

***Integration of Behavioral Health and Primary Care
and
SAMHSA/HRSA Center for Integrated Care
TA Resources***

Behavioral Health Workforce Education Training Grantees

January 11, 2018

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What Do We Mean By *Integration*?

“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.”

Lexicon for Behavioral Health and Primary Care Integration

AHRQ Integration Academy <https://integrationacademy.ahrq.gov/>

Key Components of Integration

Common elements highlighted across models have been summarized extensively in the policy literature and include:

- ❖ Screening for depression, anxiety, and other behavioral disorders using validated screening tools
- ❖ Team-based care with non-physician staff to support primary care physicians (PCPs) and co-manage treatment
- ❖ Shared information systems that facilitate coordination and communication cross providers
- ❖ Standardized use of evidence-based guidelines
- ❖ Systematic review and measurement of patient outcomes using registries and patient tracking tools
- ❖ Engagement with broader community services
- ❖ Individualized, person-centered care that incorporates family members and caregivers into the treatment plan

Integrating Behavioral Health into Primary Care
March 2015, pg. ES-3, ICER

How best to Integrate?

Coordinated	Co-Located	Integrated
Routing behavioral health screening in primary care	Medical and behavioral health in same facility	Medical and behavioral health in same or separate facility
Referral to separate behavioral health setting	Referral to behavioral specialist on-site	ONE treatment plan
Routine exchange of information	Enhanced exchange due to proximity	ONE team
Both sites handle behavioral health separately	Both providers handle behavioral health separately	Team works together to provide behavioral health

Milbank Memorial Fund 2010 Report

Levels of Integration

Coordinated		Co-located		Integrated	
1	2	3	4	5	6
Minimal Collaboration	Basic Collaboration at a Distance	Basic Collaboration Onsite	Close Collaboration Onsite with some System Integration	Close Collaboration Approaching an Integrated Practice	Full Collaboration in a Transformed / Merged Integrated Practice

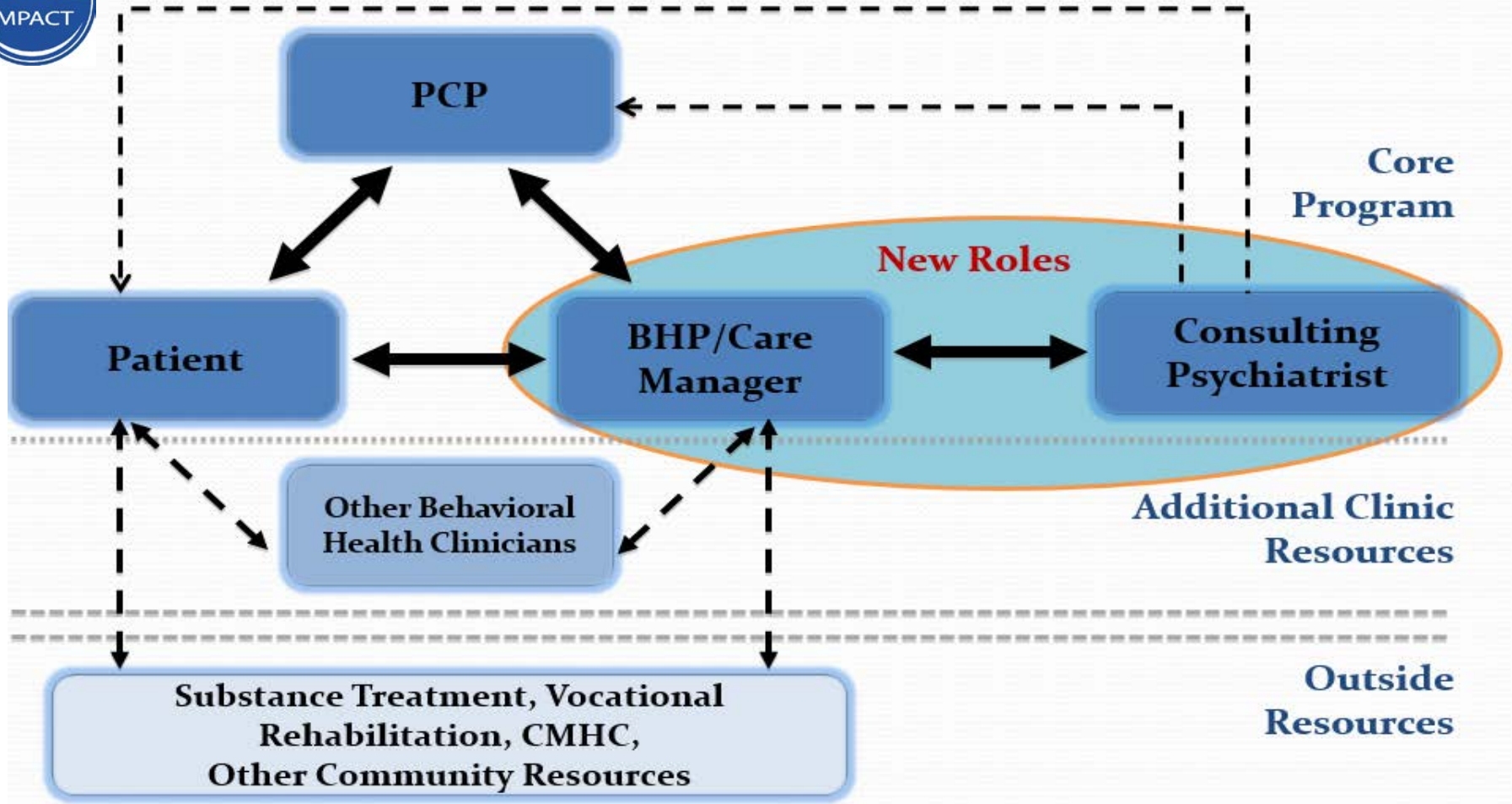
Use the *Standard Framework for Levels of Integrated Healthcare* to understand where your organization is on the integration continuum.

