

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 GROW Pathway Planning Worksheet for details</i> <ul style="list-style-type: none"> • Goal- Which populations will we target • Resources-What resources are available to us, challenges to be addressed • Options-What capacities do we have now, how to create additional capacity • Workflow-What changes will need to be in place to deliver integrated care 			
4. Share vision and integration pathway across the whole practice <ul style="list-style-type: none"> • Build engagement and shared understanding and strategies <ol style="list-style-type: none"> 1. Develop inclusive Integration Team 2. Acknowledge the change 3. Build and maintain engagement; identify skeptics, concerns, barriers as part of planning process 			

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

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

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

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