

## Primary Care Behavioral Health Implementation Tools

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### Goal of Access:

#### Referral Barriers Questionnaire

- PCBH service relies on PCP referrals
- Barriers to referrals are common
- RBQ (see handout) assesses barriers
  - 14-items plus questions about overall satisfaction
  - Can be used in new and established service
  - Not standardized

### CHCKC Most Common Barriers: First 6-12 Months

- Patient refused the referral
- Patient already seeing a therapist
- *Forgot by the end of the visit*
- *No time to fetch the BHC and make the referral*
- *Patient is responding well to medications alone; no need for referral*

### CHCKC Least Common Barriers: First 6-12 Months

- Worry about alienating patients by recommending a BH referral
- Not sure how to make the referral
- Patient has seen BHC before and isn't likely to benefit from another referral
- Unlikely BHC could help with this type of problem

### PCP Satisfaction

	YVFWC (n = 22)	EKCHC (n = 6)	SKCHC (n = 6)
Overall, how helpful is the BHC service <u>for you patients</u> ? Mean (sd)	7.4 (1.1)	9.1	8.9 (1.2)
Overall, how helpful is the BHC service <u>to you</u> ? Mean (sd)	7.5 (1.5)	10	8.9 (1.8)

### Interventions for Specific Barriers

- Please see the handout "A Guide for Overcoming Referral Barriers"

### Referral Barriers Questionnaire

	Not a Barrier	Occasionally a Barrier	Often a Barrier
Pt already seeing therapist	7	1	2
No time to fetch BHC	7	3	0
Forgot by end of visit	8	2	0

### Clinic-Specific Factors that Influence Barriers & Productivity

- History of availability of behavioral health services prior to the PCBH model
- Ratio of BHC hours to PCP providers / patients
- Size of clinic
- Full vs. part-time availability of BHC
- Population demands
- Current availability of specialty BH services

### Referral Barriers Questionnaire

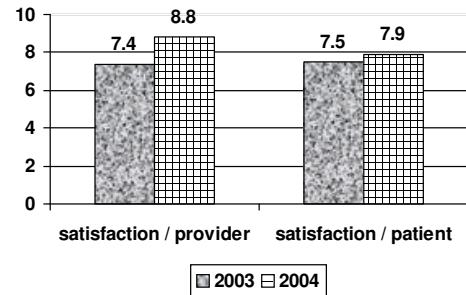
	Not a Barrier	Occasionally a Barrier	Often a Barrier
Pt refused referral	9	1	0
Pt saw BHC before for same problem w/ no benefit	4	6	0
Worry about alienating pt by bh ref	10	0	0

### Referral Barrier's Questionnaire

	Not a Barrier	Occasionally a Barrier	Often a Barrier
Not sure how to make ref	6	4	0
BHC unavailable or busy	6	3	1
BHC doesn't speak pt's prim language	8	2	0

### Referral Barriers Questionnaire

	Not a Barrier	Occasionally a Barrier	Often a Barrier
Pt is responding well to meds alone	5	5	0
Don't want to overwhelm BHC	8	2	0
Not sure what to say about cost	6	4	0



**Goal of Increased Productivity:  
Method for Calculating Productivity**

1. Data to Collect: (1) Number of days PCBH provider worked in month X (2) Number of contacts PCBH provider completed w/ pts in month X
2. Assume standard of .90 book-able (.90 of 8 hour work period = 7.2 hours)
3. Assume 2 contacts per hour or 14 per 8 hours worked
4. Divide number of contacts PCBH provider complete in month X by number of days worked in month X. Divide this by 14. Resulting % is PCBH provider's percent of 100% productivity.

**Productivity Standard**

<i>% of Productivity</i>	<i>Pt. Contacts / 8 hrs. work period</i>	<i>Standard</i>
Less than 57%	Less than 8	Developmental (first 6 mos.)
57-70%	8 to 9	Satisfactory
71-85%	10-11	Good
86-100%	12 and above	Excellent

**PCBH Implementation Tools**

- BHC and Self-Reinforcement: Size of Clinic
  - Small Clinic: PCP Satisfaction
  - Large Clinic: Productivity
- Referral Barriers Questionnaire helpful in all clinics and in all stages of implementation