



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## May Webinar Depression and SBIRT Management

Nick Szubiak  
Director of Practice Improvement

# Setting the Stage: Today's Moderator



Madhana Pandian  
Associate

SAMHSA-HRSA Center for Integrated Health Solutions

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

**[www.integration.samhsa.gov](http://www.integration.samhsa.gov)**

**Under About Us/Innovation Communities**

# Our format...



## Structure

Short comments from experts  
Specifics from their point of view

## Polling You

Every 20-minutes  
Finding the “temperature” of the group

## Asking Questions

Watching for your written questions

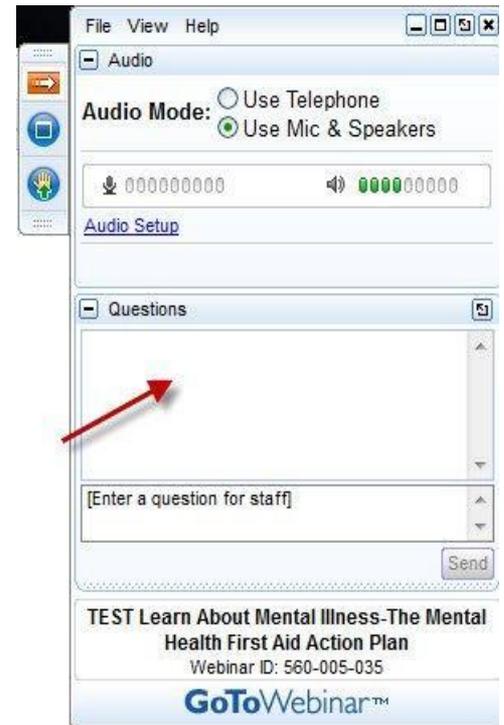
## Follow-up and Evaluation

Ask for what YOU want or expect  
Ideas and examples added to the  
AOS Resource Center

# How to ask a question during the webinar



If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. **(left)**



If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. **(right)**

# Listserv

Look for updates from:

[bh\\_integration\\_ic@](mailto:bh_integration_ic@nationalcouncilcommunities.org)

[nationalcouncil](mailto:bh_integration_ic@nationalcouncilcommunities.org)

[communities.org](mailto:bh_integration_ic@nationalcouncilcommunities.org)

# Setting the Stage: Today's Facilitator



Nick Szubiak

Integrated Health Consultant

SAMHSA-HRSA Center for Integrated Health Solutions

# Change

When a group faces a conflict it can choose to (a) ignore it, (b) smooth over it, (c) allow one person to force a decision, (d) create a compromise, or (e) confront all the realities of the conflict (facts and feelings) and attempt to develop an innovative solution.

The choices it makes in both of these areas will significantly influence how the team functions.

# Defining appropriate 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.

# The establishment of open communication patterns

- Create avenues for communication (e.g., logs, regular team meetings, use of common language, etc.).
- Maintain regular contact with agency leadership.
- Maintain regular one-on-one supervision.

# What's in a Mission Statement?

To provide our patients and community with the highest quality, empirically driven, integrated healthcare!



# Defining appropriate 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.

Incorporate discussion of the goals into every meeting.

# Cabarrus Rowan Community Health Center

Tiffany Thomas

Michelle Wilson, MSW, LCSW

The screenshot shows the website for Cabarrus Rowan Community Health Centers, Inc. The header features the organization's logo, a stylized blue figure with arms raised, and the text "Cabarrus Rowan Community Health Centers, Inc." on the left. On the right, contact information is provided: "Call us directly: (704) 855-5200 | (704) 792-2242" and "China Grove, NC | Concord, NC". Below the header is a navigation menu with the following items: "Homepage" (highlighted in red), "About us", "Medical Services", "Our Providers", "Resources", "Locations", and "Contact Us". The main content area is divided into two sections. On the left is a photograph of three staff members: a woman in a blue polo shirt and glasses, a man in a black and grey argyle sweater, and a man in a blue polo shirt. A red heart icon with the text "Click for Affordable Healthcare" is overlaid on the photo. A blue Facebook "Like" button is also overlaid. On the right is a dark blue sidebar with white text listing services: "Family Medical Services" (with the subtext "Everyone is welcome!"), "Three Locations" (with the subtext "Offices in Concord & China Grove"), "Prescription Assistance" (with the subtext "Free medication to those who qualify"), "Se habla Español" (with the subtext "We have Spanish speaking staff, too!"), and "Health Education" (with the subtext "We happily teach health knowledge").

