



# Community of Practice (CoP) Supporting Behavioral Health Integration into Your Health Center

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**Tuesday, February 23, 2021**

**Vision: Healthy Communities, Healthy People**



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# Welcome Back!



# Session 4 Agenda

- A quick check in
- Review of today's objectives
- Brief presentation:
  - “Empowering and Supporting Integration Team Members and Champions”
- Discussion/Q&A
- Between-session activity
- Plus/Delta



Source: iStock

# Today's Learning Objectives

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At the end of this session, participants will be able to:

- Identify the necessary staff to be part of their implementation team,
- Describe what the implementation team needs to successful,
- Build practice champions within all levels of the system,
- Sustain leadership support, and
- Identify specific capacity building that will support their success.

# Today's Presentation

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## Empowering and Supporting Integration Team Members and Champions

**Presenter:** Joel Hornberger, M.H.S.,  
Chief Strategy Officer, Cherokee Health Systems



# Integrated Care Implementation Is a Team Sport

## Team composition

- From front desk to back office
- From Medical Assistant to Medical Doctor
- From case aide to behavioral health director
- Patient and family

## Team empowerment by leadership

- Scope of authority
- Developing and executing plans
- Communication



Source: ThinkStock

# What the Team Will Need to Be Successful

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## Technical Knowledge (part 1)

- Knowledge of the integrated care model
- Working knowledge of staff roles within the model
- Working knowledge of likely workflows
- Working knowledge of EHR enhancements

# What the Team Will Need to Be Successful

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## Technical Knowledge (part 2)

- Knowledge of the system—its strengths, challenges
- How to craft a change plan
- How to implement a change plan
- Monitoring and process improvement



# Strategies for Selecting Champions

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## Great Champions . . .

- Are respected among peers
- Actually do what they say they are going to do
- Have the ability to influence and motivate others (Good public speaker/good writer)
- Align the work with their values
- Are able to focus on issues over time

**Note:** Great champions are not necessarily all from senior leadership

# Training and Deploying Champions

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## Rationale for using staff peers as champions

- Its pretty simple:
  - Docs like talking to docs
  - Nurses like talking to nurses
  - MAs talk to other MAs
  - Social workers converse with their fellow social workers

## Training Champions

- Train to the model
- Train to the implementation

# Open Discussion



# Report Out Following Breakout



Source: iStock by Getty Images

# Between-Session Activities

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1. Identify who within the center will be part of the implementation team.
2. Identify who would make good practice champions.
3. What are the capacity-building needs of these staff?

# Reflecting on Today: Plus/Delta

- **+**: What worked for you today?
- **Δ**: What would you change?



# Weekly Office Hours During the CoP

What are office hours?

An opportunity to

- Dive deeper into a topic area
- Better clarify needs and plans



# BPHC-BH TA Portal

<https://bphc-ta.jbsinternational.com/>

- Request Technical Assistance
- Access Learning Management System (LMS) modules
- Learn more about BH TA options
  - One-on-one Coaching
  - E-learning Webinars
  - Strategies for Community Outreach
  - Virtual Site Visits
  - Community of Practice (CoP)





# TA Offerings for Health Centers

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- Webinars
- One-on-One Coaching
- Virtual Site Visits to Improve Outcomes
- Communities of Practice (CoPs)
- Strategies for Community Outreach: Social Media for Social Marketing

# Upcoming TA Opportunities!

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- **Webinars**

- **Charting the Roadmap to Value-Based Reimbursement for Integrated Care**

*March 3, 2021 at 3:00–4:00 p.m. EST*

Registration link: [https://zoom.us/webinar/register/WN\\_xC0s7kugRauCUNeeOVxFNA](https://zoom.us/webinar/register/WN_xC0s7kugRauCUNeeOVxFNA)

- **Social Determinants of Health and Addressing Health Disparities in Integrated Care Settings**

*April 7, 2021, 3:00–4:00 p.m. EST*

Registration link: [https://zoom.us/webinar/register/WN\\_gidstu1QRfGspYkBhZtQ1A](https://zoom.us/webinar/register/WN_gidstu1QRfGspYkBhZtQ1A)

*Registration links for webinars can also be found on the BH TA Portal.*

You can receive **1 hour of Continuing Education** credit for your participation



# Continuing Education

- We will be offering **1.5 CE credit per session** attended for a maximum of 18 CEs for participation in all 12 CoP sessions.
- You **must** complete the Health Center Satisfaction Assessment after **each** session you plan on receiving CEs for.
- **CE credits will be distributed for all sessions at the conclusion of the CoP.**



This course has been approved by JBS International, Inc. as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #86832, JBS international, Inc. is responsible for all aspects of their programming.



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# CoP Satisfaction Assessment

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- Please complete a satisfaction assessment of today's session.
- If you plan to obtain CEUs for your time in this CoP, the satisfaction assessment is required.
- There are two ways navigate to the assessment:
  1. Follow the link provided in the chat here.
  2. You will be emailed a link from us via Alchemer, our survey platform.



# Thank You.

See you next week!

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