Slide 1

AIMS CENTER
W UNIVERSITY *of* WASHINGTON
Psychiatry & Behavioral Sciences

Introducing Care as a Team

John Kern, MD

Annie McGuire, MS, LMHC, MHA

Please send your "Name, Role, Site" in the chat box.
This is required for attendance.

Slide 2

CHAMP Introductions

John Kern, MD
Psychiatric Consultant Trainer

Annie McGuire, MS, LMHC, MHA
BHCM Clinician Trainer

Slide 3

Learning Objectives

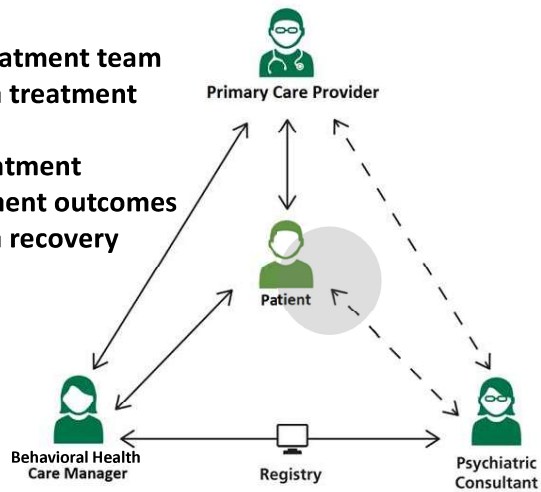**By the end of this session, participants should be able to:**

— Describe the team members and their roles in collaborative care
— Practice critical components of communication with the care team and patients

Slide 4

Collaborative Care Team Roles

Primary Care Provider
Patient
Behavioral Health Care Manager
Registry
Psychiatric Consultant
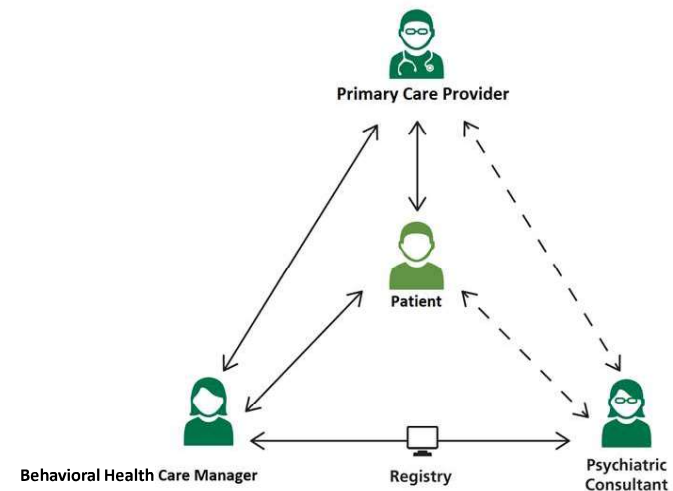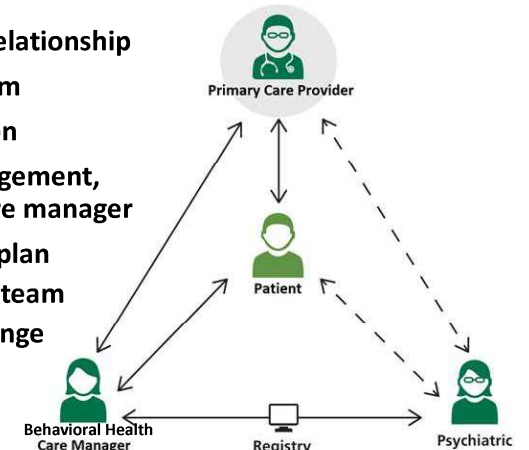
Patient-Centered Care, Patient Role

- Member of treatment team
- Collaborates in treatment planning
- Engages in treatment
- Reports treatment outcomes
- Collaborates in recovery support plan

Primary Care Provider
Patient
Behavioral Health Care Manager
Registry
Psychiatric Consultant

Primary Care Provider (PCP) Role

- Primary treatment relationship
- Links with CoCM team
- Prescribes medication
- Monitors med management, together with BH care manager
- Supports treatment plan
- Consults with CoCM team
- Supports system change

Primary Care Provider
Patient
Behavioral Health Care Manager
Registry
Psychiatric Consultant

PCP Role in Patient Engagement

- Relationship is foundation
- Identifies need for treatment with patient
- Discusses integrated approach to care
  — Introduces care manager and team roles
- Obtains verbal consent for treatment
- PCP recommendation is powerful

Behavioral Health Care Manager (BHCM)

LMFT, LPC/LMHC, LCSW, RN PsyD, PhD

Primary Care Provider
Patient
Behavioral Health Care Manager
Registry
Psychiatric Consultant
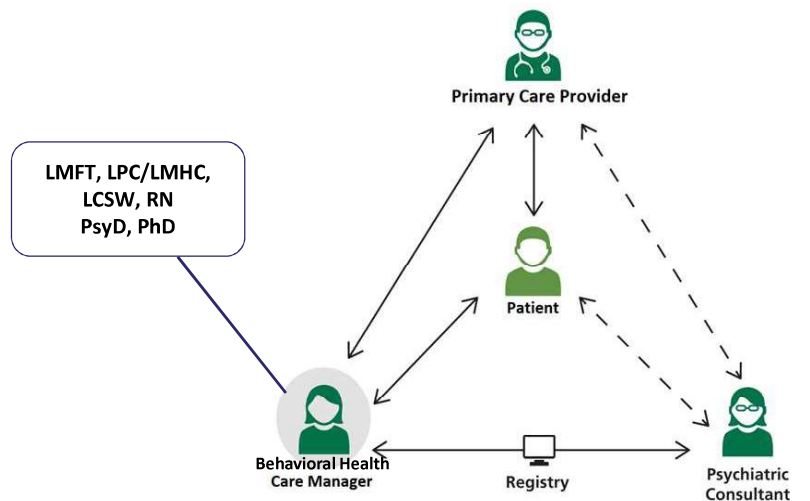
General BHCM Functions

