BH Metrics

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| **TEAM**  | **Leadership**  |
|  1. Cycle Time  2. Warm Hand Off Rate  3. Huddles 4.Curbside Conversations    |  Quarterly observation of Team Workflow Quarterly observation of observed Huddles  |

1.
2.

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| **Behavioral Health**  | **CLINIC**  |
| PCP: % same day closed loopCaseload:Avg. # of PTs seen weekly% of no showsFollow-up Rate: % PTs contacted within 48 hrs of 1st contact RLP:  % of PTs with RLP, goal 100%TX progress:% of PTs with PHQ 5pt decrease in 2 visits  % of PTs with GAD 5pt decrease in 2 visitsPHQ 50% improvement after 10 weeks GAD 50% improvement after 10 weeks  Other: Defined by SMART goals and measuredDecrease in symptoms:Increase in function: On Medication: % reviewed with Psychiatric Consultant % refilling meds after 10 weeks  |  * 1. Screenings
	2. UDS Measures
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