

# SBH Ambulatory Care

## Staff Newsletter

### Treating Patients with Depression and Anxiety in Primary Care

#### Ambulatory Care Rolling Out Collaborative Care

Just two out of ten patients in the U.S. who have a diagnosable mental health condition see a mental health specialist. This is especially true in low-income communities.

Beginning next month, Ambulatory Care will be rolling out a model of care that will treat patients living with depression and anxiety while they are in primary care. It's called "Collaborative Care" because it's just that – primary care and behavioral health teams collaborating to provide care for depression and anxiety to our patients and monitor their progress.

The patient care team includes the PCP, a care manager who is a social worker specializing in behavioral health issues, and a psychiatric consultant. This NYS Collaborative Care Medicaid Program uses an evidence-based model that has been shown to improve patients' health and satisfaction with their care.



It is a one of many collaborations taking place across our teams that allow us to give patients a more comprehensive and seamless treatment experience that addresses all of their health needs.

*Meet our team of care managers led by Franchesca Reynoso-Marage (far right). From left: Karen Coleman, Mercedes Ruiz, Leila Hekmati*

### New Roles in Population Health

We are excited about some new roles in our Population Health team. The goal of the Population Health is to use data and innovative care delivery models to improve care for all SBH primary care patients. The team will be led by **Jessica Chavez** and **Deborah Lee**.

Jessica has taken the role of Assistant Director of Population Health and is focused on collaborating with providers to drive improvements in patient care and satisfaction.

Deborah recently left the Finance team to join us as Director of Population Health. She is focused on using data to identify opportunities for improvement. In 2018, Jessica and Deborah were key to helping SBH become the top-rated hospital in the Healthfirst network and our most successful Healthfirst Hospital Quality Improvement Program ever.

**Ely Garcia** is now Ambulatory Care Patient Flow Manager and is focused on managing the pre-authorization process to help patients get the care they need at the right time. Ely recently led a pilot project to improve patient access to Cardiology Nuclear Stress Tests. Her team reduced the turnaround time for pre-authorizations from 77 days to 0.5 days. Patient show rates improved from 25% to 74%.

# WELCOME

**Angela R. Jourdain Dr.P.H., MSN, RN,CCRN,NEA-BC**  
Assistant Vice President, Ambulatory Care Nursing



Dr. Angela Jourdain joined SBH in December and has administrative responsibility for clinical operations and quality and performance improvement activities.

In her two months here, she describes her role as eclectic and energizing as she focuses on workflow design and implementing strategies to drive patient-centered care. This includes gathering patients' feedback on their care and experience at SBH.

“There is so much going on including many great collaborations like the Empanelment project and the Collaborative Care Model. “At the core of it all is the patient experience.”

Dr. Jourdain also oversees nursing operations in SBH's Methadone Maintenance and behavioral health programs, as well as the Infusion Center. As SBH prepares for the opening of its Health and Wellness Center in June, she is working with her colleagues to transition some of our clinical teams, including OB-GYN and Pediatrics, to the new building.

Before joining SBH, Dr. Jourdain was a Nurse Administrator for the Mount Sinai Health System and Director of Ambulatory Care Nursing at Bronx Lebanon Hospital. She obtained her Doctorate in Public Health from Walden University. She holds a Bachelor's of Science degree from Spelman College; an Associate's of Applied Nursing degree from Phillips Beth Israel School of Nursing; and a Master of Science degree in Nursing Administration with Informatics from Molloy College.

She can be reached at [AJourdain@sbhny.org](mailto:AJourdain@sbhny.org), or in the Ambulatory Care Center, Room 311.

## Ambulatory Care Podcast Stars

Listenership continues to grow on SBH Bronx Health Talk, the hospital's weekly podcast that will be celebrating its one-year anniversary in April. We are proud to have our Ambulatory Care staff featured in a number of episodes. Congratulations to staff who were recently interviewed.



**Dr. Sonata Cooper,** Ambulatory Care OB/GYN Site Director, Jan. 20 - Common Menstrual Disorders



**Dr. Nadia Scott,** Director of Adolescent Medicine  
Jan. 13 - Teen Sexual Health



**Dr. Emilio Goetz,** Chief of Podiatry Dec. 30 - Reducing Amputations in Patients with Diabetes



**Dr. Pablo Ibanez,** Outpatient Psychiatry Medical Director,  
Dec. 23 - Depression and Anxiety



**Dr. Raza Rehmani,** Chief, Neuroradiology & Musculoskeletal Imaging, Dec. 16 -- Neuroimaging to diagnose and treat injuries/illnesses

### How can you listed to SBH Bronx Health Talk?

The podcast is available on:

Spotify  
Apple iTunes  
Google Play

[sbhbronxhealthtalk.org](http://sbhbronxhealthtalk.org)