How Are They Doing It? Best Practices in Sustaining On-Site Training of Behavioral Health Clinicians

March 11, 2015

Laura Galbreath, MPP (webinar moderator)
Director, SAMHSA-HRSA Center for Integrated Health Solutions (CIHS)

To download the presentation slides, please click the dropdown menu labeled “Event Resources” on the bottom left of your screen.

Slides are also available on the CIHS website at:

www.integration.samhsa.gov
under About Us/Webinars
Before We Begin

• During today's presentation, your slides will be automatically synchronized with the audio, so you will not need to flip any slides to follow along. You will listen to audio through your computer speakers so please ensure they are on and the volume is up.

• You can also ensure your system is prepared to host this webinar by clicking on the question mark button in the upper right corner of your player and clicking test my system now.

• You may submit questions to the speakers at any time during the presentation by typing a question into the “Ask a Question” box in the lower left portion of your player.

• If you need technical assistance, please click on the Question Mark button in the upper right corner of your player to see a list of Frequently Asked Questions and contact info for tech support if needed.

• If you require further assistance, you can contact the Technical Support Center. Toll Free: 888-204-5477 or Toll: 402-875-9835
After this webinar you will be able to...

- Identify the best practices employed in academic-community partnerships to recruit and train a culturally competent behavioral health workforce
- Recognize the breadth of considerations in developing training for behavioral health clinicians in community-based settings
- Identify resources on training behavioral health clinicians in a community health setting

Julia Sheen-Aaron, MPH
Chief, Behavioral and Public Health Branch, Division of Nursing and Public Health, Bureau of Health Workforce, Health Resources and Services Administration (HRSA)

Meseret Bezuneh, MSEd
Chief, Health Careers Pipeline Branch, Division of Health Careers and Fiscal Support, Bureau of Health Workforce, Health Resources and Services Administration (HRSA)

Parinda Khatri, PhD
Chief Clinical Officer, Cherokee Health Systems, Knoxville, TN

Helene Silverblatt, MD
Director, New Mexico AHEC, University of New Mexico

Opening Remarks & HRSA Welcome

Julia Sheen-Aaron, MPH
Chief, Behavioral and Public Health Branch, Division of Nursing and Public Health, Bureau of Health Workforce, Health Resources and Services Administration (HRSA)
Programs:

- Area Health Education Centers (AHEC) Program
- Centers of Excellence (COE) Program
- Health Careers Opportunity Program (HCOP)
- HCOP – Skills Training and Health Workforce Development of Paraprofessionals

Serves as the focal point for:

- Health career pipeline programs supporting disadvantaged and under-represented minority students;
- Recruitment and training of clinicians in rural and medically underserved communities; and
- Interprofessional Education and Training.
Purpose: To enhance access to high quality, culturally competent health care, through academic-community partnerships, by improving:

- Supply
- Distribution
- Diversity
- Quality

of the health professions workforce, specialty primary care; and addressing the health care needs of medically underserved communities and populations.

Eligibility: Schools of medicine or in states with no medical school, schools of nursing

AHEC programs and regional community-based AHEC centers, in partnership with academic institutions, health care organizations and others, engage in:

- Health profession student placement in community-based clinical practice settings, including primary care and behavioral health
- Recruitment and training of students from minority and disadvantaged backgrounds into health careers
- Promotion of interprofessional education and collaborative teams
- Continuing education resources and programs for health professionals
- Rural health workforce initiatives, CHW/outreach worker training

Authority: Title VII, Section 751 of the Public Health Service Act (42 U.S.C. 294a), as amended by Sec. 5403 of the Patient Protection and Affordable Care Act, Public Law 111-148.

There are 53 AHEC programs, and 248 regional community-based AHEC centers in 45 states, the District of Columbia, and Guam. You can find an AHEC near you for opportunities for collaboration.

HRSA AHEC Program Website: http://bhw.hrsa.gov/grants/areahealtheducationcenters

HRSA Data Warehouse: Maps and Directories (updates in progress) http://datawarehouse.hrsa.gov/Topics/HealthProfessions.aspx
Parinda Khatri, PhD
Chief Clinical Officer, Cherokee Health Systems, Knoxville, TN

Our Mission…
To improve the quality of life for our patients through the blending of primary care and behavioral health
Together…Enhancing Life

Strategic Emphases
- Blending Behavioral Health and Primary Care
- Outreach to Underserved Populations
- Training of Health Care Professionals
- Telehealth Applications
- Value-Based Contracting
- Population-Based Care
Cherokee Health Systems
FY 2014 Services

57 Clinical Locations in 14 East Tennessee Counties
Number of Patients: 64,300 unduplicated individuals
New Patients: 16,672
Patient Services: 488,209

Cherokee Health Systems
Number of Employees: 646
Provider Staff:

- Psychologists - 47
- Primary Care Physicians - 24
- NP/PA (Primary Care) - 39
- Nephrologist - 1
- Master's Level Clinicians - 78
- Psychiatrists - 9
- NP (Psych) - 9
- Dentists - 2
- Case Managers - 38
- Pharmacists - 11
- Cardiologist - 1
- NP (Psych) - 9
- Dentists - 2
- Case Managers - 38
- Pharmacists - 11
- Cardiologist - 1

