



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

**Developing High Functioning Teams
Innovation Community**

Webinar #6

May 19, 2015

Today's Agenda



- 1. Implementation Planning**
- 2. Hearing from Colleagues**
 - Canyon Pediatrics, AZ
 - CODAC BH Services, AZ
 - Connections, DE
 - Family First Health, PA
- 3. Teams & Adaptive Reserve**
- 4. Resources & Next Steps**

In April



Team Building: Creating Effective Workflows

Anna Ratzliff, MD, PhD
University of Washington,
AIMS Center



Your Care Team at XYZ Clinic



YOU

What is the patient's role?

You are the most important person on the team! You will get the best care if you participate actively with your primary care physician (PCP) and your care manager (CM). Tell them what is working for you and what is not working for you. Work with your team to track your progress using a simple checklist. Let them know if you have questions or concerns about your care. If you take medication, know what it is and take it as prescribed.



PCP Name and Photo

What is the primary care provider's role?

The PCP oversees all aspects of your care at the clinic.

He or she will work closely with the other members of the care team to make sure you get the best care possible. The PCP will make and / or confirm your diagnosis and may write or refill prescriptions for medications. The PCP works closely with your care manager to stay informed about your treatment progress. The PCP may also consult with the team psychiatrist if there are questions about the best treatments for you.



CM Name and Photo
Telephone (xxx) xxx-xxxx
Email janed@email.rox

What is the care manager's role?

The care manager works closely with you and the PCP to implement a treatment plan. The CM answers questions about your treatment. He or she will check-in with you to keep track of your treatment progress and can help identify side effects if you are taking medications. The PCP and the CM work together with you if a change in your treatment is needed. The CM may also provide counseling or refer you for counseling if that is part of your treatment plan.



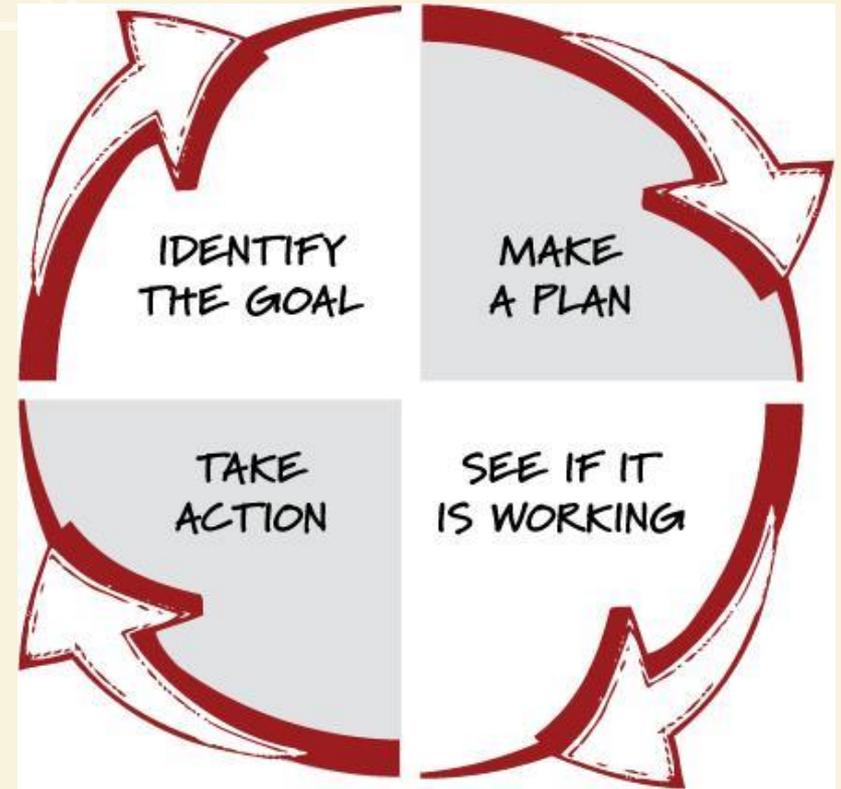
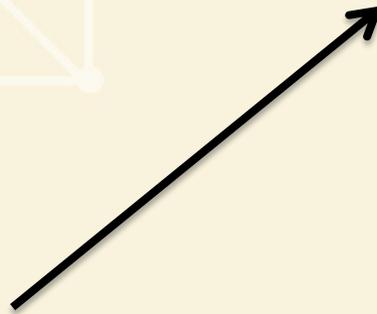
Team Psychiatrist Name
and Photo

What is the team psychiatrist's role?

