



Leveraging Lessons Learned: Implementing Telehealth to Sustain Integrated Behavioral Health

Stephen Shearer, Facilitator
Sophia Shepard, Co Facilitator

Session 1
Thursday, February 4, 2021

Vision: Healthy Communities, Healthy People





A Very Warm Welcome to All of You

On behalf of HRSA's Bureau of Primary Health Care, we welcome you to this Community of Practice (CoP) on Leveraging Lessons Learned: Implementing Telehealth to Sustain Integrated Behavioral Health.

We appreciate your presence, your participation, and your commitment to integrated behavioral health and telehealth.

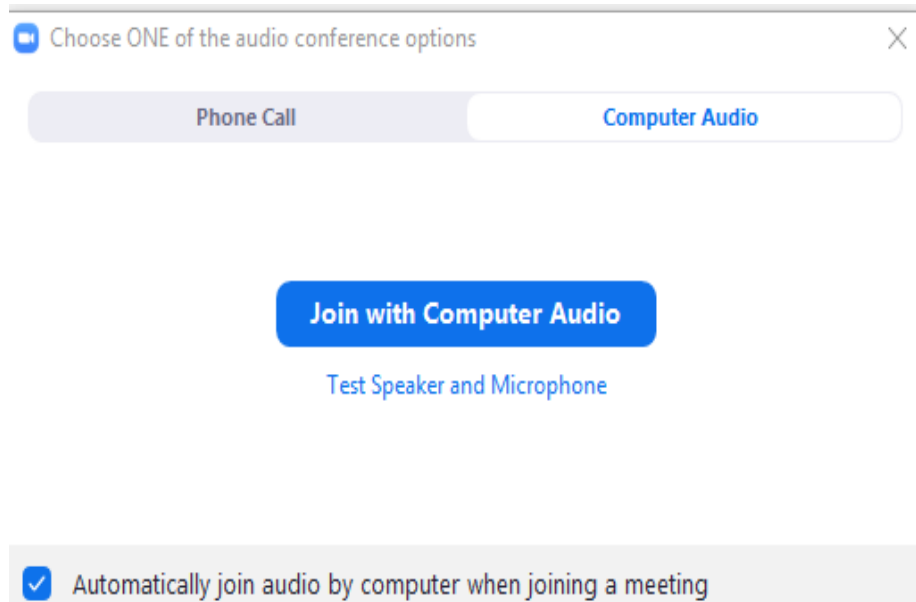
Vision: Healthy Communities, Healthy People



Connecting to Audio

By Computer:

- Click **Join With Computer Audio**.



Choose ONE of the audio conference options

Phone Call Computer Audio

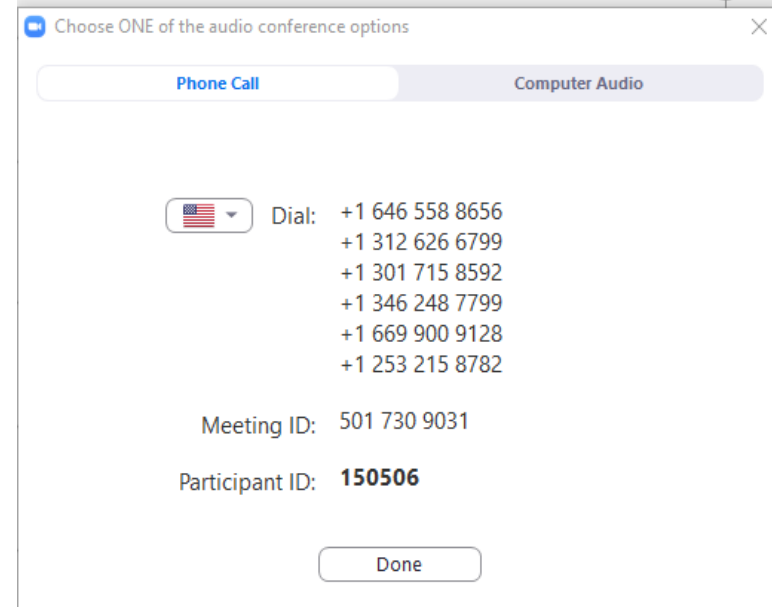
Join with Computer Audio

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 & 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

