

MY HEALTH COMES FIRST
DIABETES PROGRAM



Alivio Medical Center
An Active Presence for a Strong Community

PHQ-9 ADMINISTRATION

Because quality of life can be impacted by diabetes, especially in diabetes that is not well controlled, it is essential that depression screenings, among other quality of life assessments, are conducted with patients who have a diagnosis of diabetes. Furthermore, depression can pose a huge barrier for the self-management of diabetes. In order to evaluate the effectiveness of My Health Comes First/Mi Salud es Primero, depression screenings, specifically the PHQ-9, will be administered with adult patients of Alivio with a diagnosis of Type 2 diabetes. Our goal is to prove at the end of the program an improvement in PHQ-9 scores among those patients.

Because PHQ-9 administration is a new activity for the CES and given the sensitive nature of this activity, we wanted to ensure we developed a protocol that was easy to follow but also provided clear guidance on what steps to take based on the outcomes of the screening. We wanted to ensure that patient safety was always accounted for and was always made a priority.

This protocol was developed over several months because it required researching other programs to identify best practices in the administration of the PHQ-9 by CHWs. It also required ongoing consultation with the Medical Director, primary care providers, nursing staff, the Behavioral Health Director and behavioral health staff as well as input from the Mi Salud es Primero Project Coordinator and EMR Manager.

The protocol was finalized and we were given the green light by the Medical Director and primary care providers in October 2013 to begin training and subsequent administration of the PHQ-9 by the CES. Attached is a graphic representation of the protocol, below is a more detailed description.

PHQ-9 ADMINISTRATION

- 1. The PHQ-9 can be administered through several mechanisms:**
 - a. Group/Class:**
 - Self-administered
 - Scored immediately
 - b. In-person**
 - CES administers
 - Before PCP appointment

- Not after PCP appointment so results can be shared with PCP before he/she attends to patient
 - Without a pending PCP appointment
- c. **Phone**
 - CES administers

2. Scoring:

- a. The PHQ-9 will be scored immediately in all situations no matter what method of administration was used.

3. Results:

- a. **Item #9:** if patient answers 1, 2 or 3 for item #9 (thoughts that you would be better off dead or of hurting yourself in some way) of the PHQ-9 the CES will
 - i. Notify a primary care provider IMMEDIATELY
 - ii. After notifying a provider the CES will then notify in person (NOT VIA PHONE OR VIA EMAIL) an available behavioral health staff member
 - iii. CES will complete the PHQ-9 in the EMR which automatically scores the results
 - iv. CES will document the aforementioned (i-iii) in the EMR as well as send a referral and alert to both the primary care provider and the behavioral health staff member they notified
- b. **Score is ≥ 15**
 - i. CES will ask the patient if he/she wants a referral the behavioral health
 - 1. Regardless if the pt says yes or no to referral the CES will provide the following information to the patient
 - a. Depression and diabetes handout
 - b. Schedule of behavioral health support groups
 - c. Schedule of diabetes education classes
 - d. Schedule of diabetes support groups
 - ii. CES will complete the PHQ-9 in the EMR which automatically scores the results
 - 1. CES will document the aforementioned (#1 a-d) in the EMR as well as send a referral and alert to both the primary care provider and the behavioral health staff member they notified
- c. **Score is ≤ 14**
 - i. CES will ask the patient if he/she wants a referral the behavioral health
 - 1. Regardless if the pt says yes or no to referral the CES will provide the following information to the patient
 - a. Depression and diabetes handout
 - b. Schedule of behavioral health support groups
 - c. Schedule of diabetes education classes
 - d. Schedule of diabetes support groups
 - ii. CES will complete the PHQ-9 in the EMR which automatically scores the results
 - 1. CES will document the aforementioned (#1 a-d) in the EMR as well as send a referral and alert to both the primary care provider and the behavioral health staff member they notified