We need to talk: Team communication in integrated behavioral health

Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
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CUNY School of Public Health

MaryBeth Kurland, CAE
Chief Executive Officer
Commission for Case Manager Certification
Agenda

• Welcome and Introductions
• Learning Outcomes
• Presentation:
  • MaryBeth Kurland, CAE, CEO, CCMC
  • Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
• Question and Answer Session
There is no call-in number for today’s event. Audio is by streaming only. Please use your computer speakers, or you may prefer to use headphones. There is a troubleshooting guide in the tab to the left of your screen. Please refresh your screen if slides don’t appear to advance.
To submit a question, click on Ask Question to display the Ask Question box. Type your question in the Ask Question box and submit. We will answer as many questions as time permits.
• A recording of today’s session will be posted within one week to the Commission’s website, www.ccmcertification.org

• One continuing education credit is available for today’s webinar only to those who registered in advance and are participating today.
After the webinar, participants will be able to:

1. Outline the significance of team communication in integrated behavioral health and value-based payment models (e.g., medical home, accountable care organizations, Medicaid managed care efforts and Centers for Medicare & Medicaid Innovation Center demonstrations);

2. Describe key challenges to efficient team communication in the integrated care environment;

3. Discuss best practices for overcoming team communication challenges; and

4. Explain a process for “coordinating the coordinators,” or determining which case manager should lead when more than one case manager is working with a patient at the same time
We need to talk: Team communication in integrated behavioral health

MaryBeth Kurland, CAE
Chief Executive Officer
Commission for Case Manager Certification
A Resource Center for Today’s Case Manager

Question \rightarrow Message

Clarification \rightarrow Response

Feedback
Introduction

Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
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Virna Little, PsyD, LCSW, SAP, CCM
Transdisciplinary Care Teams

- “Gold” Standard
- Means understanding other disciplines and their roles (behavioral health and primary care)
- Warm “hand-offs” make the difference (managing on site vs. field)
- Shared care plans – “what is on fire” often presents opportunity for care management to take the lead
- “Huddling” as a means to meet some of your goals/needs
- Be a part of new initiatives (grants) and ongoing initiatives (pcmh)
Managing Care Management

- Mixed disciplines
- Can change over time
- Efficiently updating your team
- Software model often helpful with a key person
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<th>Quadrant II</th>
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<td>BH ↑ PH ↓</td>
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<tr>
<td>• Behavioral health clinician/case manager w/ responsibility for coordination w/ PCP</td>
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<td>• PCP (with standard screening tools and guidelines)</td>
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<td>• Out stationed medical nurse practitioner/physician at behavioral health site</td>
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<td>• Specialty behavioral health</td>
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<td>• Residential behavioral health</td>
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<td>• Other community supports</td>
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<tr>
<td>• PCP (with standard screening tools and behavioral health practice guidelines)</td>
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<td>• PCP-based behavioral health consultant/care manager</td>
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<td>• Psychiatric consultation</td>
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**Low** Physical Health Risk/Complexity

**High** Physical Health Risk/Complexity

**Low** Behavioral Health Risk/Complexity

**High** Behavioral Health Risk/Complexity

CCMC
Sometimes the best thing you can do is not think not wonder not imagine not obsess just breathe and have faith that everything will work out for the best.

vlittle@sph.cuny.org

DespicableMeMinions.org
Question and Answer Session

Virna Little, PsyD, LCSW-r, MBA, CCM, SAP
Associate Director for Clinical Innovation
Center for Innovation in Mental Health
CUNY School of Public Health
Thank you!

- Please fill out the survey after today’s session.
- Those who signed up for continuing education will receive an evaluation from the Commission.
- A recording of today’s webinar and slides will be available in one week at [http://ccmcertification.org](http://ccmcertification.org)

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