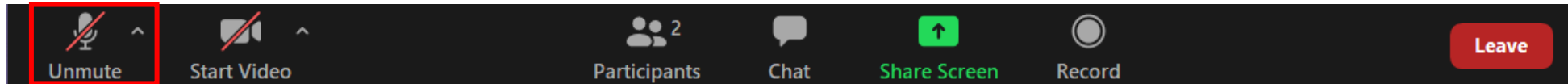
Meeting ID: 501 730 9031

Participant ID: **150506**

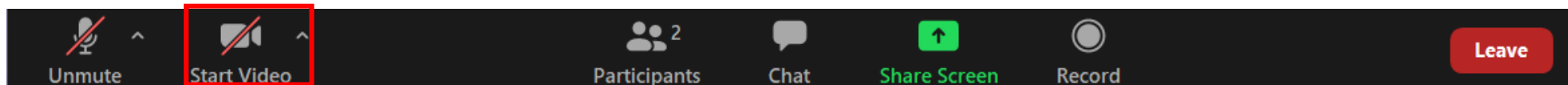
Done

Zoom Participation

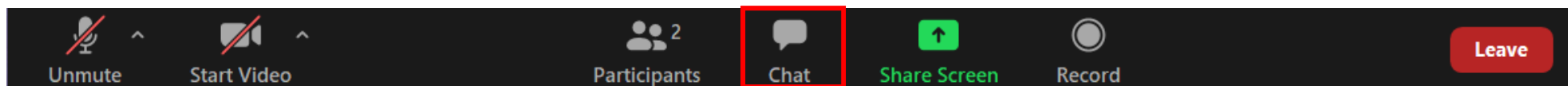
- You will begin muted. To **unmute/mute**, click the **microphone** icon located at the bottom left of your Zoom window.



- 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



Facilitator - *Stephen Shearer, B.S.,
CPHQ, CEAP, CCM, CJCP, LADC*



Co-Facilitator - *Sophia Shepard, B.S.*

Agenda

- Objectives and Overview of CoP Content
- Continuing Education Credits
- Roles and Structure
- Introductions
- Presentation and discussion about *Leveraging Lessons Learned*
- Review of Action Plan
- Overview of Technical Assistance (TA) Resources
- Your Valuable Feedback Is Requested
- Wrap Up/Next Steps

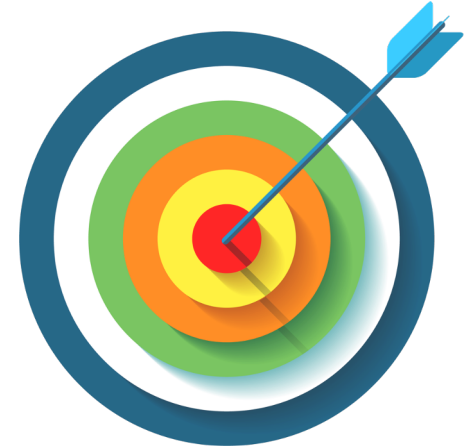


Source: iStock

CoP Learning Objectives:

By the end of this CoP, participants will be able to demonstrate an understanding of

1. Typical roles and competencies in delivering telehealth services,
2. Managing substance use and mental health disorders via telehealth services, and
3. Key factors in sustainability of telehealth services.



Source: iStock

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.

Expectations of Facilitator

- 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

- Embrace a mindset of continuous self-assessment and learning.
- Attend scheduled sessions and calls. We encourage everyone to be on camera.
- 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!



Polling Question #1:

How would you describe your organization's current use of telehealth services?

- A. Telehealth is fully integrated into all of our applicable services.
- B. Telehealth is integrated into about half of our applicable services.
- C. Telehealth services present many challenges for our organization before they can be well integrated into our services.



Source: iStock



Image source: iStock by Getty Images

Getting to Know Each Other

A map of the United States with 20 red stars placed on it to represent the 20 largest cities. The stars are distributed across the country, with a higher concentration in the Northeast and Midwest. An inset map shows Alaska and Hawaii.



Introductions

**Chose one
spokesperson from
your group, and please
share the following:**

- Your name(s)
- Organization name and location
- Do you offer staff telehealth education, or telehealth in new employee orientation?

**Feel free to communicate with
your peers in the chat box!*

State	Organization
AK	Sunshine Community Health Center
AL	AltaPointe Health Systems
FL	Osceola Communtiy Health Services
IA	Iowa Primary Care Association
IA	Community Health Centers of Southern Iowa
KS	Health Partnership
KS	Flint Hills Community Health Center
KY	Shawnee Christian Healthcare Center
MA	Community Health Programs
MA	Community Health Connections
MA	Codman Square Health Center
MA	Harvard Street Neighborhood Health Center



Introductions (cont'd)

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State	Organization
MO	Access Family Care
MO	Ozark Tri-County Health Care dba ACCESS Family Care
MO	Swope Health
MS	Central Mississippi Health Services
MT	Montana Primary Care Association
MT	Bullhook community Health Center
NM	Mora Valley Community Health Services
OH	Neighborhood Health Association
PA	Northside Christian Health Center
SC	Family Health Centers, Inc.



