

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH



Team-based Care ECHO

— Session 10 —

Wednesday, April 28, 2021
12:00pm-1:00pm ET



Center of Excellence for Integrated Health Solutions

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

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Today's Agenda

- Review ECHO Series Take-aways
- Review TBC Evaluation Survey Findings
- Breakout Groups & Discussion
- Learning More
- Closing & Next Steps



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Team-based Care ECHO Take-Aways

Fundamentals of Team-based Care

5 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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Team-based Care ECHO Take-Aways

Leadership Support & Strong Implementation Team

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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Team-based Care ECHO Take-Aways

Keys to Successful Implementation

- Team size and type
- Depth and diversity of expertise
- Case load size and alignment
- Supervision structure



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Team-based Care ECHO Take-Aways

Person-Served Engagement Strategies

- Team meetings/huddles
- Roles & Responsibilities
- Communication Strategies



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Team-based Care ECHO Take-Aways

Measurement-based Care Pathways

- Key components in care pathway design
- Measure care pathway quality, fidelity, and outcomes
- Role of quality improvement in care pathways



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Team-based Care ECHO Take-Aways

Ongoing Training, Support, & Care for Team

- **Fundamentals of TBC**—the why, what, and how
- **Care pathways and workflows**—with continuous fidelity checks
- **“Primary care 101”**—with annual update
- **CQI**—concepts and relevance to the work
- **Morale and Team Identity/Cohesion**—(arguably) the highest priority for support and care; requires:
 - Leadership
 - Communication
 - Follow-through

→All these efforts require *continuous attention and diligence*



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Team-based Care ECHO Take-Aways

Financial Considerations

- Alternative payment models
- CCBHCs partnering with FQHCs
- Complex Care Codes
- Fee-for-service model
- Possible incentives for meeting quality metrics



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Evaluation Findings

Team-Based Care is in its **infancy** regarding measurement & evaluation

Review of necessary components of TBC

- As we continue to refine the evaluation and will reach out to you to learn more from you

The necessary components identified through this effort vary widely...

- in **scope** (binoculars and microscopes)
- in **nature** (behavioral vs. attitudinal vs. procedural vs. administrative)
- in **level of articulation/ clarity** (some still fuzzy, some crystal clear)
- in **operational readiness** (some good to go, others need work)
- in **complexity/ feasibility** (some easy peasy, others daunting)

Next Up: Conceptual Lassoing

...precedes the development of instrumentation



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Breakout Groups

3 questions to discuss:

1. What was your biggest learning from this series?
2. How have you used the information learned from this series?
3. What other support do you need at this time related to team-based care?



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Group Discussion



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Learning More & Next Steps

Team-Based Care Resources

- [Making the Case for High-functioning, Team-based Care in Community Behavioral Health Care Settings](#)
- [Optimizing the Psychiatric Workflow Within a Team-based Care Framework](#)

CoE Consultation & Technical Assistance

Write-Up to Share TBC ECHO Findings

Future Team-based Care TA Activities Coming Soon!



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Upcoming CoE events:

NatCon21

[Register here](#) on May 3-5, 2021

CoE Office Hour: Oral Health and Behavioral Health: Framework for Coordination & Integration Success Stories

[Register here](#) for April 27, 2-3pm ET

CoE Webinar: How to Leverage Telehealth Strategies for Substance Use Brief Intervention

[Register here](#) for May 11, 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 sarah@thenationalcouncil.org

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