

Patient Engagement in Psychosocial Services: Quality Improvement Project

The Partners For Kids (PFK) Quality Improvement (QI) Coaching Program offers a QI project to assist community behavioral health providers with ensuring new patients are engaged in initial psychosocial services and longitudinal care. According to the National Alliance on Mental Illness (NAMI), the average delay between onset of symptoms for mental illness and intervention is 8-10 years. Evidence-based literature supports the importance of providing longitudinal care for psychosocial interventions, as these patients are typically at risk for missed appointments and not meeting their treatment goals.

This QI project is aligned with the PFK Behavioral Health Provider Incentive Plan (PIP), and will support providing new patients (those patients who have not been seen in your organization in the preceding 90 days of a measurement period), with frequent initial visits needed to establish a therapeutic relationship between providers and their patients. Based on goals associated with the PFK Behavioral Health PIP, the QI project will target at least four total visits in a rolling three-month time period. In order to qualify for PFK incentive payments, patients must have at least one visit in two of three months, with a total of four visits in the three month time period.

New patients with the following diagnoses will be monitored:

- Anxiety
- Attention Deficit Hyperactivity Disorder (ADHD) and Disruptive Behaviors
- Autism
- Bipolar
- Depression
- Obsessive Compulsive Disorder (OCD)
- Trauma

Resources are available to support the QI project, including:

- Lists of eligible PFK patients, based on diagnosis codes and related treatment codes
- Collaboration with PFK QI staff to develop operational processes for identifying and tracking “new” patients
- Training from NCH-affiliated pediatric specialists for behavioral health providers on evidence-based practices
- Consultation with a PFK pharmacist, including education on the Behavioral Health Prescribing Guidelines (which can be found at: <https://PartnersForKids.org/resources>)

For more information about PFK QI projects, please contact PFK QI Coaching at PFKQICoaching@NationwideChildrens.org



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