

Patient Engagement in Psychosocial Services

A Quality Improvement Project from the Partners For Kids' Quality Improvement Coaching Program

Project Overview

The Partners For Kids' Quality Improvement (QI) Coaching Program offers a QI project to assist community behavioral health providers with engaging new patients in longitudinal care for therapy, counseling and other psychosocial services for at least four visits in a 3-month period. The project will support providing new patients with frequent initial visits needed to establish a therapeutic relationship. New patients with a variety of behavioral health diagnoses will be monitored.

Rationale

Evidence-based literature supports the importance of providing longitudinal care for mental health conditions, as these patients are typically at risk for missed appointments and not meeting their treatment goals. The research shows most evidence-based therapy interventions need 6-16 sessions for clinically meaningful improvement. However, the average number of outpatient visits is three, and most patients only attend one outpatient visit, far below the number needed to achieve success in treatment. Initial engagement for developing treatment goals and rapport is critical for better adherence to longitudinal care and for optimal outcomes.

Project Components

- Develop operational processes for **identifying and tracking** newly diagnosed patients
- Implement a **standardized scheduling process** for enhancing patient engagement in their treatment
- Implement processes to **improve no-show rates** and active follow-up for no-shows

Practice Benefits

- Achieve improved patient outcomes
- Align with Partners For Kids' behavioral health provider incentive plan
- Improve billing of appropriate behavioral health management codes
- Customize to fit your behavioral health organization

Support Resources Available

- Lists of eligible Partners For Kids' patients, based on diagnosis codes and related treatment codes
- Expertise and guidance from Partners For Kids' quality team members
- Training from Nationwide Children's Hospital (NCH) affiliated behavioral health specialists
- Education from, and consultation with, Partners For Kids' pharmacists
- Access to Partners For Kids' behavioral health prescribing guidelines
- Access to Partners For Kids' Care Coordination services and Behavioral Health Clinical Services team
- Data support using your organization's Electronic Health Record (EHR) and claims data

For more information, contact PFKQICoaching@NationwideChildrens.org

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