



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

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**Tuesday, March 9, 2021**

**Vision: Healthy Communities, Healthy People**



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# Welcome Back!



# Session 6 Agenda

- A quick check-in
- Review of today's objectives
- Brief presentation:
  - “Mapping Workflows in Your Practice Setting”
- 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 at least one workflow for a population of focus,
- Identify the intended outcome of the workflow,
- Review an illustration of a universal screening workflow,
- Explore the challenges and solutions when developing a new workflow,
- 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



# What Is the Goal of This Workflow?

## Primary Goal: To reduce patient risks associated with substance use

- To universally screen all adults for SUD risks
- To stratify patient risk based on findings of a valid screening tool and other clinical assessment when available
- To appropriately intervene with patients aligned with risk level to reduce risky use and/or to negotiate treatment engagement (when indicated)
- To monitor and support through follow up
- To document



Source: ThinkStock

# Where Does Workflow Begin and End?

- Decide on a starting point: before the appointment, in the waiting room, in the exam room.
- Decide on the end point.
- Word to the wise: The fewer the steps the better.
- When there is risk, follow-up should always occur.



Source: ThinkStock

# Building a Workflow

- Keep the goal in mind.
- Be visual.
- Map the steps.
- Identify the tools.
- Identify the frequency.
- Identify the staff and the roles they will serve.
- Identify how you will document in your EHR.



Source: ThinkStock



# How Workflows Get Stuck and Unstuck

## Stuck Places

- I'm too busy.
- The patients won't like it.
- This is too confusing.
- I don't feel comfortable asking these questions or having these conversations.

## Getting Unstuck

- Have champions at all levels; senior leadership endorsement.
- Simplify and complete as much as possible before rooming the patient.
- Normalize wellness screening.
- Train to the workflow.
- Train and coach having these conversations.
- Document and communicate success and progress.



Source: ThinkStock

# Training

- Train on why this is important.
- Train to the workflow.
- Train to team process.
- Cross train staff.
- Training is more than one and done!



Source: ThinkStock

# Open Discussion



# Report Out Following Breakout



Source: iStock by Getty Images

# Between-Session Activities

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- Develop at least one integrated care workflow 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

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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- **Webinar**

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

*April 7, 2021, at 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

- 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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