



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

Who is Responsible for Care Coordination

Elizabeth Whitney and Sue Pickett
July 16, 2015

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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

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Today's Purpose

- Check-in
- Workforce Training
- Final Innovation Community Steps

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Poll #1

Have you responded to the request from the National Council to provide your final progress report?

1. Yes
2. No
3. What request?

IMPORTANT:
Innovation
Community
Information

Send to: hannahm@thenationalcouncil.org

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Why focus on training?

- Make the message real
- Build skills
- Develop competence (and confidence)
- Team building
- Reflection of value
- Reduce turnover

↓

Culture change

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Poll #2

What is your current status in terms of training your workforce on care coordination?

1. Training plan? We haven't thought about this yet
2. We are creating a training plan
3. We have a training plan in place, ready to go
4. We have just started training our staff
5. We are in full swing with staff training
6. Other

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Creating a vision for training

- Leadership support
- Define your population
- Expected outcomes
- Skills and competencies
 - Specific to services, population, role
 - “Soft skills” – attitudes, communication, team work
- Regulatory and accreditation requirements

Integration: a good idea ...

PRIMARY CARE

- Continuity is goal
- Data sharing
- Large panels
- Flexible scheduling
- Fast paced
- Time is independent
- Flexible boundaries
- Treatment external (labs, x-rays, etc.)
- Person not responsible for illness
- Saved lives
- Disease management

BEHAVIORAL HEALTH

- Treatment completion is goal
- Data private
- Smaller panels
- Fixed scheduling
- More consistent pace
- Time is dependent – 50 min hour
- Firm boundaries
- Relationship with provider IS tx
- Mutual accountability
- Meaningful lives
- Recovery model

... until We Have to Make it Real

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Preparing a workforce that is....

AWARE ...

MOTIVATED ...

PREPARED !

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Training content – what do staff really need to know to be competent in care coordination?

- Physical and behavioral health conditions and treatments
- Social services and community resources
- Individual and family interventions
- Collaboration, communication and referral skills
- Work cultures
- Documentation

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Who will you train?

Think about your entire workflow – who is involved?

- Admin staff – front desk, referral, billing, IT
- Practitioners

Consider interdisciplinary training

<http://www.aacn.nche.edu/education-resource>



What's your training priority?



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And the data say...

- Assess gaps and needs
 - Service delivery
 - Data review
 - Consumer satisfaction
 - Payor expectations



MIND THE GAP

Identify and disseminate best practices

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Designing a training approach

Some things to consider:

- Scheduling and paying for staff time
- Training methods that help people really learn
- Making training stick
- Reinforcing best practices
- Spreading the message



Hmmm.

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Training methods

- In person/ on site training
- E-learning/ webinars
- Dissemination of articles and manuals
- Case conferences and team huddles
- Grand rounds or lunch n' learn sessions
- Modeling and mentoring
- "Apprenticeship"

Barriers and Challenges

- Reimbursement for staff time
- Inadequate reinforcement of skills and knowledge
- Lack of standard "fidelity"
- Staff turnover
- When training is mandatory



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Your experience: what training approaches work?



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Shifting Gears....



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Name one thing....

... you have learned or that has been clarified for you about care coordination that was less clear before you joined the Innovation Community...



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Where we have been...

January / February

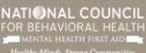
- Further exploration of definitions and components of care coordination
- Complete self-assessment
- Review assessment results for use in work plans
- Create work plan for change process with coaching calls to refine work plans

March - June

- Implement work plans / PDSA cycle
- Focus topics based on needs of the group
- Team presentations
- Small group coaching call

July - September

- Focus topics based on needs of the group
- Sustainability strategies and lessons learned from the field
- Small group coaching call
- Curated materials for dissemination in September



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Final Steps

**August
September**

- Sustainability strategies and lessons learned from the field
- Curated materials for dissemination in September

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Next Steps

Visit **LinkedIn** group

Next scheduled webinar:
August 20, 2015 1-2 pm EST

Final Innovation Community Webinar
With Jeff Capobianco
September 2015

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Thank you for joining us today!
**Please take a moment to provide your
feedback by completing this survey:**
<https://www.surveymonkey.com/r/X5GWDBN>

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Poll #3

Did you meet the goals you set out to accomplish in your Innovation Community work plan?

1. Met goals – working on sustaining
2. Partially met goals – continuing to work on plan
3. Met goals somewhat – revising plan
4. Didn't meet goals – changing plan/priorities
5. Didn't set clear goals in work plan