BUILDING PARTNERSHIPS THROUGH PSYCHIATRIC ADVANCE DIRECTIVES
PART 2

OPERATIONALIZING PSYCHIATRIC ADVANCE DIRECTIVES IN PSYCKES

Larry Hochwald CPRP & Robert Statham, BA, CESP, NYAPRS
Kristen McLaughlin, NYS Office of Mental Health
7/28/21
CONTINUING EDUCATION HOURS

YOU WILL RECEIVE AN EVALUATION WITHIN THE NEXT 24 HOURS FOR YOU TO COMPLETE AND RETURN TO RECEIVE CREDIT FOR YOUR ATTENDANCE.

EVALUATION FORM

LMSW, LCSW, LMHC, CPRP
APPROXIMATELY 30+ DAY PROCESSING
NYAPRS IS A CHANGE AGENT DEDICATED TO IMPROVING SERVICES, PUBLIC POLICIES AND SOCIAL CONDITIONS FOR PEOPLE WITH MENTAL HEALTH, SUBSTANCE USE AND TRAUMA-RELATED CHALLENGES, BY PROMOTING HEALTH, WELLNESS AND RECOVERY, WITH FULL COMMUNITY INCLUSION, SO THAT ALL MAY ACHIEVE MAXIMUM POTENTIAL IN COMMUNITIES OF CHOICE.

Advocate, Educate, Demonstrate & Celebrate
Learning Objectives

• Review the need for, and the use of, Psychiatric Advance Directives

• Psychiatric Advance Directives into the PSYCKES system.

• Discuss the benefit of uploading Psychiatric Advance Directives into the PSYCKES system.
PAD’s are a Recovery Empowerment Tool!

Reflects personal recovery preferences

Can ensure someone is looking out for them

A voice in the healthcare decisions

Supports Self-Efficacy

More likely to have their directions followed and get their needs met.
What are Psychiatric Advance Directives?

Advance Health Care Directive

Name

Date

You have the right to discuss and make decisions about your own health care. You can appoint someone else to make decisions for you if you become unable to do so. You have the right to withdraw or change decisions at any time.

You have the right to refuse medical treatment. You can also make decisions about organ donation and other matters related to your health care.
What it is.

◦ A psychiatric or mental health advance directive (PAD) is a legal tool that allows a person with mental illness to state their preferences for treatment in advance of a crisis.

Why it was created.

◦ PAD’s were created to serve as a way to protect a person's autonomy and ability to self-direct care, during a crisis situation when they may not be able to make their directions and preferences known.

---SAMHSA
Mental Health Care and Recovery Options & Choices

Medications for Psychiatric Treatment

*What a person prefers or does not prefer, and reasons why*

Treatment Facilities

*Preferences of specific hospitals or facilities/programs, and which physicians they choose or do not choose*

Additional Instructions Regarding My Mental Health Care

*Might include individual psychotherapy, group psychotherapy, ECT preferences, self-help services, research*
Benefits of Utilizing a PAD

- PAD’s can help ensure someone is looking out for the principal and are monitoring their healthcare providers.
- With PAD’s, people can direct their care, even when they are not currently able to make decisions.
- PAD’s can help ensure the care a person receives is centered on their personal recovery needs and goals.
- PAD’s help a person keep their recovery goals on track, even during an unexpected crisis.
Psychiatric Advance Directive in PSYCKES Clinical Summary

Kristen McLaughlin, MA
PSYCKES Medical Informatics Team
July 28, 2021
Overview

1. What is PSYCKES?
2. Looking up a client
3. Psychiatric Advance Directive in Clinical Summary
4. MyCHOIS
5. Guidance and Technical Assistance
What is PSYCKES?
What is PSYCKES?

- A web-based application for sharing...
  - Medicaid claims and encounter data
  - Other state health administrative data
  - Data and documents entered by providers and clients

- Secure, HIPAA-compliant

- Supports:
  - Quality improvement: quality measures, quality flags
  - Population Health Management: identify high need/high risk cohorts
  - Clinical decision-making and care coordination: individual client information
Who is Viewable in PSYCKES?

- Over 9 million NYS Medicaid enrollees (current or past)
  - Fee for service
  - Managed care enrollees, all product lines
  - Dual-eligible (Medicare/Medicaid) and Medicaid/Commercial
- Behavioral Health Population (any history of)
  - Psychiatric or substance use service,
  - Psychiatric or substance use diagnosis, OR
  - Psychotropic medication
What Data is Available in PSYCKES?

