



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

**Joe Hyde**

**Project Director, CoP Session Facilitator**

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**Vision: Healthy Communities, Healthy People**





**We are delighted you are part of  
this exciting project.**

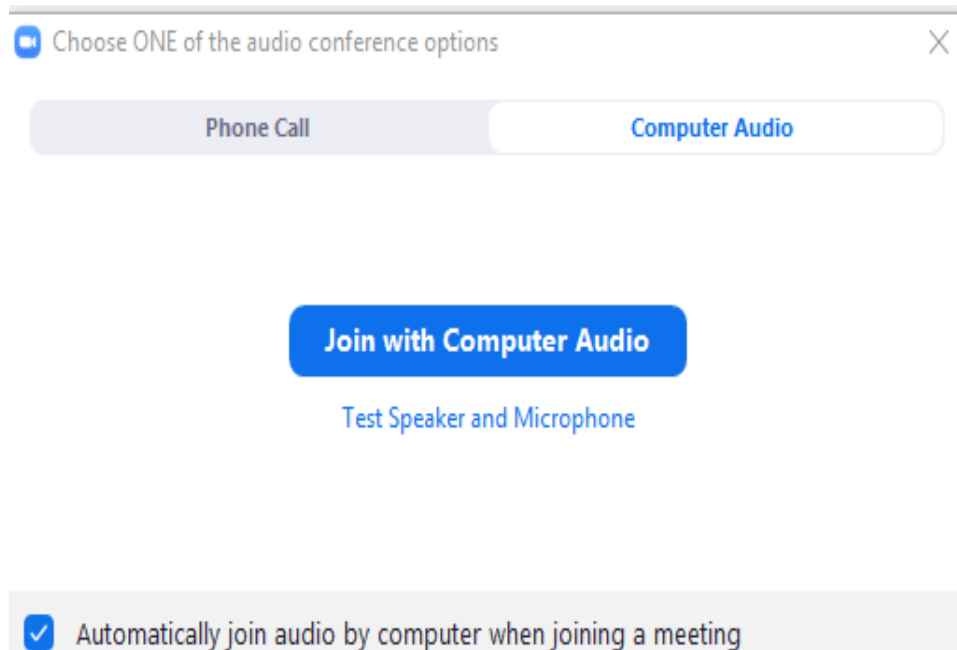
**Vision: Healthy Communities, Healthy People**



# Connecting to Audio

## By Computer:

- Click **Join With Computer Audio**.



Choose ONE of the audio conference options

Phone Call Computer Audio

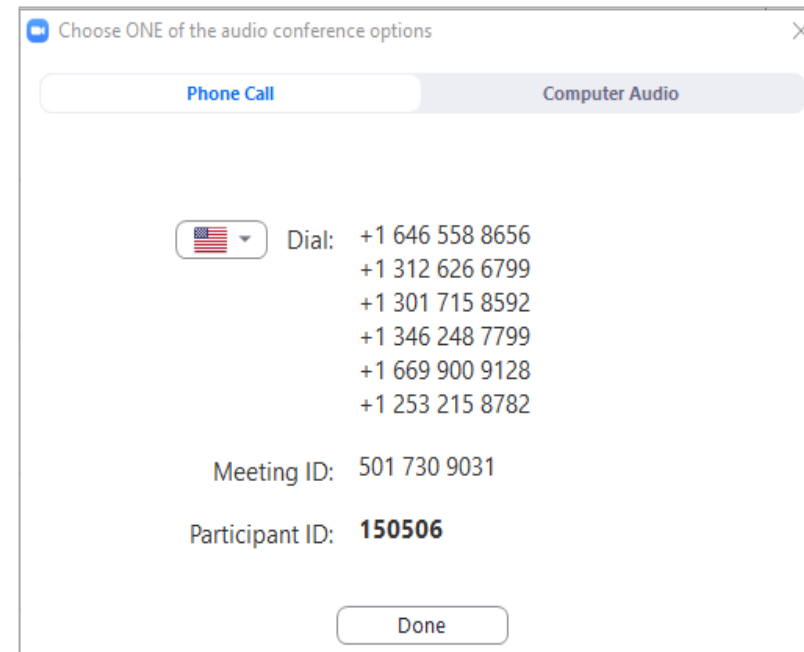
**Join with Computer Audio**

[Test Speaker and Microphone](#)

☒ Automatically join audio by computer when joining a meeting


## By Phone:

- Click the **Phone Call** tab, dial a listed phone number, **Enter Meeting ID** and **Participant ID**.



