

**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**:
	+ Christin will register each student into the CC360 site and set the initial appointment on the coach calendar.
	+ Coach will set and schedule follow-up sessions with student/family.
		- Instructions are provided on bottom of page 3 of Bulletin Board for scheduling the next session on the WHH app. This will send out a reminder to the family.
* **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
* **HIPAA Compliance:** Only use student initials in all written communication, as well as Zoom meetings communication.

**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

**Updated March 2024**

**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. Date: Date of session.
2. Session: Short description of session.
3. Homework/Goal Work: Goal work that the student is working on between sessions and/or areas that the HA could support the student in-between sessions.
4. Date/Time of Next Session: Next scheduled coach session
5. Additional Information: Can put N/A if nothing else
* 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 information is due to Yvette by Thursday morning ONLY if you have an escalation or missed/late session with a student**
	+ Information needed
		1. Student initials
		2. Whether a student missed a session or was late (5 minutes or more)
		3. Any escalations/concerns/resources that need to be addressed
	+ **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.

**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

**Invite Christin to Join a First Session**

* In the app, go to “Scheduled” to find your upcoming session.
* Click to begin the video session.
* You will see an icon to “invite” others.
* Click and add Christin’s email address (christin.crider@welcomehomehealth.com)

**Create a Smart Note Template**

**You can create a Smart Note when you go to the Client’s Notes section.**

* Click the green Add button.
* Click the green Smart Notes button.
* Click the blue Add Smart Notes button.
* Give it a title ("Documentation Template).
* Copy and paste the template into it.  (below)
* Select this smart note template each time you go to add your notes from the session.

**Documentation Template**

**Date:**Date of Session

**Session**: Short description of session

**Homework/Goal Work**: Goal work that the student is working on between sessions and/or areas that the HA could support the student in between sessions.

**Date/Time of Next Session:**

**Additional information: Can put N/A if nothing else**

**Schedule Student’s Next Session with the Application**

* 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

