

# Behavioral Health Integration Implementation Action Plan

Step	Whom?	By When?	Status?
1. Establish an inclusive team or designate a point person(s) to create or modify existing vision statement and recruit additional team members for implementing BHI.			
2. Educate team for having clear understating and basics of BHI.			
3. Develop a strategic plan: <i>refer to <a href="#">GROW Pathway Planning Worksheet</a> for details</i> <ul style="list-style-type: none"> <li>• Goal- Which populations will we target</li> <li>• Resources-What resources are available to us, challenges to be addressed</li> <li>• Options-What capacities do we have now, how to create additional capacity</li> <li>• Workflow-What changes will need to be in place to deliver integrated care</li> </ul>			
4. Share vision and integration pathway across the whole practice <ul style="list-style-type: none"> <li>• Build engagement and shared understanding and strategies               <ol style="list-style-type: none"> <li>1. Develop inclusive Integration Team</li> <li>2. Acknowledge the change</li> <li>3. Build and maintain engagement; identify skeptics, concerns, barriers as part of planning process</li> </ol> </li> </ul>			

<p>4. Bridge the divide between BH and primary care cultures of care; stick to the vision and goals</p> <ul style="list-style-type: none"> <li>• Complete “Dolly” exercise</li> </ul>			
<p>5. Monitor progress through continuous quality improvement</p> <ul style="list-style-type: none"> <li>• PDSA</li> <li>• Data collection and Analysis             <ol style="list-style-type: none"> <li>1. Clinical quality measures</li> <li>2. Practice transformation measures</li> <li>3. Patient and Family Experience measures</li> </ol> </li> <li>• Data driven decision making</li> <li>• Adjust targets over time</li> <li>• Collect and share stories</li> <li>• Share results with team and community</li> </ul>			
<p>6. Address variables in your population</p> <ul style="list-style-type: none"> <li>• Social determinants of health</li> <li>• Vulnerable populations</li> <li>• Pediatrics</li> <li>• Serious Mental Illness (SMI)</li> <li>• Substance use Disorders (SUD)</li> </ul>			
<p>7. Build Integrated Care Team Roles</p> <ul style="list-style-type: none"> <li>• Direct care team members             <ol style="list-style-type: none"> <li>1. Actively engaged patient</li> <li>2. Engaged PCP</li> <li>3. BH Provider or Care Manager</li> <li>4. Psychiatric expertise member</li> </ol> </li> <li>• Supporting care team members             <ol style="list-style-type: none"> <li>1. Front Desk Staff</li> <li>2. Medical Assistant</li> </ol> </li> </ul>			

3. Peer support Specialists			
8. Build Strength of Teams <ul style="list-style-type: none"> <li>• Make patients and families active members of the care team</li> <li>• Proactively address staff concerns</li> <li>• Engage staff members</li> <li>• Partner with the right providers</li> <li>• Hire staff that support your vision both professionally and personally</li> </ul>			
9. Train for Integrated care delivery <ul style="list-style-type: none"> <li>• Working together effectively as a team</li> <li>• Using new tools, screenings or workflows</li> <li>• How to document new services</li> <li>• Patient handoffs</li> <li>• Optimizing team communication</li> <li>• Team huddles</li> <li>• Confidentiality</li> <li>• Episodic vs. ongoing care</li> <li>• Outreach</li> <li>• How to interpret data</li> </ul>			
10. Leveraging Success: Sustaining <ul style="list-style-type: none"> <li>• Regularly assess team functions</li> <li>• Address provider burnout</li> <li>• Maintain leadership support</li> <li>• Address issues with turnover           <ol style="list-style-type: none"> <li>1. Resources and tools to efficiently train new staff with minimal disruption</li> </ol> </li> <li>• Continue improving workflows and processes</li> <li>• Consider financial impact</li> </ul>			

<ol style="list-style-type: none"> <li>1. What provider types are billable</li> <li>2. What visit types are billable</li> <li>3. Other factors impacting payment for BH services provided in primary care/RHC setting</li> <li>4. Consider various payment models and potential restrictions</li> </ol>			
<p>11. Leveraging Success: Spread</p> <ul style="list-style-type: none"> <li>• Pilot integration efforts to test change on small scale</li> <li>• Develop spread plan (i.e., IHI Spread Planning tool)</li> <li>• ID Key leaders to develop and support spread plan</li> <li>• Collect impact data, use data and success stories to inspire new care teams</li> <li>• Use pilot team to coach others, ID Training and mentor opportunities</li> </ul>			

Adapted from: <http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-Behavioral-Health-Integration.pdf>