AIMS CENTER
UNIVERSITY of WASHINGTON
Psychiatry & Behavioral Sciences

Registry Essentials for BH Care Managers

This Presentation

- Describes what a registry is
- Shows how the registry is used in each phase of Integrated Behavioral Health care
- Shows which team members use the registry for which functions

Registry

- **Terminology**
  - **"Registry" is a generic term that describes any tool that practices use to keep track of a defined population of patients.**
- **Purpose**
  - **Active tracking of individual patient progress AND tracking population progress**

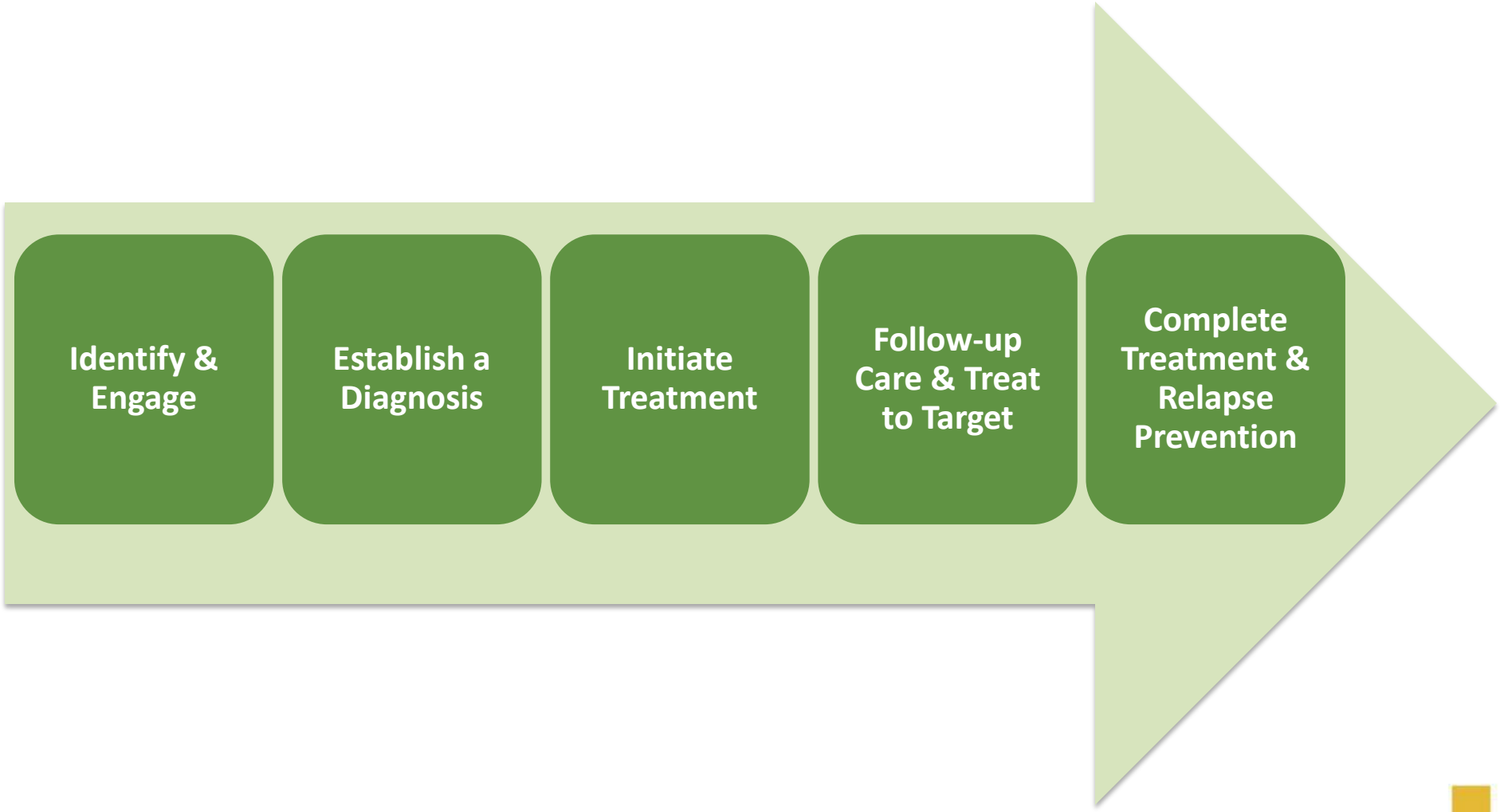
Registry

- **Who uses it?**
  - **Care Managers (CM)**
    - Each CM has their own Registry
  - **Psychiatric Consultants (PC)**
    - Looks at CM Registry during Case Consultation
