team-Based Care
- BHIP Team
- Veteran's Role
- Services Provided
- MH Continuum of Care
- BHIP Goals
- BHIP Pilots
- Current and Future Steps

# Building an Outpatient General MH Staffing Model

- In November 2011, VHA committed to developing an outpatient mental health staffing model to ensure adequate general outpatient MH staffing and timely access to care.
- Historically, facilities have had flexibility to determine staffing mix based on local resources and needs.
- Sites could benefit from additional staffing guidance.
- Initial focus was on developing staffing guidance for general mental health (GMH), with the intent to build an overall, comprehensive mental health staffing model, encompassing all of MH.

## Building an Outpatient General MH Staffing Model

- Mental health adapted the process used by VHA Primary Care to develop population-based guidance
- Development of the outpatient GMH staffing model considered findings in:
  - academic literature
  - consultation with other health care systems
  - VHA's utilization & staffing data
- VA considered a number of factors in developing the model, including:
  - Veteran population in the service area
  - The mental health needs of Veterans in that population
  - Range and complexity of mental health services provided in the service area

## Outpatient General Mental Health Team Staffing Model Ratio

- The model includes a specific staffing ratio per panel of Veterans in general outpatient mental health services and incorporates team-based concepts
- The model's clinical staffing ratio is:

Employee Category	FTEE for MH Team Panel Size of 1,000
Total MH Clinician: Licensed Independent Providers (LIP)/Autonomous Providers	5.1-5.5
Admin. Clerical Support	0.5-1
Non-LIPs	1
<b>Total FTEE</b>	<b>6.6 -7.5</b>

# What is the Behavioral Health Interdisciplinary Program (BHIP) Team?

An interdisciplinary team, based on the staffing model ratios, working together to focus on the Veteran's mental health and well-being

## **Mental health professionals :**

Psychiatrists, psychologists, nurses, social workers, marriage and family therapists, clinical pharmacists, licensed professional mental health counselors, peer specialists, and others

