

CCBHC-E National Training and
Technical Assistance Center
CCBHC Care Coordination Learning Community

August 4, 2022

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

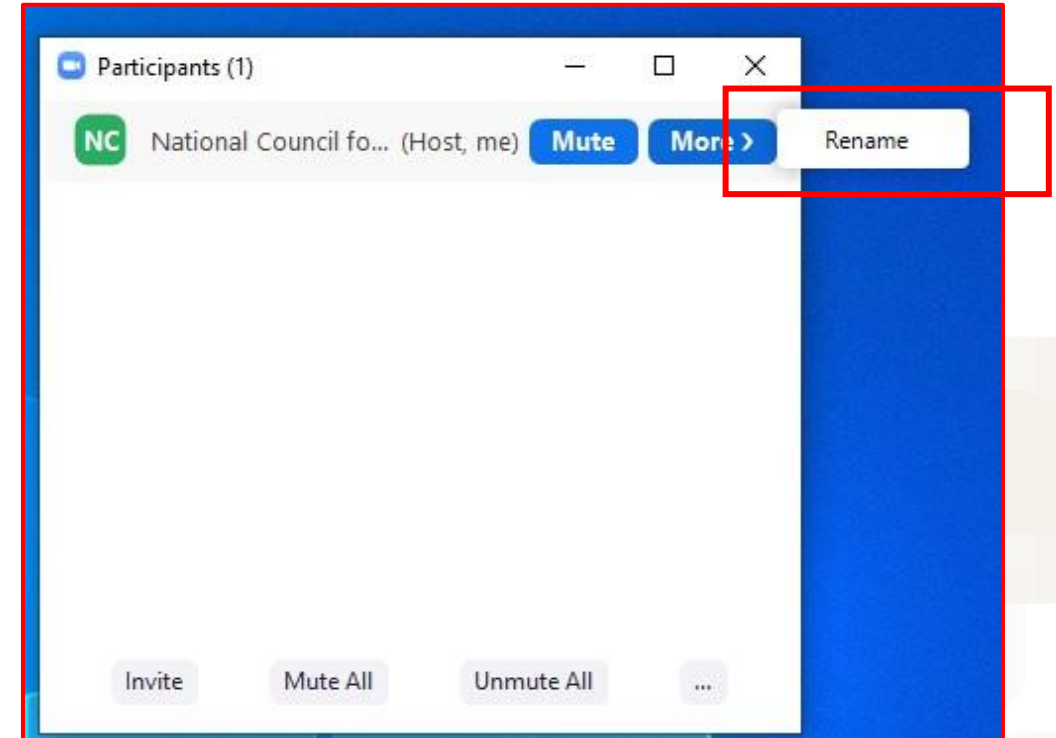
Acknowledgements and Disclaimer

This publication was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).



Logistics

- Please rename yourself so your display name on Zoom includes your organization.
 - *For example:*
 - **Alexandra Meade, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



NATIONAL
COUNCIL
for Mental
Wellbeing

Learning Community Lead Presenter:



Renee Boak, MPH
Consultant, National Council for Mental Wellbeing



Today's Objectives

- Outline learning community structure, purpose, and how participants are to engage
- Provide a brief overview of the CCBHC model
- Define care coordination and its requirements in the CCBHC model
- Meet learning community participants



Learning Community Outline

Structure: Mix of didactic teaching, case studies, and group discussion.

Learning community topics: *(subject to shift in focus over the course of the community)*

Session 1: August 4	<ul style="list-style-type: none">• Overview and orientation
Session 2: August 18	<ul style="list-style-type: none">• Define care coordination and key requirements• Introduce different models and approaches to care coordination• Increase knowledge on strategies for care coordination and implementation
Session 3: September 7	<ul style="list-style-type: none">• Identify care coordination strategies CCBHCs are employing with FQHCs/primary care and specialty care• Identify characteristics and practices of agencies with effective care coordination relationships
Session 4: September 29	<ul style="list-style-type: none">• Increase knowledge of care coordination strategies with hospitals and emergency departments• Identify technology options and approaches for leveraging technology to support care coordination

Learning Community Outline, continued...

