# SAMHSA-HRSA
## CENTER for INTEGRATED HEALTH SOLUTIONS

# Building Integration in Pediatric Settings

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National Council for Behavioral Health

# Setting the Stage:

## Today's Moderator

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Associate

SAMHSA-HRSA Center for Integrated Health Solutions

# Slides for today's webinar will be available on the CIHS website:

## www.integration.samhsa.gov

Under About Us/

Innovation Communities 2017

# **To participate**

Use the chat box to communicate with other attendees

**Disclaimer:** The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), the Health Resources and Services Administration (HRSA), or the U.S. Department of Health and Human Services (HHS).

# Setting the Stage



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# Overview of Today's Webinar

- What Have I Signed-up For?: Review of the Innovation Community Objectives

- Getting to Know Each Other: Who are your IC Colleagues?

- Calendar of Events

- Review the Organizational Self-Assessment Tool & Work Plan

- Wrap-up Questions

# What is an Innovation Community?

- Intensive four month rapid improvement process
    - Self Assessment
    - Goal Setting
    - Keeping it simple and achievable will be the key

- Distance-learning infrastructure:
    - Webinars
    - Conference Calls
    - List Serve
    - Website

- Subject matter & peer-based learning approach
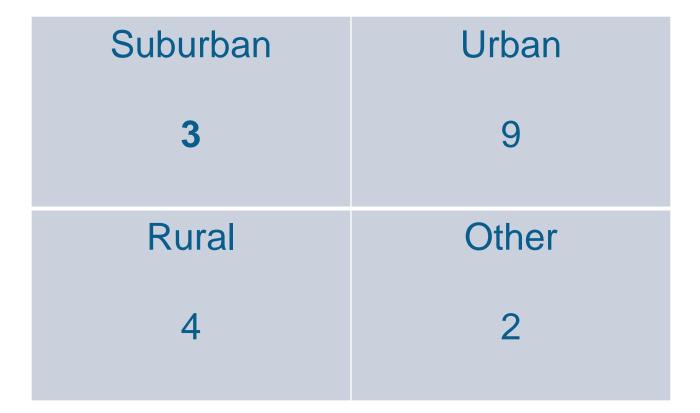
# Getting to Know Each Other!

- Which States are Represented?
- Provider type
- What kind of Market Urban/Suburban/Rural/Frontier?
- What Services are Provided?
- Who is being Served?
- Aggregate PIHC Organizational Self Assessment Scores?

# States Represented

California

Florida

Georgia

Illinois

Nevada

New York

Oregon
Pensylvania
Tennessee
Texas
Washington

# Areas Served

| Suburban | Urban |
|---|---|
| **3** | 9 |
| Rural | Other |
| 4 | 2 |

# Number of Participating Organization's Providing these Services:

18

# IC Learning Objectives

- Learn best practice approaches to Pediatric Integrated Health Care models

- Successfully develop and implement a work plan specific to the need areas identified in your organizational self-assessment findings

- Hear from Subject Matter Experts on their work, models, and lessons learned

- Utilize a shared learning model to help one another toward a common goal

# Organizational Self-Assessment (OSA)

Beginner

Intermediate

# Beginner Educate

| Readiness Item Educate | Yes | No | Action | Resource |
|---|---|---|---|---|
| do your Pediatricians identify a need for BH support ? | | | if no, add "survey Pedaitricians" to workplan | survey for Pediatricians |
| Are you Pediatricians and medical team educated about Integrated Health Care? | | | if no, add "provide educational session to medical team" to workplan | videos, powerpoints, research |
| Does your organization have an identified Champion team dedicated to achieving Integration goals? | | | if no, add "create Integration Team" to workplan | Implementation manual, Center for IHC solutions |
| has the population for Integration been identified (ie: 0-6, 6-11, 12-18) | | | if no, add "determine population for Integration" to workplan | Bright Futures, Healthy Steps, Adolescent Medical Homes, School Based Health Centers |
| has your Integration team chosen an Integrated Health Care model to follow? | | | if no, add "research and choose Integration model" to workplan | |
| Does your Implementation team have a clear vision of the end result of Integrated Health Care in  your pracitce? | | | if no, add "create an end result vision for what Integrated Health Care will look like in our practice" to the workplan | Implementation Manual, visioning exercise, research similar models for similar sites (ie: Cherokee, Cherry Street, Kaiser Permanente, Starfish Family Services) |
| Has your team created goals and objectives to reach the vision | | | if no, add "create goals and objectives for the implementation plan" to the workplan | Implementation manual |
| has the team been trained on the chosen Integrated Health Care model? | | | if no, add "reasearch, schedule and provide training to entire medical practice, including all support staff" to workplan | National Council, Implementation Manual, Cherokee Health Systems, University of Michigan Web Based Certificate Program, Starfish Family Services |

