

Continuity and Coordination of Care

Western Behavioral Health (WBH) routinely monitors the coordination of a member's care and exchange of clinical information among practitioners. WBH strongly encourages practitioners to coordinate care with other practitioners who are seeing the same member. Coordination is important for member safety; to avoid duplicate assessments, procedures, or testing; and to improve treatment outcomes.

The 2004 goal for written evidence of exchange of information among behavioral health practitioners was 90%. In 2004, the rate was 95% overall with both the practitioner rate and facility rate at 95%. This means that, when it was appropriate to do so, providers exchanged information and documented that they did so 95% of the time.

For evidence of exchange of information from behavioral health clinicians to PCPs, the goal for 2004 was 80%. In 2004, the rate was 54% overall, an increase from 41% in 2003. The practitioner rate was 49% and the facility rate was 61%. Exchange of information is more likely to occur from one behavioral health provider to another than it is between behavioral health providers and PCPs.

To encourage exchange of information, WBH did the following in 2004:

- Requested corrective action plans from providers when rates were below goal
- Published an article in the March 2004 Provider Newsletter encouraging exchange of information
- Posted a letter template on the Community Care Website which serves as an example of one way to share information with PCPs

In 2004, WBH also monitored the rate of timely access to psychologists for psychological testing with the goal of 85% within 30 days of request. The 2004 rate increased to 96% and continues to meet goal. We will continue to monitor this indicator in 2005.