

The Collaborative Care Model (CoCM)

The Behavioral Health Care Manager



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The Role of the BHCM

THE PATIENT IS THE CENTRAL FIGURE OF THE TREATMENT TEAM, AND **YOU** ARE THE QUARTERBACK!



Topic	Objectives
Introductions and Reflections of Day 1	<ul style="list-style-type: none"> • What we learned • What we want to learn
Motivational Interviewing	<ul style="list-style-type: none"> • Discuss the SPIRIT of motivational interviewing as it applies to patient engagement • Review the skills and principles of motivational interviewing
Problem Solving and Behavioral Activation	<p>Review CoCM evidence based therapeutic interventions including BA, PST and risk assessment and safety planning in the primary care environment</p>
Psychotropic Medications and Diagnosis	<ul style="list-style-type: none"> • Discuss general approach to evaluating patients for anti-depressant and anti-anxiety medications • Review the common anti-depressant and anti-anxiety medications and their relative advantages and disadvantages and common patient concerns
The Role of the BHCM and the COCM Process Maintenance	<ul style="list-style-type: none"> • Explain the key responsibilities of the BHCM as part of the CoCM treatment team • Review the CoCM steps including introduction, screening, assessment, risk assessment, care planning, intervention, monitoring/follow-up and case closure
Identifying and Tracking Patients	<ul style="list-style-type: none"> • Examine the BHCM role in the use of a disease registry, systematic case review tool and case presentation to the psychiatric provider as it relates to treat-to-target
Moving Forward	<ul style="list-style-type: none"> • Describe the process for next steps once initial training is completed and the practice is ready for implementation.

Virtual Etiquette

Video and Audio:

- Unless distracting, please turn video ON. This is crucial for building trust and engagement.
- Test your video and audio before the meeting begins.
- Try to look at the camera when talking (to mimic the feeling of in-person eye contact).
- When possible, try to use good camera quality and sound.
- Adjust your camera if it is too high or low.

Meeting:

- Please hold off eating during the meeting as it can be distracting.
- Try not to multitask too much or make sure you're muted.

Environment:

- Be aware of your backgrounds to not be distracting.
- Position yourself in the light.
- Find a quiet place to join or mute yourself as necessary.

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Starting the Day

We reviewed the key components of the model yesterday. Today, we plan to get into the details of the BHCM role.

- What 2 topics do you want to make sure we cover today?
- What are your key questions for the day?



Chat About It!

Reflections from Day 1

- Who are the main players and what is their role/work?
- Which patients are candidates for CoCM?
- What are the new team processes and workflows needing created?
- What is the difference between the registry and SCR CM tracking tool?