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# Team-based Care ECHO

## — Session 1 —

**Tuesday, November 17<sup>th</sup>, 2020**  
2:00-3:00pm ET



CoE

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WELCOME



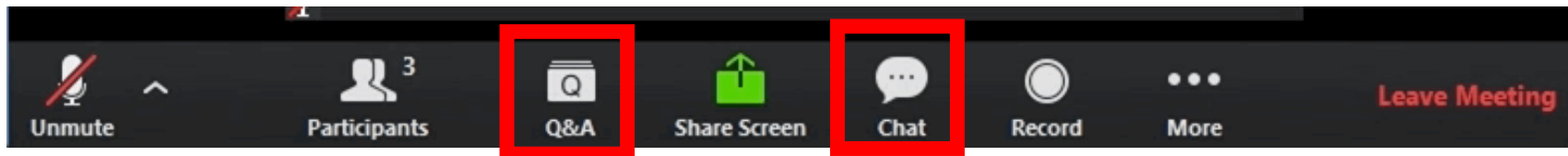
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# How to Ask a Question/Make a Comment



Type in a **question** in the **Q&A box**  
Type in a **comment** in the **chat box**

Both are located at the bottom of your screen.  
We'll answer as many questions as we can at the end of the presentation.



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# Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).

***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

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# What is ECHO?



## (Extension for Community Healthcare Outcomes)

Project ECHO is a revolutionary guided-practice model that reduces health disparities in under-served and remote areas of the state, nation, and world.

Through innovative telementoring, the ECHO model uses a hub-and-spoke knowledge-sharing approach where expert teams lead virtual clinics, amplifying the capacity for providers to deliver best-in-practice care to the underserved in their own communities. Learn more: <https://hsc.unm.edu/echo/>



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# Engagement is Key

## Participants

- Join every session
- Be on video
- Engage in the open discussion
- Use the chat and Q&A box
- Share your learnings with your team
- Share feedback and suggestions with us

## Team and Faculty

- Be present and prepared
- Be on video
- Engage in the open discussion
- Provide ECHO charter and curriculum
- Share slides and case presentation information prior to session



# ECHO Learning Objectives

- Gain knowledge and understanding of the key components of an effective TBC model through didactic presentations
- Participate in discussions with peers and experts to learn about successes, challenges, and sustainability as it relates to implementing the TBC model
- Share TBC implementation experiences and receive feedback from peers and experts for continued improvement and implementation
- Provide feedback to experts and evaluators on current successful models of TBC, as applicable, and participate in efforts to better understand effective TBC model components and fidelity elements
- Access to tools and resources for implementing and/or scaling the TBC model within participant's organizations



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# Poll #1: What best describes your role?

- Clinician
- Administrator
- Policy Maker
- Payer
- Other (specify in chat box)



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## Poll #2: What best describes your organization? (check all that apply)

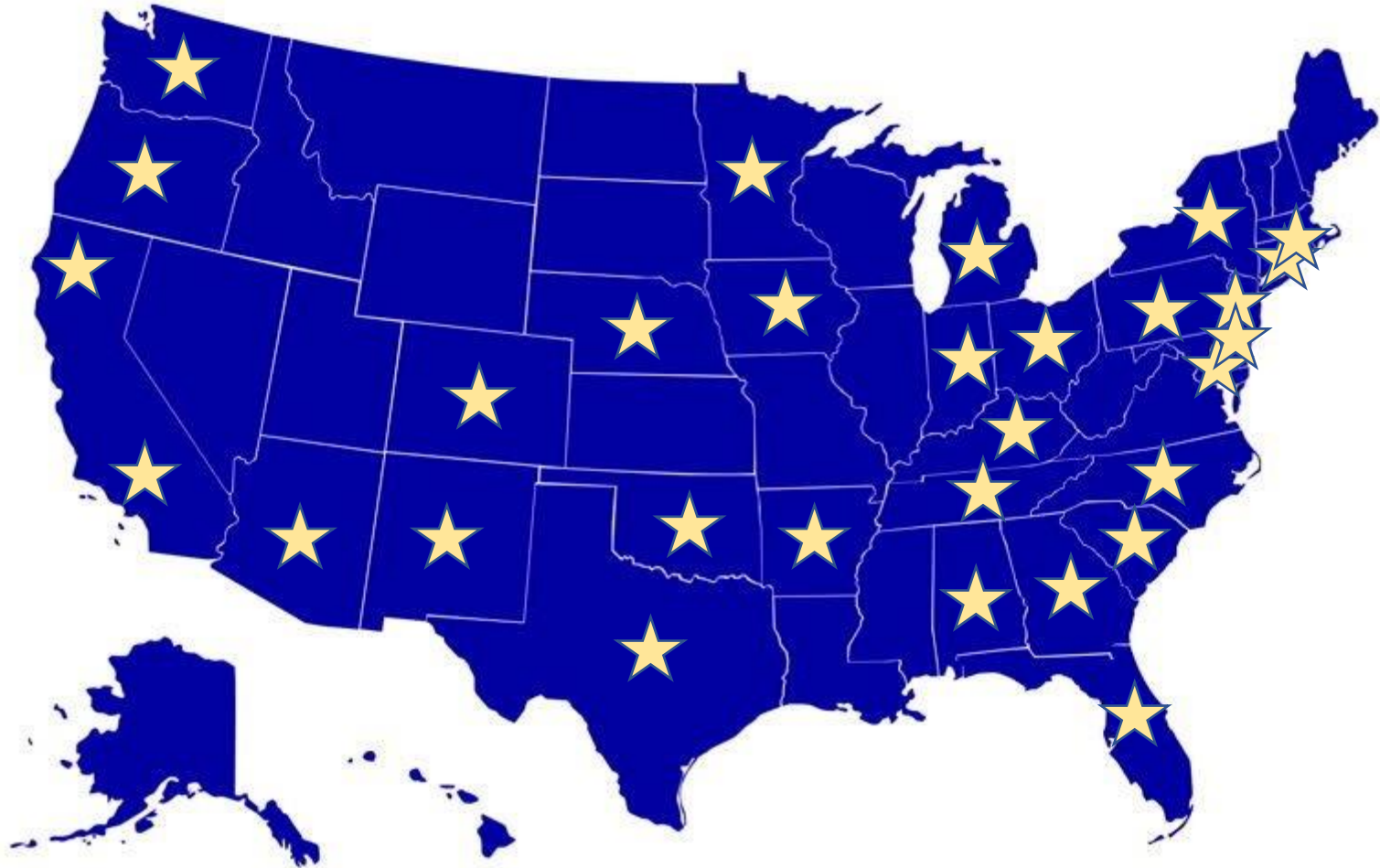
- Behavioral Health Provider
- Primary Care Provider
- Mental Health Provider
- Substance Abuse Provider
- Other (specify in chat box)



