



## BHH Designated Provider Agency Implementation Session

March 18, 2016 • 1:30 pm – 3:00 pm

River Valley Services at CVH in Middletown 1<sup>st</sup> floor Dutton Home – Portland View Conference Room



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**Facilitated by:** Cheryl Stockford

**Attendees:** BHcare (Alexandra Kosakowski); CMHC (Nancy Watsky); SMHA (Justin Sleeper); Bridges (Trish Kramer, Valerie Mallard, Dawn Silver-DeAngelis); CMHA (Deborah Dutkiewicz, Linda Filipetti); United Services (Lori Behling, Jennifer Mastrangelo); CHR (James Morro, Courtney Sheehan); RVS (Megan Goodfield, Anne Kiwanuka); Rushford (Rossana Barnaby, Monika Gunning); Sound (Amy Oulundsen, Connie Dufresne, Enrique Juncadella); Intercommunity (Suzanne Otlowski); ASO (Daniel Quinn, Amy Miller, Denise Roberts)

**Call-in:** BHcare (Sandy Lombardi); SWCMHS (Diane Sheehan); WCMHN; Rushford (Jenny Vega)

### 1. Updates – DMHAS, ASO & Providers

- a. Enrollment – As of 03/18, there are over 6,000 people enrolled in BHH statewide, almost 90% of our target enrollment.
- b. NATCON16-Take Away Topics and Lessons Learned from the Conference:
  - i. Missouri's BHH had significant positive outcomes from both health screening and health assessment data.
  - ii. In terms of data sharing, don't worry if your data isn't 100% accurate or complete when you start sharing and talking about it. Put it out there so everyone can discuss and raise questions. You can then tweak and refine it.
  - iii. Tobacco Cessation – BHH Initiative should really focus on tobacco cessation. If addressed correctly, it can decrease the gap between the lifespan of people living with a mental illness and those who are not.
  - iv. The importance of Motivational Interviewing. Staff should receive training consistently, especially training focusing on helping people with stages of change when dealing with physical health conditions.
  - v. Beneficial to add new services when implementing BHH, rather than using existing services/codes. Makes it seem like it's something different and not the same thing everyone's already been doing.
  - vi. Don't wait for MOUs to start working with people. It can take forever. Build relationships with the right people.
  - vii. Instead of trying to address weaknesses, Marcus Buckingham suggests looking at strengths and capitalizing them.

### 2. Achieving Performance Measures

- a. BHH Work Flows
  - i. Cheryl would like to begin documenting successful BHH workflows. This document will serve as a guide for the steps to take, based on others' successes, to successfully implement the BHH Initiative.
  - ii. Cheryl suggested these strategies might be helpful in guiding outreach, enrollment, and service for children and non-auto-enrolled clients.

- b. Report Cards – Amy gave providers a sample of a new chart that will be added to reports starting Monday, March 21, 2016. These new charts will give a breakdown of target clients served based in their enrollment status.
  - i. Providers were informed that DDaP/WITS & report card enrollment numbers might not add up because report cards reflect current number enrolled each week and DDaP/WITS shows the total number enrolled for any number of days in the month.
  - ii. Providers were informed that targets used in DDaP/WITS data are slightly different than the targets used for report cards.
  - iii. Amy reminded everyone that due to the different reporting tie periods and methods of collecting the data, it will never match up perfectly, but they should continue to make an effort to ensure data entered is accurate.
  - iv. Cheryl told attendees that fiscal bills for 1 service (eight minutes or more) per enrollee per month, but the programmatic requirement of the BHH initiative is that every enrollee receives an hour of service per month. Both are important to the program.
- c. United Services & CHR Field Trip/Meeting
  - i. A great way to learn how to utilize staff
  - ii. Useful for smaller groups of providers
- d. Provider Information Sharing:
  - i. CMHC providing health enhancement phone calls to med management clients.
  - ii. If treatment plans are not compliant, services won't count no matter how many hours are provided. Discussion about the important work of quality control and ensuring records are in compliance so services can be billed.
  - iii. CHR reported that they have been approached by both Channel 3 and NPR for stories on their BHH
  - iv. CMHA reported that the BHH team has been interviewed for an article in a local newspaper.

### 3. Next Meeting

The next implementation session is: April 1, 2016, 1:30pm-3:00pm at RVS, CVH-Howard Reid Conference Room

**SAVE-THE-DATE!**

**BHH Picnic – Friday, July 22, 2016**

**More info to come!**