



Practice Overview

Mercy Community Healthcare is a Safety Net Clinic located in Franklin, TN. We serve a patient panel of **approximately 9,700**. Our patient population, 24% of whom are uninsured, is **diverse with a variety of needs**. We are an FQHC/PCMH certified clinic, and we have multiple alliances such as Vanderbilt Health Alliance Tennessee Primary Care Association (TPCA), and Cumberland Pediatrics Alliance.

Mercy Community Healthcare was already on the journey toward providing better healthcare, but TCPi gave us the assistance, resources, guidance, and tools to help us achieve our goal and reach the finish line.

Clinical Depression Screenings

We have integrated **behavioral health and psychiatric services** within the clinic. When we began our behavioral health integration journey, we struggled with capturing the data.

We realized our patients were not always given an annual visit sheet at check-in and the depression data was not always being captured. To improve our process for **capturing data**, we relocated the annual visit sheet to the provider desk, as a reminder to distribute the sheet to the patients.

Additionally, the provider was not receiving the screening until after the patient left. The depression screenings were not being addressed in a timely manner. In order to address this barrier, the behavioral health consultant educated the nursing staff, MAs, and providers to **streamline the process** of getting the behavioral health paperwork to move with the patient throughout the visit. This new process allows the provider to have the paperwork while the patient is present, allowing the provider to address any issues while still in the room with the patient.

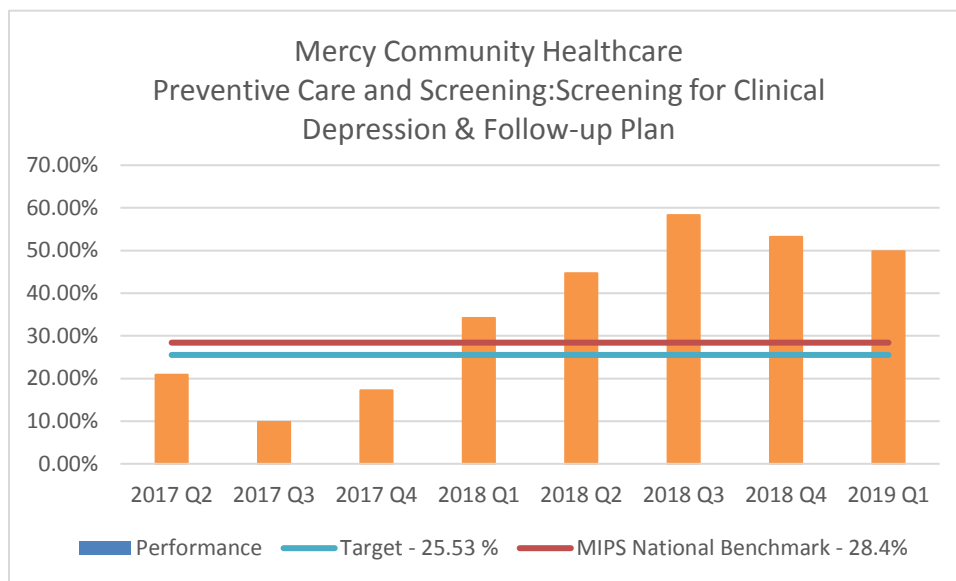
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Clinical Depression Screenings increased to 49%, a 26% increase from baseline of 23.21%

Additionally, we added clinical depression notes to our daily morning huddle sheets to alert the provider and nurses if the patient did not have a clinical depression screening within the year. Our behavioral health consultant educated the staff on the effective use of the screenings and reiterated that every patient should have a screening annually. TCPi helped us encourage individual and group staff training. Through staff training and streamlining our process, we successfully **increased** our clinical depression screenings **by 28.9%** from our baseline of 20.9%. We are **exceeding** the MIPS National Benchmark of 28.4%.

Depression affects about 16 million American adults every year. Anyone can get depressed, and depression can happen at any age and in any type of person.

Centers for Disease Control and Prevention



Year/Quarter		Numerator	Denominator	Percentages
2017	Q2	352	1685	20.9%
	Q3	172	1754	9.8%
	Q4	306	1776	17.2%
2018	Q1	548	1603	34.2%
	Q2	929	2079	44.7%
	Q3	1219	2091	58.3%
	Q4	987	1855	53.2%
2019	Q1	990	1987	49.8%

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