



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

**Developing High Functioning
Primary Care Teams
Introductory Webinar**

Pam Pietruszewski

Dec 16, 2014



SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar are
available on the CIHS website at:**

www.Integration.samhsa.gov

under About Us/Innovation Communities

Setting the Stage:
Today's Facilitator



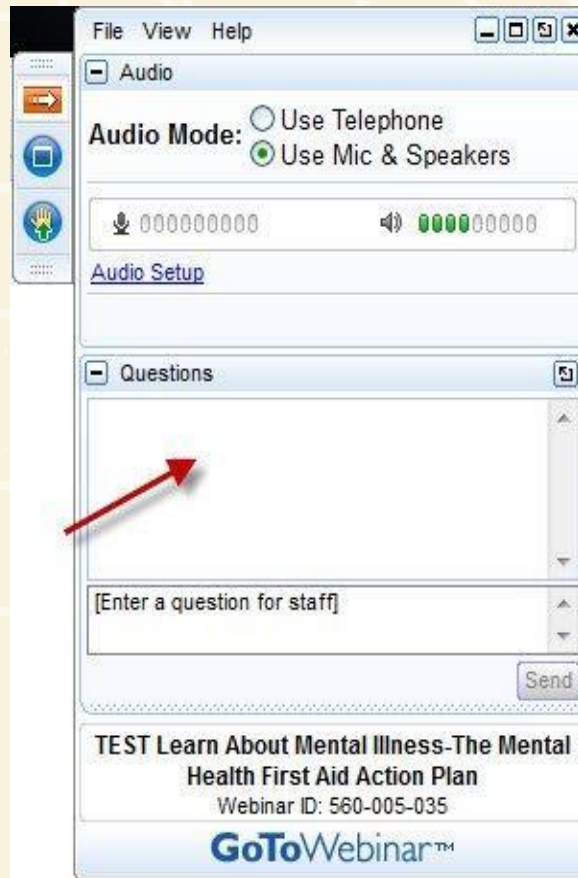
Pam Pietruszewski, MA
Integrated Health Consultant
SAMHSA-HRSA Center for Integrated Health Solutions

**Setting the Stage:
Today's Moderator**



Hannah Mason, MA
Senior Associate
SAMHSA-HRSA Center for Integrated Health Solutions

Our format...



Structure

Short comments from experts
Specifics from their point of view

Polling You

Every 20-minutes
Finding the “temperature” of the group

Asking Questions

Watching for your written questions

Follow-up and Evaluation

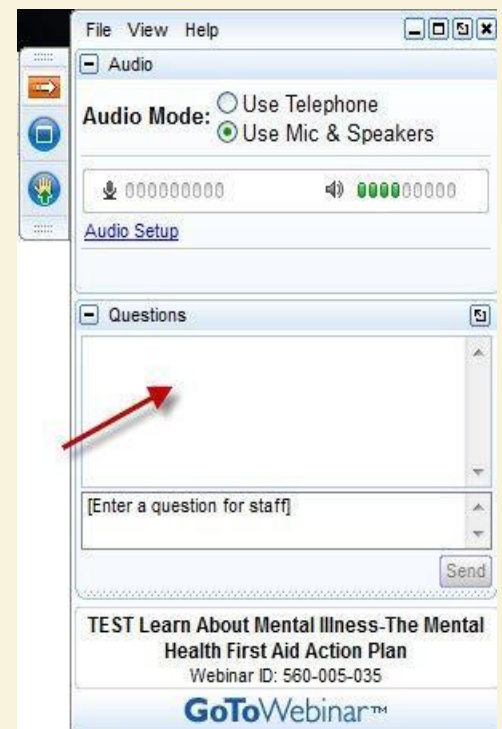
Ask for what YOU want or expect
Ideas and examples added to the
AOS Resource Center

How to ask a question during the webinar



If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. **(left)**

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. **(right)**



Today's Purpose

- Welcome
- Overall Goal for the Innovation Communities
- Goal for Integrated Behavioral Health Innovation Community
- What to Expect
- Participant Key Tasks
- Next Steps



Poll Question # 1

Of the following, which is your favorite board game?

- a. Yahtzee
- b. Monopoly
- c. Scrabble
- d. Uno

Innovation Communities

1. Chronic Disease Self Management in Behavioral Health Settings
2. Population Health Management in Behavioral Health Providers
3. Who is Responsible for Care Coordination
4. Developing High Functioning Primary Care Teams
5. Building Integrated Behavioral Health in a Primary Care Setting

Overall Goal for the Innovation Communities

Address three key components:

1. Topic-specific foundational information, knowledge and best practices
2. Innovation implementation planning
3. Adoption of the innovation and sustainability

Goals for “Developing High Functioning Primary Care Teams”

- Assess strengths and challenges of your care team
- Develop and ensure delivery of proper workforce trainings
- Analyze targeted improvements through workflows and communication



