

CHONY 6 Pediatric Psychiatry Clinic and Audubon Pediatric Medical Clinic New York-Presbyterian

Our Patient Cohort

(Data reflects Sept. '15 to Feb. '16)

Shared pediatric patient population between the CHONY 6 and Audubon clinics

≡ 56 

Our Actions

Patient Story

4 year-old male in short-term therapy and experienced heart attack and stroke requiring a heart transplant. Patient transferred to BH services for more intensive treatment. With new established lines of communication and collaboration with PCP and BH, patient was able to seamlessly transition to BH and then back to PCP upon achieving stable status.

Process Improvements

Patient Identification

- Enhanced BH screening by Pediatrician: Vanderbilt & SNAP IV
- Pediatrician determines level of care
- Implemented referral process from Pediatrician to Audubon psychiatric NP for complex cases

Care Planning

- Implemented BH medication management document for Pediatricians to reference
- Implemented "Welcome Package" at CHONY 6 to be administered to incoming patients

Management

- Implemented a "point-person" at CHONY 6 to manage patient care plan
- Implemented the sharing of provider handoff sheet when transferring cases between clinics

Follow Up

- Implemented CHONY 6 Graduation criteria document to help determine stable BH status to transition care back to PC

Level of Integrated Practice

LEVEL 1 Minimal Collaboration	LEVEL 2 Basic Collaboration at a Distance	LEVEL 3 Basic Collaboration Onsite	LEVEL 4 Close Collaboration Onsite with Some Systems Integration	LEVEL 5 Close Collaboration Approaching an Integrated Practice	LEVEL 6 Full Collaboration in a Transformed /Merged Integrated Practice
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Lessons Learned

- Importance of face-to-face communication to enhance service collaboration
- Developing standardized processes, workflows and reference documents increases collaboration among providers
- Expanding concept of a treatment team to encompass PC and BH providers to help facilitate patient flow across settings and change culture of care delivery

Our Impact

	Baseline (Sept. '15 – Feb. '16)	MAX Program (Mar. '16 – Aug. '16)	%Δ
Patient Engagement  Screenings Completed 527 patients stratified for level of care	40%	78%	49%
 Pediatrician Comfort Level 250 shared patient case discussions	70%	89%	21%
 Transitions in Care 9 patients transitioned to PC	0	12	-
 Number of Shared Patient Case Discussion	N/A	250	-

*Calculations are based on self-reported data from Action Team