

Transforming CoCM: evolvedMD's Advanced Solution Enhances the Patient Journey & BHM Impact

Overview

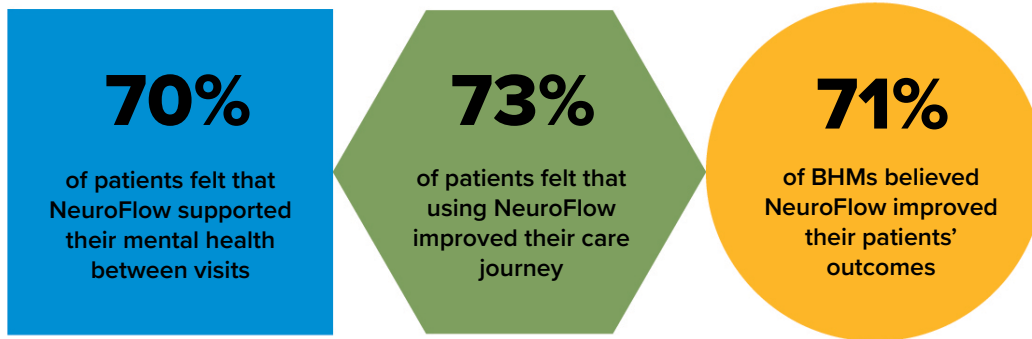
[evolvedMD](#), a behavioral health integration services company, is on a mission to simplify the implementation of integrated care models in healthcare. Through high-touch support, evolvedMD makes integrated care models, like psychiatric collaborative care (CoCM), more accessible and economically viable for health systems. Specifically, the organization establishes tailored workflows and embeds behavioral health managers (BHMs) within care teams, shifting the burden of integration off providers while enhancing patient access to behavioral health care.

In 2022, evolvedMD partnered with healthcare technology company [NeuroFlow](#) to augment their CoCM services with a digital care companion for patients and a CoCM registry for BHMs. This digital companion provides personalized clinical content and measures patient progress during and after enrollment in CoCM. BHMs manage patient data through NeuroFlow's CoCM registry, gaining insights into patient progress and optimizing caseload management. The partnership allowed evolvedMD to move away from a stopgap patient management solution toward one purpose-built for CoCM.

In collaboration with NeuroFlow, evolvedMD surveyed several organizations where it supports CoCM programs, specifically seeking feedback from providers, patients, and BHMs. The surveys revealed increased efficiency and satisfaction among providers, positive patient experiences, and enhanced outcomes with the implementation of NeuroFlow.

In the [first part of this series](#), we surfaced provider satisfaction with CoCM and the technology that supports it. In this second installment, we'll explore the positive impact of tech-enabled CoCM on patient outcomes and BHM care management.

Survey responses indicated that...



Maximizing Collaborative Care Impact Through a Unified Patient Journey

BHMs play a critical role in supporting both patients and providers in collaborative care. They work in concert with providers and psychiatric consultants to manage a caseload of patients who have been enrolled in CoCM based on identified behavioral health needs. Over the course of several months, patients receive brief interventions led by the BHM—trained behavioral health specialists who often have experience in social work or psychology. Throughout CoCM, BHMs conduct clinical assessments to track patient progress and work with the provider and psychiatric consultant to establish and modify treatment plans.

While many studies have pointed to the positive impact of CoCM, there are administrative components that make operationalizing the model challenging to scale. For evolvedMD these challenges were exacerbated because BHMs could not easily gather quantitative analysis of patients' progress or lack thereof. Not having the flexibility and automation BHMs needed to manage large patient populations or provide the data necessary to demonstrate CoCM specific outcomes was also a huge barrier for BHMs. Incorporating a technology like NeuroFlow helped evolvedMD BHMs overcome these hurdles and enhance the level of support they provide patients and providers.

For example, NeuroFlow's technology engages patients with remote, digital screening and evidence-based behavioral health content targeted to their unique needs. BHMs can also assign specific content to reinforce and support their collaborative interventions with the patient. Accessible at all times, the digital care companion reinforces the CoCM program between visits with the BHM. This ongoing engagement accelerates patients' behavioral health improvement, allowing BHMs to advance patients through the program more efficiently.

In addition to the digital patient experience, NeuroFlow replaced evolvedMD's previous platform with a streamlined patient registry built for CoCM. This centralized patient caseload management system simplified patient monitoring and empowered BHMs to assign relevant behavioral health content based on patient progress. BHMs can share these insights directly into provider EHRs, offering greater transparency into the positive impact of CoCM. Thanks to greater efficiency, BHMs can support larger caseloads, ensuring more patients receive this much needed care.

"NeuroFlow offers additional psychoeducation that reinforces the education BHMs provide during sessions. It also allows the patients to put a name to things they have been feeling but may not have known how to express," says Dr. Christina Abby, Director of Training and Curriculum at evolvedMD. "Additionally, the ability to filter patient needs by severity and receive an urgent alert if patients have any suicidal or homicidal ideations ensures that high-risk patients receive the emergency care they need."

The Results

evolvedMD surveyed patients and BHMs immediately before enhancing their existing CoCM program with NeuroFlow and surveyed them again four months after implementing NeuroFlow. The survey asked BHMs how the enhanced CoCM program impacted their patients' well-being and engagement and similarly asked patients how CoCM improved their mental health. Shortly after the post-survey patients and BHMs received a third survey that specifically asked for their feedback on the NeuroFlow platform.

In the post-survey, patients indicated that their physical health had improved and that they felt more motivated to manage their mental health. Similarly, BHMs reported that after the four-month period, patients seemed more engaged in treatment in between appointments. When asked about how they view NeuroFlow in a separate survey, both BHM and patients reported positive experiences. 72% of BHMs agreed that NeuroFlow improved their patients' outcomes, and 73% of patients said NeuroFlow enhanced their care journey.

"We're excited that patients are experiencing meaningful behavioral health improvements through our CoCM program and see NeuroFlow as a critical tool in supporting their mental health between visits and improving the care journey," says Sarah Hanchett, LCSW, Vice President of Clinical Services at evolvedMD. "Incorporating the digital care companion and patient registry into our programs is allowing evolvedMD to quickly scale CoCM and help healthcare organizations achieve improved patient outcomes and cost savings sooner."

Read the companion case study on provider experiences.

