Developing High Functioning Teams
Innovation Community

Webinar #8

July 21, 2015
Today’s Agenda

1. Updates
2. Hearing from Colleagues
3. Resources & Next Steps
Welcome Nick Szubiak, Integrated Health Consultant
In June

**Harbor, OH:** Warm hand-offs, support & promotion of services, how to maximize coding & billing

**Dept of Health/Sarasota CHC’s, FL:** Grant funding support, set 4 integration goals

**Hamakua Health Center, HI:** POD structures, some union staff
Hearing from Colleagues

JeffCare, LA

Myrtle Hilliard Davis Health Centers, MO

Henderson Beh Health, FL
Lutheran Fam Services, NE

Midtown Community MH, IN

Jewish Family & Children’s Services, AZ
Health 360 Integrated Care Clinic

Lincoln, NE

Partnership between Lutheran Family Services (Behavioral Health Services) and People’s Health Center (FQHC)

Health 360 clinic is on site at the LFS location—started operations February 2nd.

Moving toward full integration (still working toward one EHR)

Team Members: Family Practice APRN, Behavioral Health Consultant (LICSW), RN Case Manager, Medical Assistant, Registration Support, Interpreter, Public Health Nurse, Pharmacist
Progress and Challenges

• Overarching Challenge—initial PCP left abruptly mid-May. New APRN hired June 1st.

• Developed Initial Workflow—incorporated role of BHC, RN Case Manager, PHN and Pharmacist

• Challenge: needed to review and revise with new provider and RN Case Manager upon hire
• Identified Training Needs for the Team
  ◦ QPR training for suicide prevention (June 19th)
  ◦ Trauma-Informed Care training (September 18th)
Challenge--ongoing one on one SME training between team members

• Monthly Data Review for Health Outcomes
  ◦ Data review of # of visits, # of referrals and payer sources
Challenge—pulling health outcomes from current EHR (BMI, A1c, BP, depression/SU, domestic violence screenings, etc).
Easy Wins

- Huddles: everyday from 8:05-8:15am
- Weekly team meetings with opportunity to debrief
- Developed mission/vision/motto
- Working on draft policies/procedures
- Working on Acuity Level tool
Ongoing Challenges

- Billing for BHC encounter
- Separate EHR’s
- Culture shift for medical and BH staff
- Building process for patient staffings

- Most significant take away—Make sure you have the “right people on the bus.”
Promoting Physical and Behavioral Health Integration: Considerations for Aligning Federal and State Policy
Issue Brief

Staking a Claim in State Planning
Interview with John Kern, MD Regional Mental Health Center

Improving Health Through Trauma-Informed Care
Webinar July 28 2-3:30pm est
https://goto.webcasts.com/starthere.jsp?ei=1069399
### AUGUST

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<td>Southwest BH Services, AZ</td>
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<td>United Community and Family Services, CT</td>
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<td>Vocational Instruction Project Community Services, NY</td>
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**Next Steps**

Aug 18
3-4pm EDT

August groups & summary learnings
Slides for today’s webinar are available on the CIHS website at:

www.Integration.samhsa.gov

under About Us/Innovation Communities