

Coordinating Follow-up Care after Psychiatric Admissions

When members are admitted to the hospital for mental health needs, HealthPartners Behavioral Health is notified by the admitting hospital of the admission. A HealthPartners Behavioral Health Case Manager (HP BHCM) will then follow-up with the MSHO Care Coordinator, hospital, collaterals or providers, and as necessary, members to support improved continuity of care between inpatient and outpatient behavioral health care.

Expected/Desired Outcomes

- Follow-up appointment with a mental health provider within 7 days of discharge
- Increased/Ongoing follow-up care after hospitalization
- Reduced readmissions and ER visits

Value Added by HP BHCM

- Clinical experience with evaluating reasons for the psychiatric admission, gaps in/barriers to care, and behavioral health needs.
- Collaboration between hospital teams and collateral providers to coordinate post-discharge care by navigating and bringing together health plan and community resources. This may include, but is not limited to:
 - Primary care providers
 - Specialty care providers
 - Mental and chemical health treatment programs
 - HealthPartners Case Management and Disease Management programs

Collaboration by HP BHCM

Upon notification of an inpatient psychiatric admission, HP BHCM will:

- Collaborate with the MSHO Care Coordinator regarding the member's needs and plan for HP BHCM to contact the inpatient staff regarding the member's admission.
- Collaborate with inpatient hospital staff about the reason for the member's admissions, the member's available providers/supports and plan to coordinate with them, and gaps in the member's care or the member's clinical needs.
- Coordinate a follow-up mental health appointment within 7 days of discharge, or as soon after discharge as possible.
 - Appointments must be at an Outpatient Mental Health clinic, Intensive Outpatient Program, or Partial Hospitalization Program and with a Mental Health Professional
 - Appointments cannot be with ARMHS, TCM, Primary Care, Psych Testing, or Group Home
- Alert outpatient providers of the Member's admission and assist with scheduling follow-up appointments.