- **Track and coordinate care**
  - Facilitates patient engagement
  - Performs systematic initial and follow-up assessments
  - Systematically tracks treatment response
  - Supports treatment plan with PCP
 - Reviews challenging patients with the psychiatric consultant weekly

Intervention Focused BHCM Functions

- **Evidence-based brief behavioral interventions**
  - Behavioral Activation (BA)
  - Problem-solving treatment (PST)
  - Cognitive behavioral therapy (CBT)
  - Others
- **Other functions**
  - Behavioral health interventions focused on health behaviors
  - Addressing substance use
  - Social work services

Psychiatric Consultant (PC) Functions

- **Review cases with the BHCM using the registry**
  - Scheduled (ideally weekly)
  - Prioritize patients not improving
- **Consult urgently (as needed) with PCP or BHCM**
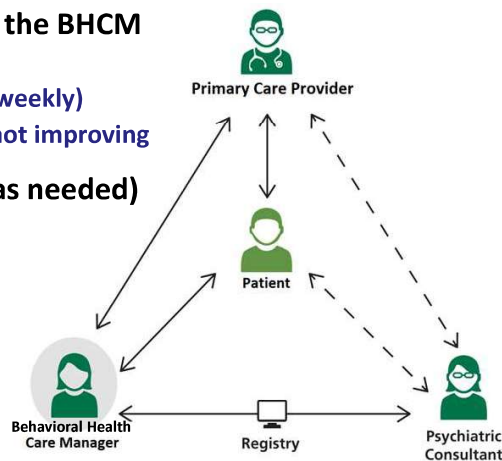
Provider to Provider Communication: How and When?

- **Modality**
  - In-person
  - Phone
  - Fax
  - EHR
  - Email
  - Staff (MA or nurse)
- **Frequency**
  - Scheduled
  - As needed
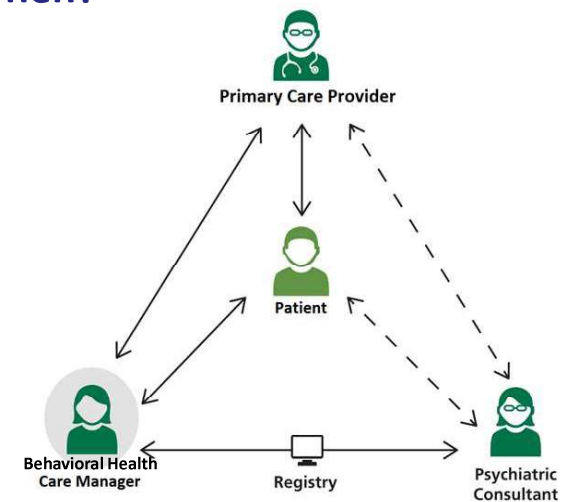
Introducing Care Script

Criteria for a good speech
- Brief
- Clear
- PCP and BHCM tailor speech to patient
- Psych consultant tailors speech to the PCP
- PCP leads treatment team (not a referral)
- Sets realistic expectations about treatment
- Consent if patient agrees

Activity Instructions for PCPs and BHCMs

1. Read the cases (Sue/Dave)
2. Write (or revise your current) a script for introducing collaborative care to this patient
3. Practice introducing collaborative care to your team member who is role playing as Sue or Dave
4. Receive feedback on your script

PCP Introducing the Care Team

Activity: BHCM Introducing Care

Activity: Psychiatric Consultant Introducing Role to PCP

Feedback During Practice Speeches

- **Provide concrete feedback to your colleagues after they practice their speech:**
  - —**What did you like about their speech?**
  - —**Could they make their speech even more concise?**
  - —**What other feedback would you give?**

Zoom Breakout Rooms

- **Each clinic team will have their own breakout room**
- **Click "Join" if prompted to enter the breakout room**
- **Notification for 1 minute wrap-up**
- **Return to main session will happen automatically**
- **Don't click "Leave Meeting"**
- **Need help?**
  - —**Designate 1 person to return to the main session to talk with the facilitators**

Debrief Activity

- **What questions came up about introducing integrated care to patients and engaging them in treatment?**
- **How will you train other PCPs to introduce care to patients?**
- **How will you describe CoCM to other staff in your setting, such a medical assistant, pharmacists, front desk staff?**

Questions?

Next Steps

Feedback survey:
https://redcap.link/champevalcon2

Next Steps

Training Call	Date
BHCM Training Call	3/08/21
Psychiatric Consultant Training Call #2	3/11/21
BHCM & Psychiatric Consultant Training Call	3/17/21
CM – CMTS Call	3/22/21
PCP & Psychiatric Consultant Training Call	3/26/21
BHCM – Behavioral Activation Call #1	3/29/21
BHCM – Behavioral Activation Call #2	4/5/21
Clinical Delivery Team Call #2 (All)	4/7/21
BHCM – Behavioral Activation Call #3	4/19/21

Thank you!