



## CASE STUDY

# Improving Patient Outcomes by Coordinating Behavioral Care

Mid-Valley BCN saw a nearly **11% increase** in patients receiving follow-up care within seven days of hospital discharge

“Care coordination had a huge gap because we had to wait for faxes to come in, and we had to hope the client would bring their discharge paperwork so we could see it. Now, we’re not in the dark on patient activity and don’t have to wait for information. For behavioral health, this is a real game changer.”

- Lisa Parks

Quality Improvement  
Coordinator at Mid-Valley  
Behavioral Care Network

## Mid-Valley Behavioral Care Network

Mid-Valley Behavioral Care Network (BCN) case managers, psychiatrists, and therapists saw the inefficiencies facing behavioral health when trying to coordinate patient care with the broader care team. Realizing the drawbacks of calling hospitals searching for the right contact and checking faxes—trying to gather info after patients were discharged from the ED—this network began to advocate for better care collaboration using technology.

This is where the Collective Platform came into play. The BCN, located in Salem, Oregon, became a part of the Collective Network when Oregon decided to roll out the Collective Platform statewide. For the doctors and staff at the BCN, this was the answer for which they had been searching.

## Solution

The Collective Platform connects behavioral health centers with local hospitals and other healthcare providers. With the platform, therapists receive timely communication from hospitals when a patient has checked into the ED and can quickly schedule a follow-up appointment.

By creating a better system for sharing patient data, therapists and psychiatrists are able to know about a patient’s visit to the ED without having to call around, sift through impertinent information, or wait and hope the patient brings the visit and discharge instructions up on his or her next visit. At the BCN, this care collaboration not only increased the quality of patient care but had benefits for the clinics and hospitals involved.

## Clinic Outcomes

Collective also benefits the behavioral health clinics themselves by allowing case managers and other authorized providers to effectively track patient data and care team inputs.

Mid-Valley uses Collective to run reports, identifying patients who had visited the ED three or more times in the past three months. They put plans in place to connect these patients with their therapists or psychiatrists to prevent future readmissions to the ED.

Within the first year of implementation, the percentage of Mid-Valley BCN *patients receiving follow-up care from therapists or psychiatrists within seven days of hospital discharge increased 10.81 percent.*

“We are seeing a really big difference in being able to track using these reports,” says Lisa Parks, quality improvement coordinator at the BCN. “Collective plays a really major role in that. All of this is helping us to see where we’re really at in our coordination efforts and care.”

With Collective, administrators can monitor and track follow-up rates and outcomes on a weekly or even daily basis. When working as a quality improvement coordinator at another clinic utilizing the Collective Platform, this info helped Lisa follow-up with 99% of clinic patients within seven days of hospital discharge. Now that she’s at BCN, it means more insights for managing and training the staff working at the network.

Better staff training has led to better patient follow-up, and fewer patients returning to the hospital after discharge. This meant a reduction in avoidable ED admissions and readmissions—ultimately saving the hospital money and other clinical and staff resources as well.

## TAKE CONTROL

[collectivemedical.com/behavioral-health](https://collectivemedical.com/behavioral-health)

## Patient Outcomes

Timely follow-up through care collaboration has been key in helping psychiatric patients get the lasting help they need following a crisis situation.

In one instance, a child patient was admitted to the ED after attempting to commit suicide. The hospital used the Network to contact the child’s therapist and provide information about the incident, allowing the therapist to see both patient and family the very next day. The patient and family were able to begin the counseling they needed and start back on their path to emotional health.

The damage resulting from this serious situation was in-part mitigated through a smooth transition from hospital to therapist. Continuing to maintain this good cooperation between behavioral health clinics and hospitals is crucial for all patients struggling with mental and behavioral health problems. Collective facilitates this cooperation by ensuring each patient gets both the medication and counseling resources they need.

Most importantly, patient outcomes improved as patients were quickly connected to the best resources for their conditions—instead of spending time waiting for unnecessary tests in the ED—and patient transitions from the hospital to behavioral care have been improved.

## About Collective Medical

Collective Medical provides the nation’s largest and most effective network for care collaboration. Our risk-adjusted event notification and care collaboration platform spans across all points of care.