  - **Clinical Supervisors/Practice Leadership**
    - Aggregate data from multiple Care Managers to assess effectiveness of care

The Registry is critical to support Collaborative Care

- Tracks clinical targets
- Identifies patients who aren't improving
- Prompts changes in treatment
- Facilitates psychiatric consultations
- Shows aggregate population improvement data

Delivering Care as a Team



Identify & Engage

Team Activities at this Phase:

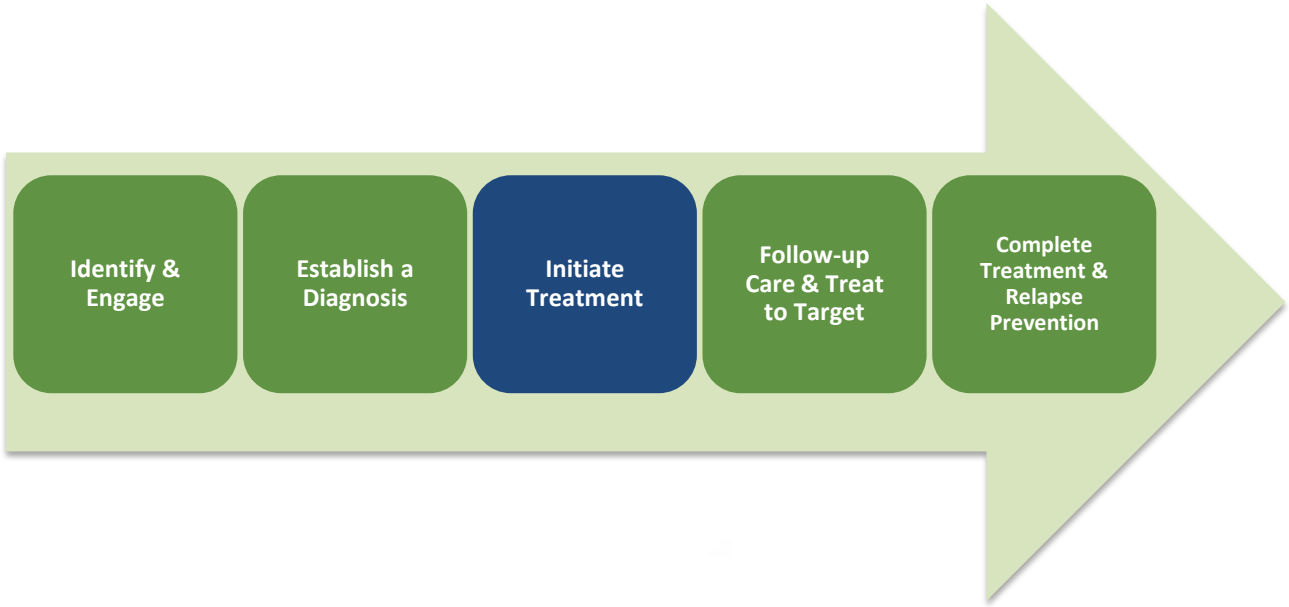
Patient: completes screening and PCP assessment
PCP: Introduces concept of CC and also CM if possible
Care Manager: is available for warm hand-off, outreach, or appt with patient, *enters patient info into Registry*
Psychiatric Consultant: no task yet