Structure: Mix of didactic teaching, case studies, and group discussion.

Learning community topics: *(subject to shift in focus over the course of the community)*

Session 5: October 18	<ul style="list-style-type: none">• Increase knowledge of care coordination strategies with law enforcement and criminal justice, with a focus on the sequential intercept model• Identify opportunities and approaches for supporting individuals' re-entry into the community
Session 6: November 10	<ul style="list-style-type: none">• Increase knowledge of care coordination strategies with community-based organizations• Increase knowledge of obtaining individual and organizational consent for care coordination
Session 7: November 30	<ul style="list-style-type: none">• Increase knowledge of strategies to coordinate care and establish partnerships with culturally specific providers• Increase knowledge of strategies to address health disparities
Session 8: December 14	<ul style="list-style-type: none">• Learning community close-out and wrap-up

Group Norms



- Joining sessions **on video**
- Committing to **attending each session**, or sending a team member to join on behalf of your clinic
- **Participating** in group discussion
- Addressing any **action items** between sessions
- **Asking questions** – this is a brave space!
- Sharing your **successes**



What is a CCBHC?

CCBHC is an integrated community behavioral health model of care that aims to improve service quality and accessibility. CCBHCs do the following:

Provide integrated, evidence-based, trauma-informed, recovery-oriented and person-and-family-centered care

Offer the full array of CCBHC-required mental health, substance use disorder (SUD) and primary care screening services

Have established collaborative relationships with other providers and health care systems to ensure coordination of care



CCBHC Criteria Program Requirements

- 1: Staffing
- 2: Availability and Accessibility of Services
- 3: Care Coordination
- 4: Scope of Services
- 5: Quality and Other Reporting
- 6: Organizational Authority, Governance and Accreditation



Care Coordination 3.a: General Requirements of Care Coordination

- Coordinating care across the spectrum of health services
- Procedures in place that comply with HIPAA, 42 CFR Part 2, and other privacy and confidentiality requirements
- Policies and/or procedures in place to **encourage participation by family members** and others important to the consumer in care coordination
- Policies and procedures in to **assist consumers and families of children and adolescents in obtaining and keeping referral appointments**
- Medication reconciliation with external providers



Care Coordination 3.b: Care Coordination and Other Health Information Systems

- The CCBHC has health information technology (HIT) systems in place that includes:
 - ✓ EHRs
 - ✓ Demographic information, diagnoses, and medication lists
 - ✓ Clinical decision support
 - ✓ Electronic transmission of prescriptions to the pharmacy
- Reporting on data and quality measures
- **Plans for population health management, quality improvement, disparity reduction, outreach and research activities**
- Plan in place to improve care coordination between the CCBHC and DCOs using HIT



Care Coordination 3.c: Care Coordination Agreements

- Agreements with Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs)
- Protocols for **care coordination with other primary care providers** and agreements in place with inpatient psychiatric treatment, inpatient substance use disorder treatment, and residential programs
- Provisions for **tracking consumers admitted to and discharged from facilities**
- Protocols for **transitioning consumers from emergency departments**, including transfer of medical records, prescriptions, and follow-up



Care Coordination 3.c: Care Coordination Agreements (cont.)

- Agreements in place with inpatient acute-care hospitals, including emergency departments, hospital outpatient clinics, urgent care centers, residential crisis settings, and substance use disorder treatment programs
- Provisions for tracking consumers admitted to and discharged from these facilities
- Procedures for transitioning consumers from EDs and these other settings to CCBHC care, for shortened lag time between assessment and treatment, and for transfer of medical records, prescriptions
- Agreements that require coordination of consent and follow-up within 24 hours
- Makes and documents reasonable attempts to contact all consumers discharged from these settings within 24 hours of discharge



Care Coordination 3.d: Treatment Team, Treatment Planning, & Care Coordination Activities

- Person-centered and family-centered treatment planning includes the consumer, the family of child consumers, and others designated by the consumer
- **Designated interdisciplinary treatment teams** to coordinate the medical, psychosocial, emotional, therapeutic, and recovery support needs of CCBHC consumers
- **Provides recovery support needs of CCBHC consumers, including, as appropriate, traditional approaches** to care for consumers who may be American Indian or Alaska Native.