Choose ONE of the audio conference options

Phone Call Computer Audio

 Dial: +1 646 558 8656  
+1 312 626 6799  
+1 301 715 8592  
+1 346 248 7799  
+1 669 900 9128  
+1 253 215 8782

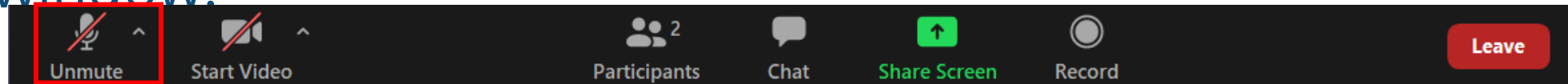
Meeting ID: 501 730 9031

Participant ID: **150506**

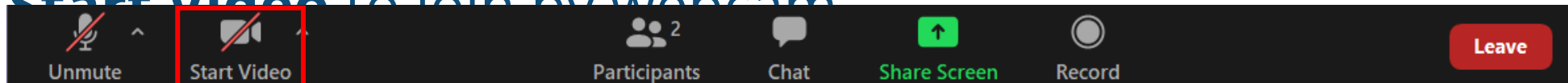
Done

# Zoom Participation

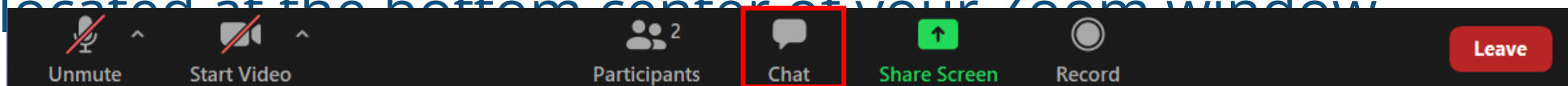
- You will begin muted. To **Unmute/Mute**, click the **microphone** icon located at the bottom left of your Zoom window.



- We encourage everyone to keep their video enabled. Click **Start Video** to join by webcam.



- To ask a question using the **Chat** feature, click the **Chat** icon located at the bottom center of your Zoom window.





# Session 1 Facilitators



**Joe Hyde, MA, LMHC, CAS**  
Senior Technical Expert Lead  
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**Andrea Coleman, MS**  
Technical Expert Lead  
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# Session Norms

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- Be present.
- Be active, speak up, and offer your perspectives.
- Constructive feedback helps us all work toward success.
- Respect the privacy of your colleagues from around the country.

# Expectations of Facilitators

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- Assist with navigating CoP and session content.
- Facilitate group discussion and engagement.
- Coordinate and facilitate office hours
- Collaborate with subject matter experts (SMEs) and ensure cohesion throughout CoP.
- Provide resources and questions in chat box to facilitate learning and discussion.
- Provide reminders and encouragement throughout the process.

# Expectations of Participants

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- Embrace a mindset of continuous self-assessment and learning.
- Attend scheduled sessions and calls.
- Leverage available resources to implement trainings and goals.
- Meet regularly with your team to debrief sessions and advance your work plan.
- Share your experiences, including progress and challenges.
- Actively engage in sessions and with other participants!



# Today's Agenda

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- Introductions
- Review of learning objectives
- Structure of the CoP sessions
- Getting to know each other
- Brief presentation: Integrated Care Is Culture Change
- Discussion/Q&A
- Between-session activity
- Plus/Delta