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# Joining from all across the nation!



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# Introductions



**Jeff Capobianco, PhD, LLP**  
Integrated Health Sr.  
Consultant, National  
Council for Behavioral  
Health



**John Bischof, MD**  
Medical Director,  
Behavioral Health,  
Care Oregon



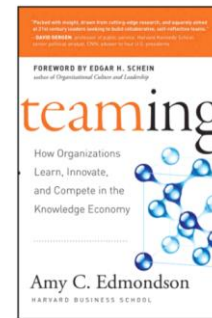
**Angela Pinheiro, MD**  
Medical Director,  
Community Mental  
Health of Central  
Michigan



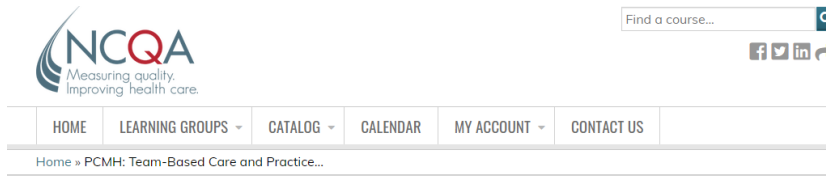
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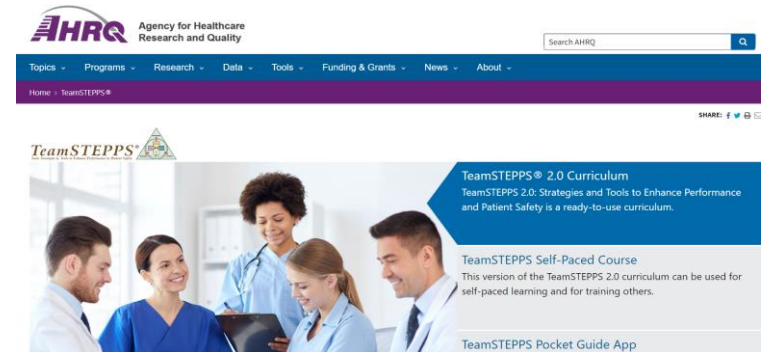
# Team Based New Approach?



# Team Based Care in Hospital/Physical Health Care?



## PCMH: TEAM-BASED CARE AND PRACTICE ORGANIZATION (TC)



# Team Based Care in Behavioral Care?



Making the Case  
for **High-functioning,  
Team-based Care** in

## **COMMUNITY BEHAVIORAL HEALTH CARE SETTINGS**



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# Five Components of Effective Interdisciplinary Teams:

1. Defining appropriate team goals.
2. Clear role expectations for team members.
3. A flexible decision-making process.
4. The establishment of open, safe, communication patterns.
5. The ability of the team to “treat” itself through declarations of

Source: Leipzig, Hyer et al. (2002). Attitudes Toward Working on Interdisciplinary Healthcare Teams: A Comparison by Discipline J Am Geriatr Soc 50:1141–1148.



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# TBC Process & Structural Implementation Elements

1. Adopt & Implement an Organizational Change Management Strategy
2. Identify Team Principles & Norms that Create a Safe Workplace to Innovate
3. Define Team Structure, Roles & Shared Team Goals/Targets
4. Map Measurement Based Care Pathways for Clinical Conditions and Social Determinants of Health
5. Develop Protocol-based Supervision, Communication, Team Huddles & Team Meetings



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# Case Presentation



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# Open Discussion



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# Submit your case presentation today!

