

## GATHER: The Essentials of Primary Care Behavioral Health

This acronym describes the features of the Behavioral Health Consultant role.

Quality of Work	Description of Quality
<b>G</b> Generalist	Sees patients of all ages, consistent with clinic demographics. Helps with any health concern affected by emotions or behavior. Provides preventive, acute and chronic condition care.
<b>A</b> Access	Sits in team area when not with patients. Aims to see all patients on-demand. Plans to follow patients only until they start to improve. Identifies and addresses barriers to use of BHC services.
<b>T</b> Team-based Care	Looks for role-consistent ways to help the team. Shares resources with the team (EHR, exam room, reception staff). Reinforces the care plan of PCPs and other team members.
<b>H</b> High Impact	Delivers most services in 30 minutes or less. Flexes visit time (5-30 minutes) in order to accommodate same-day visits. Aims to see a high patient volume.. Participates in one or more PCBH pathways. Sees a regular influx of new patients.
<b>E</b> Educator	Provides brief trainings about behavioral interventions to the team. Chart notes in medical record are brief and provide transparent descriptions of BHC interventions. Regularly staffs patients with PCPs after visits, partly to aid interprofessional learning. Maintains PCBH bulletin board offering educational tips for the team.
<b>R</b> Routine	Encourages team involvement in PCBH pathways that routinely involve the BHC to improve care for high impact groups. Seamlessly works in patients after PCP visits, without additional paperwork. Uses primary care language and practices and clinical spaces.

**Fig. 7.1** GATHER The Essentials of PCBH