

**Making the Case for High-Functioning,  
—— Team-Based Care ——  
in the Community Behavioral  
Health Care Setting**

**Wednesday, October 28, 2020**

**1:00-2:00pm EST**

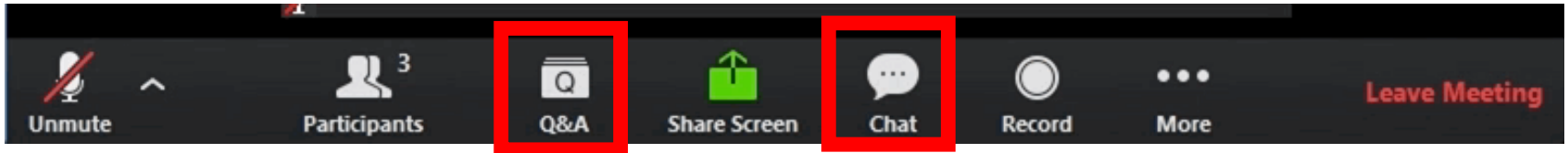


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# How to Ask a Question/Make a Comment



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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# 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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# Poll #3: Where is your organization in the process of integration?

- Learning/Exploring
- Beginning Implementation
- Advanced/Full Implementation
- Ongoing Quality Improvement
- Other (specify in chat box)



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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,  
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**Angela Pinheiro, MD**  
Medical Director,  
Community Mental  
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# Learning Objectives

**In this webinar participants will learn how to:**

- Describe research findings supporting key elements of Team-Based Care
- Identify the barriers to and opportunities for implementing Team-based Care in a behavioral health settings
- Access the National Council for Behavioral Health Medical Directors Institute White Paper *“Making the Case for High-functioning, Team-based Care in the Community Behavioral Health Care Setting”* Launch
- Learn about and apply for the Team-Based Care ECHO Learning Collaborative opportunity launching in mid-November



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# Teams as a Standard of Care

**“The high-performing team is now widely recognized as an essential tool for constructing a more patient-centered, coordinated, and effective health care delivery system.”**

Source: Mitchell, P., M. Wynia, R. Golden, B. McNellis, S. Okun, C.E. Webb, V. Rohrbach, & I. Von Kohorn. (2012). *Core principles & values of effective team-based health care*. Discussion Paper, Institute of Medicine, Washington, DC. [www.iom.edu/tbc](http://www.iom.edu/tbc). P.5.

**“There is near consensus that community-based integrated and comprehensive psychiatric services performed by interdisciplinary teams constitute the gold-standard for the care of patients suffering from mental illness.”**

Source: von Peter, 2018

**National Committee on Quality Assurance (NCQA)  
Patient Centered Health Home (PCMH) Requires  
Team-based Care**

See: <https://www.ncqa.org/programs/health-care-providers-practices/patient-centered-medical-home-pcmh/pcmh-concepts/>



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# Benefits of Team-Base Care

- **Improved safety**, reduced errors, better communication and better clinical outcomes including reduced hypertension, diabetes, and emergency department (ED) utilization. (Smith, 2018; Dehmer, 2016; AHRQ publication , 2015)
- **Greater capacity and overall access** to care and reduced complications. (Weller, 2014)
- **Reduced hospital admissions**, 30-day all-cause readmissions, length of stay, mortality rates, and total costs. (WHO, 2010; English, 2017)
- **Improved experiences** for people receiving services and providers, including enhanced acceptance of treatment, decreased staff turnover, and decreased tension and conflict among care providers. (WHO, 2010)
- **Decreased burnout** and increased staff productivity. (Smith, 2018)



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# Team-Based Care (TBC)

## Fundamental Definition

- At least two health providers who work collaboratively with patients and their caregivers—to the extent preferred by patient—to accomplish shared goals and achieve coordinated, high quality care.<sup>1</sup>
- Inter-disciplinary (e.g., behavioral health professionals, primary care professionals, peer support specialists).<sup>1</sup>
- Clear roles, mutual trust, effective communication, measurable processes and outcomes.<sup>2</sup>

<sup>1</sup>Adapted from ACA definitions of team in Sections 2703 and 3502

<sup>2</sup>IOM White Paper: Mitchell, Wynia, Golden et al (October 2012), Core Principles and Values of Effective Team-based Health Care.