Welcome to the Care Coordination LC!



Breakout Rooms (6) – 15 minutes

- Name
- Role
- Organization
- Location
- A summer highlight

Regroup and report-out – 10 minutes

NATIONAL
COUNCIL
for Mental
Wellbeing

Care Coordination: Next Steps

Identify a success story to share in an upcoming session!

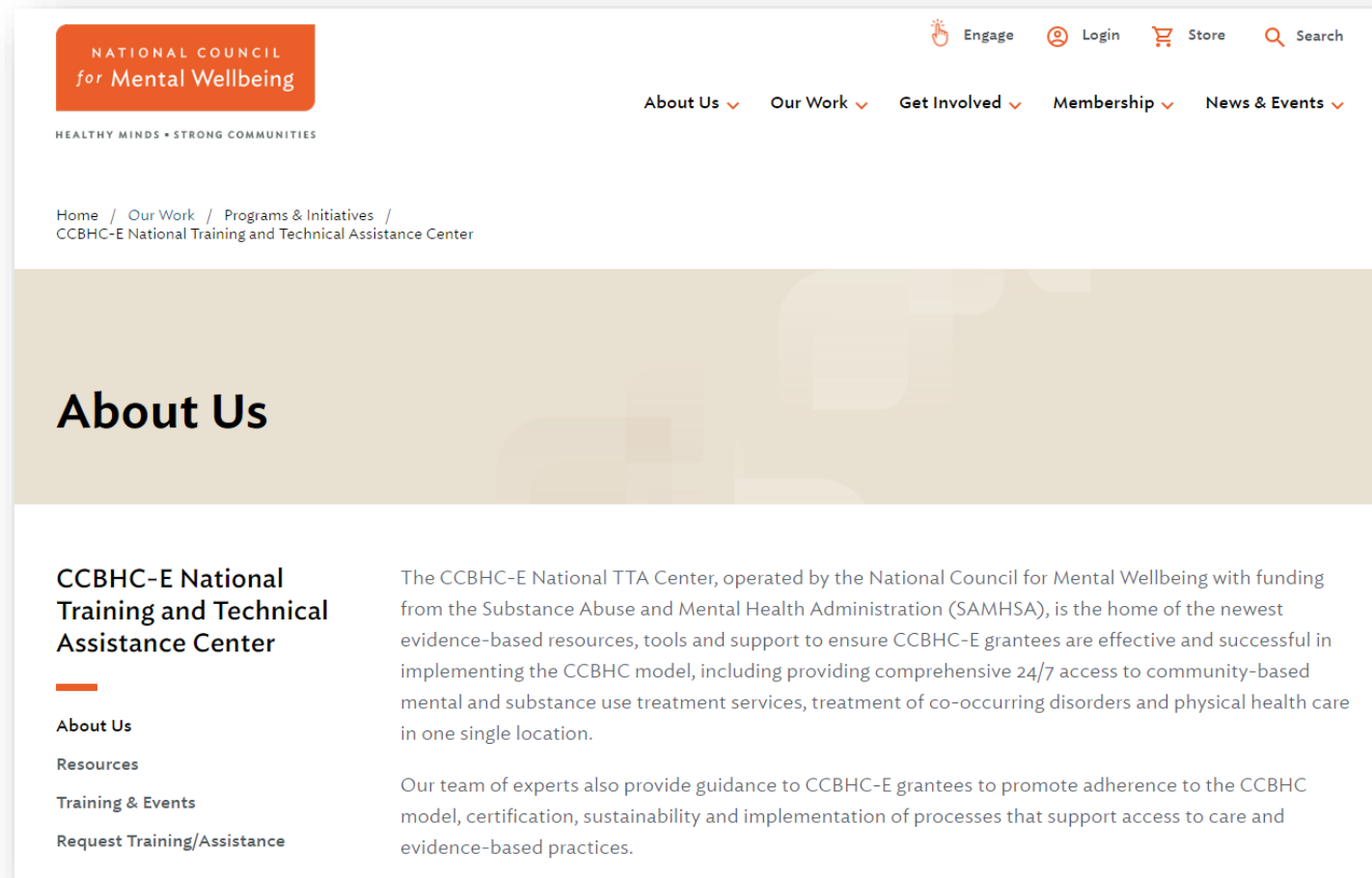


NATIONAL
COUNCIL
for Mental
Wellbeing

Schedule of Events: Care Coordination LC

Event	Date	Time (90 minutes)*
Welcome and Kickoff	Thursday, August 4 th	2pm – 3pm* (60 min.)
Session 1	Thursday, August 18 th	1pm -2:30pm
Session 2	Wednesday, September 7 th	2pm – 3:30pm
Session 3	Thursday, September 29 th	3pm – 4:30pm
Session 4	Tuesday, October 18 th	2pm – 3:30pm
Session 5	Thursday, November 10 th	2pm – 3:30pm
Session 6	Wednesday, November 30 th	2pm – 3:30pm
Session 7	Wednesday, December 14 th	2pm – 3:30pm

CCBHC-E TTA Center Website



The screenshot shows the top portion of the website. At the top left is the logo for the National Council for Mental Wellbeing, with the tagline 'HEALTHY MINDS • STRONG COMMUNITIES'. To the right are navigation links for 'Engage', 'Login', 'Store', and 'Search'. Below these are dropdown menus for 'About Us', 'Our Work', 'Get Involved', 'Membership', and 'News & Events'. A breadcrumb trail reads 'Home / Our Work / Programs & Initiatives / CCBHC-E National Training and Technical Assistance Center'. The main heading 'About Us' is displayed in a large, bold font. Below this, a sidebar on the left lists 'About Us', 'Resources', 'Training & Events', and 'Request Training/Assistance'. The main content area contains two paragraphs of text describing the center's mission and services.

NATIONAL COUNCIL
for Mental Wellbeing

HEALTHY MINDS • STRONG COMMUNITIES

Engage Login Store Search

About Us ▾ Our Work ▾ Get Involved ▾ Membership ▾ News & Events ▾

Home / Our Work / Programs & Initiatives /
CCBHC-E National Training and Technical Assistance Center

About Us

CCBHC-E National Training and Technical Assistance Center

- About Us