- All Medicaid FFS claims and Managed Care encounters
  - All Medicaid data: Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, lab, and more!
- Multiple other state health databases (0-7-day lag)
  - Managed Care Plan & HARP status (MC Enrollment Table)
  - MC Plan assigned Primary Care Physician (Quarterly, DOH)
  - Health Home enrollment & CMA provider (DOH MAPP)
  - State Psychiatric Center EMR (OMH MHARS)
  - Assertive Community Treatment provider contact (OMH CAIRS)
  - Adult Housing/Residential program Information (OMH CAIRS)
  - Assisted Outpatient Treatment provider contact (OMH TACT)
  - Suicide attempt (OMH NIMRS)
  - AOT order under investigation in NYC (NYC DOHMH)
  - Intensive Mobile Treatment in NYC (NYC DOHMH MAVEN)
  - Safety plans/Psychiatric Advance Directives/screenings and assessments entered by providers and clients
Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concerns in order to inform the treating provider or network and to support clinical review and quality improvement.

- Examples of current quality flags include:
  - No diabetes monitoring for individuals with diabetes and schizophrenia.
  - Low medication adherence for individuals with schizophrenia.
  - No follow-up after MH inpatient within 7 days; within 30 days.
  - High utilization of inpatient/emergency room, Hospital Readmission.
Looking up a client
Enter any Recipient Identifiers such as Medicaid ID, SSN or Name & DOB
<table>
<thead>
<tr>
<th>Recipient Identifiers</th>
<th>Search in:</th>
<th>Characteristics as of 10/30/2019</th>
<th>Quality Flag as of 07/01/2019</th>
<th>Services: Specific Provider as of 07/01/2019</th>
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Click “Search”
1 Recipients Found

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

<table>
<thead>
<tr>
<th>Name (Gender - Age) Medicaid ID</th>
<th>DOB</th>
<th>Address</th>
<th>Quality Flags</th>
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<td>HIP (EmblemHealth)</td>
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Confirm you found the correct client
1 Recipients Found

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<td>123 MAIN ST #5 BROOKLYN, NY 12345</td>
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<td>HIP (EmblemHealth)</td>
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</table>

Review recipients in results carefully before accessing Clinical Summary.

Review Current PHI Access and select “Enable Access” or “Update Access” if necessary.
1 Recipients Found

<table>
<thead>
<tr>
<th>Medicaid ID</th>
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<th>Address</th>
<th>Quality Flags</th>
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<td>123 MAIN ST #5</td>
<td>3PP(Y)</td>
<td>HIP (EmblemHealth)</td>
<td>Quality Flag</td>
</tr>
</tbody>
</table>

Select client’s name to review their Clinical Summary
Psychiatric Advance Directive Template in Clinical Summary
Psychiatric Advance Directive Template

- The “Plans and Documents” section of the Clinical Summary links to a Psychiatric Advance Directive (PAD) fillable PDF template
- The form can be completed by the client or together with their provider and then it needs to be signed by the client and two witnesses
  - Copies should be made for the client and provider(s)
- The completed PAD can be uploaded and attached to the PSYCKES Clinical Summary to be accessible by other providers, such as an Emergency Room user with client consent or in a clinical emergency
- The PAD template in PSYCKES is based on the version created by NYAPRS
Select “1 Year Summary” and scroll down to the “Plans and Documents” section.
Create New Plans & Documents

Safety Plan

Psychiatric Advance Directive

Close

Medical Diagnoses

Diseases Of The Digestive System
- Acute appendicitis

Diseases Of The Nervous System
- Migraine

Endocrine, Nutritional And Metabolic Diseases
- Overweight and obesity

Factors Influencing Health Status And Contact With Health Services
- Contact with and (suspected) exposure to communicable diseases
- Encounter for general examination without complaint, suspected or reported diagnosis
- Encounter for medical observation for suspected diseases and conditions ruled out
- Persons encountering health services for other counseling and medical advice, not elsewhere classified

Symptoms, Signs And Abnormal Clinical And Laboratory Findings, Not Elsewhere Classified
- Abdominal and pelvic pain
- Other symptoms and signs involving the digestive system and abdomen

Integrated View of Services Over Time

Medicaid Enrolled
(DOH-HH Table) Health Home - Outreach
New Psychiatric Advance Directive

Psychiatric Advance Directive Form

1. Download the form and save to your computer.
2. Complete the form on your computer. Individuals can complete alone or in collaboration with their provider.
3. The form needs to be signed by the individual and 2 witnesses. Sign electronically in the PDF or print and sign.
4. Print out copies for individual and provider(s).
5. Upload in the Plans and Documents section.