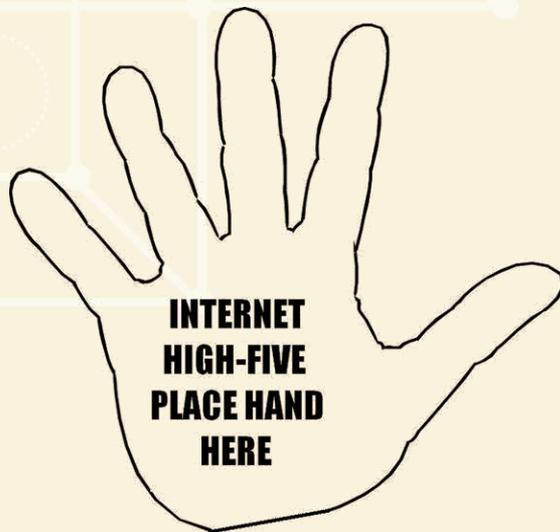
The psychiatrist is an expert consultant to the PCP and the CM. The team psychiatrist is available to advise your care team about diagnostic questions or treatment options, especially if you don't improve with your initial treatment. The CM meets and consults regularly with the team psychiatrist to talk about the progress of patients in the program and to think about treatment options. With your permission, the team psychiatrist may meet with you in person or via telemedicine to help inform your care.

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Implementation Plans?



Defining Team Goals



- Develop a team dashboard that includes measurable, and meaningful/relevant goals.
- The goals must relate to broader organizational goals.
- Tie the goals to a quality improvement/PDSA process.
- Incorporate discussion of the goals into every meeting.

Example Team Goals

1. Enter data and track outcome measurements using PHQ-9 screenings for at least 80% of eligible patients by Sept 1, 2015.
2. Provide SBIRT training to all clinicians at sites A and B by July 31, 2015.
3. Share first draft of proposed 2016 dashboard measures to Board by Sept 15, 2015.

Hearing from Colleagues

- Canyon Pediatrics, AZ
- CODAC BH Services, AZ
- Connections, DE
- Family First Health, PA



PCMH Teams & Adaptive Reserve

“Transformation occurs not at a steady & predictable pace, but in fits & starts.”

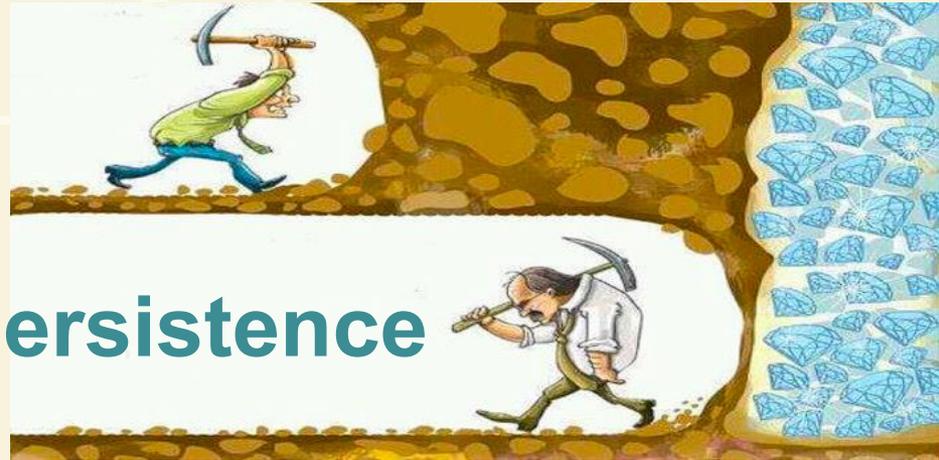


Nutting et al. Annals of Fam. Med. 2010

Adaptive Reserve: A practice’s ability to make and sustain change.

- Shared **vision** of how care teams affect the patient experience
- Requires **shifts** in the ways people think about and understand their roles
- Requires individuals or groups to adopt **different mental models** of their work

Team Care & Persistence



- Recognize teams are dynamic, emotion laden, and need constant attention and reassurance.
- Hardwire rewards into the work flows.
- Be careful to hire team members not positions.
- Get in the habit of monitoring and responding to changes in morale/trust.

Resources

Lessons Learned from Integration Pioneers

<http://www.integration.samhsa.gov/about-us/esolutions-newsletter/esolutions-sept-2014#feature>

State Billing & Financial Worksheets

<http://www.integration.samhsa.gov/financing/billing-tools#Billing>

Patient Privacy & Confidentiality in the Changing Health Environment: HIPPA, 42CFR Part 2 and Health Care Reform

http://www.integration.samhsa.gov/operations-administration/PrivacyConfidentialityHealthCare_508.pdf



Next Steps

Late May & early June

- Small group calls

June 17th 3-4pm EST

- Webinar #7 with June groups

June

Florida Dept of Health in
Sarasota Co / CHC of North
Port, FL

Harbor, OH

Hamakua Health Center, HI

Henderson BH, FL

JeffCare, a program of
JPHSA, LA



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

www.Integration.samhsa.gov

under About Us/Innovation Communities