

Scripts for Behavioral Health Care Managers: Ideas for Introducing Collaborative Care and Your Role on the Team

During this activity, you will create a script (or revise your current one) for introducing collaborative care to patients for the CHAMP study. Your role play partner will use the “Introducing Care: Activity Cases” handout to role play as Sue or Dave. Then, you will practice delivering that speech with a member of your clinical team and receive feedback on your script.

Below are some possible scripts for introducing the Collaborative Care Model (CoCM) and your role on the team to a patient. Review the examples below, write down your own **brief** script for each topic and then practice out loud with your colleagues. If you have a current script, can you make your introduction even more succinct?

Note: *This exercise is to practice introductions of CoCM and your role on the team. Introductions for consenting the patient to the CHAMP study will be done at a later date.*

Activity Instructions

1. Write down two brief scripts for introducing care
 - a. Introducing CoCM to the patient
 - b. Introducing your role to the patient

Consider:

- ✓ Is it brief?
- ✓ Does it roll off the tongue?
- ✓ Does it sound like you?
- ✓ Can you adapt it to different types of patients?
- ✓ Does it say what you want it to say?

2. Deliver your speech to a team member

Opening the dialogue about CoCM (warm connection or appointment):

- “It’s nice to meet you. My name is _____ and I’m a (title or license). Here at (clinic name), we find that patients with your symptoms get better faster when we work together as a team with you and your medical provider. Are you interested in hearing more about how that works?”
- “Hi, my name is _____ and I’m so glad you came in. It takes courage to ask for help with the kind of symptoms you’re experiencing right now, so thanks for showing confidence that our team here at (clinic name) can help you. Let me tell you more about what to expect.”

YOUR SCRIPT:

Introducing the care team and your role in it:

- “My role on the team is to help you learn more about depression and work on strategies to turn things around. I’ll be working closely with your medical provider and also a psychiatrist who helps us make an accurate diagnosis and recommends medications, if you want to try that option.
- “Our team members all bring different strengths and experience, and we’ll offer you a variety of options for managing these symptoms. My role is to work closely with you until you feel a lot better, and I’ll be communicating regularly with your medical provider and our consulting psychiatrist to make that happen as soon as possible.”

YOUR SCRIPT:

Giving Feedback

Listen to your colleagues give their speeches and provide them with concrete feedback on these points:

1. What did you like about their speech?
2. Could they make their speech even more concise?
3. What other feedback would you give?