Download Psychiatric Advance Directive form (fillable PDF)
Once PAD is completed, save securely and provide a copy to the client.
**DOE, JANE**
Clinical Summary as of 1/24/2021

### General

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<th>Name</th>
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<td>12/19/2001 (19 years)</td>
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<td>UnitedHealthcare Community Plan (HARP)</td>
<td>HARP Enrolled Tier 2 HCBS (H1 with H3)</td>
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<td>123 Main Street, Staten Island, NY 10302</td>
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### Current Care Coordination

Housing/Residential Program: Supported Housing Community Services, SIBN Supp Housing/Adult Homes Richmond Cty - Comm Svcs, Staten Island Behavioral Network, Inc. (Admission Date: 26-MAR-19), Program Contact Information: Eleftherios Papaioannou, (718)-351-5530

*This information is updated weekly from CAIRS.*

### Quality Flags

**as of monthly QI report 1/1/2021**

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<tr>
<th>Indicator Set</th>
<th>(2+) ER - BH</th>
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### Plans & Documents

There are no Plans or Documents

### Behavioral Health Diagnoses

Primary and Secondary Dx (most frequent first)
### Quality Flags

- **BH QARR - Improvement Measure**
- **Health and Recovery Plan (HARP)**
- **High Utilization - Inpt/ER**
- **Preventable Hospitalization**
- **Readmission Post-Discharge from any Hospital**

### Plans & Documents

There are no Plans or Documents.

### Behavioral Health Diagnoses
**Primary and Secondary Dx (most frequent first)**
- Major Depressive Disorder
- Unspecified/Other Depressive Disorder
- Unspecified/Other Bipolar
- Bipolar I
- Unspecified/Other Personality Disorder
- Unspecified/Other Anxiety Disorder
- Other Mental Disorders
- Unspecified/Other Psychotic Disorders

### Medical Diagnoses
**Primary and Secondary Dx (most frequent first)**
- Certain Infectious And Parasitic Diseases
- Other bacterial agents as the cause of diseases classified elsewhere
- Diseases Of The Circulatory System
- Essential (primary) hypertension

---

### Upload an Existing Plan or Health Document

**Type of Document**
- Psychiatric Advance Directive
- Safety Plan
- Relapse Prevention Plan
- Care Plans
- Discharge Plan
- Other

**Document Source**

Maximum File Size: 10 mb

Supported File Types: pdf, doc, jpg, gif
Upload an Existing Plan or Health Document

Type of Document: Psychiatric Advocate
Date Document Created: 05/05/2020
Document Created By: John Doe
Role: Therapist

Choose File

Maximum File Size: 10 mb
Supported File Types: pdf, doc, jpg, gif
Upload an Existing Plan or Health Document

File name: Jane Doe PAD.docx

Open  Cancel
### Plans & Documents

There are no Plans or Documents

### Behavioral Health Diagnoses

**Primary and Secondary Dx (most frequent first):**

- Major Depressive Disorder
- Unspecified/Other Depressive Disorder
- Unspecified/Other Bipolar
- Bipolar I
- Unspecified/Other Personality Disorder
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**Primary and Secondary Dx (most frequent first):**

- Certain Infectious And Parasitic Diseases
- Other bacterial agents as the cause of diseases classified elsewhere
- Diseases Of The Circulatory System
- Essential (primary) hypertension

---

**Upload an Existing Plan or Health Document**

**Type of Document:** Psychiatric Adv

**Date Document Created:** 08/05/2020

**Document Created By:** John Doe

**Document Source:** Jane Doe PAD.docx

**Role:** Therapist

**Choose File**

**Upload**

**Maximum File Size:** 10 mb

**Supported File Types:** pdf, doc, jpg, gif
## General

**Name**
Jane Doe

**DOB**
12/19/2001 (19 years)

**Address**
123 Main Street, Staten Island, NY 10302

**Medicaid ID**
AB12345C

**Medicaid Aid Category**
SSI

**Medicaid Eligibility Expires on**
7/1/2021

**Medicare**
No

**Managed Care Plan**
UnitedHealthcare Community Plan (HARP)

**MC Plan Assigned PCP**
Bills, Josh MD

**HARP Status**
HARP Enrolled Tier 2 HCBS (H1 with H3)

**HARP HCBS Assessment Status**
Tier 2 HCBS Eligibility (Reassess overdue)

## Current Care Coordination

Housing/Residential Program: Supported Housing Community Services, SIBN Supp Housing/Adult Homes Richmond Cty - Comm Svcs, Staten Island Behavioral Network, Inc. (Admission Date: 26-MAR-19), Program Contact Information: Eleftherios Papaioannou, (718)-351-5530