# Beginner Logistics

| Readiness items Logistics | Yes | No | Action | Resources |
|---|---|---|---|---|
| Are Pediatic screenings being completed for patients based on age and devlelopmental level? | | | if no, add "research and identify screening tools to be utilized" to workplan | Implementation manual screening and assessment section, American Academy of Pediatrics,Bright Futures,  EPSDT |
| if Screenings are being done, are the medical providers billing for them? | | | if no, add "research, identify and create workflow for billing codes for screenings" | EPSDT, American Academy of Pediatrics, Bright Futures |
| Is there someone identified to provide BH screening, assessment, psycho-education, action planning, resources and referrals | | | if no, add "create staffing plan for Integration" to workplan | Center for IHC Solutions for models, Implementation model, partnering with CMH |
| if contracting with an entity to provide BH Integration services, has the contract/MOU been created and signed by all parties? | | | if no, add "create  and sign contract/MOU to support Integration activities" to workplan | Implementation manual , National Council |
| does the clinic paperwork provided to patients have any mental heatlh or Integrated Health Care language in it? | | | if no, add "review and possibly add IHC language to the patient paperwork utilized by the clinic' to the workplan | |
| Is there identified space for BH staff to work and/or see patients if exam rooms are full and does the staff have all the necessary tools (computer etc.) | | | if no, add "determine BH workspace and provide needed tools" to workplan | Implementation Manual |
| has the BH staff received training, resources etc. on physical health issues in the chosen populaiton | | | if no, add "create training plan for BH staff to ensure readiness for Behavioral Interventions for physical health isssues typical for the chosen population" to workplan | Implementation manual, Center for IHC solutions, webinars, medical schools, nursing school trainings |
| Does the BH staff have full access to the patient's medical record? | | | if no, add "complete all access requirements to allow the BH staff full access to the medical record" to the workplan | |
| Does the BH staff have the ability to document in the patient's medical record? | | | if no, add "provide access, form and training to allow the BH staff to utilize the patient medical record for documentation and communication with the medical team" to the workplan | |

# Intermediate Logistics

| Readiness Item Logistics | Yes | No | Action | Resource |
|---|---|---|---|---|
| Is your patient entry point/waiting room Integrated Health Care informed? | | | if no, add "provide IHC materials, information etc. to patients in the entry/waiting room area for patient education" to workplan | Implementation Manual, Center for Integrated Health Care Solutions website, |
| Does your clinic have a Resource Manual which includes Mental Health resources and Social Determinants of Health resources? | | | if no, add "create resource manual for community resources to address Mental Health and Social Determinants of Health needs" to workplan | |
| Do you have a person on staff who understands the Mental Health system in your community including eligibility, instructions for access and providers? | | | if no, add "partner with local CMH agency to receive training on eligibility, providers and access to services" to workplan | Local Community Mental Health agency or authority, your State's mental health services department |
| If you serve the Youth and Adolescent population, is your entry point/waiting room Youth and Adolescent friendly and accomodating to those over the age of 12? | | | if no, add "research and evaluate for use Youth and Adolescent Medical Homes" to workplan | University of Michigan |
| Do you have at least one exam room that is Youth and Adolescent friendly? | | | if no, add "research and evaluate for use Youth and Adolescent friendly exam rooms" to workplan | |
| Are your medical staff well versed in the special rights afforded to Adolescents in their health care? | | | if no, add "research Adolescent rights in Health Care" to workplan | State policy |
| Do you have a variety of psycho-eduation materials for Pediatric, Youth and Adolescent behavioral health and health behhaviors? | | | if no, add "research and evaluate for use age appropriate psycho-education materials" to workplan | |
| Do you have a Mental Health Emergency policy and procedure in place? | | | if no, add "develop mental health emergency policy and procedure" to workplan | Implementation Manual, local Mental Health Emergency services In your area |

