

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH



Team-based Care ECHO

— Session 2 —

Monday, December 14th, 2020
11:00am-12:00pm ET



CoE

Center of Excellence for Integrated Health Solutions

Funded by Substance Abuse and Mental Health Services Administration
Operated by the National Council for Behavioral Health

Disclaimer

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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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Introductions



Jeff Capobianco, PhD, LLP
Integrated Health Sr.
Consultant, National
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Health



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



Angela Pinheiro, MD
Medical Director,
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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
- Reflect on past case presentation suggestions



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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Adopting & Implement an Organizational Change Management Strategy

1. Create Urgency

Leadership declaring Team Based Care as Strategic Imperative/Priority

2. Establish a Guiding Vision & Implementation Team

Leadership Writes a Charter explaining the Why, What & How

- Includes communication plan for staff who are Champions, Hesitant or Confused
- Includes staff assigned to develop the TBC Implementation Work plan

3. Identify & Declare Early Wins

Builds positive momentum for follow through

4. Sustaining through Policy, Protocol & Continuous Quality Improvement

Anchors the improves into regular practice/policy/procedure and requires continuous quality improvement



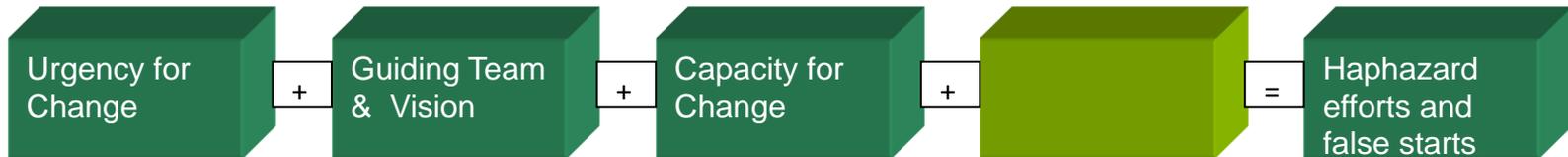
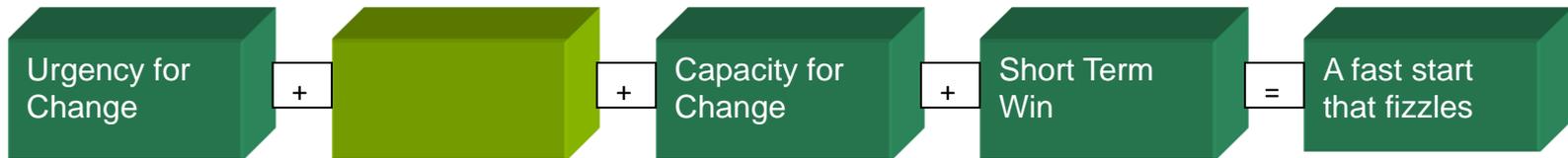
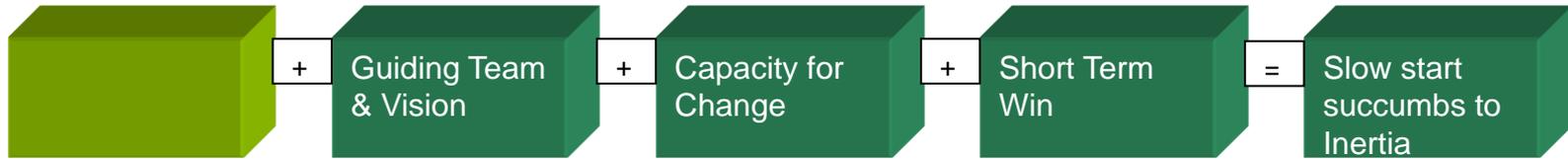
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When Leading Change...Every Step Matters



Technical vs. Adaptive Change

Technical

- Go well with authority
- Tried, tested and true
- Known solution leads to an expected result
- Answers found by applying existing knowledge and expertise
- Can be complex

Adaptive

- Require changes in values, attitudes and behaviors
- Take time; no quick easy fixes from authority
- Conflicts in values between stakeholders
- Root issues/elephants in the room
- Loss and resistance in the face of necessary change
- Technical solutions won't work

Common Staff Questions that Require Technical & Adaptive Responses

Orientation Questions

- **Why** are we doing Team Based Care?
- **Why** the urgency?
- **Why** am I involved?
- **How** will it affect me?
- **What** will it look like when we are doing Team Based Care?
- **How** are we going to do this given...fill in the blank?

Implementation Questions

- **What** do I need to do that is new or different?
- **What** do I keep doing the same way?
- **What** do I have to stop doing?
- **What** resources do I have?
- **Who** is going to help me when it gets confusing/frustrating?
- **What** is the timeline?



Case Presentation



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Case Presentation

How can we create better cohesion within teams and consistency across the teams in order to increase employee satisfaction and effectiveness?

- We have changed the process multiple times as we have learned new things causing additional confusion and lack of clarity.
- Due to staff turnover in every department, there is lack of clarity about individual roles and the frequent need for training and retraining. Staff turnover has also increased individual workloads causing feelings of being overwhelmed and overworked.
- Overall resistance to change has also contributed additional challenges that have come as a result of COVID-19.
- We continue to need further buy in from staff. We don't hit all targets because staff struggle with seeing the big picture and caught up in the day-to-day details.
- Staff are feeling overwhelmed and stressed impacting overall morale.



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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.
- Please make sure to indicate which session you would like to present on.



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Poll #1: If we were to extend the time of our sessions, how long would you prefer it to be?

- Keep it for 60 minutes
- Extend it to 75 minutes
- Extend it to 90 minutes



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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](#)
- [Care Practices to Promote Patient Engagement in VA Primary Care: Factors Associated With High Performance](#)



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Upcoming CoE events:

Tips and Tools for Leveraging Trauma Informed Care Techniques to Reduce Stress for Students, Teachers, and Providers,

[Register here for webinar](#) on Dec. 15, 2-3pm ET

Solving for Sleep: Unseen Impacts: Health Disparities and Sleep

[Register here for webinar](#) on Jan. 7, 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

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