www.integration.samhsa.gov/resource/standard-framework-for-levels-of-integrated-healthcare

Models of Integration

- Collaborative Care
- Behaviorist
- Consulting Psychiatry
- Tele Modalities

Collaborative Care Model



Behaviorist Model

- Embedded Behavioral Health Consultant on the Primary Care Team - “Warm Handoff”
- Real-time behavioral and psychiatric consultation available to the primary care provider
- Tele-behavioral health
- Integrated Electronic Record
- Performance Measures
- On-site health professions training – psychologists
- Example: Cherokee Health System, Knoxville, TN
(www.cherokeehealth.com/)

Consulting Psychiatrist Model

Massachusetts Child Psychiatry Access Project (MCPAP)

MCPAP is a system of regional children's behavioral health consultation teams designed to help primary care providers (PCPs) meet the needs of children with behavioral health concerns.

- Each team includes a child psychiatrists, licensed therapists, care coordinators and administrative support.
- Support behavioral health clinicians working on-site in primary care practices as well.

Psychiatric Consulting in Primary Care: An Introduction to Practice in an Integrated Care Team (SAMHSA/HRSA Center)

<http://www.integration.samhsa.gov/workforce/team-members/psychiatrists>

Tele-Behavioral Health Model As Workforce Extender

Santa Catalina Island Healthcare Consortium

- The Catalina Island Medical Center (CIMC) worked with the Loma Linda Medical Center (LLUMC), and the USC Marine Institute to offer primary care services to West End residents.
- CIMC worked with LLUMC, with the Los Angeles Department of Mental Health, with a private psychiatry company (Psychiatric Medical Practitioners) to bring specialty services via telemedicine to the rural city of Avalon.
- By year three of the clinic, the telepsychiatry goal of 12 patients a month were met. An analysis of the program by CoBro Consulting of San Diego found that patients had measurable improvements, and that 90% of patients were pleased with the program and will continue to use it.

<https://www.raconline.org/success/project-examples/293>

Telebehavioral Health Learning Collaborative

- Divided into six sessions, the training provides tools and resources necessary to identify and implement a telebehavioral health program.

<http://www.integration.samhsa.gov/operations-administration/telebehavioral-health>

Don't Forget....

Effective Referrals

- ❖ Creating referral arrangements that work remains one of the great challenges in integrated care....how do you teach this...on-site!
- ❖ Integrating behavioral health doesn't mean primary care providers can support all the behavioral health services their patients may require. Linkages to specialty mental health and addiction treatment and rehabilitative services will always be necessary.
- ❖ Effective referral relationships are critical for safety-net providers, especially those identified as Patient Centered Medical Homes and providers who adopt screening, brief intervention, and referral to treatment (SBIRT).

SAMHSA/HRSA Center for Integrated Health Solutions

www.integration.SAMHSA.gov

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Making Integrated Care Work CONTACT US 202.684.7457

SAMHSA-HRSA Center for Integrated Health Solutions eSolutions newsletter

About Us Integrated Care Models Workforce Financing Clinical Practice Operations & Administration Health & Wellness

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ABOUT CIHS

SAMHSA-HRSA Center for Integrated Health Solutions

CIHS promotes the development of integrated primary and behavioral health services to better address the needs of individuals with mental health and substance use conditions, whether seen in behavioral health or primary care provider settings.

