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Center for Integrated  
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**How Are They Doing It? Best Practices in Sustaining On-Site Training of Behavioral Health Clinicians**

March 11, 2015

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**Laura Galbreath, MPP (webinar moderator)**  
Director, SAMHSA-HRSA Center for Integrated Health Solutions (CIHS)

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**After this webinar you will be able to...**

- Identify the best practices employed in academic-community partnerships to recruit and train a culturally competent behavioral health workforce
- Recognize the breadth of considerations in developing training for behavioral health clinicians in community-based settings
- Identify resources on training behavioral health clinicians in a community health setting



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**Today's Speakers**

- **Julia Sheen-Aaron, MPH**  
Chief, Behavioral and Public Health Branch, Division of Nursing and Public Health, Bureau of Health Workforce, Health Resources and Services Administration (HRSA)
- **Meseret Bezuneh, MEd**  
Chief, Health Careers Pipeline Branch, Division of Health Careers and Financial Support, Bureau of Health Workforce, Health Resources and Services Administration (HRSA)
- **Parinda Khatri, PhD**  
Chief Clinical Officer, Cherokee Health Systems, Knoxville, TN
- **Helene Silverblatt, MD**  
Director, New Mexico AHEC, University of New Mexico



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**Opening Remarks & HRSA Welcome**

**Julia Sheen-Aaron, MPH**  
Chief, Behavioral and Public Health Branch  
Division of Nursing and Public Health, Bureau of Health Workforce,  
Health Resources and Services Administration (HRSA)




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**HRSA - Bureau of Health Workforce  
Area Health Education Centers  
(AHEC) Program**

**Meseret Bezuneh, M.S.Ed.**  
Chief, Health Careers Pipeline Branch, Division  
of Health Careers and Financial Support,  
Bureau of Health Workforce, Health Resources  
and Services Administration

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**HRSA - Bureau of Health Workforce  
Area Health Education Centers (AHEC) Program**

March 11, 2015

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**Meseret Bezuneh, M.S.Ed.**  
Chief, Health Careers Pipeline Branch (HCPB)  
Division of Health Careers and Financial Support (DHCFS)  
Bureau of Health Workforce (BHW)  
Health Resources and Services Administration (HRSA)  
U.S. Department of Health and Human Services

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**Health Careers Pipeline Branch**

**Programs:**

- Area Health Education Centers (AHEC) Program
- Centers of Excellence (COE) Program
- Health Careers Opportunity Program (HCOP)
- HCOP – Skills Training and Health Workforce Development of Paraprofessionals

**Serves as the focal point for:**

- Health career pipeline programs supporting **disadvantaged** and **under-represented minority** students;
- Recruitment and training of clinicians in **rural and medically underserved communities**; and
- Interprofessional Education and Training.

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 **AHEC Program** 

**Purpose:** To enhance access to high quality, culturally competent health care, through academic-community partnerships, by improving:



of the health professions workforce, specialty primary care; and addressing the health care needs of medically underserved communities and populations.

**Eligibility:** Schools of medicine or in states with no medical school, schools of nursing

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 **AHEC ACTIVITIES** 

AHEC programs and regional community-based AHEC centers, in partnership with academic institutions, health care organizations and others, engage in:

- **Health profession student placement in community-based clinical practice settings, including primary care and behavioral health**
- Recruitment and training of students from minority and disadvantaged backgrounds into health careers
- Promotion of interprofessional education and collaborative teams
- Continuing education resources and programs for health professionals
- Rural health workforce initiatives, CHW/outreach worker training

Authority: Title VII, Section 751 of the Public Health Service Act (42 U.S.C. 204a), as amended by Sec. 5403 of the Patient Protection and Affordable Care Act, Public Law 111-148.

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 **Find an AHEC Near You!** 

- There are 53 AHEC programs, and 248 regional community-based AHEC centers in 45 states, the District of Columbia, and Guam. You can find an AHEC near you for opportunities for collaboration.
- HRSA AHEC Program Website: <http://bhw.hrsa.gov/grants/areahealtheducationcenters>
- HRSA Data Warehouse: Maps and Directories (updates in progress) <http://datawarehouse.hrsa.gov/Topics/HealthProfessions.aspx>

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**Parinda Khatri, PhD**  
Chief Clinical Officer, Cherokee Health  
Systems, Knoxville, TN

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**Our Mission...**

To improve the quality of life  
for our patients through the blending of  
primary care and behavioral health  
***Together...Enhancing Life***




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**Strategic Emphases**

- Blending Behavioral Health and Primary Care
- Outreach to Underserved Populations
- Training of Health Care Professionals
- Telehealth Applications
- Value-Based Contracting
- Population-Based Care



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Together...Enhancing Life

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### Cherokee Health Systems FY 2014 Services

57 Clinical Locations in 14 East Tennessee Counties  
Number of Patients: 64,300 unduplicated individuals  
New Patients: 16,672  
Patient Services: 488,209



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### Cherokee Health Systems

Number of Employees: 646  
Provider Staff:

- |                              |                                |                    |
|------------------------------|--------------------------------|--------------------|
| Psychologists - 47           | Master's level Clinicians - 78 | Case Managers - 38 |
| Primary Care Physicians - 24 | Psychiatrists - 9              | Pharmacists - 11   |
| NP/PA (Primary Care) - 39    | NP (Psych) - 9                 | Cardiologist- 1    |
| Nephrologist - 1             | Dentists - 2                   |                    |



