

PNP group discussion: Implementation Session April 1, 2016

- Could use help identifying- “low hanging fruit” for what to do especially with those who we are contacting over the phone.
  - can we communicate regarding ROI’s and other monitoring?
- Successful Strategies for Keeping Clients Engaged
  - CM go where the clients are-to do outreach (5 attempts). Case managers are given BHH list and going out in the community to track a client, they try five times if client is not found, they are discharged.
  - Use Peers to engage-Peer Support staff is also given a list of BHH eligible clients and are enrolling while client is also receiving other services at LMHA.
  - Providing food-examples: BHH staff meets with individual at Dunkin Donuts and use petty cash to purchase coffee.
  - During engagement process, identify whether the person has children or others in their life. When engaging with the client for BHH enrollment, before going through the services BHH has to offer, first find out what the client’s specific needs are and then connect a BHH service that can assist client with need.
- Med reconciliation by RN’s; contact with collaterals (PCP, VNA’s)-BHH services provided by RN’s when doing Med reconciliation for a client whenever a PCP or VNA is being contacted.
- Medical Assistants in Outpatient are completing/doing vitals and teaching, urine screens. (i.e. Heart Health)
- When determining if a service “counts” consider the 3 levels of TCM service: Face to Face, Collateral, Phone w/ person or collateral.
- Pay attention to language/process in the engagement process. i.e. let’s talk about your health history; not let’s complete this assessment. Providers find it more effective when they assess BHH clients in a conversational style, taking notes then going back to fill assessment based on the information provided by client.
- Make sure there’s a person on the receiving end of the service/activity you are completing.
  - May count as non-TCM collateral service
- Methods used to train staff to help them identify BHH services.
  - Bucket of Water and another container- use cards with examples of collateral activities- to help train staff in a concrete, simple way.