## **Administrative staff:**

Program support assistants, clerks, and others





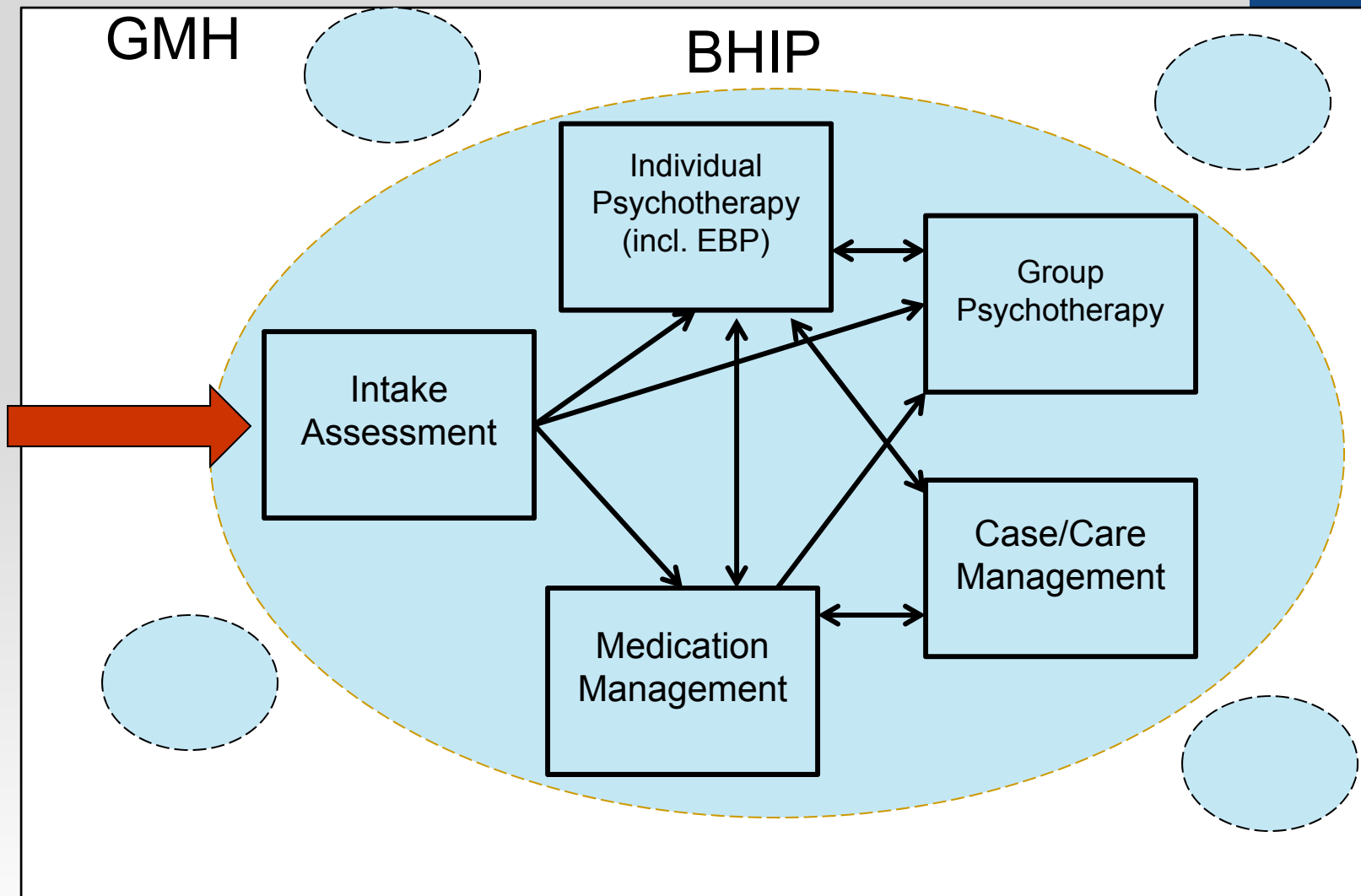
# Veteran's Role in BHIP







# What Services Does a BHIP Team Provide?

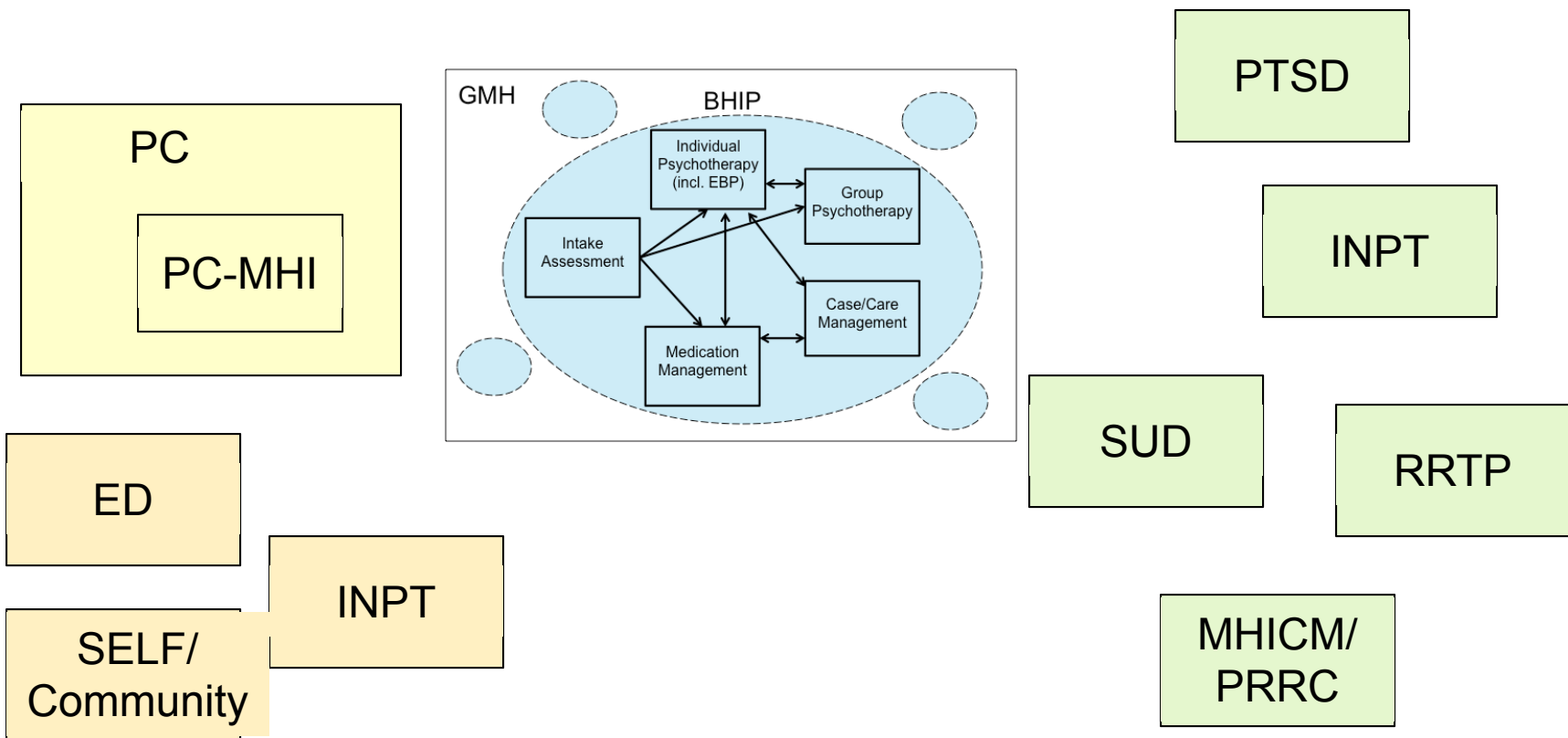


# Where Does BHIP Fit Within the MH Continuum of Care?

PRIMARY

SECONDARY

TERTIARY



## What are the Goals of BHIP Team-Based Care?

- **ACCESS:** Provide Veteran-centered care tailored to the Veteran's needs — the right care, at the right time, every time
- **VETERAN CENTERED:** Work with the Veteran to identify his/her own personal goals for mental health recovery and well-being
- **COLLABORATIVE:** Help the Veteran achieve his/her goals by providing proactive, integrated, comprehensive outpatient mental health care
- **COORDINATED:** Manage and coordinate transitions between mental health services so that the Veteran does not become "lost in the system."

# Collaborative, Veteran-Centered, Coordinated Care

The BHIP team plays an essential role in assuring ongoing access by:

- Working at the top of their licenses
- Streamlining processes for Veterans
- Coordinating care for Veterans
- Managing Veteran panels



## BHIP Pilots & Qualitative Evaluation

- In spring 2012, VISNs 1, 4, 17, and 22 began pilots
- Interviews with 16 Pilot Sites at the 4 Pilot VISNs in FY13Q2
- Providers perceptions about changes in care as a result of transitioning to BHIP:
  - 76.5% reported increased **continuity of care**
  - 93.8% indicated **improved relationships between providers**
  - 50% discussed **improved Veteran access to care**
  - 50% reported **increased overall Veteran health status**

