

# Implementation

# 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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## 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>

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## 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



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## 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



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## 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**

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## 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

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## 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



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## 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?

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## 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

### Psychiatric Consultants

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

### MCCIST/MiCSSI

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

# 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.**

# Evaluation

# 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!

