



***SAMHSA-HRSA
Center for Integrated
Health Solutions***

**Developing High Functioning Teams
Innovation Community**

Webinar #7

June 16, 2015

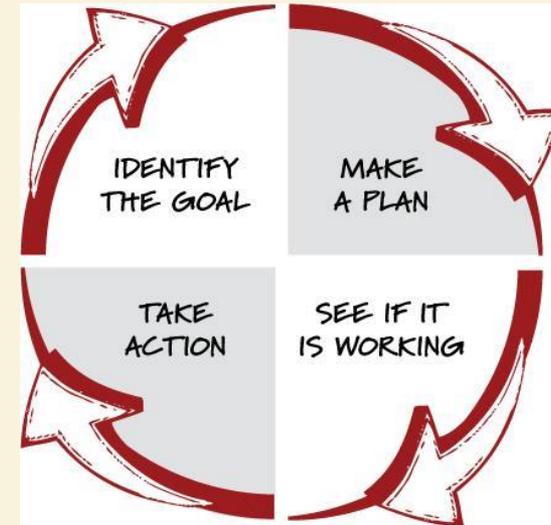
Today's Agenda

1. Polling Questions
2. Hearing from Colleagues
3. Resources & Next Steps

In May



- CODAC Behavioral Health Services, AZ
- Family First Health, PA



Poll Question #1

At this point in the Innovation Community, what best describes your progress toward developing High Functioning Teams?

- A. We've made significant progress
- B. We've made a fair amount of progress
- C. We've made some progress
- D. We've made very little progress

Poll Question #2

Of the following, what is one thing you know you can implement before the end of this Innovation Community (that you weren't doing prior)?

- A. Cross-disciplinary training
- B. Team huddles
- C. Collaborative treatment planning
- D. Role & task clarity
- E. Other (use chat box)

Hearing from Colleagues

- Canyon Pediatrics, AZ
- Connections, DE
- Florida Dept of Health / CHC of North Port, FL
- Harbor, OH
- Hamakua Health Center, HI
- Henderson Behavioral Health, FL
- JeffCare, LA

Resources

Consultation for Kids: Models of Psychiatric Consultation in Pediatric Primary Care

<http://www.integration.samhsa.gov/about-us/webinars>

Process Mapping to Create ‘Activated’ Consumers

<http://www.integration.samhsa.gov/about-us/esolutions-newsletter/july-2011-e-solutions>

Shared Decision Making

<http://www.integration.samhsa.gov/clinical-practice/shared-decision-making>





Hamakua Kohala Health

Presents

Developing High Functioning Teams

Implementation of POD Structure and Associated Workflows



ABOUT US



- Hamakua-Kohala Health serves the Big Island of Hawaii by providing accessible, affordable, quality health care, behavioral health, and educational services with an emphasis on individual and community wellness.
- Our locations include health centers in Honokaa on the Hamakua Coast, and in Kapa`au, in North Kohala. We also own and operate The Amazing Tooth Bus, a state of the art mobile dental office between Honokaa and Kapa`au with rotating months at each site.
- As a community owned non-profit organization, our board of directors is comprised of representatives from the community.
- **A FEDERALLY QUALIFIED HEALTH CENTER (FQHC)** – Hamakua-Kohala Health receives funds from our Federal Government, Bureau of Primary Health Care. With this funding comes a commitment to provide comprehensive, culturally competent, quality primary health care to medically underserved communities and vulnerable populations. This includes all people who face barriers in accessing services because of poverty, language or cultural differences or an insufficient number of health professionals/resources in the area. We are held to rigorous performance and accountability standards including administrative, clinical and financial operations. We must measure the effectiveness and quality of our services and continuously evolve our programs to achieve the greatest impact on population health.



PROGRESS & CHALLENGES

We have made some progress towards implementing POD Structure and developing associated workflows; along the way have also come across some challenges.

1. PROGRESS

- Developed a baseline satisfaction survey and measured how the new POD Structure has impacted our patients. The outcome of the survey due to patients opinion expressed they are very happy with our service, and didn't notice our shortness of staff.

CHALLENGE

- In the POD structure, not having all the relevant staff to fill all the positions in the POD.

2. PROGRESS

- We have integrated behavioral health services at Hamakua Kohala Health provided by our Psychologist.

CHALLENGE

- Hamakua Kohala Health has a large population of Substance Abuse and Pain Management patients. We only have a .6 FTE Psychologist to address the demand. We recognize the need for a CSAC and/or a Pain Management Specialist.

PROGRESS & CHALLENGES con't

3. PROGRESS

- Care Coordination developed workflows to make progress towards implementation of PODs.

CHALLENGE

- Cross training and designing workflows has become more of a challenge due to Union Regulations on specific positions and what duties can be performed in regards to the position.

4. PROGRESS

- Created a feedback structure for Supervisors and QI workgroup to communicate to employees how the changes are effecting the Hamakua Kohala Health

CHALLENGE

- A newsletter was developed to share internal information with all employees





Questions & Answers

- Please feel free to ask us any questions.

Mahalo 😊

Next Steps

July 21, 3-4pm EDT

- Webinar #8 with July groups

Aug 18, 3-4pm EDT

- Final Webinar with Aug groups
- Summary learnings

July	Aug
Jewish Family & Children's Services, AZ	Southwest BH Services, AZ
LIFECORE Health Group, MS	United Community and Family Services, CT
Lutheran Family Services, NE	Vocational Instruction Project Community Services, NY
Midtown Community Mental Health, IN	White Earth BH, MN
Myrtle Hilliard Davis Health Centers, MO	Will County CHC, IL



SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar are
available on the CIHS website at:**

www.Integration.samhsa.gov

under About Us/Innovation Communities