# Intermediate Implementation

| Readiness Item Implementation | Yes | No | Action | Resources |
|---|---|---|---|---|
| Do you have a fully functional Integrated Health Care Team? | | | if no, add "determine and create Integrated Health Care Team" to workplan | |
| Does your clinic team have daily huddles, either formally planned or informally throughout the day? | | | if no, add "determine huddle format and and create workflow" to workplan | |
| Is your Behavioral Health staff part of regular clinic meetings with a BH agenda item addressed at each meeting? | | | if no, add "create specific agenda item on all meeting agenda's and create workflow to allow BHC attendance" to workplan | |
| Does the Behavioral Health staff have a set schedule and if so, is it posted and/or available for all clinic staff to reference? | | | if no, add "create BHC schedule and ensure all staff are notified in advance of schedule" to workplan | |
| If the BH staff is part-time or shared, is there a workflow in place for serving patients on days the BH staff is not physically available? | | | if no, add "create and facilitate workplan and tools for patients in need of BH when BHC is not available" to workplan | |
| Is the BH action plan part of the physicians action plan in the medical chart | | | if no, add "create or utilize existsing action plan to include BH goals" to workplan | |
| Does the BH staff have their own note for the patient chart that allows for documentaton of BH activities? | | | if no, add "create and faciliate the use of a specific note for BHC consultations, actions plans and initerventions" to workplan | |
| Is there an established workflow for utilization of the BH staff during patient clinic visits? | | | if no, add "create and faciliate the workflow plan for all BHC consultations" to workplan | |

# Linking Your Org Self Assessment Scores to your IC Work Plan

- The OSA was designed to provide new perspectives and organization on the work you need to do to become more Integrated

- Unpacking your scores can lead to clear steps your organization can take to develop and execute a work plan.

# Work Plan Development

Every IC member must develop a work plan targeting 1-3 goals that are achievable by August of 2017.

Using a Stretch & SMART approach to setting goals is a useful approach.



GOAL SETTING

S — SPECIFIC
M — MEASURABLE
A — ATTAINABLE
R — RELEVANT
T — TIME-BOUND

# Common Work Plan Components

1. Charge from Leadership
2. Communication Plan
3. Goals/Objectives/Tasks
4. Responsible Lead Staff
5. Supporting Staff
6. Measurable Target Outcome(s)/Deliverable
7. Timeline & Due Date/Completion Date
8. Resources Required

# Sample Work Plan Elements

1. **Goal:** Develop clear vision of what Pediatric Integrated Health Care will look like at _____clinic.

2. **Objective1:** Plan and facilitate visioning session with stakeholders to create a mission-vision for PIHC

3. **Tasks:** Sally R & Fred J to create date, time, place, invitation list, agenda and visioning exercise

4. **Responsible Lead Staff:** Fred J.

5. **Supporting Staff:** Sally R., Jim J., Erika P.

6. **Outcome(s):** all staff will have a written vision/mission statement.

7. **Date/Completion Date:** February 1, 2018

8. **Resources Required:** research on best visioning activity 30 minutes, meeting logistics 1 hour, meeting 2 hours

# Sample Work Plan Elements

1. **Goal:** Team Huddles
2. **Objective1:** determine best fit format for huddles (time of day, frequency, participants, format)
3. **Tasks:** Sally R & Fred J to analyze need, best time of day for fit, participants and presenation
4. **Responsible Lead Staff:** Fred J.
5. **Supporting Staff:** Sally R., Jim J., Erika P.
6. **Outcome(s):** team members will have a format and expectation for huddles
7. **Date/Completion Date:** March 1, 2018
8. **Resources Required:** analysis of workflow to determine format 1 hour, write up of workflow 1 hour, presentation for buy in 30 minutes

# What we will be doing for the next 4 Months!

- Monthly Webinars
- Coaching Calls
- Open Door Fridays
- Homework Assignments
- Participant IC Report Out
- Evaluation Activities

# Webinar Schedule

Date/Time: Thursday January 11, 2-3:30 EST

Presenter: Michelle Duprey, LMSW

Topic: Introduction, expectations, workplan development, group discussion, resources, schedule

Date/Time: Thursday February 8th 2-3:30 EST

Presenter: Dr. Rahil Briggs

Topic: Pediatric Integrated Health Care models, key components and Evidence Based Practice

# Webinar Schedule

Date/Time: Thursday March 8th, 2-2:45 EST

Presenter: Jennifer Oppenheim

Topic: National Model experience, lessons learned from grantee of Project Launch

Date/Time:  Thursday March 8th 2:45-3:30

Presenter:  Julie Austen

Topic:  Team Based medicine, using Integrated Health Care for ADHD management

Date/Time: April 12th 2-3:30

Presenter: Michelle Duprey, LMSW

Topic:  Report out by sites, close of program

# Homework

- Convene Core Implementation Team due by January 31st

- Finalize Work Plan for Submission/Discussion on Coaching Call due by January 31st

- Required Reading Assignments:
   hold
- Optional Reading Assignment:
- hold

# Questions/Discussion