



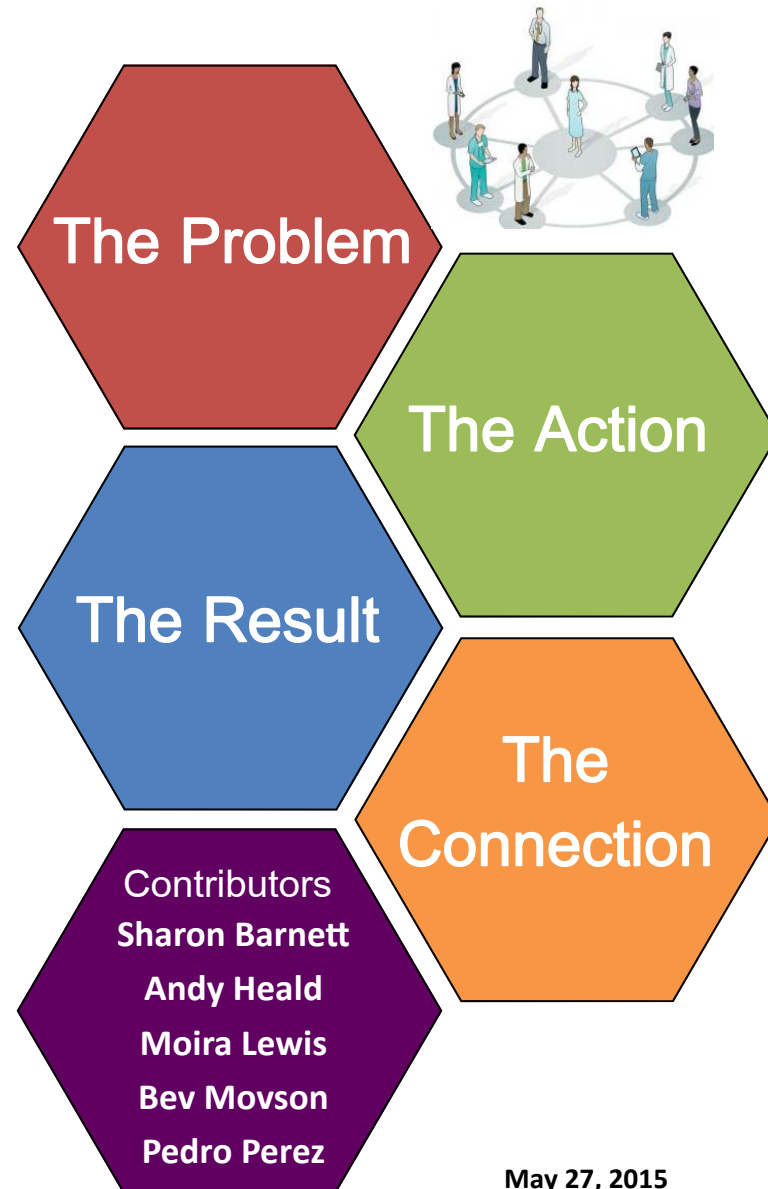
Quality Improvement Success Story

Appropriate Referrals between BH, CS, & PHRT



The Public Health Regional Team (PHRT) nurses were receiving too many patient referrals from Clinic Services (CS) that required behavioral health care. Patients who were referred back to Behavioral Health (BH) or services lost weeks in the cycle of referrals before receiving their first appointment.

PHRT nurses and BH clinicians on the QI team met with CS Director Julie Edgcomb to present a flow chart that assists Clinic physicians in making appropriate referrals. CS will periodically review the referral flow chart at staff meetings. PHRT staff will meet with clinic physicians to reinforce the referral protocol as needed to assure appropriate referrals.



The QI team met twice to discuss underlying reasons for the inappropriate referrals. They learned that physicians, knowing Behavioral Health wait lines were long, referred patients to the PHRT for short term help, not realizing that patient needs were outside of PHRT scope of services.

This QI project reflects #7 of the 10 Essential Public Health Services: "Link people to needed personal health care services."

May 27, 2015