



Introducing Care as a Team

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Please write your name, role and site in the chat box
(This is to track attendance)

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CHAMP Introductions



Mark Duncan, MD
Psychiatric Consultant
& PCP Trainer



Paul Barry, LICSW
Care Manager Trainer
& Practice Coach

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Learning Objectives



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

- Describe the team members and their roles in collaborative care
- Communicate how the different Collaborative Care roles function
- Recall the importance of your team collaborating effectively

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Handouts for Today's Activity

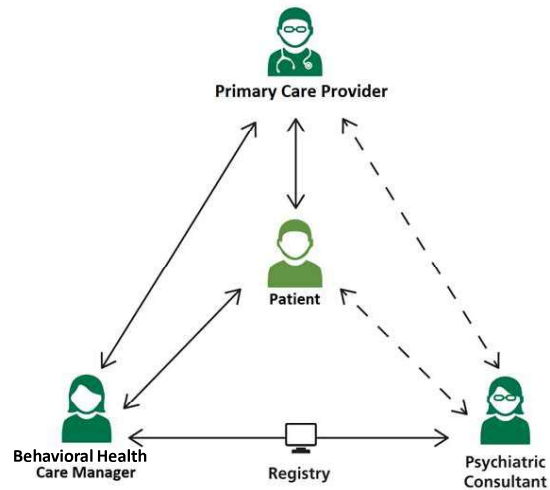


Please pull these out to be ready for the role play exercise:

1. Role-specific activity handout
 2. Introducing Care cases handout (Sue and Dave)
- These handouts were emailed and/or printed and distributed by your CIT lead
 - **If you do not have the printed handouts**, please grab a writing pad and look in your email in box as Kristi just resent them

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Collaborative Care Team Roles

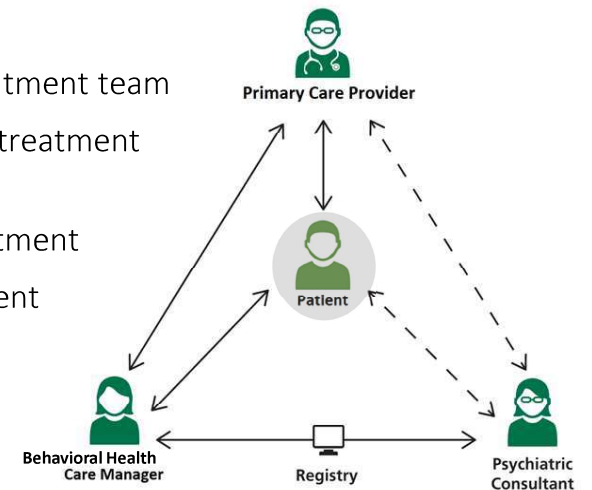


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Patient-Centered Care, Patient Role



- Member of treatment team
- Collaborates in treatment planning
- Engages in treatment
- Reports treatment outcomes

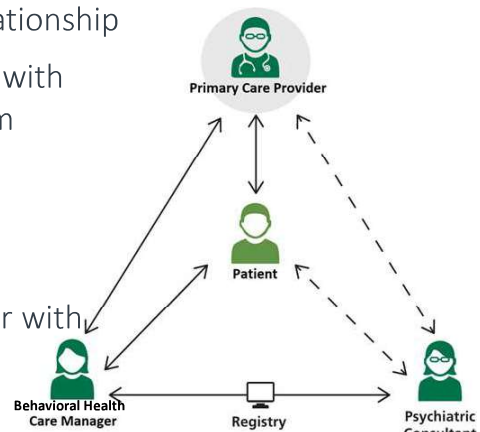


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Primary Care Provider (PCP) Role



- Primary treatment relationship
- Refers to and consults with collaborative care team
- Prescribes medication including MOUD
- Monitors medication management (together with care manager)

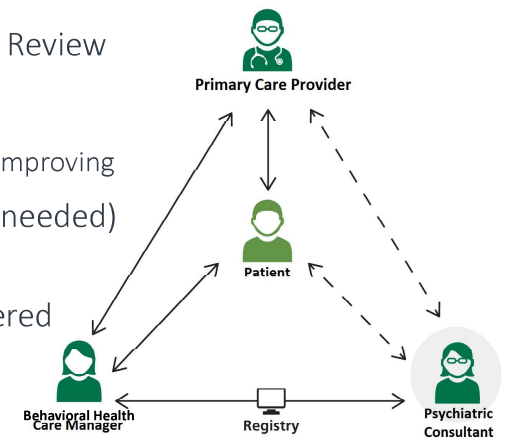


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Psychiatric Consultant (PC) Functions



- Systematic Caseload Review with BHCM
 - Scheduled (weekly)
 - Prioritize patients not improving
- Consult urgently (as needed) with PCP or BHCM
- Support newly waived MOUD prescribers

