

Mentorship Webinar Series

Topic:
**Behavioral Health Integration in a
Patient Centered Medical Home (PCMH) -
Focus on non-Federally Qualified
Healthcare Center (FQHC) clinics**

October 18, 2017

Facilitator: Jeanene Smith

PCMH Coach



PCMH Transformation Team – *Mentorship Webinar Series*
August –January 2017



Learning Objectives for the Webinar Series

- Sharing the implementation experiences and lessons learned of mentor clinic(s) with interested clinic participants around a particular topic; including key strategies and challenges
- Opportunity for the “mentee” participant clinics to ask questions in a facilitated discussion with the mentors
- Build relationships across Idaho to share lessons learned and increase knowledge of the on-the-ground steps needed to implement PCMH transformation
- Link to Statewide Healthcare Innovation Plan (SHIP) Mentorship Framework document (copy link and paste into your browser)

http://ship.idaho.gov/Portals/93/Documents/PCMH/Idaho's%20PCMH%20Mentorship%20Framework%20DRAFT%20v7.0D_06052017.pdf?ver=2017-07-26-084527-037

Behavioral Health Integration & PCMH Standards

2017 National Committee for Quality Assurance (NCQA) PCMH Standards:

Care Coordination and Care Transitions - Under Competency B:

- **CC10** – “Integrates behavioral healthcare providers into the care delivery of the practice site” (Elective - 2 credits)

Guidance: Behavioral health integration includes care settings that have merged to provide behavioral health services and care coordination at a single practice setting. This is more involved than co-location of practices, because all providers work together to integrate patients’ primary care and behavioral health needs, have shared accountability and collaborative treatment and workflow strategies.

Today's Mentors

St. Luke's Health system - Region 3 & 4

Amy Walters, Ph.D, Licensed Psychologist
Director of Behavioral Health Services

Shoshone Family Medical Center - Region 5

Pam Lowder, Clinic Manager

Guiding Questions for Mentors

- Describe your clinical setting
- Why did your clinic decide to move forward with this effort?
- What were your first steps? Key strategies?
- Who and how did you undertake this effort?
- How did you finance this effort, if needed?
- Where is your project/program today?
- What were the top 2 challenges or barriers? How did you overcome them?
- What were the major lessons learned from this effort?

Discussion and Sharing



Mentors' Contact information

St. Luke's:

Amy Walters

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Shoshone Family Medical Center:

Pam Lowder

Email: manager@shoshone.net

Phone: 208-886-2703

Wrap-Up: Evaluation Survey & Next topics

Look for an Evaluation shortly – GoToWebinar Survey

- Will be sent out in a follow-up email
- Please provide your input on this session and ideas or suggestions for other topics/other mentors

Next Topics:

- PCMH Culture Change – November 7th, Mentors TBD
- Risk Stratification – TBD Nov/Dec, Mentors TBD

You too can be a Mentor!

Contact your PHD SHIP QI specialists or your PCMH coach if you are interested in being a mentor on a topic. Let them know too if you have questions you want answered during a future webinar.

Mentorship Series - Contact information

In addition to your PHD SHIP QI Specialist, can reach out to your own or these PCMH Coaches directly:

- Jeanene Smith
jsmith@healthmanagement.com
- Nancy Jaeckels Kamp
nkamp@healthmanagement.com