Establish a Diagnosis

Team Activities at this Phase:

Patient: provides accurate and honest information to PCP and CM
PCP: reviews/rules out physical causes of MH distress
Care Manager: completes assessment and additional screening, *records any additional screening results in the Registry*
Psychiatric Consultant: *reviews the screening information in the Registry ,* hears the CM's observations during case review, determines diagnosis

Initiate Treatment



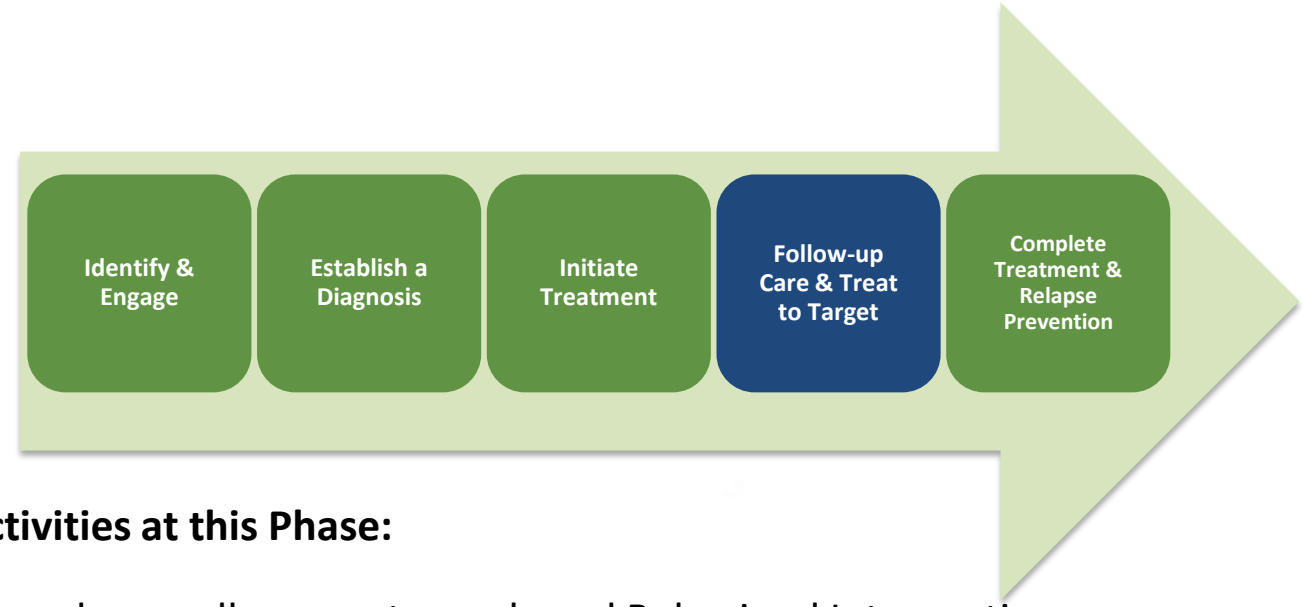
Team Activities at this Phase

Patient: Engages with PCP and CM, asks questions, communicates concerns
PCP: Writes RX, monitors labs, addresses side effects
Care Manager: educates patient, monitors response, initiates psychosocial interventions, records clinical notes in the EHR and *creates an encounter entry in the Registry at each visit*
Psychiatric Consultant: *monitors response by viewing the measurement scores in the Registry*, guides CM and patient education

Encounter Entries

- Document Measurement Tool scores
- Allows Care Manager to compare data from previous contacts.
- Can flag patients for safety risk and/or lack of improvement and discussion at next Psychiatric Consultation.

