

Project Charter

Project Description / Purpose

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| Project Name: | Implement integrating behavioral health screenings into Primary Care Visits in the Maryvale community. |
| Clinic: | <i>Trinity Integrated Medicine</i> |
| Process: | <i>Enter the process that is being worked on during this project</i> |
| TIP 2.0 Process Milestone: | <i>none</i> |
| Project Description / Purpose | |
| <p><i>Increase early identification and treatment of behavioral health issues in primary settings by also referring patients within both departments, primary care and psychiatry to improve the quality of care in the Maryvale community where we struggle with the shortage of treating providers.</i></p> <p><i>Integrated behavioral health offers many benefits: Patients with chronic health conditions are more likely to have related behavioral health concerns and often find it easier to improve chronic conditions when these concerns are also addressed.</i></p> | |

Project Overview

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| Problem Summary: | Connecting with behavioral health specialists such as a psychologist and therapist even via telehealth is often difficult in rural communities due to the shortage of PCP providers to do the screenings and psychiatry providers to treat them for their mental health. |
| Desired Outcome(s): | Improve the care of chronic patients in a community where there is a shortage of healthcare providers. |
| Benefits: | <i>Providers will find it easier to improve chronic conditions when their mental health concerns are also addressed.</i> |

Timeline

| | Description of Task and Completion Dates |
|---------------|----------------------------------------------------------------------------------------------------------------|
| Task 1 | <i>Interview providers about the gaps in current protocol for screening for mental health/PHQ9(07/01/2024)</i> |

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| Task 2 | <i>Provide skill-oriented interactive training programs for all staff in support of chronic illness improvement (08/01/2024)</i> |
| Task 3 | <i>Make designated staff responsible for follow-up by various methods, including outreach workers, telephone calls and home visits (07/01/2024)</i> |
| Task 4 | <i>Review DATA from EHR to know the data about referrals made during primary care appointments for the 12 months prior to Behavioral Health integration and five months following. (09/01/2024 + monthly)</i> |
| Task 5 | <i>Update screening protocol of PHQ9s, cross train staff (07/01/2024)</i> |

* Add new rows as needed.

Project Scope

| In Scope Project Objectives |
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| <i>The primary objective of this project is to increase early identification and treatment of behavioral health issues in primary care settings in the Maryvale community where there is a shortage of providers. The integration of behavioral health into primary care is designed to improve screening and treatment in primary care settings through systematic coordination and collaboration among health care providers to address both physical health and behavioral health needs.</i> |
| Out of Scope Project Objectives or Activities |
| We are not addressing any problems related to other screenings measures or introducing any new screening protocol. |

Project Team

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|-----------------------|----------------|--------------------------|-------------------------------------|
| Team Lead: | Jackie Hurtado | Project Champion: | Padma Aking, MD |
| Process Owner: | Rodd Aking, MD | Process Manager: | Jackie Hurtado and Silvia Hernandez |

| Stakeholders | | | |
|----------------|------------------|-----------------|-----------------------------|
| Stakeholder | Title | Department | Organization |
| Jackie Hurtado | Practice Manager | Family Medicine | Trinity Integrated Medicine |
| Rodd Aking | Medical Director | Family Medicine | Trinity Integrated Medicine |
| Padma Aking | Medical Director | Psychiatry | Trinity Integrated Medicine |
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| Project Team Members | |
|----------------------|-----------------------------------------|
| Name | Team Role |
| Jackie Hurtado | Content expert/ practice Manager |
| Silvia Hernandez | Clinical records information specialist |
| Dr. Rodd Aking | Medical Director for Primary Care |
| Dr. Padma Aking | Medical Director for Psychiatry |
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Signatures

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| Process Owner | <i>RODD AKING, MD</i> |
| Project Champion | <i>PADMA AKING, MD</i> |
| Team Leader | <i>Jackie Hurtado</i> |