



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

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Tuesday, March 30, 2021

Vision: Healthy Communities, Healthy People



Welcome Back!



Session 9 Agenda

- A quick check-in
- Review of today's objectives
- Brief presentation
 - “Roadmaps for Integration: Building Your Staff Training Plan – Part 3”
- Discussion/Q&A
- Between-session activity
- Plus/Delta



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Today's Learning Objectives

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

Roadmaps for Integration: Building Your Staff Training Plan - Part 3

*Who are the staff? What must they know how to do?
What training and/or coaching will they need to do their jobs?*

Presenter: Joe Hyde



Presentation Objectives

From front desk to physician, describe the necessary training plan elements that support staff proficiency.

- Explore proficiency-oriented staff development
- Review learning strategies including training, shadowing, feedback, coaching, and support
- Learning the model
- Mastering the skills
- Use of proficiency tools

What Do We Mean by “Proficiency” and Why?

Being capable of performing certain tasks, strategies, and duties with acceptable competence.

Some of us master skills more quickly than others.

Basic training is often not enough.

Becoming proficient in a complex task usually requires multiple learning strategies.



Source: iStock

Getting Started

What does a specific staff member need to do and when?

They need to know:

- Why is this important?
- What is the model?
- What is their task?
- What does “doing it well” look like?

Training Recommendations

Universal training to the model

Universal training should address why this new practice is better than business as usual

Traditional training for new skills and practices is generally not enough

Skills Demonstration

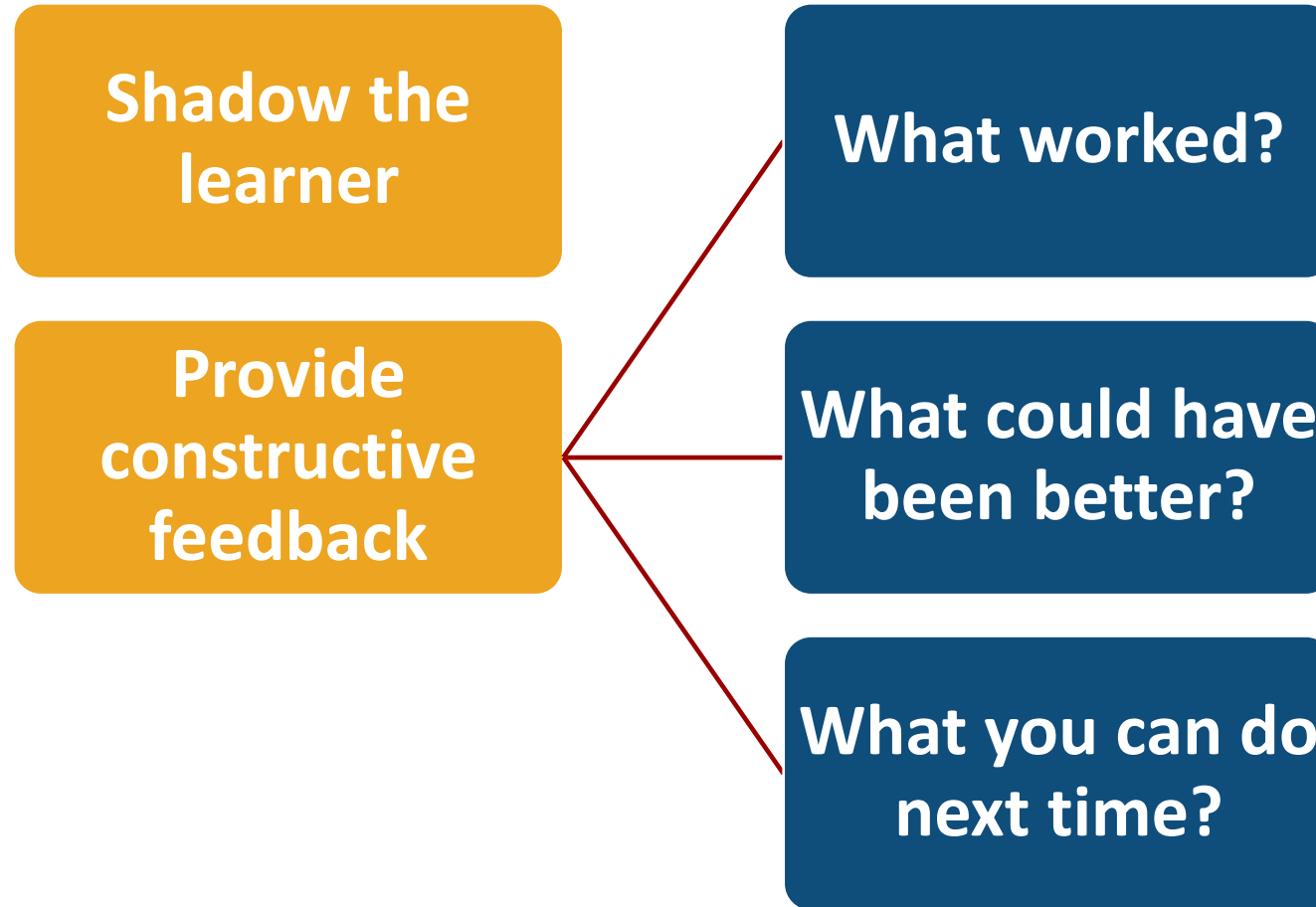
New skills and approaches can be demonstrated in multiple ways, including:

