


CHAMP

Screeners in Session/Caseload Statistics Review

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• CHECK IN

- Any questions or concerns about CMTS/REDCap/consenting or other research activities?
- Anything else on your mind?

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Agenda



- CMTS update
- Using measures in session
- Caseload “cleanup”
- Review of caseload statistics

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CMTS Caseload Statistics Update 9/8/22



- Now includes patients that have a PHQ-9 score of 5+ (instead of 10+) that have not achieved a 50% improvement (instead of 5-point improvement)
 - Aligns our definitions of remission/response/ improvement for both PHQ9 and GAD7 with the published cutoffs
 - Uses the definitions consistently on the various metrics and reports in the registry.

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Integrating PHQ9 in Session- Telehealth



- Push out the screeners for telehealth/phone sessions
 - Aim for 50 % completion by phone (100% for live)
- Mail copies to patient ahead of time
 - Ask them to read results over phone/video to you

How can you send ahead of time in your clinic?

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Integrating PHQ9 in Session- In-Person Visits



- **Foundational element** of Treatment to Target
 - Every patient every visit
- Use CMTS graphs with patients
 - Help patients understand change in scores over time and variability of symptoms
- Screeners assist in exploration of symptoms
 - A method of talking about depression as a constellation of symptoms
 - Critical psychoeducation

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Caseload Clean up



- All cases on the registry should be active cases
 - Patients with whom you have on-going regular contact (monthly at least)
- Episode of care approach
 - Deactivating completed/lost patients from the registry will make the registry a more useful tool
 - A contrast to *termination* - these primary care patients can re-enter your care at any time
- How many patients is a realistic goal given your appt lengths and hours in clinic?

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Strategies for Caseload Clean up



- Use the Reminders page!
- Review patient highlighted in red
- How long has it been since you've seen the patient?
 - Discharge any patients you have not seen in 3 months
 - Discharge any patient with whom you have attempted re-engagement (e.g. two phone calls and a letter)
- Outreach attempt to remaining overdue patients

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Re-engaging no-shows



- Set aside a day to send out friendly letter to all patients who haven't been seen recently
 - Mark your calendar to close their episode of care after two weeks if no return contact
- Set aside a list of folks with whom you are playing phone tag for more intensive outreach on a weekly basis
 - Review EMR to see if a PCP appt is approaching, this may be an opportunity to reengage
 - Put note in provider visit for the Provider/MA to grab you for a quick check in

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Actionable Metrics



Patient Caseload Tools Search Name or Patient ID Hello, Paul (barrystest) Help Logout

Organization : Test Site - Intervention (Aggregated by Clinic) Report Created on : Thursday, July 7, 2022, 12:50 PM

CASELOAD STATISTICS

CLINIC	CASE MANAGER CONTACTS				PSYCHIATRIC CONSULTATION NOTE			AVERAGE PHQ		AVERAGE GAD		AVERAGE OTRI		PHQ			GAD		PRESCRIBER NO SHOW RATE	AVERAGE BOP DOSE (mg)	
	CURRENT CASELOAD	AVG # CH ENC	CONTACTS w/ SCALE	AVG # BY PHONE/VIDEO	CR NO SHOW RATE	# IN RSP	# FLAGGED	# w/ P/N	NOT IMPRV w/o P/N	FIRST	LAST	FIRST	LAST	FIRST	LAST	No Response	No Retention	NOT IMPROVED			SCORE of 10+
	44	1.7	91%	0.3 (15%)	2 / 5 (40%)	1 (3%)	18 (41%)	14 (32%)	25	16.0	15.8	12.6	12.2	2.0	1.8	21 / 21 (100%)	21 / 21 (100%)	16 / 17 (94%)	17 / 17 (100%)	- / 0 (-%)	10.3
	8	1	100%	0 (0%)	- / 0 (-%)	0 (0%)	4 (50%)	1 (20%)	4	9	9	7.6	7.6	0.4	0.4	3 / 3 (100%)	3 / 3 (100%)	2 / 2 (100%)	2 / 2 (100%)	- / 0 (-%)	16
	52	1.6	92%	0.3 (18%)	2 / 5 (40%)	1 (3%)	22 (42%)	15 (43%)	29	14.8	14.7	11.7	11.4	1.7	1.5	24 / 24 (100%)	24 / 24 (100%)	18 / 19 (95%)	19 / 19 (100%)	- / 0 (-%)	10.6
			★	★		★		★								★		★			