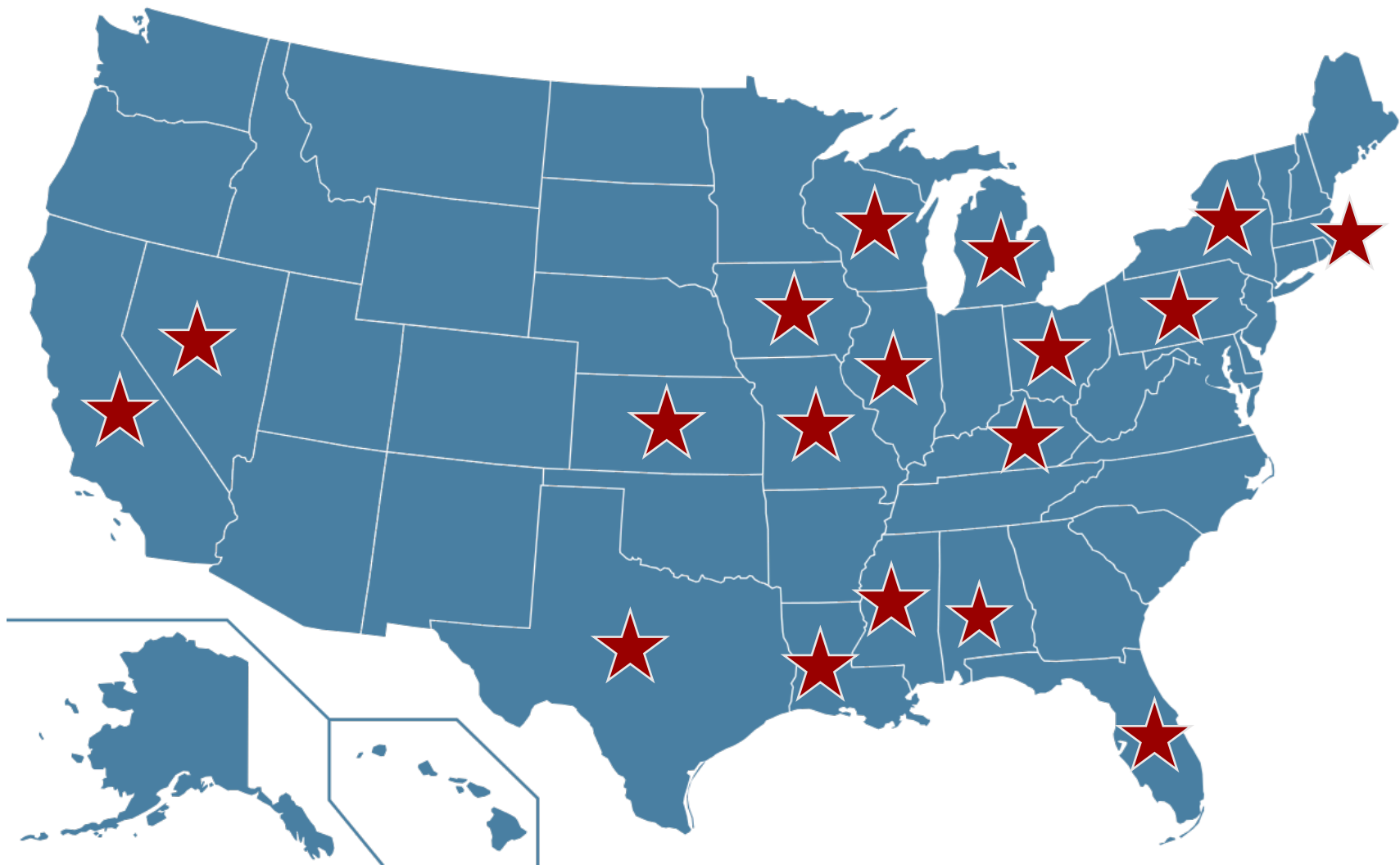
# CoP Learning Objectives

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

- Define the integrated care model and the elements that best fit your organization
- Describe how organizational culture is part of the transformation to integrated care
- Describe value of integrated care pathways
- Develop a staff-capacity-building plan for integrated care
- Develop an action plan for integrated care implementation

# CoP Participant Locations



# Getting to Know Each Other

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## Breakout Session

Please share:

- Your name
- Where you work
- Your role
- What you want to get out of this CoP?

# Getting to Know Each Other

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## Breakout Session Report Out

Please share:

- What you want to get out of this CoP?

