Implementation

Section 7

CoCM Implementation
Actions to Consider

- Establish the work as a priority not just a project "This is the way we do care here"

- Describe the transformational work as the "foundation for care delivery"

- Identify protocols and workflows that need development or updating

- Develop a plan and tools for communication

- Determine future clinical skill training needs for all team members

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CoCM Implementation
Workflow 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

**Visit the AIMS website and review the document titled, "Team Building and Workflow Guide" and the "Clinical Workflow Plan" at: https://aims.uw.edu/resource-library/team-building-and-workflow-guide

CoCM Implementation

Suicide Protocol

- Identify or create the suicide protocol

- Incorporate a process to annually review the protocol with the team

- Best practice, have a "code" for telephonic or in the clinic risk

CoCM Implementation

Templates

- Add to or create an assessment tool to include behavioral health status, risk and screening

- Create an SCR reporting template. Do this in collaboration with the SCR team

- Determine who and how the recommendations from the psychiatrist will be documented and shared with the primary care provider

CoCM Implementation
Communication

- **Create communication guides for all team members**

  - Why CoCM to the patient
  - Why CoCM for the team
  - Introducing the role of the psychiatrist
  - Introducing the role of the behavioral health care manager

- **Create quality improvement tools and reporting protocols**

  - Team meeting to review and get input of screening results and trending
  - Including the metrics in the PCMH reporting measures
    - Progress with meeting targets

- **Identify ways to introduce the psychiatrist to the clinical team**

CoCM Implementation
Training Needs

- **Identify training plans**

  - Who will train the team on the model and actions to implement?
    - Other providers in the clinic
    - Other clinical team members who may be interacting with the patient(s) enrolled in CoCM
  - What other training will be needed?
    - BHCM'er skill development
    - MA's/Front desk – instructions on completing the PHQ screening

- **IT development and training**

  - Reporting tools
  - EHR tools/templates
  - Flow charts

CoCM Implementation

Considerations

- **Start slow**—consider choosing 1 provider at a time to refer to the program and perhaps 1-3 patients in the first month

- Consider "cherry picking" first couple of patients who are appropriate for the program but **less complicated**

- **Showcase a successful CoCM intervention** with a patient—reduction in PHQ/GAD, remission—during a practice staff meeting

CoCM Implementation
Your Input

Afternoon session suggested discussion:

❑ What communication tools, protocols/workflows and processes do you have in place?

❑ What communication tools, protocols/workflows, and processes need further development or creating?

❑ Who on the team will oversee the development of updating or creating these tools?

❑ What will success of implementation look like for your team?

CoCM Implementation

Ongoing Support

BHCM

- Attend **on-going webinars offered by your training partner**
  - **Motivational Interviewing**
  - **Behavioral Activation**
  - **Problem-solving**

Operations Team

- Attend the on-going webinars geared toward operations offered by your training partner

MCCIST/MiCSSI

- Will work with each practice regarding **individualized training plans**

Psychiatric Consultants

- Opportunity for your training partner to attend your systematic case review and provide feedback

Evaluation

Thank you for attending today's CoCM Day 1 training!

We look forward to the continued learning for those attending on Day 2 and Day 3

Important Information for Credit and Educational Credits

- The link with the evaluation will be emailed to you. Please DO NOT attempt to complete the evaluation **until after 4:30 today**.

- Do complete the evaluation **within 5 business days**.

This evaluation must be completed in order to receive certificate and CME/CE credit.

CoCM - Day 1 Training

Sign-in and Sign-out

In the CHAT is the link to the sign-in/sign-out form.

To receive credit for today's training it is _required_ you complete the _sign-in/out form_.

CoCM - Day 1 Training

Questions?

Thanks again for attending today's training!