# Danny C. Gilmore, Jr., MHS Behavioral Health Administrator



HOME LOCATIONS SERVICES PATIENT RESOURCES ABOUT DONATE CAREERS PAY YOUR BILL NEWSLETTER

Don't Fry Day!

WIC IS AT  
WELSH MOUNTAIN  
HEALTH CENTERS  
The Friday before Memorial Day is  
**Don't Fry Day™**  
CALL 717-354-4711 TO SCHEDULE  
YOUR APPOINTMENT  
[www.skincancerprevention.org](http://www.skincancerprevention.org)  
THURSDAYS ONLY

Visit Welsh Mountain Health Centers at the following sites



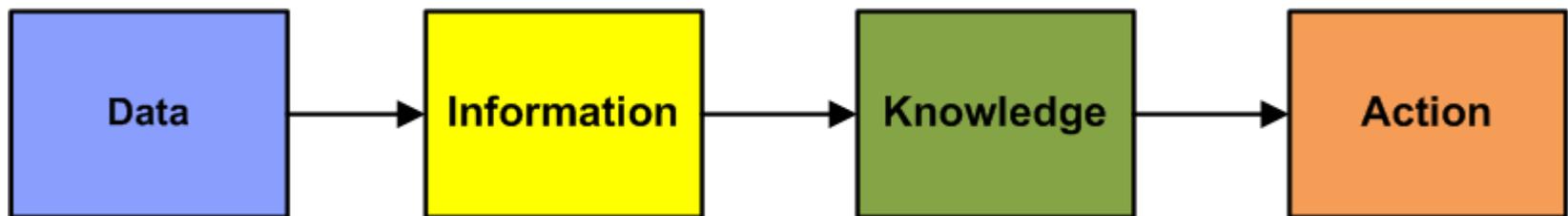
# The ability of the team to “treat” itself

- Include a “Team self-audit” process that is tied to the team’s dashboard.
- Encourage questioning & the voicing of alternative views.
- Declare team breakthroughs & team breakdowns when necessary.
- Encourage necessary acts of leadership.

# What is the ultimate purpose of collecting & sharing data?

*To turn it into action!*

*(AKA Continuous Quality Improvement)*



# What are some effective ways to communicate the data with your team?



# Tips For Using Data and Continuous Quality Improvement

- Set a specific time
- Know your team
- Make it a part of those other meetings/all staff
- Make it Matter, Make it Fun

# Tips For Using Data and Continuous Quality Improvement

- 8 times 8 ways
- Put it on the agenda
- Dashboards
- Post it in public places

# Open Discussion – Your Experiences Implementing Screening, Brief Intervention and Referral to Treatment



# RESOURCES

## Team Based Care Toolkit

[http://www.integration.samhsa.gov/workforce/team-members/Cambridge\\_Health\\_Alliance\\_Team-Based\\_Care\\_Toolkit.pdf](http://www.integration.samhsa.gov/workforce/team-members/Cambridge_Health_Alliance_Team-Based_Care_Toolkit.pdf)

## Two articles on Workforce Competencies for BH working in PC

[https://integrationacademy.ahrq.gov/sites/default/files/AHRQ\\_AcadLitReview.pdf](https://integrationacademy.ahrq.gov/sites/default/files/AHRQ_AcadLitReview.pdf)

<http://farleyhealthpolicycenter.org/wp-content/uploads/2016/02/Core-Competencies-for-Behavioral-Health-Providers-Working-in-Primary-Care.pdf>

## National Council Resources

<http://www.thenationalcouncil.org/consulting-best-practices/areas-of-expertise/>