



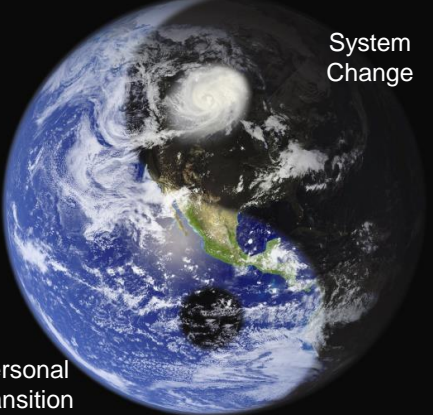
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Successful Change
Primary Care Behavioral Health Integration
September 26, 2013
Jeanne Supin & Mohini Venkatesh

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System
Change

Personal
Transition

<p>I/S Let's Keep It!</p> 	<p>I/N Let's Think Differently!</p> 
<p>E/S Let's Do It!</p> 	<p>E/N Let's Change It!</p> 

Transitions
William Bridges

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Endings Neutral Zone Beginnings

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Hardwired for Resistance

Creating Separations
Maintaining Stability

Approaching Opportunities

Avoiding Threats

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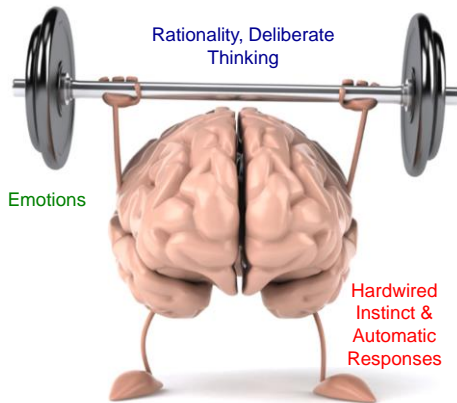
CLASH!!

Hard-Wired	Reality
Creating Separations	Everything is Connected
Maintaining Stability	Everything Keeps Changing
Approaching Opportunities	Opportunities are Elusive or Not As Great As We Dreamed
Avoiding Threats	Threats are Inescapable and Not As Bad As We Fear

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Activate PSN, "Rest & Digest"

Relax tongue, jaw
Slightly part lips
Touch lips



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From Separation to Connection

Don't assume, ASK
Listen
In "Their" Shoes &
Similarities
Kind Wishes




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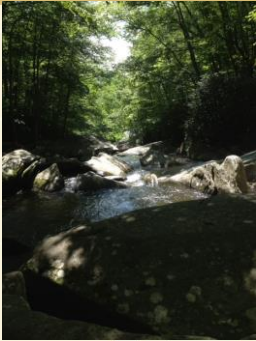
Help People Feel In the Loop

We say "Better Communication"
We mean "Knowing What's Up" "Knowing What's Expected" "No Surprises" "Feeling In the Loop"
So ask staff what will help them feel more in the loop?



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From Rigid Stability to Leaning Into Change

Be Curious
You're Okay Right Now
Say Yes
Risk the Dreaded

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From Negative to Positive

Be Mindful
Be Glad
Turn good Facts into good Experiences & Feelings




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Integrating All Brain Parts

Smile
Prep your Intention
Be positive



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Positivity

Balance inquiry (asking questions)
with self-advocacy (stating your
own view)

Balance outward & inward focus

Be positive (6:1)

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Self Care

- Sleep
- Self-Compassion
- "I trust ..."
- "I'm grateful for ..."
- "I promise to remember all the good work I've done in the past, even if I do something different in the future"

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System
Change

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4 Elements of System Change

Comprehensive Plan (Kotter's 8 Elements)
Adaptive Leadership

3-Part Strategy


Project Management

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Strategy

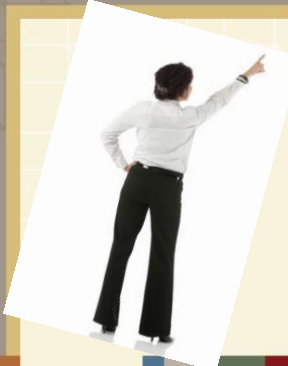
Direct the Rider
Motivate the Elephant
Shape the Path



CHIP HEATH & DAN HEATH
THE BESTSELLING AUTHORS OF 'MADE TO STICK'

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Point to Destination

- Simple
- Rational
- Unambiguous

Find the Simple Bright Spots

- Who's already doing this well? Copy them.
- What were the key things that helped you get through other changes?

Script the Critical Moves

- Easy procedures, steps
- Don't require concentration or willpower

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Find the Feeling
Shrink the Change
Grow People

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Tweak the environment
Build habits
Rally the herd

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Example: Integrated Care

WE KNOW those with mental illnesses in the last year are at greater risk for physical illnesses including high blood pressure, diabetes, asthma, and strokes.

WE KNOW integrated early screening and treatment for both mental and physical illnesses can stop this trajectory.

WE WANT integration.


And yet **WE STRUGGLE** with cultural and "people" clashes during implementation.

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Confusing the Rider

Those with mental illnesses in the last year are at greater risk for physical illnesses including high blood pressure, diabetes, asthma, and strokes. So we plan to co-locate some nurse practitioners, integrate screenings and do some education. But we don't know who, when, or how yet. We just know this is a great idea.




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Blood pressure screenings for all those (100%) who have episode of major depression

- % found to have high blood pressure
- % who accept treatment
- % who subsequently have normal blood pressure 6 & 12 months later
- % healthy in 24 months


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There are significant correlations between mental illnesses and increased health risks there are a dozen things we can do and they're all complex & sophisticated we're going to demand instant change and when you flounder we'll assume you're too resistant or unskilled to do it effectively anyway ... ZZZZZZZZZZ ...

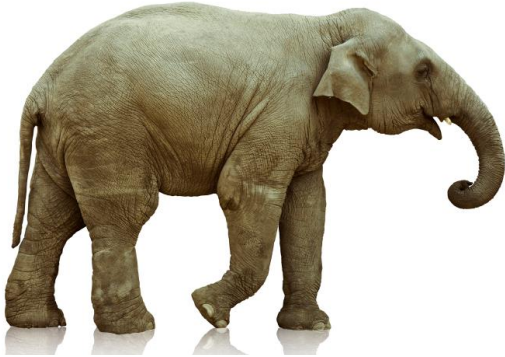


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Let's stop high blood pressure now!





I don't know what to do!
Where are the screening tools!?
Where's the nurse?

What do I say to clients?
How do I document?
What's the code?



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- Written description & lively training about the risks of high blood pressure and how early screening and treatment works!
- Script and tip sheet for talking with clients.
- Pre-set flags & prompts in health records.
- Protocol for immediate access to a nurse practitioner.
- Coding instructions and pre-set data fields with drop down menus.
- Plenty of practice time.
- Real-time progress, results & celebration widely shared.

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Project Management

- People
- Resources
- Time
- Money
- Scope

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