> LEARN MORE

HOT TOPICS

- Health Homes
- eSolutions
- Health IT
- Wellness
- Screening Tools
- SBIRT
- Billing Tools
- Workflow
- Million Hearts
- Confidentiality
- MAT
- Motivational Interviewing
- Tobacco Cessation
- Partnerships
- Trauma Informed Care

TOP RESOURCES

MAY 4, 2014 National Children's Mental Health Week

MAY 1, 2014 Expanding Treatment for Opioid Use Disorder: The Role of Pharmacotherapies

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CALENDAR OF EVENTS

MAY 14 Human Trafficking: The Role of the Health Care Provider MAY 14-14, 2014

MAY 14 Populations at Increased Risk of Suicidal Behaviors

Building Bidirectional Integration

SAMHSA/HRSA Center for Integrated Health Solutions

- ***Technical Assistance and Training Center on Primary and Behavioral Health Integration:***
 - ❖ **Integrated Care Models**
 - ❖ **Workforce**
 - ❖ **Financing**
 - ❖ **Clinical Practice**
 - ❖ **Operations & Administration**
 - ❖ **Health & Wellness**

- ***Improving Access to Primary Care for Behavioral Health Patients & Access to Behavioral Health for Primary Care Patients.***

Contractor - National Council on Community Behavioral Health Care and a large cadre of partners.

WORKFORCE

Competency Categories

1. Interpersonal Communication
2. Collaboration & Teamwork
3. Screening & Assessment
4. Care Planning & Care Coordination
5. Intervention
6. Cultural Competence & Adaptation
7. Systems Oriented Practice
8. Practice-Based Learning & QA
9. Informatics

The *Core Competencies for Integrated Behavioral Health and Primary Care* provide a reference for the vision of an integrated workforce and the six categories of workforce development so you can have all the necessary providers around the table.

http://www.integration.samhsa.gov/workforce/Integration_Competerencies_Final.pdf

Using the Core Competencies

Example: Staff Training & Continuing Education

- Use to identify major training topics
- Use as the foundation of ongoing inservice training (e.g., cover one competency category per month)
- New and inexperienced employees have much to learn
- Seasoned employees generally respond very favorably to reviewing and discussing competencies
- Competencies can form the basis of group discussions about the practice & culture within the team/organization

•Slide Courtesy Annapolis Coalition

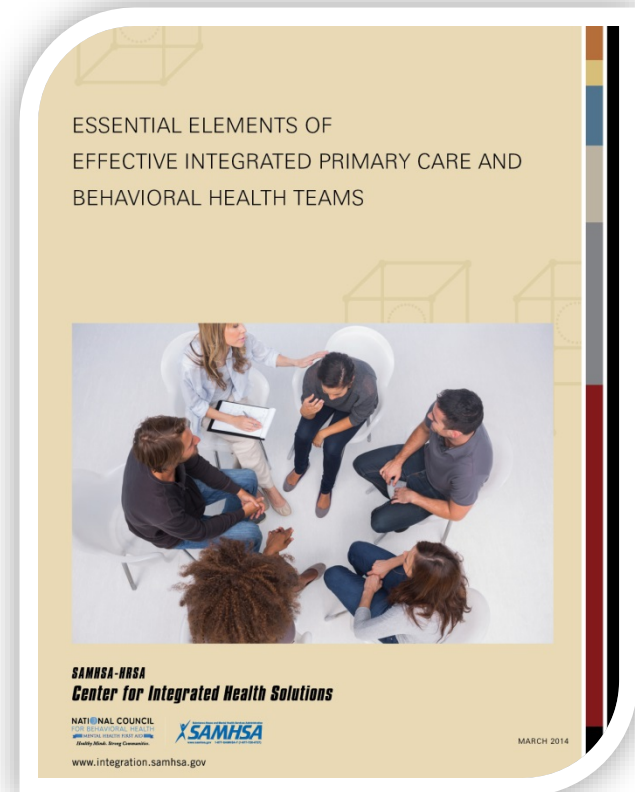
Essential Elements of Effective Integrated Primary & Behavioral Healthcare Teams

Based on interviews with integrated teams within primary care settings, this resource explores four essential elements for effective integrated behavioral health and primary care teams and provides a roadmap for organizations designing their own teams, using examples from these best practices.