Follow-up & Treat to Target



Team Activities at this Phase:

Patient: works on adherence to meds and Behavioral Interventions, reports progress or challenges to CM and PCP
PCP: makes adjustments according to PC recommendations
Care Manager: monitors response to the initiation of treatment, reviews progress with Psychiatric Consultant, adjusts BH Interventions, *records outcome measures at every visit in the Registry*
Psychiatric Consultant: assesses response by *reviewing outcome measures in the Registry*, recommends changes if needed

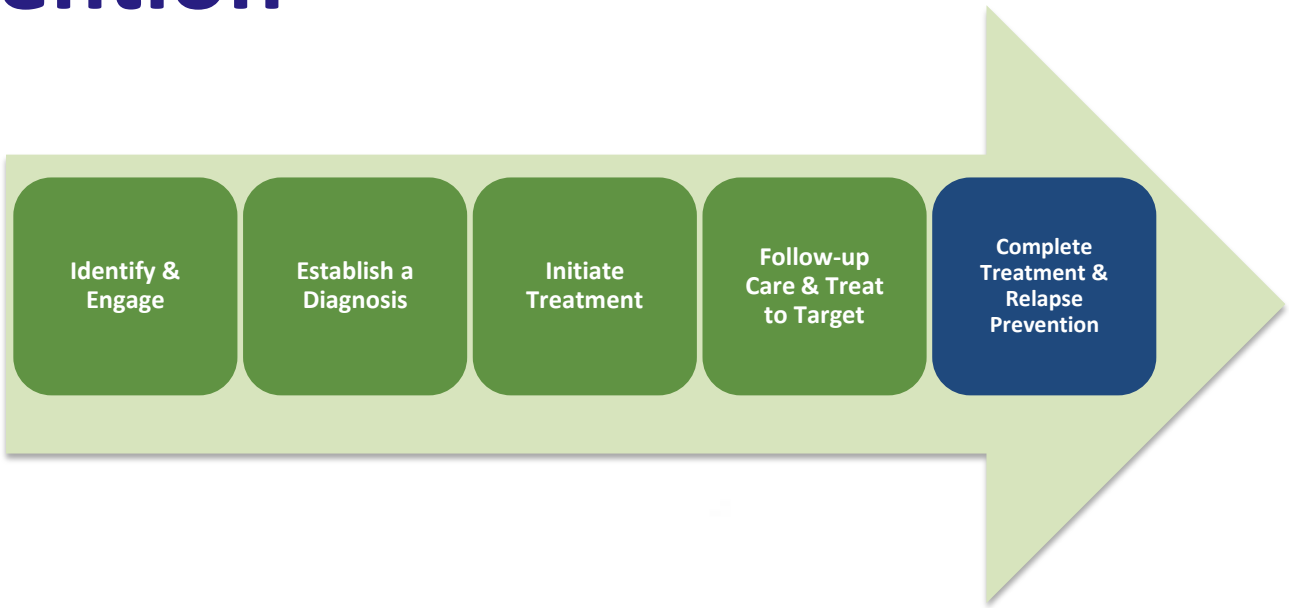
Caseload Overview

- Must be able to sort by symptom severity, score values and score improvement trends, due to be seen, time in treatment, last psych consult, etc.
- Shows patients flagged for discussion at next Psychiatric Consultation.

Reminders/Alerts Functions

- Brings to Care Manager attention patients that are due for an appointment based on treatment frequency.
- Brings to Care Manager attention patients to review with Psychiatric Consultant
- Brings to Care Manager attention any patient safety concerns

Complete Treatment & Relapse Prevention



Team Activities at this Phase:

Patient: Develops a Relapse Prevention Plan with PCP and CM
PCP: Continues monitoring medication response and implements long term medication plan
Care Manager: *Continues to record contacts in Registry,* helps pt develop RPP and recognize warning signs, educates pt about maintaining healthy living *and closes episode when goals are met*
Psychiatric Consultant: Helps PCP develop long term medication plan

Thank you!

For more information about registries and their function in measurement-based, treatment-to-target care visit the UW AIMS website.

https://aims.uw.edu/collaborative-care/implementation-guide/plan-clinical-practice-change/identify-population-based