

DEVELOPMENT OF EVALUATION PLAN OF THE PATIENT EXPERIENCE OF IN-PERSON AND VIRTUAL INTEGRATED BEHAVIORAL HEALTHCARE IN FAMILY MEDICINE. Alisha Eskew (BS, MD Candidate), Bethany Kwan, PhD, CU SOM Department of Family Medicine.

Colorado is in dire need of mental healthcare. A potential solution to making behavioral healthcare more accessible and effective is by providing healthcare through an integrated behavioral healthcare model, which is the systematic coordination of general and behavioral healthcare between primary care and behavioral health providers. Integrated behavioral healthcare (IBH) is used at 7 family medicine clinics of the University of Colorado Department of Family Medicine. Elucidating patient experience and perspectives of IBH helps to inform value proposition and sustainability of IBH. To develop a plan for evaluation of the patient experience of the virtual and in person integrated behavioral health services, a literature review and expert discussions were conducted, the information obtained from the literature review and expert input was integrated to find the best matching patient experience surveys for the model, and questions were developed for patient interviews based on topics not covered by the surveys. It was found that important measures of patient experience include continuity of care and integration (relationships and cohesiveness among providers), patient centeredness (privacy/confidentiality, cultural sensitivity, non-judgmental, individualized care plans, including the patient, and respect), addressing stigma, cost, convenience (wait time, scheduling), patient education, trust and empathetic connection between patient and provider, and health outcomes. Additionally, factors contributing to the patient experience of telepsychiatry include technology glitches, security, empathetic connection, convenience, and cost benefit. Among several survey options considered, the best-suited surveys were used to develop a patient experience measure as well as patient interview guide specific to in person and virtual integrated behavioral healthcare as an evaluation plan for the patient experience. Topics that are addressed in the patient interviews include relationships between providers (cohesiveness and communication), patient centeredness, cost (insurance and billing), patient education, and health outcomes (including coping skills and future treatment plan). Patient surveys and interviews have been implemented. Future steps include analyzing and sharing results of the surveys and interviews with the operations team of the project to ultimately make the necessary changes to improve patient care and expand the use of the model.