Live demonstration as part of training

Video demonstrations

Shadowing

Shadowing, Feedback, and Coaching



Proficiency Tools

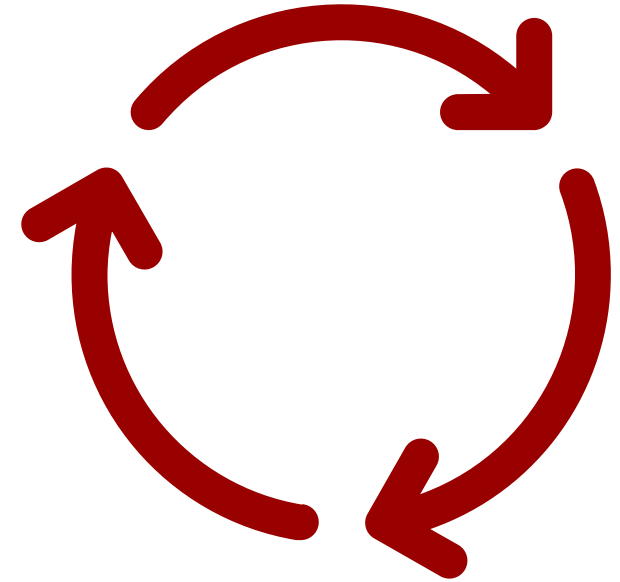
- A proficiency tool is a fancy term for a “cheat sheet”.
- For busy people can be very useful.

BNI Adherence & Competence Checklist

		Yes	No
1.	<u>Ask the</u> patient for permission to discuss alcohol use	<input type="checkbox"/>	<input type="checkbox"/>
2.	Review patient's drinking patterns	<input type="checkbox"/>	<input type="checkbox"/>
3.	Express concern about these patterns	<input type="checkbox"/>	<input type="checkbox"/>
4.	Ask about a connection	<input type="checkbox"/>	<input type="checkbox"/>
5.	Reflect the patient's statement	<input type="checkbox"/>	<input type="checkbox"/>
6.	Provide medical facts and information that there is a connection between the fight and drinking. (For example, not seeing cues that things were getting out of control)	<input type="checkbox"/>	<input type="checkbox"/>
7.	Inform patient of NIAAA guidelines and norms by using show cards	<input type="checkbox"/>	<input type="checkbox"/>
8.	Ask patient to identify readiness to change on readiness ruler show card	<input type="checkbox"/>	<input type="checkbox"/>
9.	Ask why they choose that number and not a lower one	<input type="checkbox"/>	<input type="checkbox"/>
10.	Reflect patients statements regarding change	<input type="checkbox"/>	<input type="checkbox"/>

Training is an Iterative Process

Train, orient, coach, shadow, and monitor, because workflows change over time due to all sorts of reasons.



Breakout Discussion



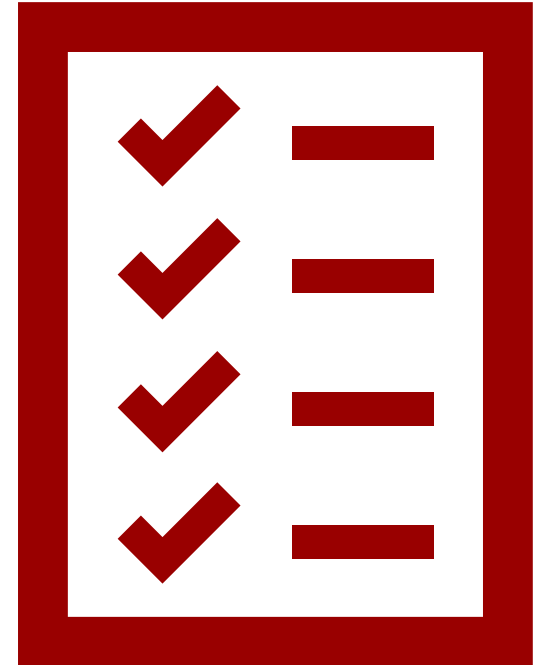
Report Out Following Breakout



Source: iStock by Getty Images

Between-Session Activity

- Review, discuss, and negotiate work role revisions in your practice.
- Identify staff tasks, training needs, and supportive materials.



Reflecting on Today: Plus/Delta

- + What worked for you today?
- Δ 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
 - Communities of Practice (CoPs)



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

- **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

- **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

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



Upcoming TA Opportunities!

Informational Session

- **Using Social Media for Expanding Access to Integrated Care**
Thursday, April 15, 1:00–2:00 p.m. ET

Registration Link:

https://zoom.us/webinar/register/WN_yQBnpib0QOm_OfqBfK-CwQ

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>



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!

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