Medical assistant

Project administrator

CEO

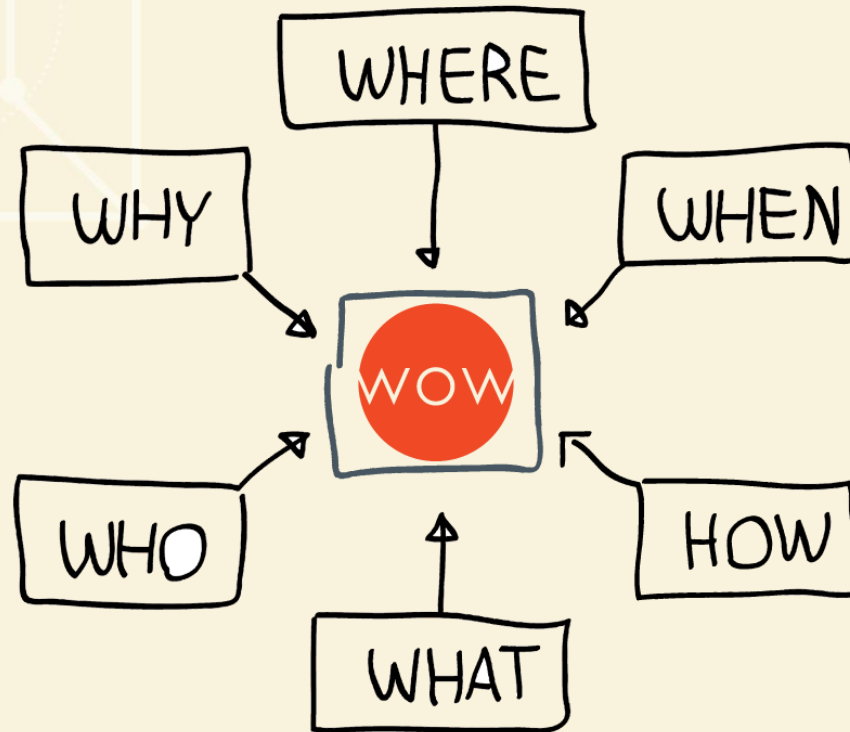


Surgeon

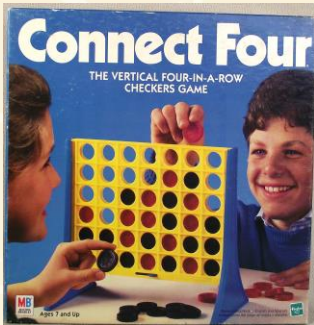
Community health worker

Receptionist

What to Expect



Connecting 4 Core Competencies



1. Interpersonal Communication
2. Collaboration & Teamwork
3. Care Planning & Coordination
4. Practice-Based Learning and Quality Improvement

<http://www.integration.samhsa.gov/workforce/core-competencies-for-integrated-care>

1. Interpersonal Communication

- Patients, family members and staff
- Quick and effective rapport
- Active listening (open-ended inquiry, reflections, etc)
- Health literacy and teach back
- Preferences and adaptations



2. Collaboration & Teamwork

- Interdisciplinary team
- Culture, trust
- Clarity of roles/tasks
- Huddles
- Handoffs
- Shared-decision making



3. Care Planning & Coordination

- Integrated care plans
- Linked services
- Information exchange
- Warm handoffs
- Prioritized treatment goals
- Type & intensity of services matched to needs



4. Practice-Based Learning and Quality Improvement

- Workflows, small tests of change
- Process and outcome metrics
- Billing
- Embedded changes into policies & procedures
- Sustainability



Poll Question #2

The Core Component that will be most useful to me toward meeting the goals of this Innovation Community is:

- a. Interpersonal Communication
- b. Collaboration & Teamwork
- c. Care Planning & Coordination
- d. Practice-Based Learning and Quality Improvement

Questions so far?



Team Assessment Tool

1. Step 1: Team Member Self Assessment (Jan)
2. Step 2: Task Summary by Team Member (Feb)
3. Step 3: Summary & Change Plan (Spring)

Participant Key Tasks

1. Conduct team assessment

- Team Building Tool – AIMS Center

2. Develop a detailed work plan for establishing a high functioning primary care team

- Goals, tasks, staff, timelines, deliverables

What to Expect

Jan – Feb

Deeper dive into 4 Core Components

Subject matter experts describe team experience

Step 1: Team Member Self Assessment

Step 2: Task Summary by Team Member

One hour coaching call in Jan

What to Expect

Jan – Feb	Mar – Jun
<p>Deeper dive into 4 Core Components</p> <p>Subject matter experts describe team experience</p> <p>Step 1: Team Member Self Assessment</p> <p>Step 2: Task Summary by Team Member</p>	<p>Organizing your implementation plan</p> <p>Identifying first PDSA cycles</p> <p>Focus topics based on needs of the group</p> <p>Team presentations</p> <p>One hour coaching calls in Mar and May</p>

What to Expect

Jan – Feb	Mar – Jun	Jul - Sept
<p>Deeper dive into 4 Core Components</p> <p>Subject matter experts describe team experience</p> <p>Step 1: Team Member Self Assessment</p> <p>Step 2: Task Summary by Team Member</p>	<p>Organizing your implementation plan</p> <p>Identifying first PDSA cycles</p> <p>Focus topics based on needs of the group</p> <p>Team presentations</p>	<p>Subject matter experts</p> <p>Sustainability strategies & lessons from the field</p> <p>Step 3: Summary & Change Plan</p> <p>Small focus group discussions in August</p> <p>Curated materials for dissemination</p>

About Your Support Team

Faculty - 2 CIHS staff and up to 3 **subject matter experts** who will provide webinar content and coaching in collaboration with the CIHS staff.

- Faculty deliverables: Support participants with educational materials, supportive monitoring of participant progress toward achieving targets, and timely follow-up to questions raised, recorded as phone TA.
- Dedicated page on the [CIHS website](#)

Next Steps



- Homework: AIMS Tool Step 1 - Team Member Self Assessment
- Webinar: Tues Jan 13, 3-4pm eastern

Questions?



For More Information

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Questions?

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Thank you for joining us today.

Please take a moment to provide your feedback by completing the survey at the end of today's webinar.