

**BULLETIN BOARD**

**Welcome Home Health: YouthBHConnect**

**Account Manager:** Sabryna Liddle

**Company Program Details**

* **Benefit Year Start Date:**  Typically beginning of school year
* **Benefit Year End Date:** Varies
* **Company Name (as it shows on CC360 site):**  Welcome Home Health: YouthBHConnect
* **# sessions**:    Not set
* **Incentive**: N/A
* **Deadline for Calls**: None
* **Call cadence**:
	+ 1 week apart, try to keep same day/time of day
	+ Typical length of coaching relationship: Approximately 90 days or 12 weeks
* **Scheduling calls**:
	+ Currently, Sabryna and Christin Crider will work together to match the students with the coaches. Coaches should provide Sabryna with availability by Friday noon for the following week.
	+ In Fall 2023, Christin will register each student into the CC360 site and set the initial appointment on the coach calendar.
* **Branding:**   We are the Health & Wellness coaches for the YouthBHConnect program.
* **WHH/YBHC Contact:** Christin Crider, Lead Health Advocate (LHA). christin.crider@welcomehomehealth.com. Phone # 360-509-2546.
* **Communication and Documentation via the GenieMD app:**
	+ <https://www.geniemd.net/apps/rpm/#/100973/auth/login?proctor=true>
	+ Instructions on page 3

**Company Information**

* **Start Date:** May 2023
* **Locations**: State of Washington
* **Time Zone**: Pacific time
	+ **Business:** https://www.welcomehomehealth.com/
* **Coaches**:   Suzy Lewis, Yvette Morton, Susan McGarry, Erin Chain

(There is a non CC360 coach working with the students, Christine Kahane, who is CCI grad.)

**Updated May 2023**

**Coaching Protocol**

* 1st appointment will be scheduled by Christin, the Lead Health Advocate
* Prep before 1st appointment
	+ Review Student Engagement Plan and three student assessments, located within the GenieMD app
	+ Review Provider Notes completed by Health Advocates and other health providers
* Coach using the video option through the GenieMD app
	+ Enter notes in Patient Provider Notes (ensure the button is toggled to “Visible to all clinic providers”
	+ Schedule day/time of next session before ending session and document this within the note
	+ Record observations and goals within the note. Sample structure below;
1. Observations: Keep this brief.
2. Concerns or escalations: Note if there is a need to escalate the student for immediate support from therapist or other professional. If yes, use the escalation form. If no, make a note there are no concerns.
3. Weekly skill-building, goal or action plan. This can be referred to as homework, skill-building or goals – the Health Advocates should be able to recognize these terms and follow-up with the students.
4. Next scheduled coach session
* If student does not connect via video after 5 minutes, coach can “call” student via the app
	+ If student does not show up for coaching session, create a Patient Provider Note that documents the missed appointment (this will be seen by the Lead Health Advocate (LHA)
* If student is in imminent physical harm, call 911.
* If student indicates possible unsafe environment, fill out Escalation Form <https://docs.google.com/forms/d/1Ux5mhsihmA2wdxy4nQuCH2ZN68hJgw8PnmAcJ44Rjis/edit>
* **Weekly updates for each student are due to Yvette by Wednesday, 3 pm Mountain time**
	+ It’s preferable to email Yvette short feedback on student within 24 hours of coaching session (just as you would have sent a Follow-up email).
	+ Information needed
		1. Student initials
		2. Brief update: One sentence summary.
		3. Any escalations/concerns/resources that need to be addressed
		4. Information on goalwork/reminders that can be supported by Health Advocates during their check-ins.
	+ **For Item 3**
		- Examples of “escalation”: Student is noticeably depressed, angry, upset, or scared; student mentions unsafe environment.
		- Concerns or Request for Resources are items that are not critical but should be addressed. Examples: Conversation may need to happen between health advocate and teacher at school, referral to a dietician, request to engage in a summer activity or program, student request for access to adequate nutrition/food, school supplies, transportation.
	+ **For Item 4**
		- Goals may look different than traditional client goals.
		- Since calls are weekly, questions to prompt ‘goals’ might be
			* “What is something you would like to try before our session next week?”
			* “Regarding your feelings regarding (fill in the blank), what would you like test out this week?”
			* “What is something you would be excited to do before we talk next?”

**Sample Feedback on Students to Yvette for Weekly Wednesday Meeting**

1. *Student initials:****A.W.***

1. *Brief update :  1st session.****A.W. shared a little bit about their interests and some social challenges with peers at school and with a family member .***

1. *Any escalations/Concerns/Resources needed:****No concerns/needs for additional resources at this time***

1. *Goals/Action/Information:****A.W. is setting up a time to talk with parent about difficulty with family member.  They will try drawing and writing to help feel better when feeling frustrated with friends.***

**GenieMD app Instructions**

**Training videos** <https://www.welcomehomehealth.com/onboarding/>

**Login** <https://www.geniemd.net/apps/rpm/#/100973/auth/login?proctor=true>

**Access Student Engagement Plan and Assessments**

* Click Patients
* Search for patient
* Patient Name => Patient Details => Documents
	+ You should have access to the following
		- Student Engagement Plan
		- 3 other assessments
			* SDOH (Resources)
			* Anxiety
			* Depression

**Access Student for Check-in**

* Click Scheduled on the far left
* Find the student and click on the student (this starts the video chat) => Join Call

**Access Student Notes Area**

* Click Patients
* Search for patient
* Patient Name => Patient Details => General => Patient Provider Notes
* Click Add

**Schedule student’s next session**

* Click student’s name within Patients
* Click Assessment
* Click Start
* Click Schedule
* Click on your profile
* Click the date you want to schedule
* Then click the time you want to schedule
* Once this is done, the app sends out an email and text message that states the day/time of the next session with you

**Contacting Student via the App (E.g., To reschedule a session)**

* Via Patients, click the “link” icon to the left of the student’s name
* Choose either Call Number or Message
	+ “Call” will dial the phone associated with the student’s profile
	+ “Message” will send an email to the student’s email