# Session 1 Learning Objectives

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1. Understand the structure of the CoP
2. Be aware of CoP office hours and when they are held
3. Get familiar with your fellow CoP participants
4. Be able to articulate how organizational culture influences integrated care
5. Understand your between-session activity



# Structure of the CoP

- Engagement/Re-engagement
- Review and report out on between-session activities
- Focus and rationale for each session of the CoP
- Mini-didactic
- Knowledge and skills applied
- Negotiating and committing to between-session activities
- Plus/Delta
- Adjournment



# Weekly Office Hours During the CoP

- **Wednesdays 2:00–4:00 p.m. ET**
- Designed to discuss progress and/or challenges related to
  - The session topic,
  - Your team's CoP goal, and
  - Support between-session activity.



# CoP Content Overview

Date	Topic
Feb 2 Session 1	Introduction and overview of CoP, meet other participants
Feb 9 Session 2	The Integrated Care Model that Best Fits Your Selected Population
Feb 16 Session 3	Developing Readiness for Implementation
Feb 23 Session 4	Empowering and Supporting Integration Team Members and Champions
Mar 2 Session 5	Integrated Care Pathways: Road Maps for Integration
Mar 9 Session 6	Mapping Workflows for Your Integrated Care Pathway: Part One
Mar 16 Session 7	Mapping Workflows Part Two: Aligning Staff Roles
Mar 23 Session 8	Integration Enhancements to Your EHR
Mar 30 Session 9	Developing Your Agencies Staff Training Plan
April 6 Session 10 April 13 Session 11 April 20 Session 12	Bringing it All Together: Your Integrated Care Implementation Plan – Integration as an Iterative Process Action Plans-CoP Sharing Action Plans-CoP Sharing



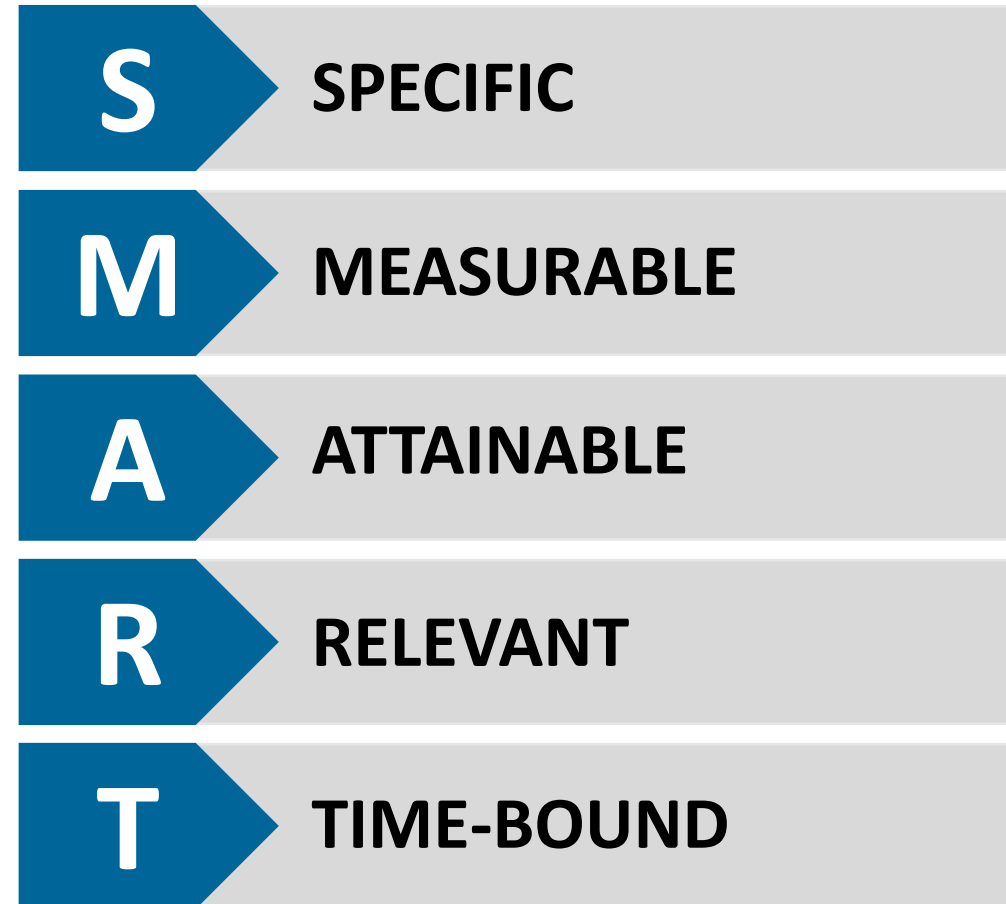
# Why participate in a CoP?

