

Stay HIN the Know

Using HealthInfoNet to Support Behavioral
Health Use Cases & Interventions

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Stay HIN the Know Webinar Series
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Webinar Presenters

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Webinar Objectives

- Demonstrate an understanding of the State of Maine's Behavioral Health Home (BHH) and Opioid Health Home (OHH) program requirements
- Develop knowledge and skills on top behavioral health use cases and interventions
- Learn how to use HealthInfoNet's HIE Clinical Portal to support behavioral health use cases and top interventions



Behavioral Health Home & Opioid Health Home Programs Overview

Making connections to improve patient care, quality, and safety by providing better, easier, and safer solutions.

Top Behavioral Health Use Cases & Interventions

Adapting and advancing as clinical workflows and needs change across the care continuum through applications of timely and actionable information.

1 Targeted Care Management Services

- Coach clients in avoiding unnecessary Emergency Department (ED) admissions, hospitalizations, and re-admissions
- Proactively identify warning signs and assess risk for re-admissions
- Proactively schedule PCP appointments to avoid ED admissions when warning signs of re-admissions are presented

2 Hospital Support

- Assist hospital/PCP nurse care managers through review of ED/hospital discharge plans and make further treatment recommendations as needed

3 Locate “Missing” Clients

- Find clients in the ED or hospital, or identify where else they may be located



4 Comprehensive Transitional Care

- Review post-acute care plans within 24 hours of ED or hospital admission notifications
- Provide same-day services on date of discharge from the ED or hospital following notifications
- Ensure discharge plan medications, services, and equipment are in place and properly utilized
- Schedule follow-up medical appointments with PCP
- Review medication lists and discharge instructions with clients to ensure they are informed of their role in the plan of care
- Communicate plans of care with the medical home
- Advocate for resources and follow-up care for marginalized clients



5 Identify and Coordinate with Client's Care Team

- Identify the multiple medical providers treating the behavioral health client and address duplicate/coordinated care

6 Conduct Medication Reconciliation

- Review MaineCare and pharmacy fill/pick-up medication histories to address discrepancies, duplicate prescriptions, unnecessary medications, and/or inappropriate dosing levels

7 Intervene with Client Post-Medical Event

- Help clients better recollect medical events and debrief on causes
- Clarify why providers ordered multiple lab tests
- Further ensure clients' compliance with treatment



8 Engage and Educate Clients

- Teach high-utilizing clients about alternatives to the ED
- Help clients use data to get better, make better decisions, and take ownership of their care
- Coach clients on self-management of chronic diseases, with referrals to appropriate resources
- Inform clients about lab results and provide appropriate education to improve wellness
- Review clients' health histories and help interpret medical terminologies to increase clients' understanding, leading to increased control of self-care and reducing the clients' anxieties about medical conditions



9 Assess Accuracy of SMI vs Medical Diagnoses

- Ensure clients are receiving the right diagnosis in order for them to receive the right treatment

10 Identify Gaps/Overuse of Medical Care

- Ensure duplicate labs are not ordered
- Advocate for clients when further care is needed from a PCP or specialist
- Look for gaps in care and ensure things are happening when they need to happen



Demonstration of HealthInfoNet's Clinical Portal

Adapting and advancing as clinical workflows and needs change across the care continuum through applications of timely and actionable information.

Education & Training

Clinical Education Resources & Opportunities

Whether it's a training and education need, a clinical workflow question, or anything in between, there's not a problem that our team can't solve with you.

HealthInfoNet Educators

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Educational Opportunities

- Online trainings available for all services
- Public resources available at <https://hinfonet.org/resources/clinical-education/>
- HealthInfoNet's online training site also provides courses and CNE credits to better understand and effectively use the HIE; visit hinfonetacademy.org for more information





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