



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

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**Tuesday, March 16, 2021**

**Vision: Healthy Communities, Healthy People**



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# Welcome Back!



# Session 7 Agenda

- A quick check-in
- Review of today's objectives
- Brief presentation:
  - “Mapping Workflows in Your Practice Setting: Aligning Staff Roles”
- 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

- Describe an integrated care pathway for a population of focus,
- Identify the available evidence,
- Discuss and explore practices that best fit in their clinic,
- Discuss how their EHR can guide and support their efforts, and
- Identify specific capacity building that will support their success.

# Today's Presentation

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## Mapping Workflows in Your Practice Setting: Aligning Staff Roles



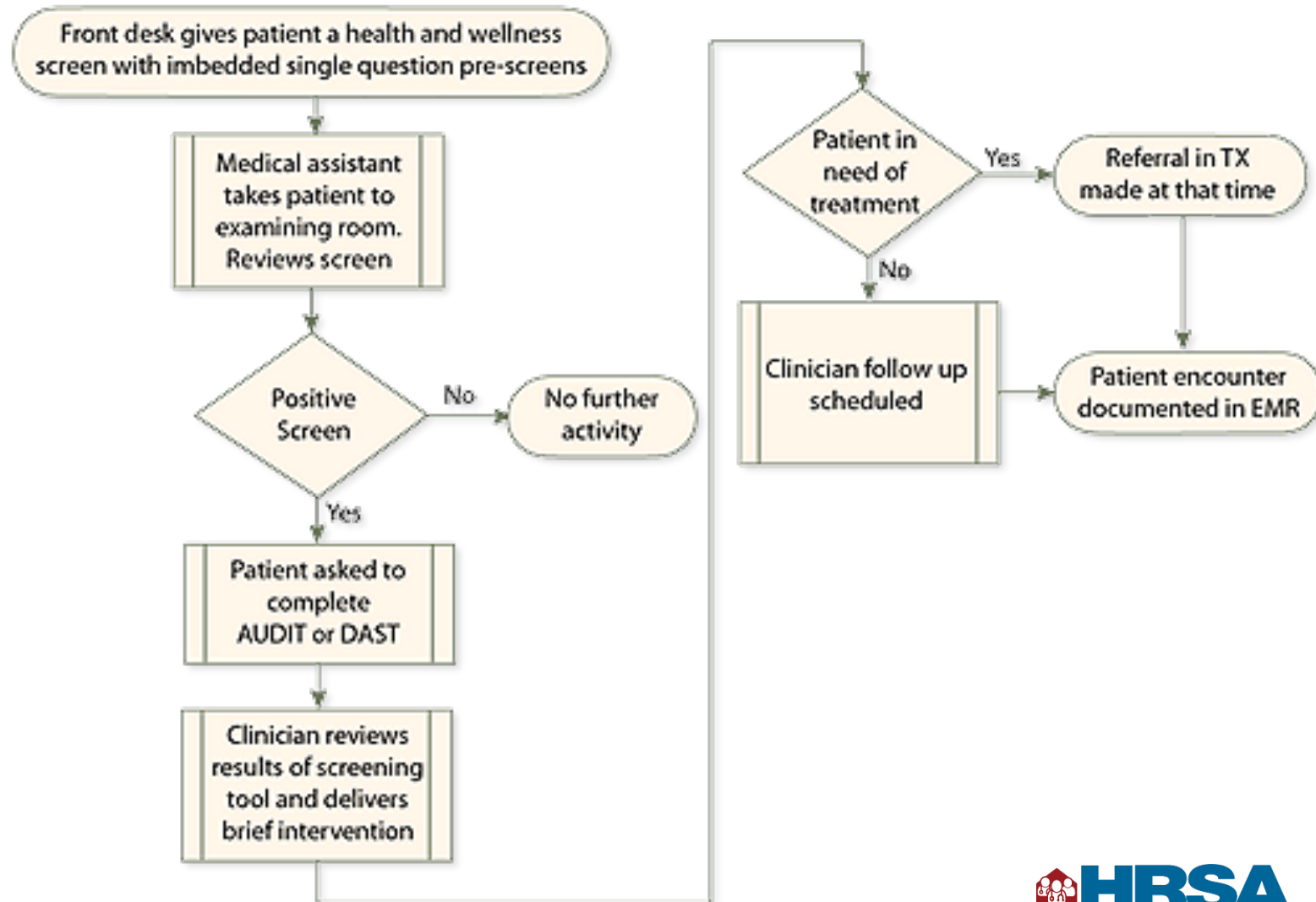
# What Is a Workflow?

