

BHC Monthly Report: November 2020

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Items:	Numbers:	Comments/Notes:
Referrals:	3	
Follow up:	Scheduled: 5 Completed: 5	
Employee Stress Management:	Webinars: Team Meetings: Appointments/phone support: 4	Webinar Topics include: Team Meeting:
Case Consultations with Medical Provider:	3	
Contacts:	4	
Outside Events:		
Year to Date Referrals:	39	

For full definitions of above categories refer to page 2.

Further questions? Contact Jessica Jacobs, MA
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Referrals- any contact with provider to discuss a patient with the intent of that communication being that BHC will follow up and meet with patient.

Follow up- BHC appointment with patient following initial face-to-face meeting or telephone contact.

Employee Stress Management- Efforts by BHC to support employees of CHC during the COVID-19 pandemic due to increased stressors facing healthcare professionals. These efforts include: weekly 30-45 minute webinars, attending team meetings to speak about pertinent topics (self-care, coping skills, adjusting to new routines, etc.), individual support via phone, in person, or video formats.

Case Consultations with Medical Provider- in person, telephone, or chart review discussions initiated by medical provider to discuss BH or SUD concerns pertaining to a CHC patient, BHC follow up may not be clinically indicated at that time.

Contacts- care coordination efforts initiated by BHC in an effort to speak with, meet with, or refer client to appropriate services or in an effort to coordinate with other service providers.

Outside events- instances in which CHC patients visit or are admitted to other health services, such as ER visits/admissions or in-patient or residential BH or SUD hospitals/facilities. These statistics are tracked in an effort to review circumstances prior to patient seeking alternative care, educate patients on resources CHC offers, connect patients to appropriate services, and to reduce unnecessary utilization of emergency services/higher levels of care.

* This is something new that I am tracking as of March 2020. Terri Woodrome, Director of Quality Improvement and the QI department and I are working collaboratively on this.

Year to date referrals- number of referrals made to BHC since January 1, 2020.

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