Implementation –Next Steps & Getting Started

Next Step Actions to Consider

Establish the work as a priority not just a project

1 →

A foundation for care delivery

2 →

Workflow development

3 →

Communication

4

Suicide protocol

5 →

Plan for future clinical skill development

6 →

Develop templates (assessments and systematic case review / documentation)

7 →

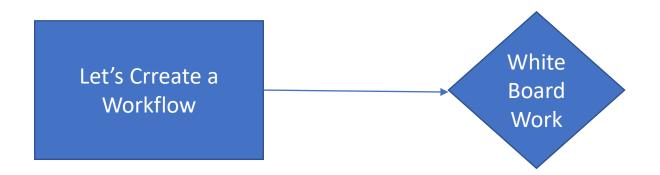Future training and implementation support

Work Flow Development

- Know how your team will function the moment a patient walks through the door, including protocols for suicidal patients and patients in crisis

- Planning and creating a clinical flow that shows the exact process of what happens when a patient comes to the clinic ensures that no patient falls through the cracks

- Mapping a patient's care experience -- from identifying a behavioral health care need to initiating treatment to communicating treatment adjustments -- gives a framework for knowing the next step of care

- See the hand-out #19 and 20 titled, "Team Building and Workflow Guide Clinical Workflow Plan" and the AIMS "Workflow Guide"

- **Create a Clinical Workflow**

- It's important to know how your team will function the moment a patient walks through the door, including protocols for suicidal patients and patients in crisis.

- Planning and creating a clinical flow that shows the exact process of what happens when a patient comes to the clinic ensures that no patient falls through the cracks. Mapping a patient's care experience -- from identifying a behavioral health care need to initiating treatment to communicating treatment adjustments -- gives a framework for knowing the next step of care.

- https://aims.uw.edu/collaborative-care/implementation-guide/plan-clinical-practice-change/create-clinical-workflow

Let's Crreate a Workflow → White Board Work

Communication

- Introducing/talking about the CoCM program with other providers and practice staff
- All practice staff having the ability to talk with patients about the program
- All practice staff aware of the target population
- Ensuring all staff are aware of how referrals are generated and the general workflow of the model
- Building the relationship between the PCP and the psychiatric consultant and BHCM

Suicide Protocol

Where is your organization/practice at with this?

Template Development

BHCM comprehensive assessment resources
- Check the MICMT and MiCCSI website for resources

Systematic case review presentation resources
- SBAR Template # 22 in the handout
- EPIC Assessment Template

Sample Template #21 in the Handout

@SUBJECTIVEBEGIN@

REASON FOR VISIT

Integrated Behavioral Health (IBH) Care Coordination **Enrollment**

HISTORY OF PRESENT ILLNESS

@PREFERREDNAME@ is a @age@ @sex@, with a history of *** who is referred to IBH Care Coordination for ***.

Primary symptoms of concern: ***

Current stressors: ***

The following patient reported outcomes were completed:

{IBH Reported Outcomes:71872}

Current psychiatric pharmacological interventions: ***
Current nonpharmacological interventions: ***
Current psychotherapist: ***
Current psychiatric prescribing provider: ***

Suicidal Ideations: ***
Non-suicidal self-injury: ***
Homicidal ideations: ***
Access to firearms: ***

Sleep: ***
Pain interference: ***

PAST MEDICAL HISTORY

Medical History: ***

@LASTTSH@

Mental Health History: ***

Past medication trials: ***
Mental Health Hospitalizations: ***
Mental Health ED Visits: ***

CoCM Documentation

MCISST BHCM documentation example

Ongoing

- MCCIST and MICCSI will work with each practice about individualized training plans and will remain available for consultation

- Ongoing webinars on various topics related to CoCM will be available and a part of training plans

- The BHCMs will have "homework" after Day 2 to help them begin to identify eligible patients

Facilitated Breakouts

Breakout into small groups for discussion – see <mark>Handout #23</mark>

- Review the checklist and look for your areas of opportunity

- Where are you most nervous about implementation?

- What additional training and supports are needed to get started?

Large group sharing   **See AIMS Team Member Self-Assessment tool   <mark>(Hand-out #2)</mark>

- Top challenge

- Area of most concern

- Area of most confidence

Reminder - BHCM Training

BHCM role and review
Motivational Interviewing
Problem-solving Treatment
Behavioral Activation
Psychotropic Medications
Role and Tracking – Maintenance
Moving Forward/Next Steps

- **DAY 2**
- **Tomorrow**
- **8-4:15pm**

QUESTIONS?

Thank you for attending today's training!

Contact us: www.miccsi.org

Presentations & Handouts: https://www.miccsi.org/sep-collaborative-care-model-training/

Reminder: Please fill out the evaluation form to receive certificate and CME/CE