

CHAMP

Screeners in Session/Caseload Statistics Review

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Land Acknowledgment




The University of Washington acknowledges the Coast Salish people of this land, the land which touches the shared waters of all Tribes and bands within the Suquamish, Tulalip and Muckleshoot nations.


Photo Credit: Paul Barry

<https://native-land.ca/>

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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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Opioid Treatment Response Inventory (OTRI-4) Self Report Form

Name: _____ Date: _____

Opioid Treatment Response Inventory—OTRI-4
 The following four questions ask you about symptoms of opioid use. Please indicate your answer by circling the correct response.

In the past week....		
1. Have you had any opioid withdrawal symptoms?	Yes	No
2. Have you had any opioid craving?	Yes	No
3. Have you used any illicit opioids?	Yes	No
4. Have you had any medication side effects?	Yes	No

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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
 - Removing 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
 - In 35 clinical hours a week how many patients can you see in a month? 80? 90?

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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?
 - Close out any patients you have not seen in 3 months
 - Close any patient with whom you have attempted re-engagement by two phone calls and a letter (or having followed whatever your standard procedure is for re-engaging no-shows)

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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

CASELOAD STATISTICS

Clinic	General Category	Case Management Contacts				Prevention/Compliance Rate				Average PHQ				Average GAD				PHQ				GAD			
		Act. #	Cont. #	Act. #	Cont. #	# of P/F	# of P/F	First	Last	First	Last	First	Last	First	Last	No. Missions	No. Missions	Score	Score	No. Missions	No. Missions	Score	Score		
44	1.7	91%	0.1	2/1	18	18	25	16.8	15.8	12.6	12.2	2.8	3.8	21/21	21/21	18/17	17/17	1.0	1.0	1.0	1.0	10.3	10.3		
8	1	100%	0	1/0	4	4	9	9	7.6	7.0	0.4	0.4	3/2	3/2	3/2	3/2	1.0	1.0	1.0	1.0	1.0	1.0	16	16	
51	1.8	92%	0.3	2/1	25	25	29	14.8	14.7	11.7	11.4	1.7	1.5	24/24	24/24	18/19	18/19	1.0	1.0	1.0	1.0	10.6	10.6		

Red stars are placed under the rows for Clinic 44, 8, and 51.

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Caseload Statistics Report 09/08/22

ORGANIZATION	CARE MANAGER CONTACTS						PNEUMONIC CONSULTATION NOTE				AVERAGE PHQ		AVERAGE GAD		AVERAGE OTRI	
	CURRENT CASELOAD	Avg # CM w/ Scale	CONTACTS w/ SCALE	Avg # By Phone/Video	CM No Show Rate	# IN RSP	# FLAGGED	# w/ P/N	Not In RSP w/o P/N	FIRST	LAST	FIRST	LAST	FIRST	LAST	
Berkshire Health - Intervention	7	5.7	35%	3.6 (63%)	0 / 3 (0%)	0 (0%)	1 (14%)	6 (86%)	3	9.6	8.4	5.1	5.1	1	0	
CHAS - Intervention	0	-	-%	- (-%)	- / 0 (-%)	- (-%)	- (-%)	- (-%)	0	-	-	-	-	-	-	
Emory - Intervention	134	3.7	93%	0.9 (25%)	37 / 317 (12%)	0 (0%)	6 (4%)	58 (45%)	31	14.1	11.8	12.1	11.0	0	0	
Kootenai Health - Intervention	50	16.4	65%	4.5 (48%)	9 / 126 (7%)	0 (0%)	3 (6%)	24 (56%)	16	12.6	9.3	11.7	9.4	0.3	0	
Morris - Intervention	96	9.5	73%	2.8 (30%)	0 / 153 (0%)	10 (11%)	0 (0%)	70 (74%)	35	14.3	10.7	13.3	10.0	1.7	0	
OneWorld CHC - Intervention	31	13.4	68%	12.2 (81%)	5 / 90 (6%)	2 (6%)	2 (74%)	11 (74%)	11	12.3	10.1	11.8	11.3	0.5	0.3	
PeaceHealth - Intervention	114	7.4	55%	6.0 (81%)	2 / 348 (1%)	0 (0%)	3 (3%)	83 (87%)	29	12.7	10.1	12.2	9.5	0.6	0.6	
Wisconsin Health - Intervention	1	6	100%	5 (83%)	- / 0 (-%)	0 (0%)	1 (100%)	1 (100%)	0	9	4	8	3	1	0	
All	433	8.1	69%	3.9 (48%)	53 / 1037 (5%)	12 (3%)	16 (4%)	265 (66%)	125	13.4	10.7	12.2	10.2	0.2	0.1	

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Helpful Metrics

Organization: Test Site - Intervention (Aggregated by QTR)

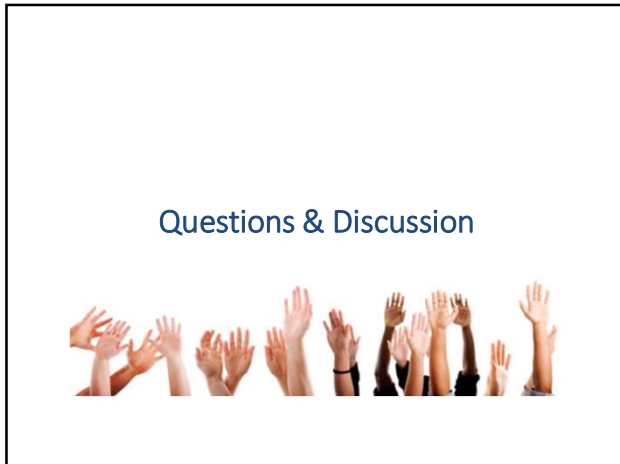
Report Created on: Thursday, 9/8/22, 10:20 PM

CASELOAD STATISTICS

Client	Current Caseload	Avg # CM w/ Scale	CONTACTS w/ SCALE	Avg # By Phone/Video	CM No Show Rate	# IN RSP	# FLAGGED	# w/ P/N	Not In RSP w/o P/N	AVERAGE PHQ		AVERAGE GAD		AVERAGE OTRI		PHQ	GAD	Pneumonia No. Cases	Pneumonia Rate (%)	Average Bed Days (M)	
										FIRST	LAST	FIRST	LAST	FIRST	LAST						
Intervention Site	44	3.7	93%	0.9 (25%)	37 / 317 (12%)	0 (0%)	6 (4%)	58 (45%)	31	14.1	11.8	12.1	11.0	0	0	21 / 21	100%	16 / 17	17 / 17	1.0	10.3
Intervention Site 2	8	1	100%	- (-%)	- / 0 (-%)	- (-%)	- (-%)	- (-%)	0	-	-	-	-	-	-	2 / 2	100%	3 / 3	3 / 3	1.0	18
All	52	3.6	93%	0.9 (25%)	37 / 317 (12%)	0 (0%)	6 (4%)	58 (45%)	31	14.9	14.7	12.1	11.4	1.7	1.5	24 / 24	100%	18 / 19	19 / 19	1.0	10.6

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THANK YOU FOR JOINING US TODAY!

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