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- Visual description of work
- Shows the “big picture” including intended outcome
- Focuses on work, not who does it
- Identifies locations where work takes place
- Can identify unexpected problem areas, redundancy, or unnecessary efforts
- Shows interconnectedness of work activities

# Example: SUD Screening in a Practice Setting

- Practices uses a teaming approach



# Identify the Key Processes for Patient and Provider

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## Patient

- Patient registration
- Waiting
- Patient/provider visit
- Provider intervention/orders/referrals/prescriptions/documentation
- Patient schedules follow-up appointment at registration desk

## Other processes

- Prior authorization
- Coding
- Billing
- Claims processing/management
- Internal auditing



# How to Map a Process

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- Identify start and stop points.
- Identify goal.
- Identify areas in need of improvement.
- Identify handoffs in the process.
- You can map what is OR what could be.

# Once You Have Identified the Process for Workflow Mapping

- Gather input from stakeholders.
  - Remember workflow mapping is a team sport and often iterative.
  - Identify opportunities for improvement supporting
    - Simplicity,
    - Efficiency,
    - Effectiveness,
    - Improving staff experience, and
    - Improving patient experience.
- Use common icons for mapping:

Start/Stop 

Activity 

Decision   
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Unclear

# Simplify Workflows for Efficiency and Effectiveness

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- Address the opportunities for improvement.
- Those closest to the work often know how the solutions can work.
- Simplify whenever possible.
- Automate where possible.
- Ask: Can certain activities be completed before or after rooming the patient?
- Clarify roles and responsibilities.
- Align skill sets.
- Train, orient, coach, and monitor.



# Breakout Activity

## Select an activity or process for workflow mapping.

- Identify start and stop points.
- Identify the goal.
- Identify areas in need of improvement.
- Identify handoffs in the process.
- You can map what is OR what could be.

- Use common icons for mapping:

Start/Stop 

Activity 

Decision 

Unclear 

# Breakout Discussion



# Report Out Following Breakout



Source: iStock

# Between-Session Activity

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Working with your clinic stakeholders, develop at least **one macro and one micro workflow map** for your integrated care pathways for your population of focus.

# Reflecting on Today: Plus/Delta

- + What worked for you today?
- $\Delta$  What would you change?





# Weekly Office Hours During the CoP

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What are office hours?

An opportunity to

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



# 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.

# Continuing Education

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- 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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# 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 to Improve Outcomes
  - Join a 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

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

*Wednesday April 7 - 3:00 – 4:00 PM ET*

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

- **Implementing Depression Screening in a Primary Care Setting**

*Wednesday May 5 - 3:00 – 4:00 PM ET*

*Registration Link: [https://zoom.us/webinar/register/WN\\_wlDnh513T8uUMYxdjKaJcg](https://zoom.us/webinar/register/WN_wlDnh513T8uUMYxdjKaJcg)*

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



# Upcoming TA Opportunities!

## Communities of Practice (CoP) – Weekly for 6 Sessions

- **Social Determinants of Health and Integrated Care**
  - *Cohort 1: Tuesdays, 4/27/21 – 6/1/21, 2:30–4:00 p.m.*  
<https://zoom.us/meeting/register/tJlkd-mqrjsjGtDmVfpKaKbDn-lCsGgK5pXi>
  - *Cohort 2: Tuesdays, 6/8/21 – 7/13/21, 2:30–4:00 p.m.*  
<https://zoom.us/meeting/register/tJYkdeivqz4jHNGwrJzV8L4gUoaxTCSCPLu>
- **Integrated Behavioral Health and Value-Based Reimbursement: Two Sides of the Sustainability Coin**
  - *Cohort 1: Thursdays, 4/29/21 – 6/3/21, 2:30–4:00 p.m.*  
<https://zoom.us/meeting/register/tJwuCeCsrDkvGdZGr9l1dXpCDLEkmPq3nSg4>
  - *Cohort 2: Thursdays, 6/10/21 – 7/15/21, 2:30–4:00 p.m.*  
<https://zoom.us/meeting/register/tJUuduqhpluHtwabD2xSdKmuHLR5Qju0XeD>





# Thank You!

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