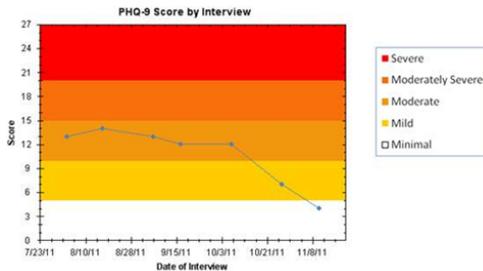


# Outcome Data

A variety of reports are available to facilitate patient care as well as quality assurance improvement. Data are available at the program level as well as at the level of the clinic, referring clinician, staff member and patient. In addition, all collected data are exportable for analysis in a statistical package.

### Patient level data

- Provide patients with feedback on their treatment progress, including graphs of outcome scores (example below), reminders for medication adherence, etc.



### Internal Program Status

- Aggregate data of status of active cases and timeliness of contacts
- Work load data available by team or team member

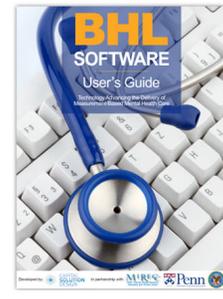
### Program Effectiveness

- Aggregate data on treatment outcomes for completed patients
- Completion rates, average number of visits, etc.

# Resources

### Training and Support

- ◆ Training and support are available
- ◆ Self paced training and reference manual



## The BHL Software:

Technology Advancing the Delivery of Measurement-Based Mental Health Care

For more information contact:



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<http://www.capitalsolutiondesign.com/>



## Overview

The BHL Software Package provides a flexible and user-friendly tool to facilitate the delivery of measurement-based behavioral health services. The software has been utilized in a variety of settings, such as: Primary Care - Mental Health Integration programs at Veterans Affairs Medical Centers across the country, Blue Cross/Blue Shield of South Carolina in providing care management of antidepressant medication, and Pennsylvania's PACE/PACENET (Pharmaceutical Assistance Contract for the Elderly) in managing mental health medications.

## Key features:

- Ideal for mental health services integrated into primary care
- Supports measurement based care in many settings
- Offers customizable decision support
- Creates progress notes and patient materials
- Provides a tool for patient tracking & panel management
- Improves access to workload & clinical outcome data
- Interfaces with Electronic Health Records

The software includes a baseline interview that provides a comprehensive assessment of patients' mental health and substance abuse symptoms. Measurements include:

- Patient Health Questionnaire (PHQ-9) for depression
- PTSD Check List (PCL-c)
- Paykel to assess for suicide ideation
- Blessed Orientation-Memory-Concentration test (BOMC)
- MINI International Neuropsychiatric Interview modules for mania, psychosis, panic disorder, generalized anxiety disorder, and alcohol abuse/dependence
- A 7-day Time Line Follow-Back (TLFB) for alcohol use
- A screen for illicit drug use
- A screen for chronic pain
- General Anxiety Disorder-7 (GAD-7) - optional
- Medical Outcomes Study (SF-12) - optional
- Work Limitations Questionnaire -optional

Based on reported symptoms and the site's programmed triage algorithm, the software recommends services appropriate for the patient. Progress notes (below) are created for each interview summarizing the results and initial treatment plan.

INTEGRATED CARE TEAM REPORT  
 CLINIC Test Clinic  
 \*\*\*\*\*  
 Last name: Trainingrest Patient's age: 32  
 First name: Lily Patient's sex: Female  
 Patient's race: Black/African American  
 Date of interview: 10/2/2012 General health: Very Good  
 Method of interview: Phone  
 \*\*\*\*\*  
 ACTION ITEMS: INITIAL TREATMENT PLAN:  
 \*\*\*\*\*  
 Reported symptoms consistent with: Major depression  
 \*\*\*\*\*  
 Based on reported symptoms, the patient has agreed to brief treatment with a BH provider on the integrated care team. If symptoms do not improve, we will talk with the patient about other treatment options.  
 \*\*\*\*\*  
 We provided educational materials about depression including suggestions related to the specific symptoms reported on the PHQ-9.  
 \*\*\*\*\*  
 ASSESSMENT SUMMARY SCORES AND TREATMENT HISTORY  
 \*\*\*\*\*  
 PHQ-9 score = 14  
 Standard Deviation per week = 0  
 Binge Episodes in last 3 months = 0  
 SF12 Mental score = 40.5  
 SF12 Physical score = 39.2  
 \*\*\*\*\*  
 SF-12 is scored 0 - 100 with lower scores indicating greater impairment in overall functioning. A score of 50 is normalized to indicate the average adult living in the community.