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# General Principles of Team-Based Care



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

Team Goals

Roles and Expectations

Structured Yet Flexible  
Decision-making Processes

Open and Safe Communication

Celebrate Accomplishments  
and Address Breakdowns

# High-Functioning Team-Based Care

Based on our review of the literature and examples from the field, the following components are necessary to implement and sustain a high-functioning team-based care approach:

- 1. Leadership support and a dedicated implementation team.**
- 2. High-functioning, collaborative teams.**
- 3. Measurement-based care pathways and protocols.**
- 4. Person-served engagement strategies and activities.**
- 5. Ongoing training and communication.**



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# TBC Model Process & Structure Implementation Elements



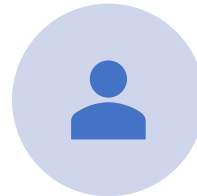
Leadership Support  
and Implementation  
Team



High-functioning  
Teams



Define Team  
Structure & Shared  
Team Goals/Targets



Person-served  
Engagement



Training and  
Communication



Measurement-based  
Care Pathways and  
Protocols



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# What It Offers

High-functioning, team-based care offers a number of advantages to CBHCs functioning in the value-based payment environment, such as CCBHCs, including:

- **Increased mental health care access**
- **Improved population health outcomes**
- **Increased engagement and satisfaction**
- **Reduced staff burnout**
- **Standardized care pathways**
- **Improved integration.**
- **Increased organizational capacity**

# Case Presentation



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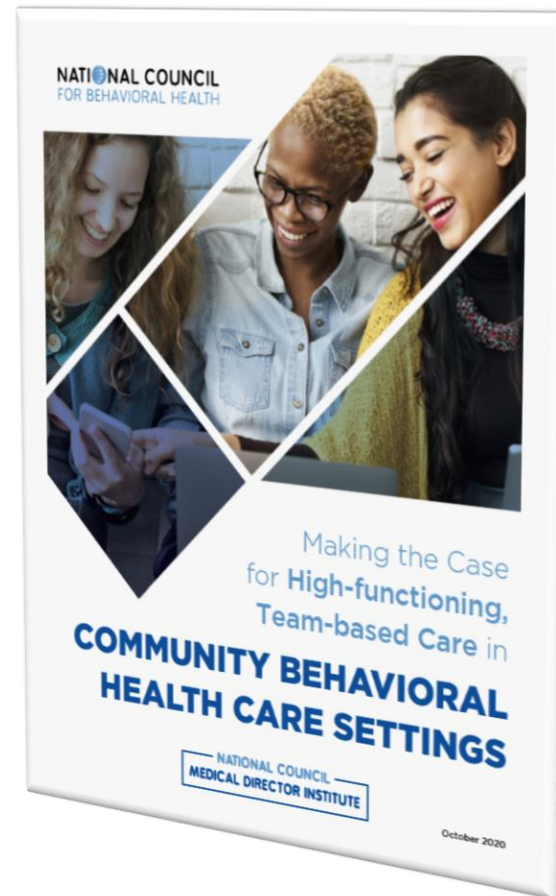


# Community Behavioral Health Center (CBHC) Team-based Care Paper

Developed by the **Medical Director Institute (MDI)** and in coordination with the **CoE**

The **paper includes:**

- Rationale for team-based care in the CBHC setting
- Framework for adopting team-based care in the CBHC setting
- Implementation tips



**Available at:** <https://www.thenationalcouncil.org/about/national-council/medical-director-institute/>



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# ECHO Series Launch

**Apply to join our Team-Based Care ECHO Learning Community today!**

This ECHO Learning Community will bring together a diverse group of experts and organizations implementing Team-Based Care to share challenges, opportunities, and ideas through a peer-to-peer learning format over 10 one-hour ECHO sessions launching mid November

- [Click here](#) to learn more about the ECHO Model.
- [Click here](#) to learn more and apply to the Team-Based Care ECHO.

Have questions? Contact [integration@thenationalcouncil.org](mailto:integration@thenationalcouncil.org).



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# Questions?



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# Team-based Care Resources

- [Essential Elements of Effective Integrated Primary Care and Behavioral Health Teams](#)
- [Toolkit for Designing and Implementing Care Pathways](#)
- [AHRQ Team-Based Primary Care Measurement Database](#)



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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 Nov. 23, 3-4pm ET

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

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

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

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

**Looking for free trainings and credits?**

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



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# Thank You

## Questions?

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

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



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