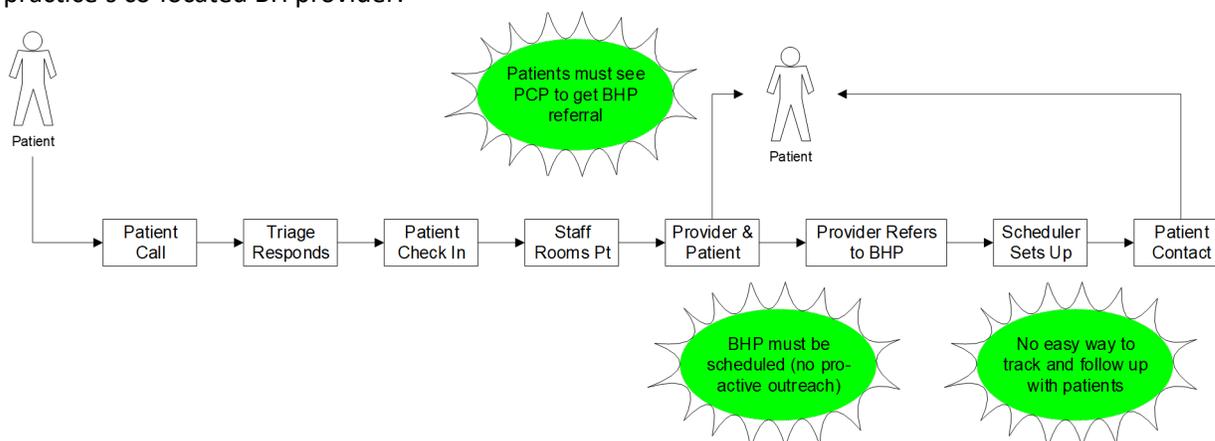


## Using the Practice Integration Profile (PIP) in Lean QI Teamwork Workshop Outline

Goal: apply the data from Practice Integration Profile reports in a Lean QI process.

Overview: you are a member of a Quality Improvement (QI) design team in a practice that is in the process of integrating behavioral health (BH) care. Your practice has a BH provider co-located on-site, but not fully integrated into the primary care team: workflows, office systems, space, EHR.

1. Your team previously self-assessed the practice's level of integration using the PIP.
  - a. One item in the "Workflow" domain is high priority for integration: registry tracking
2. Your Team's focus:  
"Integrated care will support a patient experience of collaborative effort between patient and care team with seamless communication to enhance mind/body wellness."
3. Your Team has identified several Background issues:
  - Hard to track patients and follow up over time
  - Lack of bi-directional communication among providers
  - Few community mental health resources (psychiatrists...)
  - Lack of continuity when patient does not see own PCP
  - Communication barriers: patient's expectations for care
4. Your Team has observed and analyzed the current state of connecting patients in need with your practice's co-located BH provider:



5. Tactics that could be used to improve BH integration using registries include:
  - Create a registry to identify patients who might be or are in need of integrated BH
  - Report regularly on registry patients and when the last visit with the BH provider
  - Identify patients who should be screened at future visits
  - Identify patients who should be contacted for visits with PCP or BHP
  - Reach out to non-responding patients to provide care
6. Your team's assignment:
  - Discuss: ideas and tactics that will improve workflow
  - List: specific changes (or replacements) to the current state diagram
  - Draw: the new workflow so that all of us can see what your team envisions
7. Be ready to explain your team's proposed workflow to the larger group