Introductions (cont'd)

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Name & Role	Organization
TX	AccessHealth
TX	Healthcare for the Homeless- Houston
WI	Community Health Systems

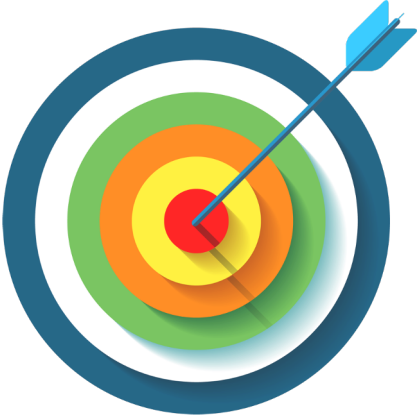


Participant Areas of Interest Include:

- Finance/reimbursement/coding
- Staff training and wellness
- Work flow
- Patient positive outcomes/reactions to telehealth services
- Connectivity/internet services/patient hardware
- Telehealth services best-practices in behavioral health
- Benefits of audio and video virtual services verses just audio
- Building and maintain a high functioning team when using remote locations
- Different age groups and telehealth services
- Patient engagement
- COVID-19 and telehealth services



Today's Learning Objectives:



Source: iStock

- Discuss the benefits of using lessons learned to create a *Learning Organization*.
- Recognize the benefits of viewing unplanned events, unplanned outcomes, and new information as “pearls” and “gold nuggets” rather than “problems.”
- Describe at least three examples of potential barriers to leveraging lessons learned in an organization.

Language and Lessons Learned

Integrated Care

*The care that results from a practice team of primary care and behavioral health clinicians, **working together** with patients and families, using a systematic and **cost-effective** approach to provide **patient-centered care** for a defined population. This care may address mental health and substance abuse conditions, health behaviors (including their contribution to chronic medical illnesses), life stressors and crises, stress-related physical symptoms, and ineffective patterns of health care utilization.*

Peek CJ and the National Integration Academy Council, 2013.



Language and Labels: Telehealth

HRSA defines telehealth as the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration.

- National Consortium of Telehealth Resource Centers (NCTRC)



Telehealth can mean...

- **Telehealth services from inside brick-and-mortar facilities:** Providers located in brick/mortar health center facilities provide virtual services to patients who are in their homes or other locations.
- **Telehealth services from outside brick-and-mortar facilities:** Providers located in their homes or other safe locations provide virtual services to patients in patients' homes or other locations. These off-site telehealth services and protocols may be in response to organizational, local, or national emergencies, or to allow providers flexibility to work at home.

Chat Question:

What is the most significant professional or personal challenge that your staff have experienced providing telehealth services to your patients?



CoP Roles and Structure



Office Hours

- **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 in between session activity.

Content Overview

Date	Topic
Feb 4 Session 1	Introduction and overview of CoP, meet other participants, COVID check-in
Feb 11 Session 2	Frameworks and Influences on Telehealth: Challenges and Opportunities
Feb 18 Session 3	Culture, Staffing Roles and Change Management in Integrated Telehealth
Feb 25 Session 4	Process and Workflows
Mar 4 Session 5	Special Behavioral Health Topics for Telehealth
Mar 11 Session 6	Technology, Data Collection Strategies and Data Integration
Mar 18 Session 7	Provider Readiness to Engage in Telehealth
Mar 25 Session 8	Patient Experience of Telehealth
April 1 Session 9	Financial, Documentation, and Regulatory Requirements for Telehealth
April 8 Session 10	Putting it All Together: Change Management for Implementation
April 15 Session 11	Action Plans-CoP Sharing
April 22 Session 12	Action Plans-CoP Sharing



How to Leverage Lessons Learned



Leveraging Lessons Learned

- Creates a culture of a *Learning Organization*.
- Views and addresses unplanned events, unplanned outcomes, and new information as “pearls” and “gold nuggets” to learn from, rather than “problems.”
- Encourages individuals and teams to turn data into useful and actionable information.
- Values and is enthusiastic about process improvement.
- Values measurable outcomes.

Barriers to Leveraging Lessons Learned

- Resistance to change
- Short-term or crisis focus
- Limited resources
- Ignoring “the elephant in the room”
- Complexity of issue(s)
- Lacking measurable performance criteria
- Organizational barriers