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### Training at CHS

- 30 + year history of training health care professionals
- Area Health Education Center (AHEC)
- APA Accredited Psychology Internship Program
- APPIC member Post-Doctoral Fellowship
- APA Accredited School Psychology Consortium
- Training partnerships with 5 local academic institutions- Family Medicine, Nursing, Psychology, Social Work, Nutrition, Pharmacy



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## Disciplines Trained

- Psychology (24 trainees)
- Clinical Social Work (5 trainees)
- Medicine (12 trainees)
- Nursing (62 trainees)
- Clinical Pharmacy (22 trainees)
- Nutrition (6 trainees)



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## Trainee Activities

- Shadowing
- Direct patient care
- Inter-professional collaboration
- Clinical supervision
- Teaching
- Protocol and program development



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## Resources Required

- Clinical Supervisors/Mentors/Preceptors
- Time
- Funding
- Space
- Equipment
- Administrative Support



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## Benefits

- Recruitment!
- Retention
- Expanded services
- Learning culture
- Clinical quality
- Community partnerships
- Workforce development



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### **SAMHSA-HRSA Center for Integrated Health Solutions**



#### **Growing Our Own: A Model for Community-Based Training**

Helene Silverblatt, MD  
Director,  
New Mexico Area Health Education Center (AHEC)  
University of New Mexico

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Health, Work, Strong Communities



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### **New Mexico AHEC**

- Integral Part of the Office for Community Health at the University of New Mexico Health Sciences Center
- Health Extension Rural Offices/AHEC offices as Health Extension Hubs—able to build community capacity in health care, by offering community access to HSC programs
- Pipeline development, workforce development, telehealth for training, service, communication
- Community based health professions education
- Clinical service improvement, program evaluation
- Technical Assistance
- ACA implementation

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### AHEC/HERO Collaboration Community Driven Strategies to Assure Health and Workforce Development



Expansion of HEROs  
to Academic Hubs



UNM AHEC and  
Three AHEC Centers

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### Integration of Primary Care and Behavioral Health in Training and Service

- Health home models
- Augmenting community health worker and promotora training
- Developing access programs including reproductive health and chronic disease self-management initiatives
- Development of rural psychiatry track
- Broaden concept of behavioral health workforce to include primary care providers and peer specialists
- Breaking down silos between behavioral health providers of different disciplines

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### Successful Regional and Statewide Programs: Rural Residency

- From Federal pilot grant to ongoing state funding
- From training in rural Community Mental Health Centers to integration in Federally Qualified Health Centers
- From working in state run facilities to working and addressing systems development
- Role of the psychiatrist in the local health care system and in the community
- Role of the resident in the community as part of the rotation
- Academic back up in formal seminars, mentorship

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## How to Develop a Community Site

- Planning ahead and relationship building
- Role of AHECs as already established community based partners
- Silver City AHEC/Forward New Mexico example of community based, integrated training and workforce program
- Hobbs/SoAHEC example of devising program to answer a community's needs using already existing community resources
- Push for rural and community training and service as an accepted academic and clinical endeavor

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## Training Sites and Roles

- Community Mental Health Centers, Federally qualified Health Centers, State Facilities, VA Community Programs, Indian Health Service, Telehealth, Behavioral Health Services Division
- Resident's/Learner's role is new and not always understood
- Expectation Explanation—what happens when resident/learner leaves?
- What happens when the supervisor leaves?
- University and site training responsibility for clinical faculty and preceptors
- Systems support from the University
- Non-clinical time to form ties with local community members and agencies

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## Outcomes

- Community involvement is best recruitment tool
- 37% of residents in rural program were practicing in rural communities as opposed to 10% in traditional program
- 95% continue to work with individuals in rural and underserved communities
- 26% live in communities in which they practice
- 28% use or in process of setting up telehealth services
- Additional designated funding from state for rural residency training in primary care and in psychiatry
- Funding from MCOs for CHW training
- State agency funding for training
- Growing community endorsement and support for training hub

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# collaboration

A Facilitated Discussion

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## Questions ?

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### Presenter Contact Information

**Julia Sheen-Aaron, MPH**  
 Chief, Behavioral and Public Health Branch, Division of Nursing and Public Health, Bureau of Health Workforce  
[JSheen-Aaron@hrsa.gov](mailto:JSheen-Aaron@hrsa.gov)

**Laura Galbreath, MPP**  
 Director, SAMHSA-HRSA Center for Integrated Health Solutions  
[Laurag@thenationalcouncil.org](mailto:Laurag@thenationalcouncil.org)

**Meseret Bezuneh, MS Ed.**  
 Chief, Health Careers Pipeline Branch, Division of Health Careers and Financial Support, Bureau of Health-Workforce, Health Resources and Services Administration  
[MBezuneh@hrsa.gov](mailto:MBezuneh@hrsa.gov)

**Helene Silverblatt, MD**  
 Director, New Mexico AHEC (University of New Mexico)  
[HSilverblatt@salud.unm.edu](mailto:HSilverblatt@salud.unm.edu)

**Parinda Khatri, PhD**  
 Chief Clinical Officer, Cherokee Health Systems, Knoxville, TN  
[Parinda.Khatri@cherokeehealth.com](mailto:Parinda.Khatri@cherokeehealth.com)

Additional Questions?  
 Contact the SAMHSA-HRSA Center for Integrated Health Solutions  
[integration@thenationalcouncil.org](mailto:integration@thenationalcouncil.org)

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