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- Deepen knowledge, enhance expertise, and foster mutual supportive relationships with other participants
- Connect with subject matter experts and learn useful tools and resources to enhance training and capacity in best practices related to harm reduction strategies
- Develop organizational goals and plans for implementing integrated care

# Change Takes Time—Set SMART Goals

- SMART goals are designed to be realistic, achievable goals.
- Use SMART goals to inform your work plans and build toward desired change.



University of California. (2017). *SMART goals: A how to guide*.

<https://www.ucop.edu/local-human-resources/files/performance-appraisal/How%20to%20write%20SMART%20Goals%20v2.pdf>

# Your Action Planning

Participant SMART Goal: *Please describe a goal to work toward during the CoP in 100 words or less.* \_\_\_\_\_

- **Specific:** *What exactly will you accomplish?*
  - **Measurable:** *How will you know when you have reached this goal?*
  - **Attainable:** *Is achieving this goal realistic? Does your organization have the resources to achieve this goal?*
  - **Relevant:** *Why is this goal significant to your organization?*
  - **Timely:** *What is the time frame for completing this goal?*
1. Has a similar goal previously been attempted at your organization and succeeded (e.g., implementing a best practice, change in practice or developing standard processes, other change management projects)? If so, what were factors that helped it succeed?
  2. Has a similar goal been attempted previously at your organization and **not** been successful? If so, what went wrong and why?
  3. Are there members of the leadership team or “champions of change” within your organization that can be called upon to support the completion/implementation of your SMART goal? List as many as possible.
  4. On the left, list 3 barriers you foresee to achieving this SMART goal. Then, write 3 potential solutions or facilitators on the right.

Action Step	Target Completion Date	Person Responsible



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# Today's Presentation: Integrated Care Is Culture Change



# Integrated Care Is Culture Change.

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- Primary care practices see patients every day with untreated and undertreated mental illness and substance use disorder (SUD) issues.
- Many patients would prefer to access behavioral health services at their primary care office.
- Integrated care promotes ease of access.
- Integrated care reduces stigma.

# The Culture Change

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- Integrated care is whole-person care supporting:
  - Health promotion
  - Disease prevention
  - Integrated care pathways for patients with chronic health conditions
  - Use of data and continuous quality improvement
- Behavioral health providers often start feeling like guests in someone's home.
- The traditional delivery schema changes.

# Team-Based Care

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- Interaction and collaboration among multiple professionals
- Valuing each other's work and contributions
- Shared care planning
- Working collaboratively for improved outcomes
- Participating in shared decision-making

# Open Discussion



# Between-Session Activities

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1. **Identify** your **priority population** for this integrated care CoP.
  - General population: e.g., children, adults, seniors
  - Targeted population(s): e.g., adults with chronic health conditions, such as diabetes, cardiovascular, respiratory, chronic pain, or depression; veterans; adults with SUD/opioid use disorder; racial and ethnic minorities; others
2. **Identify** what **data** you have available for your priority population.



# Reflecting on Today: Plus/Delta

- + What worked for you today?
- △ What would you change?



# 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**

- **Preparing for Behavioral Health in the Post-COVID World**

- February 9, 2021 3 – 4pm EST*

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

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

- March 3, 2021 3 – 4pm EST*

- Registration link: **Coming Soon!**

*Registration links for both webinars can also be found on the BHTA Portal*



# BPHC-BHTA Technical Assistance 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)



# 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.



JBS International, Inc. has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6442. Programs that do not qualify for NBCC credit are clearly identified. JBS International, Inc. is solely responsible for all aspects of the programs.

# 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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Vision: Healthy Communities, Healthy People

