

## BARRIERS to Using BHC (BUB) SURVEY

Thank you in advance for completing this survey to help with understanding what interferes with the utilization of BHC services. In *Part A*, please mark an “X” under the column that best describes how often each barrier interferes with you using the BHC. For *Part B and C*, circle a number, and in *Part D*, please list ideas for how BHC services can be improved.

<b>PART A:</b>	<i>Almost Never 0</i>	<i>Occasionally 1</i>	<i>Frequently 2</i>
<i>Barrier</i>			
1. I'm not sure what to say about the cost of a BHC service.			
2. I can't tell if BHC is available for a warm hand-off.			
3. I'm not sure about how to do a warm hand-off to the BHC.			
4. I don't have time to find BHC and make a warm hand-off.			
5. I don't like to interrupt the BHC to introduce patient for a warm hand-off.			
6. The BHC seems too busy; don't want to burn them out.			
7. I don't want to overwhelm the BHC with difficult patients.			
8. I forget about recommending the BHC.			
9. I'm not sure how to have a patient schedule with the BHC.			
10. BHC is not in clinic when I need their service.			
11. I worry about offending patient by recommending the BHC.			
12. Patients refuse visit with BHC.			
13. The patient is too busy to wait for a warm hand-off or same day BHC visit.			
14. The patient has seen BHC before for same problem, didn't benefit.			
15. The BHC probably wouldn't be able to add much to my treatment plan for patient.			
16. I am concerned that the patient might have negative experience with the BHC.			
17. Patient is already seeing a therapist or responding to medications.			
18. The BHC doesn't speak patient's primary language or understand culture.			
19. The patient needs mental health services we don't provide.			
20. To what extent do other barriers influence use of the BHC?			

If barriers indicated on #20, what are the barriers (use backside of page)?

<b>PART B:</b> Overall, how helpful is the BHC service <u>for your patients</u> ?												
<i>Not helpful</i>	0	1	2	3	4	5	6	7	8	9	10	<i>Extremely helpful</i>
<b>PART C:</b> Overall, how helpful is the BHC service <u>to you</u> ?												
<i>Not helpful</i>	0	1	2	3	4	5	6	7	8	9	10	<i>Extremely helpful</i>
<b>PART D:</b> What changes could be made to improve the helpfulness of the BHC services for both you, as a teammate, and your patients? Use the backside of this paper to answer if needed.												

**Fig. 8.11** Barriers to Using the BHC Survey