

## **Bayless Pediatrics – Integrated Healthcare for Children and Families**

**The Issues:** The integrated health service model at Bayless Pediatrics rests on the following facts:

1. Behavioral Health issues in children are common.
2. Childhood behavioral health issues that are not treated correlate with physical health problems for decades to come.
3. Even when behavioral health issues in children are successfully identified by the PCP, most children will not get care for their BH issues even if they are appropriately referred to a BH specialist who is not integrated into their pediatric practice.
4. Many children with physical health problems have behavioral health issues that interfere with optimal care and their physical health problems.

**The Goals:** With these facts in mind, Bayless Pediatrics has created a unique integrated healthcare model focused on providing the most comprehensive and highest quality care to our patients and their families as well as creating a model that may be replicated elsewhere. The following goals have been identified:

1. Integrated healthcare services will be provided to all children.
2. All staff are appropriately trained on the integrated healthcare model.
3. Appropriate screening tools have been developed and are being utilized.
4. Outcomes are measureable.
5. The program is self-funding and sustainable.
6. The model can be used by other pediatric practices.

**The Staff:** The entire staff is fully invested in delivering the best quality integrated healthcare available. They are appropriately trained and receive ongoing support. They work collaboratively with other staff in an environment where the needs of the child and the family are always foremost.

1. The front office staff is uniquely qualified to present screenings to patients and support them in completing these screens.
2. The back office staff is uniquely qualified to assist in reviewing these screenings and asking additional questions that identify the needs of the child and the family.
3. The physical health staff focuses on the whole health of the child and the family, is enthusiastic in including the behavioral health team in the child's care, and is committed to ongoing communication and collaboration with the behavioral health providers.
4. The behavioral health team is uniquely qualified to provide behavioral health services to children and families both for children who have specific behavioral health diagnosis as well as children and families who benefit from support of behavioral components of physical illnesses and the needs that may accompany normal growth and development.
5. An administrative staff that is in full alignment with the goals of the integrated care model and committed to removing barriers to that care for the children, their families and the Bayless staff.

**Unique Program Components:**

1. Screening- Families are screened regularly for concerns about behavior and development utilizing a uniquely created “Wellness Screen”.
2. Handoffs- A key component of the program is the “Warm Handoff”. Behavioral health professionals are available during all facility hours to receive referrals from the PCP’s and to make initial contact with the family. Once the PCP identifies a need, they can immediately speak directly with a behavioral health provider who can immediately interact with the family.
3. Ongoing communication- The behavioral and physical health teams regularly communicate regarding the care and progress of the child and the family. This includes both carefully developed formal methods of communication as well as less formal conversations.
4. Comprehensive and smooth pathways to receive referrals from external partners and to communicate in an ongoing fashion with these external partners about the progress of the child and family. This includes behavioral health providers that refer to Bayless Pediatrics for physical health services as well as physical health providers who refer to Bayless Behavioral Health for behavioral health services.