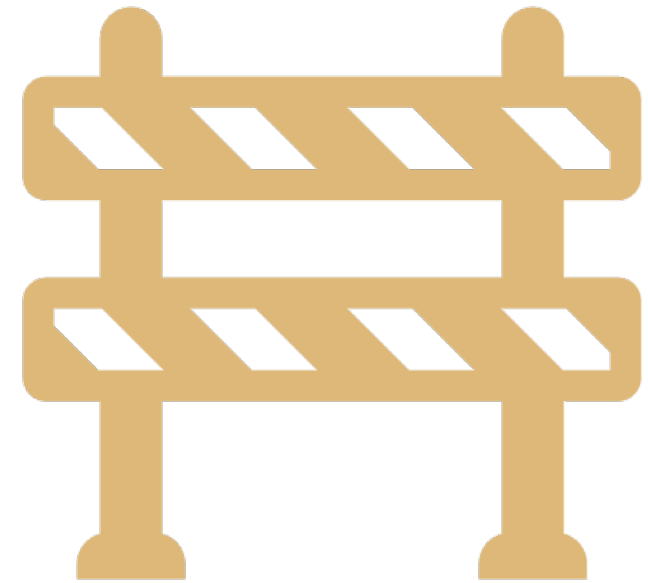


Image source: iStock by Getty Images

Your Action Plan

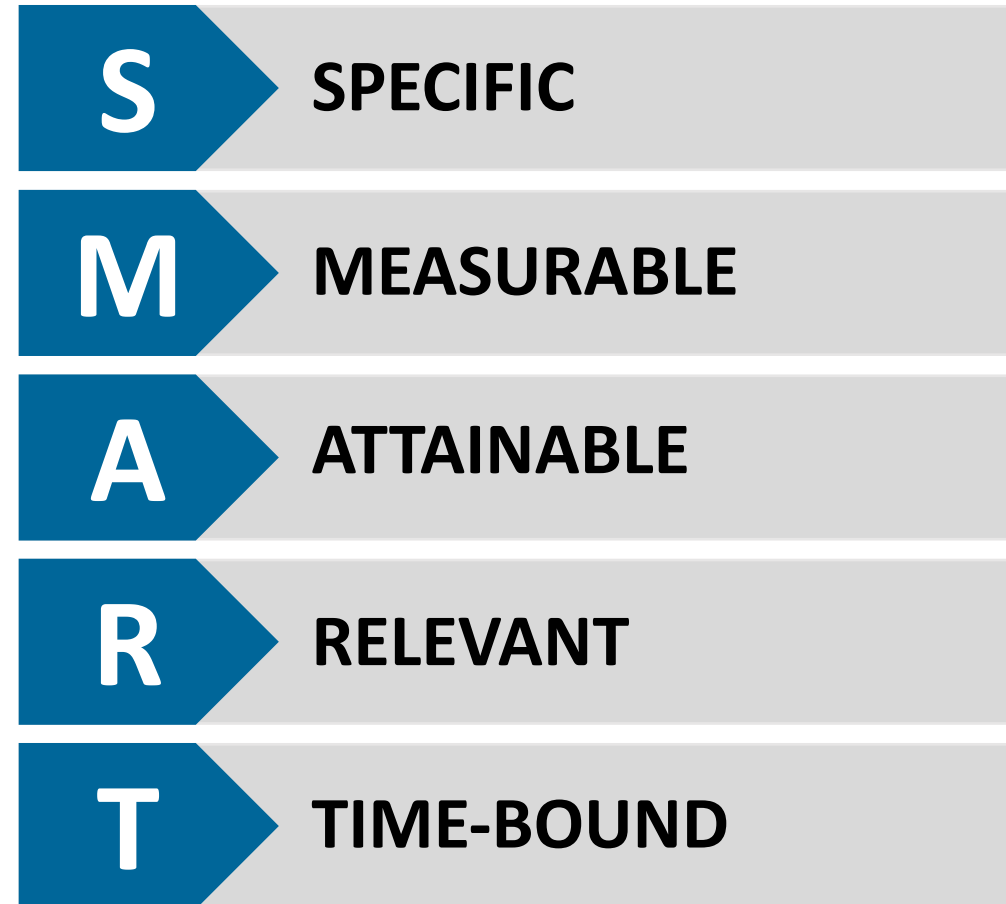
Participant SMART Goal: *Please describe a goal to work toward during the CoP in 100 words or less.* _____

- **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

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>

TA Offerings for Health Centers

- One-on-One coaching
- Webinars
- Strategies for Community Outreach: How Health Centers Can Use Social Media for Social Marketing
- Virtual Site Visits to Improve Outcomes
- Communities of Practice (CoPs)

Upcoming TA Opportunities!

- **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

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

- March 3, 2021 3 – 4pm EST*

- Registration link: https://zoom.us/webinar/register/WN_GH3HGftSRoWQygjJJrxQFA

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



BPHC-BHTA 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)



Wrap Up

- What final questions do you have?
- Next steps:
 - Work with your team to develop an Action Plan.
 - Complete the ICRC before session 2.
 - What is the goal you wish to accomplish for your organization when this CoP is completed?



Image source: iStock by Getty Images

Reflecting on Today: Plus, Delta

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



CoP Satisfaction Assessment

- Please complete the Health Center Satisfaction Assessment for today's session.
- If you plan to obtain CEs 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 in the follow-up email of this session





Thank You!

Presenter Contact Information:
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