

BHH IS Small Group Notes

4.15.16

PNP LMHA Group:

- Recovery Plans & Proper Documentation.
 - Important to spend time making sure people are documenting services properly. Chart audits will occur and providers will need to meet note and chart requirements.
 - Having a challenge with documenting coordination on a patient centered treatment plan (doesn't always involve the client if it's with a collateral, for example)
 - Treatment/Recovery Plans-CM, social rehab, or those with other medical and wellness goals can be used and capture BHH services under existing goals.
 - If they can't find a goal to fit something under, they contact clinician to create a goal and coordinate on it.
 - Services and codes training would be helpful for newer staff.
 - CSP-following GIRP note structure.
- Outreach/Enrollment.
 - Outreach and enrollment messages-what do you need? How can we help?
 - Regarding working with others in agency, constant education was needed to other teams to increase understanding and acceptance of BHH.
 - Meds only people who might come in twice a year don't want more contact.
- Services.
 - Making sure capturing all services.
 - Challenge-BHH nurses being asked to serve others in other programs.
 - Providers are trying to meet with people after their med only meetings and are doing follow-up with medication mgmt staff.
 - Reviewing charts, and coordinating with the team, can count as a CM with collateral service.

State Operated LMHA Group:

- How to assure "in-kind" staff are responsible and understanding of their role on the teams.
 - Spent days hanging out with other teams in the agency to remind them what tasks are considered BHH.
 - Trained entire agency on doing BHH for everyone.
 - Created new PowerPoint presentations for whole agency (pulls on all "lessons learned" so far)
 - CMHC highlighted team rosters with people who haven't seen people recently (greater than 90 days) and gave them to their clinical directors.
- Role of peer supports
 - Creative use of group/group minutes-BHH staff come into group to do 15 mins about health conditions
- Service Tracking
 - WCMHN exported the BHH Client Summary Report to Excel, and are using it to track services; also doing some analytics on teams with better/worse performance.
 - RVS using report at staff/team meetings.