The BHL Software: Technology Advancing the Delivery of Measurement-Based Mental Health Care

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.

For more information contact:
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Resources

Training and Support
- Training and support are available
- Self paced training and reference manual
**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.

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

**Decision Support**

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 use/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.

**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