Training at CHS

- 30+ year history of training health care professionals
- Area Health Education Center (AHEC)
- APA Accredited Psychology Internship Program
- APPIC member Post-Doctoral Fellowship
- APA Accredited School Psychology Consortium
- Training partnerships with 5 local academic institutions- Family Medicine, Nursing, Psychology, Social Work, Nutrition, Pharmacy
Disciplines Trained

- Psychology (24 trainees)
- Clinical Social Work (5 trainees)
- Medicine (12 trainees)
- Nursing (62 trainees)
- Clinical Pharmacy (22 trainees)
- Nutrition (6 trainees)

Trainee Activities

- Shadowing
- Direct patient care
- Inter-professional collaboration
- Clinical supervision
- Teaching
- Protocol and program development

Resources Required

- Clinical Supervisors/Mentors/Preceptors
- Time
- Funding
- Space
- Equipment
- Administrative Support
Growing Our Own: A Model for Community-Based Training

Helene Silverblatt, MD
Director, New Mexico Area Health Education Center (AHEC)
University of New Mexico

New Mexico AHEC

- Integral Part of the Office for Community Health at the University of New Mexico Health Sciences Center
- Health Extension Rural Offices/AHEC offices as Health Extension Hubs—able to build community capacity in health care, by offering community access to HSC programs
- Pipeline development, workforce development, telehealth for training, service, communication
- Community based health professions education
- Clinical service improvement, program evaluation
- Technical Assistance
- ACA implementation

© 2011 Cherokee Health Systems All Rights Reserved

Benefits

- Recruitment!
- Retention
- Expanded services
- Learning culture
- Clinical quality
- Community partnerships
- Workforce development
**AHEC/HERO Collaboration**

**Community Driven Strategies to Assure Health and Workforce Development**

- **Expansion of HEROs to Academic Hubs**
- **UNM AHEC and Three AHEC Centers**

**Integration of Primary Care and Behavioral Health in Training and Service**

- Health home models
- Augmenting community health worker and promotora training
- Developing access programs including reproductive health and chronic disease self-management initiatives
- Development of rural psychiatry track
- Broaden concept of behavioral health workforce to include primary care providers and peer specialists
- Breaking down silos between behavioral health providers of different disciplines

**Successful Regional and Statewide Programs: Rural Residency**

- From Federal pilot grant to ongoing state funding
- From training in rural Community Mental Health Centers to integration in Federally Qualified Health Centers
- From working in state run facilities to working and addressing systems development
- Role of the psychiatrist in the local health care system and in the community
- Role of the resident in the community as part of the rotation
- Academic back up in formal seminars, mentorship
How to Develop a Community Site

- Planning ahead and relationship building
- Role of AHECs as already established community based partners
- Silver City AHEC/Forward New Mexico example of community based, integrated training and workforce program
- Hobbs/SoAHEC example of devising program to answer a community’s needs using already existing community resources
- Push for rural and community training and service as an accepted academic and clinical endeavor

Training Sites and Roles

- Community Mental Health Centers, Federally qualified Health Centers, State Facilities, VA Community Programs, Indian Health Service, Telehealth, Behavioral Health Services Division
- Resident’s/Learner’s role is new and not always understood
- Expectation Explanation—what happens when resident/learner leaves?
- What happens when the supervisor leaves?
- University and site training responsibility for clinical faculty and preceptors
- Systems support from the University
- Non-clinical time to form ties with local community members and agencies

Outcomes

- Community involvement is best recruitment tool
- 37% of residents in rural program were practicing in rural communities as opposed to 10% in traditional program
- 95% continue to work with individuals in rural and underserved communities
- 26% live in communities in which they practice
- 28% use or in process of setting up telehealth services
- Additional designated funding from state for rural residency training in primary care and in psychiatry
- Funding from MCOs for CHW training
- State agency funding for training
- Growing community endorsement and support for training hub
A Facilitated Discussion

Questions?

- You may submit questions at any time during the presentation by typing a question into the "Ask a Question" box in the lower left portion of your player.
- If you require further assistance, you can contact the Technical Support Center. Toll Free: 888-204-5477 or Toll: 402-875-9835

Presenter Contact Information

Julia Sheen-Aaron, MPH
Chief, Behavioral and Public Health Branch, Division of Nursing and Public Health, Bureau of Health Workforce
jsheen@hrsa.gov

Laura Galbreath, MPP
Director, SAMHSA-HRSA Center for Integrated Health Solutions
laurag@thenationalcouncil.org

Meseret Bezuneh, MS, Ed.
Chief, Health Careers Pipeline Branch, Division of Health Careers and Financial Support, Bureau of Health Workforce, Health Resources and Services Administration
mbezuneh@hrsa.gov

Helene Silverblatt, MD
Director, New Mexico AHEC (University of New Mexico)
hsilverblatt@salud.unm.edu

Parinda Khatri, PhD
Chief Clinical Officer, Cherokee Health Systems, Knoxville, TN
parinda.khatri@cherokeehealth.com

Additional Questions?
Contact the SAMHSA-HRSA Center for Integrated Health Solutions
integration@thenationalcouncil.org
For More Information & Resources
Visit www.integration.samhsa.gov or
e-mail integration@thenationalcouncil.org

Thank you for joining us today.
Please take a moment to provide your feedback by completing the survey at the end of today’s webinar.