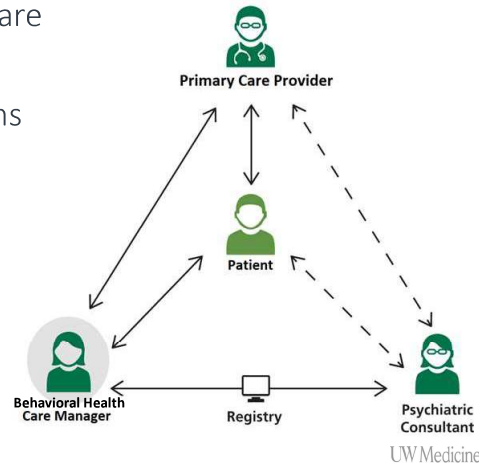


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Behavioral Health Care Manager (BHCM) Role



- Track and coordinate care
- Evidence-based brief behavioral interventions



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Format of Activity Session



- Each team member writes their script (5 mins)
 - PCP and BHCM choose Sue or Dave as your patient
- Practice delivering script (5 mins each)
 - One team member gives their speech
 - One team member role plays patient/PCP
 - One team member observes
 - All give and receive feedback
- 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?
 - Were the messages among the team consistent?

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Introducing Care Activity: Sue & Dave



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Introducing Care Activity: Cases

Patient 1: Sue

Sue is a 38-year-old female who is relatively new to the clinic. She has had 2 primary care visits at the clinic over the past 3.5 years. When she called the clinic for an appointment, she told the scheduler that she is experiencing depression and wants to talk with the doctor about it. She completed a PHQ-9 in the waiting room and has a score of 15.

When the PCP joins her in the room, Sue tells the provider she is depressed and that she has been using heroin for the past 8 months to help her feel normal. She heard from a friend that the clinic is offering behavioral interventions and "suboxone". She engaged in behavioral interventions for about 3 years in her mid-twenties and found it very helpful. She wants to re-enter this kind of treatment at the clinic and start suboxone as soon as possible.

Patient 2: Dave

Dave is a 63-year-old man who has been a patient at the clinic for over 10 years. His wife of 41 years died 1 year ago from cancer. He came into the clinic today for a check-up related to Type 2 diabetes and his chronic back pain at the request of his son. He hasn't been to the clinic since his wife died. In the waiting room he completed a PHQ-9, and the NIDA-Modified ASSIST (NMA).

PHQ-9: 14-no suicidality

NIDA-Modified Assist for CHAMP (NMA): 24 (4-26 moderate risk for an OUD)

Assess

O2: Daily prescribed opioids
 O2: weekly strong urges to use prescribed opioids
 O4: weekly experiences of not being able to do what was expected of him due to prescribed opioids
 O4: In the past 3 months he has tried to control, cut down, or stop using prescribed opioids.

The PCP asks about the prescription opioids the patient endorsed getting on the NMA. The patient reports he has been seeing a pain specialist over the past year to help with his worsening pain after his wife died. Over the past few months, he describes needing more pain pills to treat his pain. He also describes intense urges to use when he starts to think about his wife or when he has to reduce his dose to make the prescription last to the next prescription. He is frustrated with himself for being in this situation and is scared to come off opioids. He would like to feel better.

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Activity: PCP Introducing CoCM to Patient



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Scripts for PCPs:
Introducing Collaborative Care

During this activity, you will emphasize the PCP's crucial role of introducing and framing integrated care activities to clients and staff by creating brief scripts (or revise your current ones) for explaining collaborative care to a patient in order to engage them. Then, you will practice delivering that speech to the members of your clinical team and receive feedback on your script.

Activity Instructions:

Scenario: You have identified a mental health problem and opioid use disorder in one of your patients (see Activity Cases handout – pick one of the cases as your imagined patient) and you would like to refer to your behavioral health team in a way that will enhance the chance of a successful engagement.

1. Write an elevator speech of no more than 3 sentences with the goal of engaging your patient in your integration program.

Consider:

- The Collaborative Care team is ok, not them.
- You are all the leader of the care team.
- You have confidence in the behavioral health care manager and team.
- This intervention will improve their chances of achieving their goals.

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Check your speech:
How do we know if it is a good elevator speech?

- ✓ Is it brief?
- ✓ Does it roll off the tongue?
- ✓ Does it sound like you?
- ✓ Can you remember it?
- ✓ Does it say what you want it to say?

2. Deliver your speech to a team member (brief them on which patient you chose)
3. BONUS: Can you say the same thing again, more clearly, in fewer words?

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?

Take Home
What are other situations where an elevator speech would be useful?
Could you use this speech to describe your role to other staff in the clinic?

