

## 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 2005 goal for written evidence of exchange of information among behavioral health practitioners was 90%. In 2005, the rate was 91% overall, with facilities at 88% and practitioners at 96%. This means that, when it was appropriate to do so, providers exchanged information and documented that they did so 91% of the time.

For evidence of exchange of information from behavioral health clinicians to PCPs, the goal for 2005 was 80%. In 2005, the rate was 62% overall, with facilities at 51% and practitioners at 83%. 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 2005:

- Requested Corrective Action Plans from providers when rates were below goal
- An article entitled "Are Your Doctors Talking to Each Other" was published in the Winter 2005 UPMC Health Plan Member Newsletter
- Articles were posted related to the importance of coordination of care on both the provider and member websites at [www.ccbh.com](http://www.ccbh.com)

If you have found other techniques that are effective in promoting coordination of care among behavioral health practitioners or between behavioral health practitioners and PCPs, we would appreciate hearing from you. Please call us at 1-888-251-2224 with your ideas and comments.