

# Data-Focused Learning Collaborative (DFLC)

## Building Relationships Between Behavioral Health Homes (BHHs) and Health Homes (HHs)



# Today's Objectives

- Increase understanding of best practices to advance shared care management of BHH members
- Increase awareness of successful BHH and HH connections and communication strategies to advance quality of care

# Collaborating on Shared Quality Measures

The DFLC Quality Measures, as determined through MaineCare claims data, are as follows:

- Number of members in the BHH program with two fills of antipsychotic medication and an HbA1c test in the defined 12-month period
- Number of members in the HH program, 18 to 75 years old, with a diagnosis of diabetes and an HbA1c test in the defined 12-month period

# Key Takeaways for Building Successful Relationships

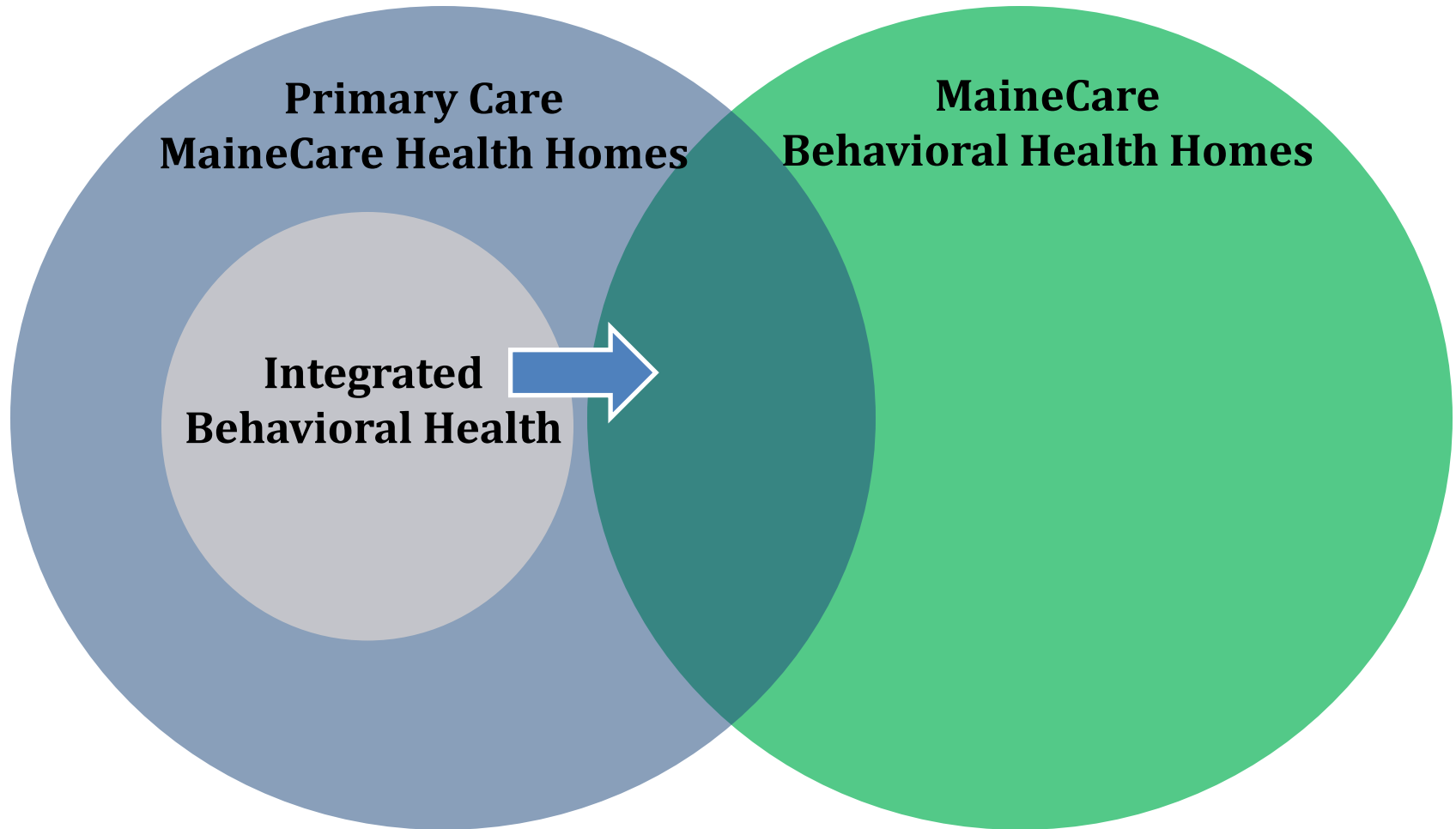
- Leadership support
- Roles and responsibilities
- Communication
- Shared BHH members – Value-Based Purchasing Management System (VMS) Portal

# Roles and Responsibilities (Functions)

It is important to know each other's roles and responsibilities

- BHHs and HHs speak different languages
- Need to know:
  - Who do you need to develop a relationship with?
  - How does each function in a BHH or HH?

# Care Coordination Between Behavioral Health Homes and Health Homes



- Developing a communication process is critical for strong BHH - HH relationships
- Best Practice:
  1. Meet your partners in face-to-face meetings
  2. Establish contacts
  3. Develop a communication process
  4. Use a bi-directional communication tool

# Bi-directional Communication Tool

## Health Home/Behavioral Health Home: Bi-directional Shared Member Communication

DATE:

PATIENT NAME:

D.O.B.:

Release of Information Effective Dates:

Provider Type	Provider Name	Telephone	FAX
HH Nurse Care Manager			
PCP			
BHH Nurse Care Manager			
BHH Care Coordinator			

Medication List:  None  Attached

Problem List:  None  Attached

CURRENT AND PREVIOUS TREATMENT HISTORY (PCP, ED, Inpatient, Outpatient):

Description	Date

LABS/PHYSICAL EXAM:

Description	Date Of Most Recent
Physical Exam	
Metabolic Syndrome Screening	
HbA1c	

SUMMARY (shared goals, gaps in care, progress toward goals, medication changes/reason, adverse medication events):



# Shared BHH Members

- VMS Portal: Utilization and Quality Dashboards
- VMS Portal: Messaging (Protected Health Information secure)
- MaineCare team is available to answer questions:

[HH-BHH-Services.DHHS@maine.gov](mailto:HH-BHH-Services.DHHS@maine.gov)

BHHs and HHs work together to cultivate a shared vision of the benefit for the member

