

# Integrating behavioral and mental health teams for better outcomes for all

## CLOSE COMMUNICATION GAPS THAT THREATEN COMPREHENSIVE PATIENT CARE

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The Collective platform delivers relevant, actionable patient information to the right behavioral and mental health (BH/MH) providers at the right time, enabling them to identify complex and at-risk patients and make informed decisions for better outcomes.

### Improve care coordination and delivery

Caring for the highest needs patients takes the support of teams working together across disciplines. The Collective platform delivers relevant patient information to the right providers at the right time, empowering an integrated and collaborative approach to care that improves outcomes and costs while strengthening referral partnerships between BH/MH practitioners and physical health providers.

### Reduce unnecessary medical care

If you can't see it, you can't proactively manage it. Notifications deliver real-time visibility into

patients across care settings, so you can connect them with the right level of support. Organize subsets of patients who would most benefit from care coordination and receive trigger-based notifications defined by your facility, including disease or condition, utilization patterns, clinic or case manager assignment, and risk profiles.

### Share in cost-savings

Patient Centered Medical Home, Whole Person Care, CPC +, ACOs, and multiple state Medicaid initiatives are incentivizing BH/MH integration with primary care. By empowering an integrated, coordinated care approach to behavioral and physical health services, the Collective platform supports value-based programs so BH/MH clinicians can share in the cost savings.

### Insights delivered within your workflows

Define what you want to see and when. Whether you want a daily report for all hospital discharges or a real-time notification as patients register in the ED, the Collective platform gathers information as patients are seen across care settings, and then intelligently delivers these insights within your existing workflows.

# Put an end to fragmented care

## SUPPORT A MORE INTEGRATED, HOLISTIC APPROACH TO CARE

The Collective platform offers:

- A strategic global approach to consent
- A safety net for high-risk patients
- Positive patient identification
- Comprehensive clinical histories
- Utilization patterns
- Security alerts
- Customizable reports

### The Collective Impact:

A multi-specialty IPA in Washington cares for a significant number of Medicaid beneficiaries within its surrounding county. Of those patients on Medicaid in the county, more than 50 percent have been diagnosed with a mental health issue. Using the Collective platform, the IPA has connected to the larger care team in the region, including local EMS and palliative care services.

The IPA was notified through the Collective platform that an elderly patient with behavioral health issues was repeatedly calling 911 for low-acuity situations. The IPA sent a behavioral health care manager to the patient's home to assess his condition and living situation. It turns out that, in addition to multiple co-morbidities that included congestive heart failure and COPD, the patient lived alone. He was a hoarder and due to the complexity of his condition was unable to leave his home to buy food. In many cases, he was calling emergency services because he was hungry. His wife had died a year earlier, and he didn't have other family members able to care for him.

“...the patient's 911 calls ultimately dropped from two times a week or more, to just once per month...”

The behavioral health care manager arranged for the patient to have meals delivered via Meals on Wheels, secured home health services for the patient and entered a care plan into the Collective platform so that if the patient called 911 again, EMS would notify the patient's care manager and other appropriate members of the care team. With this support, the patient's 911 calls ultimately dropped from two times a week or more, to just once per month.

## ABOUT COLLECTIVE MEDICAL

Collective Medical closes the communication gaps that undermine patient care.

With a nationwide network engaged with every national health plan in the country, hundreds of hospitals and health systems and tens of thousands of providers, Collective Medical's system-agnostic platform is trusted by care teams to identify at-risk and complex patients and facilitate actionable collaboration to make better care decisions and improve outcomes.

Based in Salt Lake City, Collective Medical's technology is proven to streamline transitions of care, improve coordination across diverse care teams, and reduce medically unnecessary hospital admissions.