Engaging Case Managers in Integrated Care

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

http://www.integration.samhsa.gov/pbhci-learning-community/webinars

Got Questions?
Please type your questions into the question box and we will address them.
Today’s Presenter

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What we will cover:

Learning Objectives:
• Participants will identify three strategies for engaging case managers in integrated care practices.
• Participants will identify three strategies used by case managers to engage people with complex needs in whole health and wellness programming.
• Participants will identify three core training strategies to enhance staff competencies in integrated care.
Changing the focus

MENTAL ILLNESS VS. WHOLE HEALTH
LINKING VS. ENGAGING
SERVICES VS. OUTCOMES
MONITORING VS. CATALYZE
AWARENESS VS. COMPETENCIES
AGENCY VS. COMMUNITY

The Role of Care Management in an Integrated System of Care
Every state is different

- Some states / managing entities have stringent eligibility requirements for case management.
- Some states / managing entities have no case management benefit for people without Medicaid.
- Some states / managing entities very closely manage the authorization of case management.
- Some states / managing entities have placed barriers within policy to prohibit behavioral health case managers in addressing health.

Three Strategies for Engaging Case Managers in Integrated Care Practices

1. Embedding primary care
2. Changing expectations for Case Managers
3. Having an agency culture of wellness
Strategy 1
Primary Care Services are Embedded in the Clinical Operations

- Start at the top
  - Have clinical leadership at the table at all times
- Engage supervisors
  - Supervisors can make or break an Integrated System of Care
- Location, location, location

Strategy 2
Changing expectations for case managers

- Hiring engagement specialists
- Job descriptions that include the eight dimensions of wellness
- Ongoing training
- Easy to use tools
- Medical consultation
Strategy 3
Creating a Culture of Wellness within your organization

• Start at your front door
• Collecting data and using it to drive care
• Visual tools
• Walking the talk
  • Smoke free campus
  • Junk food free campus

Three Strategies to Engage People in Wellness

1. Access / Navigation
2. Treatment
3. Self-Management
Case Manager as the Engagement / Relationship Specialist

Components of Care Management

ACCESS
- Access to health coverage
- Access to non-emergency health care
- Access to preventative care
- Access to wellness services

TREATMENT
- Engagement in health exams
- Engagement in chronic disease and cancer screening
- Engagement in pain management
- Engagement in specialty care
- Engagement in wellness programming

SELF-MANAGEMENT
- Self management of chronic conditions
- Living a healthy lifestyle
- Wellness as a habit
- Supporting others
Training Strategies for Case / Care Managers

1. Developing core competencies in health literacy
2. Understanding stages of change
3. Motivational Interviewing

Developing core competencies in health literacy

1. Understanding the big picture
2. Basic skills training
   1. Understanding chronic disease
   2. CPR
   3. Taking vitals
   4. Blood sugar testing
3. Becoming familiar with risk factors for developing chronic illness
4. Becoming comfortable with health literacy
   1. WebMD
   2. Google
Understanding Stages of Change

Strategies vary based on a person’s level of motivation

- Pre-contemplative
- Contemplative
- Planning
- Action
- Maintenance
- Relapse

Motivational Interviewing

- Recognizing that changes come from within.
- Asking, and not assuming.
- Starting the conversation with hope.
- Identifying hopes and dreams, and connecting it with health.
- Honoring the right not to change can make change possible.
Barriers

• Having an Integrated Care Program vs. an Integrated System of Care
• Competency – scope of practice
• Confidence – not having enough information to respond to questions / not wanting to give the wrong answer
• Health can be very personal
• Case managers have health challenges too

Resources

SAMHSA-HRSA Center for Integrated Health Solutions
• Consumer engagement
  www.integration.samhsa.gov/health-wellness/consumer-engagement
• Motivational Interviewing

National Council for Behavioral Health
• Motivational Interviewing
  www.thenationalcouncil.org/areas-of-expertise/motivational-interviewing/
• MTM – Same Day / Next Day Access
  http://www.thenationalcouncil.org/areas-of-expertise/same-day-access/
• Case-to-Care Management
Questions?

If you would like technical assistance on this topic, please email your CIHS liaison and coordinator.