Behavioral Health Consultants (BHCs) have recently joined the behavioral health team

The team:
- Natasha Cunningham, Med-Psych Attending (soon to be Greg Brown)
- Psych resident
- Jan Dillard, LCSW
- Julia Gamble, NP
- Heather Hoecker, PA

New!!!
- Joy Long, BHC (LPC)
- Ashley Cyr, BHC (LCSW)
BHCs... Why do they do it?

- Chronic disease management (e.g., hypertension, diabetes, headaches, chronic pain)
- Wellness (e.g., sleep, healthy eating, smoking cessation)
- Adjustments to new diagnoses (e.g., STIs, cancer)
- Dementia, cognitive impairments, I/DD (Intellectual/Developmental Disabilities)
- Fatigue without medical etiology
- Socio-emotional problems (e.g., bereavement, marital problems)
- Parenting and behavioral problems in kids of patients
- Typical psych complaints (e.g., mood disorders, ADHD, substance abuse, psychosis)
- And much, much more!
BHCs... What do they do?

- Provide consultation to PCP for patients whose problems are related to behavior (for both physical health and mental health)
- Targeted Counseling ≠ traditional therapy
- Brief visits (20-30 minutes) Is this time accurate?
- Develop treatment plans
- Teach self-improvement techniques (wellness/self-management)
- Schedule follow up if needed
- Refer to specialty mental health as needed
- Document in Maestro
Residents... What do YOU do?

- Identify patient behavior issue
- Ensure willingness for patient to see BHC
- Warm handoff – face to face introduction
- Monitor and support patient progress with tx plan
- Continue to refer to Jan as usual for psychosocial assessments, therapy and safety issues (DV, abuse/neglect, SI/HI). She will also continue to be available for warm handoffs.
- Can’t figure out whether to refer to Ashley, Jan, or Joy? Refer anyway, and they will sort it out!
"Based on what we just talked about, I think it would be a good idea for us to involve a co-worker of mine who specializes in these kind of concerns. {Joy or Ashley} is a Behavioral Health Consultant who works with our team to help me make the best decisions for caring with my patients with {depression, anxiety, lifestyle changes (or use generic term such as behavioral health concerns)} and to support patients with practical strategies they can use to make positive changes. I'd like to have her come talk with you for about 20-30 minutes and then she will share with me with some recommendations for our best options that are also based on your preferences. Would it be OK if I invite her in to speak with you?"
**Key Points**

- Introduce BHCs as part of the team, someone who will work WITH you and will provide feedback to you.
- Introduce time frame to reassure the patient regarding time.
- Describe what flow will look like so the patient knows what will happen.
- Use destigmatizing language and tone - this is usual care.
Thank you for your time!

Questions? Contact:

- Joy Long, BHC: 984-227-9459
- Ashley Cyr, BHC: 919-316-0154
- Jan Dillard, LCSW: 919-471-0084