- ✓ Leadership & Organizational Commitment
- ✓ Team Development
- ✓ Team Process
- ✓ Team Outcome

SAMHSA/HRSA Center

[http://www.integration.samhsa.gov/workforce/team-members/Essential Elements of an Integrated Team.pdf](http://www.integration.samhsa.gov/workforce/team-members/Essential%20Elements%20of%20an%20Integrated%20Team.pdf)



Integrated Health Education Curriculum and Resources

CIHS

- **Psychiatrists** Working in Primary Care
- **Consumers** serving as Peer Educators
- **Case Managers** as Health Navigators
- **Addiction Professionals** Working in Primary Care
- **Primary Care Clinicians** Working in Behavioral Health Settings
- **Mental Health First Aiders** in Rural Communities
- **Social Worker** Standard of Practice and Field Placement
- **Core Competencies for Integrated Care**



www.integration.SAMHSA.gov

Psychiatric Consulting in Primary Care

- A 6-module curriculum is designed to increase psychiatrists' capacity to practice and/or consult in integrated health settings.
 - **Module 1:** Introduction to Primary Care Consultation Psychiatry
 - **Module 2:** Building a Collaborative Care Team
 - **Module 3:** Psychiatrist Consulting in Primary Care
 - **Module 4:** Behavioral Health in Primary Care
 - **Module 5:** Medical Patients with Psychiatric Illness
 - **Module 6:** The role of the Psychiatrist
- in the Public Mental Health System**



Slide Courtesy CIHS

Addictions Treatment Professionals

Primary Care for SU Professionals 5-hour Online Course

- **“A 5-hour self-paced online course for addiction treatment professionals considering career opportunities in primary care in order to provide professionals with resources and information to help them decide whether working in a primary care setting is right for them.”**

Slide Courtesy CIHS



Workforce Training Resources – Substance Abuse **SAMHSA/HRSA Center for Integrated Health Solutions**

Listing of Date-Specific Provider Trainings

- one-stop resources on provider training regarding opioid abuse

http://www.integration.samhsa.gov/clinical-practice/substance_use/trainings

**COPE – Coalition on Physician Education in Substance Use Disorders
Medical School Curriculum Survey** - what's known about medical
school curriculum

<http://www.cope-assn.org/cope-resources/>

SAMHSA/HRSA Center for Integrated Health Solutions

Financing

Preparing for Delivery System Reform

Billing/Coding Worksheets

- CIHS compiled these state billing worksheets to help clinic managers, integrated care project directors, and billing/coding staff bill for services related to integrated primary and behavioral health care.

www.integration.samhsa.gov/financing/billing-tools

Advancing Behavioral Health Integration Within NCQA Recognized Patient-Centered Medical Homes.

- This is a review of NCQA's 2014 Patient-Centered Medical Home standards as they relate to the integration of behavioral health and primary care. The review takes two approaches: Part A highlights standards that are specific to behavioral health integration, and Part B applies an expanded interpretation of all standards with a lens of behavioral health integration

www.integration.samhsa.gov/search?query=pcmh

[Find all resources at: www.integration.samhsa.gov/]

Center for Integrated Health Solutions

Tools and Trainings – Financing Issues

Business Models

- The case for integration of behavioral health and guidance on how to evaluate this business case for a primary care provider organization.

Return on Investment – Can I Afford Behavioral Health Staff?

- Addresses the business case for integration of behavioral health into primary care and provides guidance on how to evaluate this business case at an individual Community Health Center.

www.integration.samhsa.gov/resource/the-business-case-for-the-integration-of-behavioral-health-and-primary-care

SAMHSA/HRSA Center for Integrated Health Solutions Clinical Practices

- **Screening Tools;** Shared Decision Making; Motivational Interviewing; SBIRT; MAT; Pain Management; Health Disparities; Health Indicators; Oral Care; Trauma; Suicide Prevention; Substance Use
- **Treating Veterans and their families in primary care settings – A Resource Guide**
 - Guide for primary and behavioral healthcare professionals serving veterans and their families.
- **The *Medication Assisted Treatment Implementation Checklist*** - outlines the key questions to consider before engaging in efforts to increase access to medication assisted treatment for addictions.

http://www.integration.samhsa.gov/clinical-practice/Veterans_Guide_2015.pdf

http://www.integration.samhsa.gov/clinical-practice/mat/MAT_Implementation_Checklist_FINAL.pdf

SAMHSA/HRSA Center for Integrated Health Solutions Operations and Administration

Organizational culture, workflow, administrative management, physical space, and clinical operations

Contracts & MOUs; Confidentiality; Workflow; Telebehavioral Health; HIT; and Assessment Tools.

