Introduction

Hahnemann Family Health Center

The Hahnemann Family Health Center (HFHC) provides care to the ethically and socioeconomically diverse populations of the greater Worcester area. In particular, HFHC does treat a large number of patients with chronic mental health conditions.

The practice is currently in the process of converting to a Patient Centered Medical Home (PCMH) with a focus on improving efficiency in order to provide improved, holistic care. The PCMH movement emphasizes utilization of diverse providers, and delegation of medical care to ensure that the patient is connected to the resources essential to managing their health, using electronic medical records, patient centered care, group visits, chronic care models, open access scheduling, and Integrative Behavior Health Services (BHS).

Methods

Survey patients at HFHC in order to evaluate transition to PCMH
Assess availability of BHS resources to patients
Characterize patient utilization and satisfaction with BHS service
Identify barriers to behavioral health care

• Survey questions were designed by students based on the NCQA HEDIS & Quality Measurement Survey [1], and modified by HFHC
• Surveys were distributed in the HFHC waiting room and completed by phone with contacts from the high risk database between 10/15 and 10/18
• Data was entered via Survey Monkey
• Frequencies and cross tabulation completed by SPSS

Results

Time at HFHC

Demographics

Gender

Less than 1 year 7%
1-2 years 5%
3-5 years 16%
5 years 5%

65 and older 12%
Female 77%
Male 23%

Race

Black or African American 22%
Hispanic 16%
White 14%

Insurane

Insurance

Medicare 22%
Commercial 25%
Private 35%
Medicaid 8%
Other 4%

Prevalence of Depression & Anxiety

Depression and Anxiety Care by PCPs

Have you ever seen your PCP for mental health concerns, such as depression or anxiety?

Yes 35%
No 65%

How helpful was your PCP with these concerns?

Extremely helpful 16%
Somewhat helpful 24%
Helpful 26%
Not helpful 18%

Has your PCP suggested you meet with a BHC?

Yes 24%
No 76%

Patient Self- Efficacy

“The best way to keep my health from getting worse is following my doctor’s orders”

Strongly Agree 18%
Agree 51%
Disagree 3%
Strongly Disagree 1%

“The most important thing affecting my health is what I do myself”

Strongly Agree 38%
Agree 46%
Disagree 4%
Strongly Disagree 1%

Patient Provider Interactions

How often does your provider explain things to you in a way that you can understand?

Always 67%
Seldom 6%
Other 24%
Never 1%

Efficacy of Behavioral Health Services

Did you actually see the Behavioral Health Clinician?

(Patients with Depression or Anxiety)

Yes 43%
No 57%

Why didn’t you meet with the behavioral health clinician?

Necessary to BHC 50%
Different location 25%
Too hard to make another appointment 25%

How helpful was the BHC at Hahnemann?

Extremely helpful 14%
Somewhat helpful 31%
Helpful 50%
Not at all helpful 15%

How helpful was your BHC outside of Hahnemann?

Extremely helpful 57%
Somewhat helpful 26%
Helpful 17%

Conclusions

Patients are satisfied with their PCPs

• Patients believe in following doctors’ orders
• Patients find that PCPs explain things in way that is understandable to them.

Patients believe their PCP is responsive to behavioral health needs

• 4/9 patients who saw their PCP for concerns of depression or anxiety had a satisfaction level of very satisfied or higher
• 12/13 patients who admitted to having a diagnosis of depression/anxiety are receiving medication

Further study of behavioral health services at HFHC is important to improving integrative care

• For n=14, 65% found BHS to be somewhat helpful or less (however, small sample could contribute to sampling bias)
• 4/9 patients who declined BHS care reported that they “did not feel it was necessary” perhaps reflecting social stigma

Patients with depression and anxiety rate their overall health as relatively high

• 61.5% of patients with depression/anxiety rate their overall health level at good or better
• 60% of people overall rate their health as good as better

Future Directions

How can we improve BHS at Hahnemann?

• Understanding determinants of patient satisfaction
• Observing novel, integrative models for behavioral health care

What is influencing patient perception of health?

• Stigmatization of mental health conditions as not ‘real’
• Education regarding the importance of behavioral health care

What influences patient decisions to seek care?

• Examination of how mental health issues affect quality of life
• Assess patient expectations for behavioral health clinicians

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References: