Who is Responsible for Care Coordination

Elizabeth Whitney and Sue Pickett
July 16, 2015

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

www.integration.samhsa.gov

under About Us/Innovation Communities
Today’s Purpose

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

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?

Send to: hannahm@thenationalcouncil.org

IMPORTANT: Innovation Community Information
Why focus on training?

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

Culture change

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
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 …

<table>
<thead>
<tr>
<th>PRIMARY CARE</th>
<th>BEHAVIORAL HEALTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuity is goal</td>
<td>Treatment completion is goal</td>
</tr>
<tr>
<td>Data sharing</td>
<td>Data private</td>
</tr>
<tr>
<td>Large panels</td>
<td>Smaller panels</td>
</tr>
<tr>
<td>Flexible scheduling</td>
<td>Fixed scheduling</td>
</tr>
<tr>
<td>Fast paced</td>
<td>More consistent pace</td>
</tr>
<tr>
<td>Time is independent</td>
<td>Time is dependent – 50 min hour</td>
</tr>
<tr>
<td>Flexible boundaries</td>
<td>Firm boundaries</td>
</tr>
<tr>
<td>Treatment external (labs, x-rays, etc.)</td>
<td>Relationship with provider IS tx</td>
</tr>
<tr>
<td>Person not responsible for illness</td>
<td>Mutual accountability</td>
</tr>
<tr>
<td>Saved lives</td>
<td>Meaningful lives</td>
</tr>
<tr>
<td>Disease management</td>
<td>Recovery model</td>
</tr>
</tbody>
</table>

... until We Have to Make it Real
Preparing a workforce that is…

**AWARE …**

**MOTIVATED …**

**PREPARED !**

**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
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-resources

What’s your training priority?
And the data say…

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

Identify and disseminate best practices

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
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
Your experience: what training approaches work?

Shifting Gears....
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…

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
Final Steps

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

Next Steps

Visit LinkedIn group

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

Final Innovation Community Webinar
With Jeff Capobianco
September 2015
Thank you for joining us today!
Please take a moment to provide your feedback by completing this survey:
https://www.surveymonkey.com/r/X5GWDBN
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