



To improve quality of care and encourage coordination of care between medical and behavioral healthcare practitioners, SummaCare conducts behavioral health studies. Chart review and analyses identifies opportunities for improved collaboration and coordination of care between BH and medical providers.

The 2024 BH studies have identified the following opportunities and actions needed for quality improvement. We would like to encourage providers to consider the following action items in their practice:

- 1) At every visit, review patient's discharge information for medication changes, new diagnoses, side effects, allergies and or changes in medication compliance. Practitioners can access this information electronically in EPIC, or request the information from the discharging facility prior to the patient's visit. Ensure the patient understands potential medication side effects.
- 2) Facilitate the appropriate continuation of ADHD medication once prescribed
  - At every visit, evaluate and document if criteria met for continuation of ADHD medication and
  - Document if medication no longer warranted, so patient can be excluded from the study sample
  - If required for prescription refills, ensure the member has an appointment to be seen before the refill expires.
- 3) Improve appointment availability and access to BH patients to ensure the following standards are met:
  - a. Provision of non-life threatening emergency care within 6 hours or direct member to call 911
  - b. Provision of urgent care appointment (in-person or virtual) within 48 Hours
  - c. Provide members with the ability to schedule visit (in-person or virtual) for routine care appointment within 10 business days
  - d. Provide members with the ability to schedule a follow-up care appointment (in-person or virtual) within 40 business days
- 4) Initiate or expand diabetic screening for members with schizophrenia or bipolar disorder on antipsychotic medication to manage the increased risk of diabetes diagnosis in this population
- 5) Encourage care coordination between BH and medical providers for members with schizophrenia or bipolar disorder to manage the unique needs of this patient population

Thank you for your continued commitment to the provision of quality care for your patients. If you have any questions, please reach out to Dr. Edmund Burke for clarification or further discussion at [Ecburke@emihold.com](mailto:Ecburke@emihold.com)