



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



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

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

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











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.







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.





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.





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!







Open Discussion







Report Out Following Breakout



Source: iStock by Getty Images



Between-Session Activities

 Develop at least one integrated care workflow for your population of focus.





Reflecting on Today: Plus/Delta

- + What worked for you today?
- △ 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



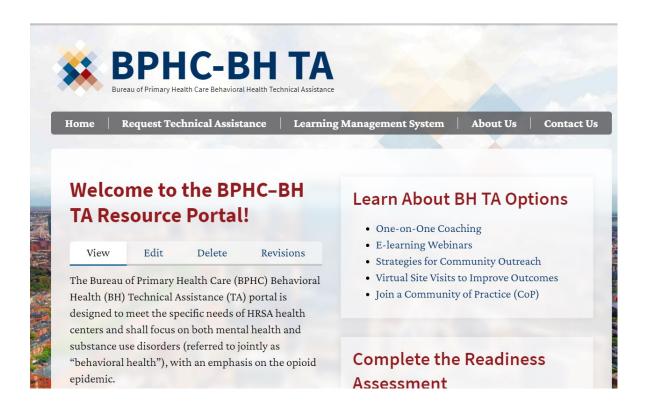




BPHC-BH TA Portal

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

- 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!

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

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.



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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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