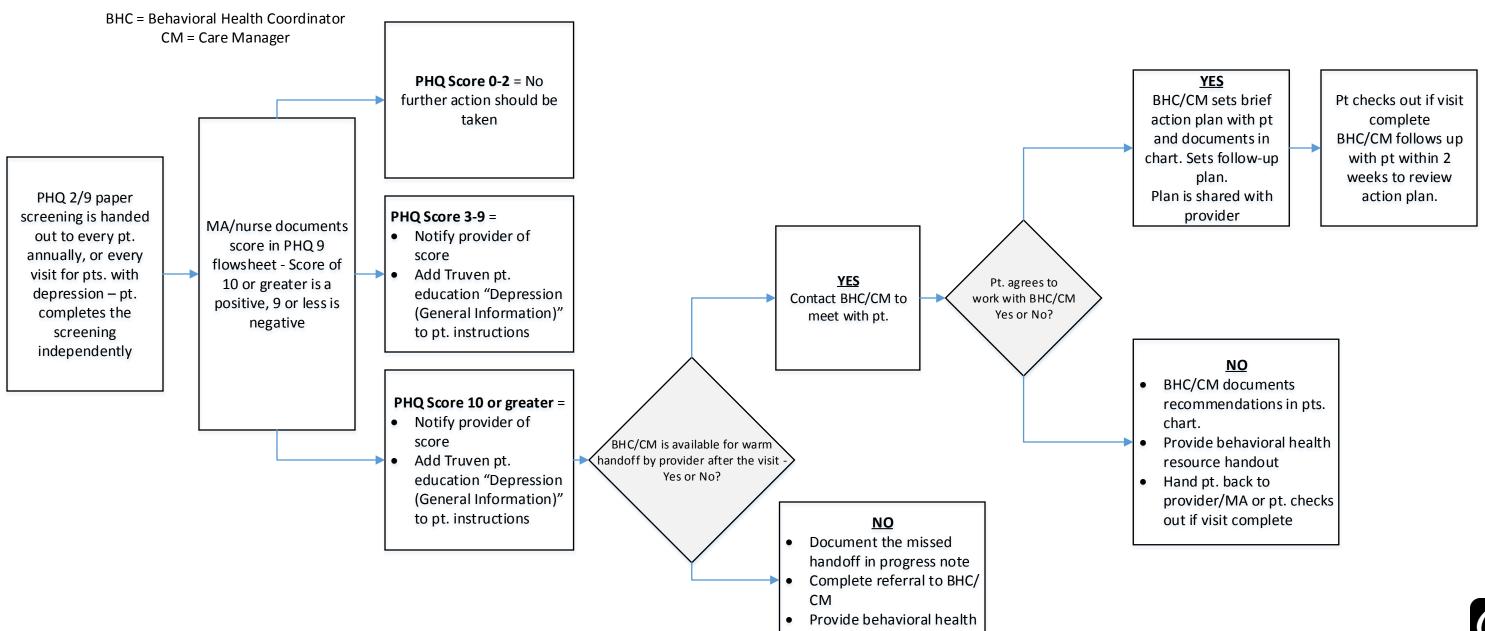# Behavioral Health Integration: BHC/CM Workflow

BHC = Behavioral Health Coordinator
CM = Care Manager

PHQ Score 0-2 = No further action should be taken

PHQ 2/9 paper screening is handed out to every pt. annually, or every visit for pts. with depression – pt. completes the screening independently

MA/nurse documents score in PHQ 9 flowsheet - Score of 10 or greater is a positive, 9 or less is negative

PHQ Score 3-9 =
- Notify provider of score
- Add Truven pt. education "Depression (General Information)" to pt. instructions

PHQ Score 10 or greater =
- Notify provider of score
- Add Truven pt. education "Depression (General Information)" to pt. instructions

BHC/CM is available for warm handoff by provider after the visit - Yes or No?

YES
Contact BHC/CM to meet with pt.

Pt. agrees to work with BHC/CM Yes or No?

YES
BHC/CM sets brief action plan with pt and documents in chart. Sets follow-up plan.
Plan is shared with provider

Pt checks out if visit complete BHC/CM follows up with pt within 2 weeks to review action plan.

NO
- Document the missed handoff in progress note
- Complete referral to BHC/CM
- Provide behavioral health resource handout

NO
- BHC/CM documents recommendations in pts. chart.
- Provide behavioral health resource handout
- Hand pt. back to provider/MA or pt. checks out if visit complete