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 |



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| **Behavioral Health** | **CLINIC** |
| PCP: % same day closed loop  Caseload:  Avg. # of PTs seen weekly  % of no shows  Follow-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 visits  PHQ 50% improvement after 10 weeks  GAD 50% improvement after 10 weeks  Other: Defined by SMART goals and measured  Decrease in symptoms:  Increase in function:    On Medication:  % reviewed with Psychiatric Consultant  % refilling meds after 10 weeks | * 1. Screenings   2. UDS Measures |