

Domain	Indicator	Comments
1. Patient Outcomes	1a. Socio-Emotional Well-Being	Duke or other measure
	1b. Symptom Reduction (e.g., depression/anxiety)	PHQ-9, CESD-10, GAD, or other
	1c. Behavioral Health Goal Attainment	PCC, BHC, Patient rate achievement of specific goal identified for intervention

Goal	Objective	Evaluation Question	Measure
Health status Primary Care patients will improve	A. Improve the functional status of Primary Care patients who receive Behavioral Health services from a BHC in the Primary Care setting	A. Did the functional status of Primary Care patients who received behavioral health services in the Primary Care setting improve?	A. 4-week post- BHC visit telephone survey (6 items) of randomly selected group of patients (after implementation of Primary Care Behavioral Health (PCBH) model)
	B. Demonstrate improved health-related quality of life among adult patients who come for more than one BHC visit	B. Did the quality of life of patients who received more than one follow-up Behavioral Health service improve after their follow-up appointment within an "episode of care"? An episode of care equals 6 months, assuming that the treatment for which the referral was made is still the issue for which treatment is provided. An new episode is defined as one where the patient is referred for a new problem within 6 months of the initial referral for the initial presenting problem)	B. Duke Health Profile 4 scores: 3 Functioning Scale Scores (Mental Health, Physical Health, Social Health) and 1 Dysfunction Scale Score (Disability). Scores range 0-100. Higher is better for Function and worse for Dysfunction. Compare time 1 (initial BHC visit) and time 2 (last visit with BHC during 6-month period following initial visit)
	C. Demonstrate decreased psychosocial distress among children who come for one or more BHC visit	C. Are patients demonstrating decreased psychosocial distress at last follow-up with BHC in an episode of care as defined above	C. Pediatric Symptom Checklist total score (for patients ages 4-16) using procedure for Duke
	D. To support Primary Care Clinicians in their efforts to focus specifically on Primary Care delivery	D. Did the Primary Care Clinician enhance the quality of Primary Care delivered as a result of having the BHC as an additional resource (e.g. preventive care services)	D. Preventive service delivery rates among Primary Care patients for services (e.g. immunizations, pap smears and additional preventive measures for patients with chronic diseases)

## Primary Care Behavioral Health Integration Program – Performance Measures

Domain	Indicator	Comments
2. Satisfaction	2a. PCC	
	2b. BHC	
	2c. Patient	

Goal	Objective	Evaluation Question	Measure
Primary Care Clinicians will express high level of satisfaction with BHC model of care	<p>A. Improve Primary Care Clinician ability to care for patients with Behavioral Health issues</p> <p>B. Increase Primary Care Clinician satisfaction with system of care for Primary Care patients with Behavioral Health diagnoses who are seen by a BHC in the Primary Care setting</p>	<p>A. Did the ability of Primary Care Clinicians to care for patients with behavioral health issues improve as a result of the availability of the BHC?</p> <p>B. Did the satisfaction of the Primary Care Clinicians with the system of care for Primary Care patients with behavioral health diagnoses increase?</p>	<p>A. - B. Add survey questions per Patti</p> <p>PCC survey pre- and post-implementation</p>
BHC will express high level of satisfaction with BHC model of care	<p>A. Establish Satisfaction Level of BHCs with training on new model of care delivery</p> <p>B. Establish Satisfaction Level of BHCs with implementation of new model of care delivery</p>	<p>A. Are the BHCs satisfied with training and preparation received in new model of care delivery?</p> <p>B. Are the BHCs satisfied with implementation of new model of care delivery?</p>	<p>A. - B. Post-implementation BHCs Survey, 5-6 months post-initiation of intervention</p>
Primary Care Patients receiving BHC services will express high level of satisfaction with BHC model of care	<p>A. Establish high satisfaction level of Primary Care patients with BHC services</p>	<p>A. Are Primary Care patients who receive BHC services satisfied with the services?</p>	<p>A. 3-month post-intervention Patient Survey, six questions. Survey to be completed by patients who received services from BHC</p>

## Primary Care Behavioral Health Integration Program – Performance Measures

Domain	Indicator	Comments
<b>3. Primary Care Clinician Productivity</b>	3a. Number of Primary Care encounters per hour	Measure against standard, goal, self
	3b. Active panel size	Expect correlation between panel size and number of referrals to BHC
	3c. Relationship between cost of BHC and increased revenue by PCC	

