

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH



Team-based Care ECHO

— Session 4 —

Wednesday, February 3, 2021
12:00pm-1:00pm 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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John Bischof, MD
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Angela Pinheiro, MD
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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



Caseload Size and Alignment

- Many variables: roles, tasks, workflows, and interdependencies—shared responsibility for team caseload; caseload mix—intensity/complexity, context (rural vs urban); outreach/travel time; admin/paperwork time; scheduled/unscheduled time off
- Consider conducting time studies by roles and by intensities and required contacts
- Innovate with: advance/open access scheduling; wait time value-added activities; immediate clinical back-up
- For more info: MTM Services [caseload calculator](#); the [Essential Elements of Effective Integrated Primary Care and Behavioral Health Teams](#) (SAMHSA, 2014); and the National Council's webpage on [standards of care](#)



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Poll #1: How do you staff your teams? Choose all staff positions that makeup a team in your organization.

- Certified Peer Specialist/Recovery Coach/Community Health Worker
- Care Coordinator
- Case Manager
- Behavioral Health Professional/Generalist Therapist
- Behavioral Health Professional/S/A Therapist
- Nurse
- Medical Asst/LPN
- Supervisor/Team Lead
- Prescriber
- Supported Employment Specialist
- Other (please specify in the chat)



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Caseload Size and Alignment Team-Based BH Care Application

Question:

On average, how many clients does your
team serve?



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Supervision Structure

- Individual, real-time decisions vs. decisions requiring supervision and need for alignment
- Supervisor roles:
 - Clinical, scope of practice and professional development
 - Admin, task and HR requirements
- Qualities of supervision:
 - Shared: support, trust, respect, communication
 - From supervisor: motivation, leadership, structure
- Components of supervision:
 - Group supervision to staff cases, review protocols/new initiatives and progress
 - Individual staff supervision for tasks, performance review and development



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Poll #2: How often do you provide individual supervision?

- Weekly
- Biweekly
- Monthly



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Poll #3: How often do you provide group supervision?

- Weekly
- Biweekly
- Monthly



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Supervision Structure Team-Based BH Care Application

Question

How is clinical and task supervision designed within your teams?



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Case Presentation



Family &
Children's
SERVICES



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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.

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

The form includes the following sections:

- Presenter Name:** _____ **Organization:** _____
- Thank you for taking the time to submit this Case Presentation.** The following questions will help us understand your specific challenge so we can focus our ECHO session time on resource provision and problem solving specific to the design, implementation, and ongoing provision of Team Based Care (TBC). Therefore, it is important that the answers to the following questions are as complete as possible. Typically completing this form takes at least 15 minutes.
- 1. For the following bullet points below, indicate the number or percentage served by your organization.** If you do not serve one of the categories below, please leave it blank. Add additional population categories in the "Other" boxes provided:
 - Rural (R) or % unduplicated individuals served annually = _____
 - Urban (U) or % unduplicated individuals served annually = _____
 - Suburban (S) or % unduplicated individuals served annually = _____
 - Adults (A) or % unduplicated individuals served annually = _____
 - Children & Adolescents (C) or % unduplicated individuals served annually = _____
 - Substance Use Disorder (SUD) clients (R or % unduplicated individuals served annually = _____)
 - Severe Mental Illness (SMI) clients (R or % unduplicated individuals served annually = _____)
 - Other _____ (R or % unduplicated individuals served annually = _____)
 - Other _____ (R or % unduplicated individuals served annually = _____)
- 2. Briefly describe your organization's Team-based Care (TBC) model** (i.e., meetings/huddle formats, staffing ratios, care pathway designs, target metric dashboards, etc.)

- 3. As it relates to TBC design, implementation, or care provision what is the problem you would like to solve** (please include examples)? To structure your response, it may help to complete this sentence: "How can we _____ to improve _____?" include a brief description of why and/or how you think the problem originated.

- 4. How does this problem or challenge impact the outcomes you are trying to achieve?** Does it impact staff morale, client satisfaction, health outcomes, etc?

- 5. 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 calculators, staff role definitions, team dashboards, etc.). If you 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.



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Resources

- [Optimizing the Psychiatric Workflow Within a Team-Based Care Framework](#)
- [Making the Case for High-functioning, Team-based Care in Community Behavioral Health Care Settings](#)
- Wagner, The role of patient care teams in chronic disease management, BMJ, vol 320, 2000
- Kozlowski, Enhancing the Effectiveness of Work Group and Teams, Association for Psychological Science, 2006
- Xyrichis, What fosters or prevents interprofessional teamworking in primary and community care? A literature review, International Journal of Nursing Studies, 2008
- Mulvale, Gearing Up to improve interprofessional collaboration in primary care: a systematic review and conceptual framework, BMC Family Practice, 2016
- Fleury, Relations between mental health team characteristics and work role performance, PloS ONE 12(10), 2017
- Fleury, Variables associated with work performance in multidisciplinary mental health teams, SAGE Open medicine, 2017
- Kebe, Variables associated with interprofessional collaboration: a comparison between primary healthcare and specialized mental health teams, BMC, 2020
- Ji, How team structure can enhance performance: team longevity's moderating effect and team coordination's mediating effect, Frontiers in Psychology, 2020



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Upcoming CoE events:

Solving for Sleep: Behavioral Health Lens on Sleep: Assessment and Intervention

[Register here for webinar](#) on Feb. 4, 1-2:30pm ET

Exploring Care Coordination and Population Health Management Strategies to Improve Health Outcomes

[Register here for office hour](#) on Feb.4, 2-3pm ET

Innovative Approches for Recruiting and Retaining Your Workforce During COVID-19

[Register here for webinar](#) on Feb.16, 3-4pm ET

[Register here for office hour](#) on Feb. 18, 3-4pm 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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