

# The Behavioral Health Care Manager



A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association



# The Role of the CM with Depression Anxiety

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



Topic	Objectives
<b>Introductions and Overview of the Day</b>	<ul style="list-style-type: none"> <li>• What we be covering</li> <li>• Application of the learnings</li> </ul>
<b>Motivational Interviewing</b>	<ul style="list-style-type: none"> <li>• Discuss the SPIRIT of motivational interviewing as it applies to patient engagement</li> <li>• Review the skills and principles of motivational interviewing</li> </ul>
<b>Problem Solving and Behavioral Activation</b>	<p>Review CoCM evidence based therapeutic interventions including BA, PST and risk assessment and safety planning in the primary care environment</p>
<b>Psychotropic Medications and Diagnosis</b>	<ul style="list-style-type: none"> <li>• Discuss general approach to evaluating patients for anti-depressant and anti-anxiety medications</li> <li>• Identify key criteria to monitor to determine effectiveness and need for adjustments</li> <li>• Review the common anti-depressant and anti-anxiety medications and their relative advantages and disadvantages and common patient concerns</li> </ul>
<b>The Role of the BHCM and the Case Management Process</b>	<ul style="list-style-type: none"> <li>• Explain the key responsibilities of the CM as part of the monitoring effectiveness</li> <li>• Review the Case management steps including introduction, screening, assessment, risk assessment, care planning, intervention, monitoring/follow-up and case closure</li> </ul>
<b>Identifying and Tracking Patients</b>	<ul style="list-style-type: none"> <li>• Examine the CM role in the use of a data and metrics and coordination of care with the patients treating team members as it relates to treat-to-target</li> </ul>
<b>Moving Forward</b>	<ul style="list-style-type: none"> <li>• Describe the process for next steps once initial training is completed</li> </ul>

# 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.

# Starting the Day

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



Chat About It!