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Caseload Statistics Report 09/12/22



CASELOAD STATISTICS

ORGANIZATION	CURRENT CASELOAD	CARE MANAGER CONTACTS					PSYCHIATRIC CONSULTATION NOTE				AVERAGE PHQ		AVERAGE GAD	
		AVG # CM ENC	CONTACTS W/ SCALE	AVG # BY PHONE/VIDEO	CM No SHOW RATE	# IN RSP	# FLAGGED	# W/ P/N	NOT IMPRV W/O P/N	FIRST	LAST	FIRST	LAST	
Berkshire Health - Control	4	4.3	61%	3.3 (76%)	0 / 2 (0%)	0 (0%)	0 (0%)	2 (50%)	2	11.7	8	13.7	10	
CHAS - Control	0	-	-%	- (-%)	- / 0 (-%)	- (-%)	- (-%)	- (-%)	0	-	-	-	-	
Emory - Control	247	6.3	45%	3.7 (58%)	54 / 588 (9%)	0 (0%)	3 (1%)	90 (36%)	101	10.4	8.8	9.5	8.1	
Kootenai Health - Control	109	8.5	54%	2.5 (30%)	12 / 232 (5%)	14 (13%)	11 (10%)	74 (69%)	41	12.6	10.6	11.5	9.5	
Morris - Control	154	11.3	61%	5.7 (50%)	7 / 219 (3%)	15 (10%)	1 (1%)	77 (53%)	75	12.7	10.5	12.7	10.5	
PeaceHealth - Control	254	4.6	98%	0.5 (12%)	40 / 696 (6%)	17 (8%)	11 (4%)	160 (78%)	47	12.3	8.6	11.0	7.8	
All	768	7.1	62%	3 (42%)	113 / 1737 (7%)	46 (8%)	26 (3%)	403 (57%)	266	11.8	9.4	10.9	8.7	

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Helpful Metrics



Patient Caseload Tools Search Name or Patient ID Hello, Paul (bar)

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CASELOAD STATISTICS

CLINIC	CURRENT CASELOAD	AVG # CM ENC	CONTACTS W/ SCALE	AVG # BY PHONE/VIDEO	CM No SHOW RATE	# IN RSP	# FLAGGED	# W/ P/N	NOT IMPRV W/O P/N	AVERAGE PHQ		AVERAGE GAD		AVERAGE OTRI		PHQ		GAD	
										FIRST	LAST	FIRST	LAST	FIRST	LAST	No Response	No Remission	Not Improved	Score of 10+
Intervention Clinic	44	1.7	91%	0.3 (19%)	2 / 5 (40%)	1 (3%)	18 (41%)	14 (47%)	25	16.0	15.8	12.6	12.2	2.0	1.8	21 / 21 (100%)	21 / 21 (100%)	16 / 17 (94%)	17 / 17 (100%)
Intervention Clinic 2	8	1	100%	0 (-%)	- / 0 (-%)	0 (0%)	4 (50%)	1 (20%)	4	9	9	7.6	7.6	0.4	0.4	3 / 3 (100%)	3 / 3 (100%)	2 / 2 (100%)	2 / 2 (100%)
All	52	1.6	92%	0.3 (18%)	2 / 5 (40%)	1 (3%)	22 (42%)	15 (43%)	29	14.8	14.7	11.7	11.4	1.7	1.5	24 / 24 (100%)	24 / 24 (100%)	18 / 19 (95%)	19 / 19 (100%)



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Questions & Discussion