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Activity: BHCM Introducing Care and Their Role to the Patient



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Scripts for Behavioral Health Care Managers:
Introducing Collaborative Care and Your Role on the Team to a New Patient

During this activity, you will create a script (or revise your current one) for introducing collaborative care to patients for the CHAMP study. 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, with each your own brief script for each topic and then practice out loud with your colleagues. Use Activity Cases handout – pick one of the cases as your role play patient. If you have a current script, how can you succinctly integrate describing your role in the CoCM treatment.

Note: This exercise is to practice introductions of CoCM for co-occurring disorders and your role as the team. (Instructions for talking about concerning the patient to the CHAMP study will be done at a later date).

Activity Instructions

- Write down how brief scripts for introducing care to your patient. You will be giving a general introduction to CoCM and also describing your role in the team.
 - 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?
- Deliver your speech to a team member (tell them which patient you chose for role play)

Opening the dialogue about the CoCM approach (warm connection/phone call or appointment):

- "Hi, my name is _____ and I'm glad you came in. It takes courage to ask for help with the kind of symptoms you're experiencing right now, so thank you for showing confidence that our team here at [clinic name] can help you. Let me tell you more about what we expect."

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- "Hi, my name is _____ and I'm glad you came in. It takes courage to ask for help with the kind of symptoms you're experiencing right now, so thank you for showing confidence that our team here at [clinic name] can help you. Let me tell you more about what we expect."

YOUR SCRIPT:

Introducing the care team and your role in it:

- "The role on the team is to help you learn more about the treatments you'll be getting 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 recommend medications for your mental health, although you won't be seeing the psychiatrist in person. It's also helpful to support you with your medications for co-occurring disorder if you need to try this script."
- "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 bit better, and I'll be communicating regularly with your medical provider and our consulting psychiatrist to make that happen as soon as possible. It also helps support the team so you can be successful with your long-term goals of staying this approach."

YOUR SCRIPT:

Giving Feedback

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

- What did you like about their speech?
- Could they make their speech even more concise?
- What other feedback would you give?

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Activity: PC Introducing Role to PCP



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Elevator Speeches for Psychiatric Consultants:
Explaining Your Role on the Collaborative Care Team to PCPs

During this activity, you will create a brief elevator speech (or revise your current one) for explaining to a PCP your role as the collaborative care psychiatric consultant and the benefits this role has on workflow and patient care. Then, you will practice delivering that speech to the members of your clinical team and receive feedback on your script.

Activity Instructions

Scenario: A PCP colleague calls this week to you and wants you to see the patient (see Activity Cases handout) with both a mental health disorder and an opioid use disorder to help with diagnosis and treatment recommendations.

- Write an elevator speech of no more than 3 sentences with the goal of explaining how the role of the collaborative care psychiatric consultant works, and how you will be able to provide the requested consult without seeing patient in person at the while maintaining access to care and better results versus a traditional consult model.

Consider:

- Collaborative care has been shown to be reliably effective.
- A collaborative care psychiatric consultant can direct the care of many more patients than an in-person consultant.
- Indirect care within a team approach can provide the needed information to allow for effective consultation.
- The wait for a referred patient to begin treatment is usually much shorter than the wait for a psychiatric visit.
- How is your PCP colleague feeling about their present access to psychiatric consultation?

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Check your speech:

How do we know if it is a good elevator speech?

- Is it brief?
- Does it roll off the tongue?
- Does it sound like you?
- Can you memorize it?
- Does it say what you want it to say?

- Deliver your speech to your team.
- BONUS:** Can you say the same thing again, more clearly, in fewer words?

Giving Feedback

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

- What did you like about their speech?
- Could they make their speech even more concise?
- What other feedback would you give?

Take Home

What are other situations where an elevator speech would be useful?
Where else might you need to explain your role as a collaborative care psychiatric consultant?

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Zoom Breakout Rooms



- Each clinic team will have their own breakout room
- Click "Join" if prompted to enter the breakout room
- We will notify when to start role plays, and after each 5 minute block
- You will be notified 1 minute before end of session
- Return to main session will happen automatically
 - Do NOT click "Leave Meeting"**
- Need help?
 - Designate 1 person to return to the main session to talk with the facilitators

QUESTIONS?

Debrief Activity



- What challenges came up about introducing integrated care to patients and engaging them in treatment?
- Did this exercise reveal different understandings of the Collaborative Care model in your team?
- How will you train the rest of your PCP team to introduce collaborative care to patients?
- Can you use these scripts to describe CoCM to other staff in your setting, such a medical assistants, pharmacists, front desk staff?

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QUESTIONS?



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Feedback Survey



- Please complete our feedback survey:
<https://redcap.link/champevalint2>

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Upcoming Team Trainings



- PC and PCP 3/26/21 1:00 pm (PST)
- BHCM and PC 3/31/21 11:00 am (PST)
- PCP, PC and BHCM 4/7/21 1:00 pm (PST)

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THANK YOU FOR
JOINING US TODAY!



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