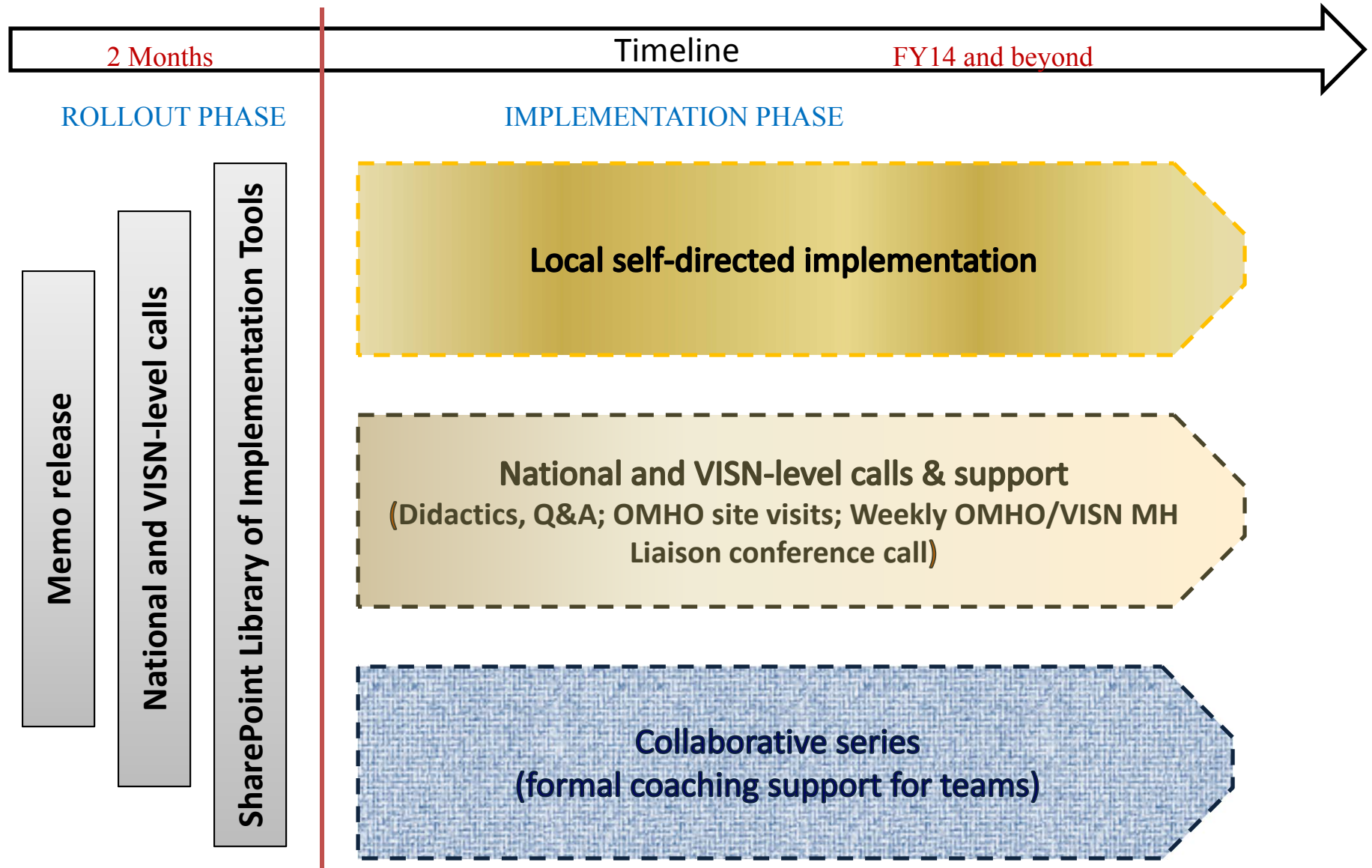
## **BHIP Pilot Qualitative Evaluation: Implementation Facilitators**

- **Core aspects supportive of BHIP**
  - Regular team meetings attended by all BHIP members
  - Daily “huddles” to discuss patient issues
  - Building in care evaluations into standard practice
  - Staff retreats for training and to foster collaborative relationships
  - Obtaining leadership and Veteran buy-in

## BHIP Team Implementation in FY14

- Incremental VHA-wide implementation with continuous quality improvement and feedback loop
  - Every VA healthcare system/medical center to implement **one** general mental health (BHIP) outpatient team, as defined by the mental health staffing model, in FY14
  - Each BHIP team will contain the recommended number of team members, and each team will provide interdisciplinary care for an assigned panel of Veterans.

# Implementation Pathway Options





# Overall BHIP Evaluation Plan: How Will We Know It's Working?

- Focus of Evaluation
  - Structure
  - Process
  - Outcomes
- Assessment of Effectiveness
  - Access
  - Quality
  - Staff Productivity/Efficiency
  - Veteran and Staff Satisfaction
  - Veteran Engagement and Care Transitions

## **BHIP Team-Based Care: FY15 and Beyond**

- Building strong initial teams
- Providing more structure and guidance to the field based on Pilot and Collaborative data
- Continuing re-assessments of sites
- Revising model guidance based on continuous feedback loop with the field
- Broader rollout to increase # of BHIP teams at all sites