*This information is updated weekly from CAIRS.*

## Quality Flags

**Indicator Set**
High Utilization - Inpt/ER

**2+ ER - BH** • **2+ ER - MH** • **2+ ER - Medical** • **4+ Inpatient/ER - BH**

## Plans & Documents

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<th>Document Created By</th>
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## Behavioral Health Diagnoses

- Major Depressive Disorder
- Unspecified/Other Depressive Disorder
- Unspecified/Other Bipolar
- Bipolar I
- Unspecified/Other Personality Disorder
- Unspecified/Other Anxiety Disorder
- Other Mental Disorders
- Unspecified/Other Psychotic Disorders
MyCHOIS
What is MyCHOIS?

- My Collaborative Health Outcomes Information System (MyCHOIS) is a PSYCKES application clients can use (Medicaid and Non-Medicaid)

- MyCHOIS offers individuals:
  - **My Treatment Data** – PSYCKES personal health record
  - The Learning Center – Educational materials and recovery tools
  - CommonGround – Shared decision-making application developed by Pat Deegan, PhD

- MyCHOIS aims to:
  - Increase empowerment, activation and health literacy among consumers
  - Improve doctor-patient communication
  - Promote patient-centered care and recovery
  - Enhance the ability to make data-driven treatment decisions
Go to: [www.psyckes.com](http://www.psyckes.com) and select “MyCHOIS” from the left-hand menu

MyCHOIS

My Collaborative Health Outcomes Information System (MyCHOIS) is a PSYCKES application for individuals receiving behavioral health services.

**LOGIN TO MYCHOIS**

MyCHOIS offers individuals:

- My Treatment Data – PSYCKES personal health record
- The Learning Center – Educational materials and recovery tools
- CommonGround – Shared decision-making application developed by Pat Deegan, PhD

MyCHOIS aims to:

- increase empowerment, activation and health literacy amongst consumers
- improve doctor-patient communication
- promote patient-centered care and recovery
- enhance the ability to make data-driven treatment decisions

Comments or questions about the information on this page can be directed to the [PSYCKES Team](mailto:PSYCKES.Team@omh.ny.gov).
Enter MyCHOIS Consumer Username (User ID) and Password.
This report contains all available clinical data.
OMH PHI - Clinical Summary as of 1/12/2021

 Preferred Name: Jimmy

General

<table>
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<tr>
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<th>MC Plan Assigned PCP</th>
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Managed Care Plan

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Current Care Coordination

COVID-19 Registry: HUTCHINGS PSYCHIATRIC CENTER (11-DEC-20 to Present)
Designations: Previous Symptomatic - Recovered

Health Home (Enrolled) - Status : Active, ONONDAGA CASE MGMT SVCS MH
(Begin Date: 01-JUN-16), Main Contact: Referral - Tracy Marchese, 585-613-7642,
tmarchese@hhuny.org; Nira Tobocznik, 585-613-7640, ntobochnik@hhuny.org; Member Referral Number: 585-613-7659

Care Management (Enrolled): ONONDAGA CASE MGMT SVCS MH

- This information is updated weekly from DOH Health Home file.

Plans & Documents

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<td>Thearpist</td>
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PSYCKES Training & Technical Support
PSYCKES Training

- PSYCKES website: www.psyckes.com

- Webinars
  - Live webinars: Register on PSYCKES Live Webinars page
  - Recorded webinars: Posted on PSYCKES Website

- Training Materials
  - Short How-To Videos (e.g., how to login to PSYCKES, how to look up a client, etc.)
  - PSYCKES User Guides (including how to upload a PAD in the Clinical Summary)
  - New Features Release Notes (updated quarterly)
PSYCKES Technical Support

- PSYCKES Help
  - Support using PSYCKES and questions about data
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov

- ITS Help Desk
  - Token, login, and SMS support
  - Provider Partner ITS Helpdesk:
    - healthhelp@its.ny.gov; 1-800-435-7697
  - OMH Employee ITS Helpdesk:
    - fixit@its.ny.gov; 1-844-891-1786