- Resources
- Training & Events
- Request Training/Assistance

The CCBHC-E National TTA Center, operated by the National Council for Mental Wellbeing with funding from the Substance Abuse and Mental Health Administration (SAMHSA), is the home of the newest evidence-based resources, tools and support to ensure CCBHC-E grantees are effective and successful in implementing the CCBHC model, including providing comprehensive 24/7 access to community-based mental and substance use treatment services, treatment of co-occurring disorders and physical health care in one single location.

Our team of experts also provide guidance to CCBHC-E grantees to promote adherence to the CCBHC model, certification, sustainability and implementation of processes that support access to care and evidence-based practices.

Access to our ever-growing resource library, upcoming trainings and events, and request for individualized support.



Questions or Looking for Support?

The screenshot shows the website for the National Council for Mental Wellbeing. At the top left is the logo "NATIONAL COUNCIL for Mental Wellbeing" with the tagline "HEALTHY MINDS • STRONG COMMUNITIES". The top right navigation bar includes "Engage", "Login", "Store", and "Search". A secondary navigation bar lists "About Us", "Our Work", "Get Involved", "Membership", and "News & Events". The breadcrumb trail reads "Home / Our Work / Programs & Initiatives". The main heading is "CCBHC-E National Training and Technical Assistance Center". On the left sidebar, the "Request Training/Assistance" link is highlighted with an orange box. The main content area features a large blue banner with the text "CCBHC-E National Training and Technical Assistance Center" and the National Council for Mental Wellbeing logo. Below the banner, it states "Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing".

Visit our website and complete the Request Technical Assistance form

<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

NATIONAL
COUNCIL
for Mental
Wellbeing