- If you are interested in submitting a case to present during a session, download and complete this [template form linked here](#) and submit to [RaymondaT@thenationalcouncil.org](mailto:RaymondaT@thenationalcouncil.org).
- Please make sure to indicate which session you would like to present on.

The image shows a two-page form titled "Project ECHO Team-based Care ECHO Case Presentation Form". The top of the form features the ECHO logo and the text "Center of Excellence for Integrated Health Solutions" and "TheNationalCouncil.org/integrated-health-coe".

**Page 1 (Left Column):**

- Presenter Name:** \_\_\_\_\_ Organization: \_\_\_\_\_
- Instructions:** Thank you for taking the time to submit this Case Presentation. The following questions will help us clearly understand your specific challenges so that we can focus our time during the ECHO session on resource provision and problem solving. Therefore, it is important that the answers to the following questions are as complete as possible. Typically completing this form takes at least 25 minutes.
- Check the following boxes to indicate the population served by your organization. Add additional population categories in the "other" boxes provided and additional details as needed to better describe the population your organization serves in the short answer box below:**
- Geriatrics** (# unduplicated individuals served annually = \_\_\_\_\_)
- Geriatric** (# unduplicated individuals served annually = \_\_\_\_\_)
- Suburban** (# unduplicated individuals served annually = \_\_\_\_\_)
- Adults** (# unduplicated individuals served annually = \_\_\_\_\_)
- Children & Adolescents** (# unduplicated individuals served annually = \_\_\_\_\_)
- Substance Use Disorder (SUD) clients** (# unduplicated individuals served annually = \_\_\_\_\_)
- Severe Mental Illness (SMI) clients** (# unduplicated individuals served annually = \_\_\_\_\_)
- Other** (# unduplicated individuals served annually = \_\_\_\_\_)
- Other** (# unduplicated individuals served annually = \_\_\_\_\_)
- \_\_\_\_\_

**Page 2 (Right Column):**

- Briefly describe how your organization defines and structures Team-based Care (TBC) within your organization (i.e., policies, protocols, team design, etc.):**  
\_\_\_\_\_
- What is the goal of TBC within your organization? What aspect of TBC within your organization are you trying to improve or solve? (i.e. improve staff morale, reduce hospitalizations, reduce variability in care pathways, etc.)**  
\_\_\_\_\_
- What specifically would you like to get out of the ECHO case consultation (i.e., after the consultation what will you know or be able to do that you currently do not know or are not able to do)?**  
\_\_\_\_\_
- What aspects of TBC within your organization have been successful? Please provide qualitative or quantitative evidence for this success.**  
\_\_\_\_\_
- Specific to the request for this consultation what is the biggest challenge or problem you face related to implementing or scaling TBC within your organization?**  
\_\_\_\_\_
- Can you provide a specific client/patient case that demonstrates how you used TBC to help them reach their wellness goals?**  
\_\_\_\_\_
- Please attach documents that will provide insights into your request or provide examples that can be shared with the ECHO group (e.g., policies, procedures, meeting agendas, casebased calculations, staff role definitions, team dashboards, etc.). If you do not want these materials shared only with the ECHO faculty and not with all ECHO participants or want the documents to be made anonymous, please indicate that clearly in the box below.**  
\_\_\_\_\_

At the bottom of each page, there is a blue footer with the COE logo and text: "Funded by Substance Abuse and Mental Health Services Administration" and "Operated by the National Council for Behavioral Health".



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# Resources

- [TeamSTEPPS 2.0](#)
- [TeamSTEPPS 2.0 Self-Paced Course](#)
- [TeamSTEPPS Pocket Guide App](#)
- [NCQA Team-based Care Criteria](#)
- [Designing and Implementing Care Pathways Toolkit](#)
- [Making the Case for High-Functioning, Team-based Care in Community Behavioral Health Care Settings](#)
- <https://www.annfammed.org/content/annalsfm/18/5/397.full.pdf>



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# Upcoming CoE events:

**Advancing Integration in Community Behavioral Health: Using a New General Health Integration Framework**

[Register here for webinar](#) on Nov. 18, 3-4pm ET

[Register here for the Office Hour](#) on Dec. 3, 3-4pm ET

**Prioritizing Self-Care Throughout Winter and the COVID-19 Pandemic**

[Register here for Office Hour](#) on Dec. 2, 2-3pm ET

**Solving for Sleep: The Foundation of Improved Health Outcomes**

[Register here for webinar](#) on Dec. 3, 1-2:30pm ET

**Looking for free trainings and credits?**

[Check out integrated health trainings from Relias here.](#)

**Interested in an individual consultation with the CoE experts on integrated care?**

[Contact us through this form here!](#)



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# Thank You

## Questions?

Email [RaymondaT@thenationalcouncil.org](mailto:RaymondaT@thenationalcouncil.org)

SAMHSA's Mission is to reduce the impact of substance abuse and mental illness on America's communities.

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1-877-SAMHSA-7 (1-877-726-4727) 1-800-487-4889 (TDD)



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