- **Workflow Assessment for Health IT Toolkit**

This toolkit is designed for people and organizations interested or involved in the planning, design, implementation, and use of health IT in ambulatory care. (AHRQ)

<https://healthit.ahrq.gov/health-it-tools-and-resources/workflow-assessment-health-it-toolkit>

- **Assessment Tools for Organizations Integrating Primary Care and Behavioral Health**

Four self-assessment tools best used together to provide an understanding of your organization's readiness regarding integrated care:

<http://www.integration.samhsa.gov/operations-administration/assessment-tools>

SAMHSA/HRSA Center for Integrated Health Solutions Health and Wellness

Prepares providers and practices to incorporate wellness, including illness self-management and peer support

- Tobacco Cessation; Mental Health First Aid; Wellness Strategies; Stress Management; Whole Health Action Management (patient engagement); Consumer Engagement; Million Hearts.
- Whole Health Action Management (WHAM) is a training program and peer support group model developed by CIHS to encourage increased resiliency, wellness, and self-management of health and behavioral health among people with mental illnesses and substance use disorders.
<http://www.integration.samhsa.gov/health-wellness/wham>
- Wellness Informed Care – Tools
[www.integration.samhsa.gov/health-wellness/wellness-strategies#wellness informed care](http://www.integration.samhsa.gov/health-wellness/wellness-strategies#wellness%20informed%20care)
- Caring for Individuals for individuals with multiple chronic conditions (shared treatment plans) (*in development*).

Workforce and Clinical Practice

- **Core Competencies for Integrated Behavioral Health and Primary Care**
Provides gold standard for providers working in integrated care.
- **Essential Elements: Integrated Care**
Summarizes the essential ingredients of integrated care.
- **Building the Capacity for Behavioral Health Services within Primary Care and Medical Settings**
Recommendations to guide practitioners in achieving more integrated behavioral health services.
- **SBIRT** A public health approach to identifying and intervening for substance use.

- **Motivational Interviewing** An approach to help individuals with substance use and mental illness engage in healthy behavior change.
- **Mental Health First Aid (MHFA)**
Training on identifying signs and symptoms of mental illness.
- **Whole Health Action Management**
Training program and peer support group model developed to encourage increased resiliency, wellness, and self-management of health and behavioral health among people with mental illnesses and substance use disorders.

Health and Wellness

- [Health Promotion Resource Guide](#)
Resource to help providers and administrators select evidence based practices.
- [Helping Clients Make Healthy Food Choices and Increase Physical Activity](#) A guide for providers on supporting people to take achievable steps toward their healthy living goals.
- [The Heart of the Matter](#) eSolutions on heart disease and mental illness.

- [Oral Care is Rooted in Rooted in Whole Health](#) eSolutions on understanding the importance of addressing oral health in integrated settings.
- [Establishing Tobacco Cessation Protocols in Health Centers](#)
Presentation on implementing tobacco cessation protocols in health centers.

Financing and Sustainability

- [Billing/Coding Worksheets](#) To help clinic managers, integrated care project directors, and billing/coding staff bill for services related to integrated primary and behavioral health care.
- [Billing Effectively \(and accurately\) for Behavioral Health](#) Presentation billing for integrated care.
- [The Business Case for the Integration of Behavioral Health and Primary Care](#) Identify key talking points needed to help make the business case for integrated care.

- [Lessons Learned from Integration Pioneers Footing the Bill for Integrated Care](#) eSolutions guide and case study on sustaining integrated care.
- [Telebehavioral Health Training and Technical Assistance Series \(2013\)](#) Divided into six sessions, the training provides you with the tools and resources necessary to identify and implement a tele behavioral health program.

SAMHRS/HRSA Center Information You Can Use Archived Webinars

- *Peer Support Wellness Respite Centers*
- *Making "Health Homes" Person Centered*
- *Training, Primary Care Providers and Behavioral Health Treatment*
- *Establishing Smoking Cessation Initiatives in Health Centers*
- *Building Behavioral Health Capacity through the NHSC*
- *Motivational Interviewing*
- *Screening Brief Intervention and Referral to Treatment*
- *Short Term/ Brief BH Interventions in Primary Care*
- *Introduction to Effective Behavioral Health in Primary Care*
- *Brief Behavioral Health Interventions in Primary Care*
- *Coordinating Primary Care and Behavioral Health Services Among People Who are Homeless*
- *Chronic Pain: An Integrated Care Approach*
- *Integrating Behavioral Health in Community and Migrant Health Centers: Motivation, Readiness, & Cultural Changes*
- *How to do the Managed Care Dance - What You Need to Know to Participate in Networks*
- *Motivational Interviewing*
- *Trauma-Informed Care in Primary Care Settings*
- *Understanding the NCQA PCMH Criteria and Building Behavioral Health in Primary Care Settings*

Archived and available on Center website - www.integration.SAMHSA.gov

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