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Referred by your PCP



Lud Eyasu, MS3
New Canaan Primary Care
February - March 2022



Problem Identification

- Various clinics have referral centers that assist patients in finding specialty providers based on patient's insurance and location.
 - *At New Canaan Primary Care Clinic, the central referral office (CRO) provides this vital assistance.*
 - *Once a referral is placed, a CRO representative calls the patient and helps book appointments on behalf of the patient.*
- For some specialties and services, such as behavioral and mental health, the central referral office is unable to assist with these referrals.
 - *Instead, patients are expected to do their research and find providers in the community that align with their needs.*
- With experience in the location, established providers can guide their patients to specific psychiatrists in the area.
- The clinic also has an essential resource, a psychologist, who is also able to provide recommendations for patients based on their knowledge of the community.

Public Health Cost

- Per the National Center for Health Statistics³,
 - *11.3% of adults > 18 years of age report feelings of worry, nervousness, or anxiety*
 - *4.5% of adults > 18 years of age report feelings of depression*
- In 2018, there were 55.7 billion physician office visits with a mental health problems being the primary diagnosis⁴
- Annually, there is a loss of 1 trillion dollars in the global economy from loss of productivity as a result of anxiety and depression²
- Particularly in the mist of a global pandemic, mental health resources and access to mental health care providers should be made readily accessible¹

Community process/perspective

- Many patients seek management of mental health from their primary care provider at the New Canaan primary clinic
- Patients call the central referral center to get connected with their referred specialty
- The following specialties are not included in this process:

• Visiting nurse	• Diabetes self management
• Smoking cessation	• Physical therapy
• Workers compensation	• Dietitian
• Nutritionist	• Audiologist
• Genetic counseling	• Reproductive endocrinology & infertility
• Occupational therapy	• Speech and swallow
• Dentistry	• Hospice
• Behavioral Health Medicine *	• Infusion Therapy

- “Our social worker works with our patients and is a resource to connect them with the community if they need it.”
 - *Eric O, MA*

Methods and Interventions

- Providing a handout with names and numbers of psychiatrists in the Nuvance Health Network based on location and telehealth vs in-person appointment
- Handout is to be provided to patient with new or previous mental health concerns seeking a referral for a mental health provider
- Through this handout, patients are provided with:
 - ❖ *Easier access to behavioral health*
 - ❖ *Access to in-network psychiatrists*
 - ❖ *Flexibility for in person vs telehealth visits*

Result

- Clinic locations where psychiatric service could be accessed:

Connecticut	New York
<ul style="list-style-type: none"> • Norwalk • Danbury • Sharon • New Milford • Redding • Lakeville 	<ul style="list-style-type: none"> • Carmel • Poughkeepsie • White Plains • New York

Nuvance Health Psychiatrists:

Telehealth providers*

Norwalk, CT: 203-852-2292
24 Stevens Street, Norwalk, CT 06850 or
34 Maple Street, Norwalk, CT, 06850

- Dorothea Schuetz-Mueller, MD *
- Antolin C. Trinidad, MD *
- Gabriela A Hayes, MD*
- Yonghong Tan, MD *
- Charles R. Herrick *
- Naomi K Fisher, APRN
- Perry D. Githens, APRN
- Ellen G. Villaseco, APRN

Danbury, CT: 203-791-5110
152 West St., Danbury, CT 06810

- Amanda I Silverio, MD
- Diana Stancov, MD *
- Antolin C. Trinidad *
- Charles R. Herrick *
- Tatiana E. Salvato, APRN
- Perry D. Githens, APRN

Danbury, CT: 203-791-5005
Greater Danbury Community Health
Center: 152 West Street, Danbury, CT
06810

- Andrew J. Barbach, MD
- Christie E. Tung MD
- Nina S. Jacobs, MD

Danbury, CT: 203-739-7410
24 Hospital Avenue, Danbury CT 06810

- Charles R. Herrick *
- Naomi K Fisher, APRN
- Perry D. Githens, APRN

Danbury, CT: 203-748-1200
Behavioral Medicine and Counseling
Center: 72 North Street, Suite 103,
Danbury, CT 06810

- Ghazi Asaad, MD
- Joseph H. Williams, Jr., MD
- Mark W. Ligorski, MD

Danbury, CT: 203-743-3833
27 Hospital Avenue, Suite 304, Danbury, CT
06810

- Santha T. Kurien, MD

Sharon, CT: 860-384-4288
50 Hospital Hill Road, Sharon, CT 06069

- Sabooh Mubbashar, MD
- Marjorie A. Arni, APRN
- Dawn R Tree, APRN
- Arshad Iqbal, MD

New Milford: 860-210-5350
23 Poplar Street, New Milford, CT 06776

- Naomi K Fisher, APRN
- Perry D. Githens, APRN

Carmel, NY: 845-278-5585
660 Stoneleigh Avenue, Carmel, NY 10512

- Yelena Vermak, MD *

Poughkeepsie, NY: 845-488-6651
45 Raide Place, Poughkeepsie, NY 12601

- Orna Alpert, MD
- Tania N Barreras-Cruz, MD

Redding, CT: 203-938-1188
68 Marchant Road, West Redding, CT
06896

- Myron I. Glucksman, MD

Lakeville, CT: 860-485-8863
3 Brook St, Lakeville CT 06039

- Quang Vu, MD
- Martin J Fowler, DO
- Paul H Singer MD
- Randall R Dvenger, MD

White Plains, NY: 914-949-8501
399 Knollwood Road, Suite 108, white
plains NY, 10603

- Kathryn J Elliott MD

New York, NY: 212-580-2432
275 Central Park West, Suite 1, New York,
NY 10024

- Fanna R Shah, MD
- Kenneth R. Cohen, MD

Evaluation of effectiveness / limitations

- Encourage feedback from patients in follow up visits regarding the handout
 - *Were they able to connect with a psychiatrist from the list?*
 - *Did they find the document easy to navigate?*
- Encourage feedback from clinicians who are providing their patients with this handout
- Possible limitations:
 - *Limited number of providers close to the New Canaan Clinic listed*
 - *Language barrier for those that require translators or would like a provider based on preferred language*
 - *Limited information on handout regarding which insurance are accepted by each provider*

Recommendation for future projects

- For the New Canaan Primary Care Clinic, creating similar handouts for other specialties that are not accounted for by the Central Referral Office (CRO)
 - *Those listed on the previous slides as well as orthopedics and other out of network specialties*
- In addition to provider name and number, adding insurance and language spoken by provider on the handouts to make them more informative

References

1. Correa H, Malloy-Diniz LF, da Silva AG. Why psychiatric treatment must not be neglected during the COVID-19 pandemic. *Braz J Psychiatry*. 2020;42(4):449. doi:10.1590/1516-4446-2020-0995
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3. National Center for Health Statistics, National Ambulatory Medical Care Survey, 2018
<https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease202108-508.pdf>
4. National hospital ambulatory medical care survey: 2018 National Summary Tables, table 13
http://www.cdc.gov/nchs/data/ahcd/names_summary/2018-names-web-tables-508.pdf