Goal	Objective	Evaluation Question	Measure
To enhance Primary Care Clinician Productivity	A. To increase the number of patients seen by Primary Care Clinicians as a result of additional BHC resources in the clinic	A. Did the Primary Care Clinician increase the number of patient encounters as a result of having additional BHC resources?	A. The number of Primary Care encounters per hour relative to the average number of encounters in the clinic, the overall system, and the individual Primary Care Clinician's baseline productivity
	B. To increase the size of the active patient panel as a result of the Primary Care Clinicians' ability to refer patients to the BHC	B. Did the Primary Care Clinician increase size of their active patient panel as they increased the number and percentage of referrals to the BHC.	B. The percentage increase in the Primary Care Clinicians' active patient panel relative to the number of referrals to the BHC
	C. Decrease visits that are not medically necessary among patients with behavioral health problems	C. Did high utilizers of medical services who had one or more BHC visits decrease use of medical services in the 6-month period subsequent to the BHC series of visits, in comparison with the 6 months prior to the BHC visit(s)?	C. Account histories, pre-and post-intervention for a sample of patients who received behavioral health services in Primary Care. Compare the number of medical visits in 12-month period after visit with Behavioral Health Provider working in Primary Care for 2 groups: <ul style="list-style-type: none"> <li>• Group 1: (pre-implementation): sample of patients that made 10+ medical visits in year prior to visit with Behavioral Health Provider claims</li> <li>• Group 2: (post- implementation): sample of patients that made 10+ medical visits in year prior to visit with trained BHC.</li> </ul>

## Primary Care Behavioral Health Integration Program – Performance Measures

Domain	Indicator	Comments
<b>4. Access to BH Services</b>	4a. Number of consultations and referrals to or with the BHC	
	4b. Proportion of active patient panel linked to group services (pathways)	
	4c. Proportion of patients linked by BHC to specialty care	

Goal	Objective	Evaluation Question	Measure
Access to behavioral health services for patients in the Primary Care setting will improve	A. Increase the number of Primary Care patients screened, referred, and treated for behavioral health conditions in the designated measurement period	A. Did the % of Primary Care patients who were screened, referred or treated for behavioral health issues increase from pre- to post- implementation? (same for engagement in Pathways)	A. The number and percentage of Primary Care patients newly screened, referred, and treated for behavioral health conditions compared over time
	B. Decrease appointment and temporal wait times for patients to receive an initial behavioral health service in the Primary Care setting	B. Did the average wait time for start of a behavioral health service decrease from pre- to post-implementation?	B. Appointment and Temporal Wait Times: The amount of time a patient waited to see the BHC following a referral to the BHC from a Primary Care Clinician
	C. Decrease the “no connect” rate for specialty behavioral health services for patients who receive initial behavioral health treatment from the BHC in the Primary Care setting	C. Did patient “connect” rate for follow-up specialty behavioral health services increase pre- to post implementation?	C. The number of clients who are referred by the BHC to specialty Behavioral Health treatment and receive services relative to the number of individuals who are referred for additional Behavioral Health treatment but do not receive additional services.

## Primary Care Behavioral Health Integration Program – Performance Measures

Domain	Indicator	Comments
<b>5. Fidelity to Model</b>	5a. Proportion of PCC referrals seen by BHC in same day	
	5b. Availability of BHC when needed by PCC	Use e-referral to track to track wait time for BHC
	5c. Length of BHC appts (how frequently going beyond 15 min appt)	

PCG Note: There is measure included in the DPH set for percentage screened. This may be an important measure to consider until “Fidelity to the Model”. DPH list includes proportion of PCC referrals seen by BHC in the same day and availability of BHC when needed by a PCC (as well as length of BHC appointments (e.g. how frequently appointments go beyond 15 minute segments).

Goal	Objective	Evaluation Question	Measure
Detection of behavioral health conditions in Primary Care will improve	A. Initiate use of Primary Care screeners (e.g., PHQ-9, PTSD-4, GAD-7, Pain Dysfunction Questionnaire)	A. Did PCC use of screeners increase pre- to post-intervention?	A. Based on the PCC survey, how many and what % of providers perform screening for Behavioral Health conditions in the Primary Care setting? (Pre and post?)
Primary Care Clinicians and BHCs will demonstrate fidelity to the BHC model	A. Establish BHC practice that has high fidelity to model	A. Are ratios after implementation improved from baseline? Ratio of new to follow-up (1:2) Ratio of same day to scheduled (1:1)	A. – B. BHC contact sheet (on back of Duke or PSC) Ratios of new to follow-up and same-day to scheduled for each BHC on a monthly basis Encounters per day (Billing data may not be reliable)  C. Periodic sampling of BHCs access (sample 5 days for 5 BHCs every month)
	B. Establish BHC optimal productivity	B. Does BHC complete an average of 10 patient encounters per day?	
	C. Maintain 48 hour access for BHC visits	C. Do BHCs maintain 48-hour access for BHC visit?	