



## Teresa Pica

### SOCIAL WORKER SBH HEALTH SYSTEM BPHC Lead Applicant

Teresa Pica is a social worker at SBH Health System. SBH Health System is the lead applicant of the Bronx Partners for Healthy Communities PPS, and will have an integral role in all of BPHC's projects and governing committees.

Teresa Pica joined the SBH Health System team as a social worker in 2010, just as SBH began its transition to becoming recognized as a Patient Centered Medical Home. "I'm one of those people that I hear 'OK what's PCMH?' I looked it up, I read about it," she recalls.

PCMH is a team-based model of primary care designed to make it easier for patients to regularly visit their primary care physicians, and to make those visits more effective. Teams of healthcare professionals work together to increase access, empower patients to manage their own health, and connect patients to necessary medical, behavioral health, and social services.

"[Social workers] treat the whole patient," she says. "PCMH is really just taking what social workers do, and what I've been doing for 23 years, and just putting a fancier name to it."

Ms. Pica begins every day in a huddle with her care team. "It's a good way to communicate anything that's changing. We tend to use it as an information session." This ritual is one of many factors that keep her team strong and supportive of its panel of patients.

"It's really a healthy, symbiotic relationship," she explains. "It's just not the clinical team, it's the IT team... it's the MA who starts doing the blood pressure, who gives it to the nurse or to the resident. The whole team owns it, and we're working for the patient."

Ms. Pica's enthusiasm for the PCMH program comes not only from working on a close-knit team, but from seeing how PCMH standards have affected patients. "We've had some patients that would never come to clinic," she says. Thanks to her team's patient-centered approach to care, "[they] have been able to stop going to the ED and come to the clinic on a regular basis...because they have a relationship with their doctor."

PCMH plays a central role in the healthcare transformation that Bronx Partners for Healthy Communities aims to create through our ten DSRIP projects. PCMH will be adopted throughout our network of primary care providers, which will establish a robust foundation in primary care from which our DSRIP projects can be built and sustained.

"I think [DSRIP] is going to be a lot of fun," Ms. Pica says, her energy never wavering. "But," she adds with a smile, "I'm a mother of twins. I jump into anything."

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