## Measurement Based Care

Offers flexible follow-up interviews for monitoring patient symptoms including: depression (PHQ-9), anxiety (GAD-7), pain (Brief Pain Inventory—interference scale), PTSD (PCL-c), alcohol use (7-day TLFB), and the Addiction (Brief Addiction Monitor (BAM)). It can also be used to monitor medication adherence and side effects, specialty care engagement and patient satisfaction.

Choose Domains

- Depression Symptoms (PHQ-9)
- Anxiety Symptoms (GAD-7)
- Pain Symptoms (BPI - interference)
- PTSD Symptoms (PCL-c)
- Alcohol Misuse (7-day TLFB)
- Addiction (BAM)
- Referral Management

Save Domains

For patients with distress or minor depression, the software features a package of weekly interviews to monitor depressive symptoms. Built-in algorithms recommend further intervention based on reported symptoms and patient preference.

## Tracking and Panel Management

Supports patient tracking and panel management. Some tracking features include:

- View and sort active patient panel
- Track appointments
- Refine patient searches utilizing multiple levels of search options
- Save criteria for frequently used searches
- Customize classifications for flagging of cases

Advanced Search

Search for: Last Name, First Name, MFI, Sex, Primary Phone, Clinic, Episode Type, Contact Date, Type, Assigned Staff

C	ID	First Name	Last Name	MFI	Sex	Primary Phone	Clinic	Episode Type	Contact Date	Type	Assigned Staff	
	36773	mary	martin	321-56-7899	F	(777) 321-4567	Primary Training / Test Clinic	Follow-up	6/5/2013	A	User Test	
	S, A, P	36622	Monroe	920-46-6789	F	(323) 456-1234	Other Sites / Test Clinic	Follow-up	6/10/2013	A	User Test	
	S, P	36643	Handy	321-98-3217	M	(339) 789-1010	Other Sites / Test Clinic	Follow-up	6/6/2013	A	User Test	
	ALC	36688	Bam	321-52-4621	M	(321) 222-2121	Other Sites / Test Clinic	Follow-up	6/6/2013	A	User Test	
	S, A, C	36644	joy	323-41-1038	M	(336) 458-1662	Other Sites / Test Clinic	Baseline	5/20/2013 2:26 PM	C	User Test	
		36693	ding	999-99-9999	M	(999) 999-9999	Other Sites / Test Clinic	Follow-up	2/20/2013	A	User Test	
		36644	Practice	Test	111-22-3333	M	(555) 555-5555	Blue Team	Follow-up	11/20/2012	A	User Test
	S	36708	Bayer	Diaper	123-45-6781	M	(123) 456-7891	Blue Team	Follow-up	11/12/2012	A	User Test
	S	36701	Pater	Plan	123-45-0001	M	(321) 222-1234	Other Sites / Test Clinic	Follow-up	10/10/2012 11:00 AM	A	User Test
	S	36720	Larry	Love	333-33-4007	M	(321) 333-3406	Other Sites / Test Clinic	Follow-up	10/20/2012	O	User Test
	S	36674	Johnny	Deep	123-45-6666	M	(723) 272-1420	Other Sites / Test Clinic	Follow-up	10/16/2012 4:00 PM	A	User Test
	S, A	36768	Gordon	Jeff	576-75-7575	M	(214) 559-1310	Other Sites / Test Clinic	Follow-up	10/16/2012	A	User Test
		36792	Shore	Wayne	000-11-1111	M	(707) 467-1941	Red Team	Follow-up	10/16/2012	A	User Test

Software Screenshot of an active patient panel for a BHL user