

Building and Sustaining Collaborative Care Team

Jessica Whitfield, MD MPH

Ramanpreet Toor, MD

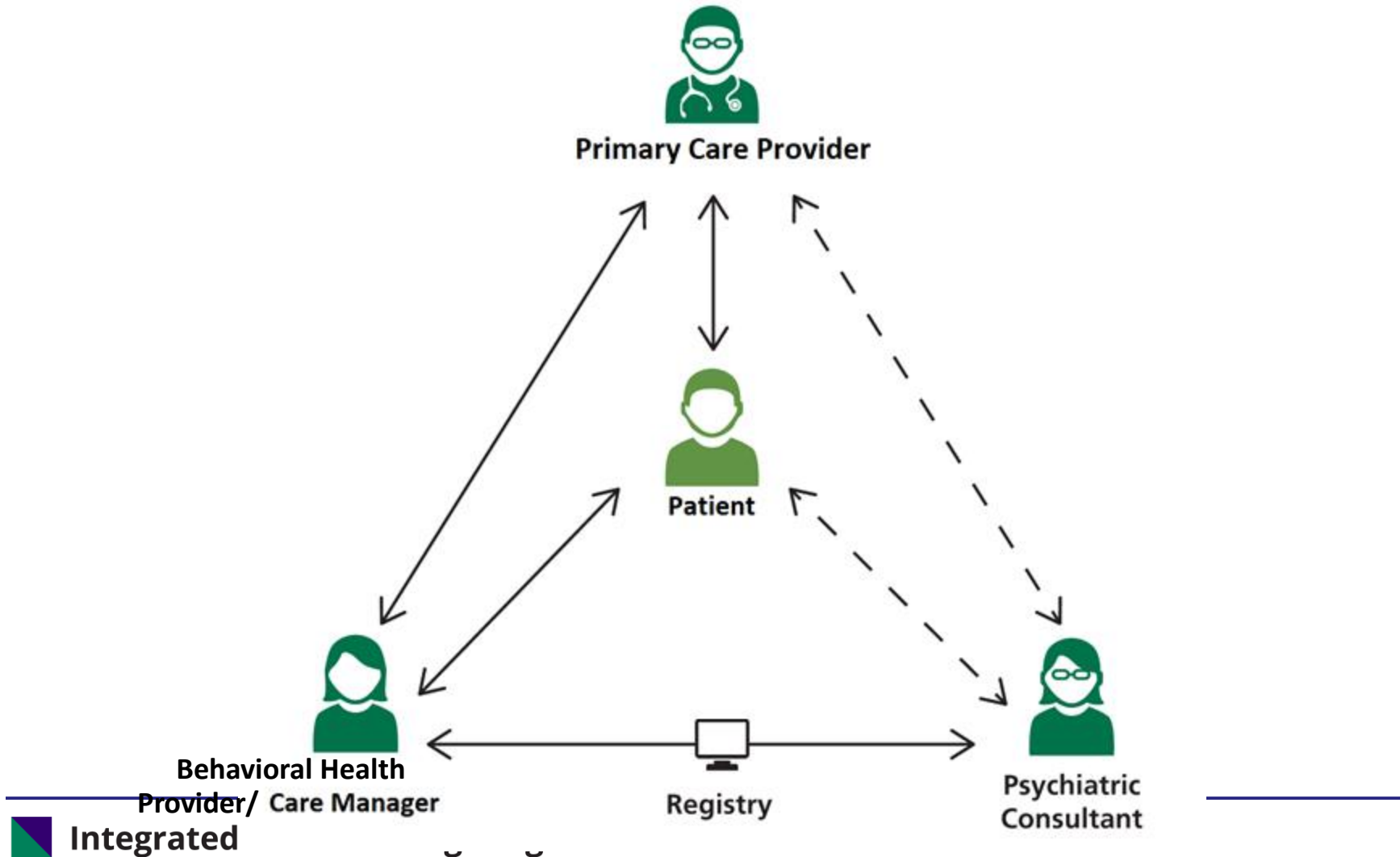
Speaker Disclosures

- None

Learning Objectives

- Describe two foundational concepts around integrated care teamwork.
- Identify two strategies for supporting BHCMs and PCPs in integrated care
- Consider how to tailor and apply learned concepts to support sustainment of collaborative care through challenges.

Collaborative Care Team Roles



Skills for Collaborative Care Principles



Population-Based Care



Measurement-Based Treatment to Target



Patient-Centered Collaboration



Evidence-Based Care



Accountable Care

Learning Together

Most teams do not have extensive experience working in population health management

- **Adjustment for BHCM:** fast paced primary care environment, medical setting, shorter visits
- **Adjustment for PCPs:** co-management with close communication, workflow change
- **Adjustment for PC:** Indirect supervision, accountability for wider clinic population

Primary Care Provider Role

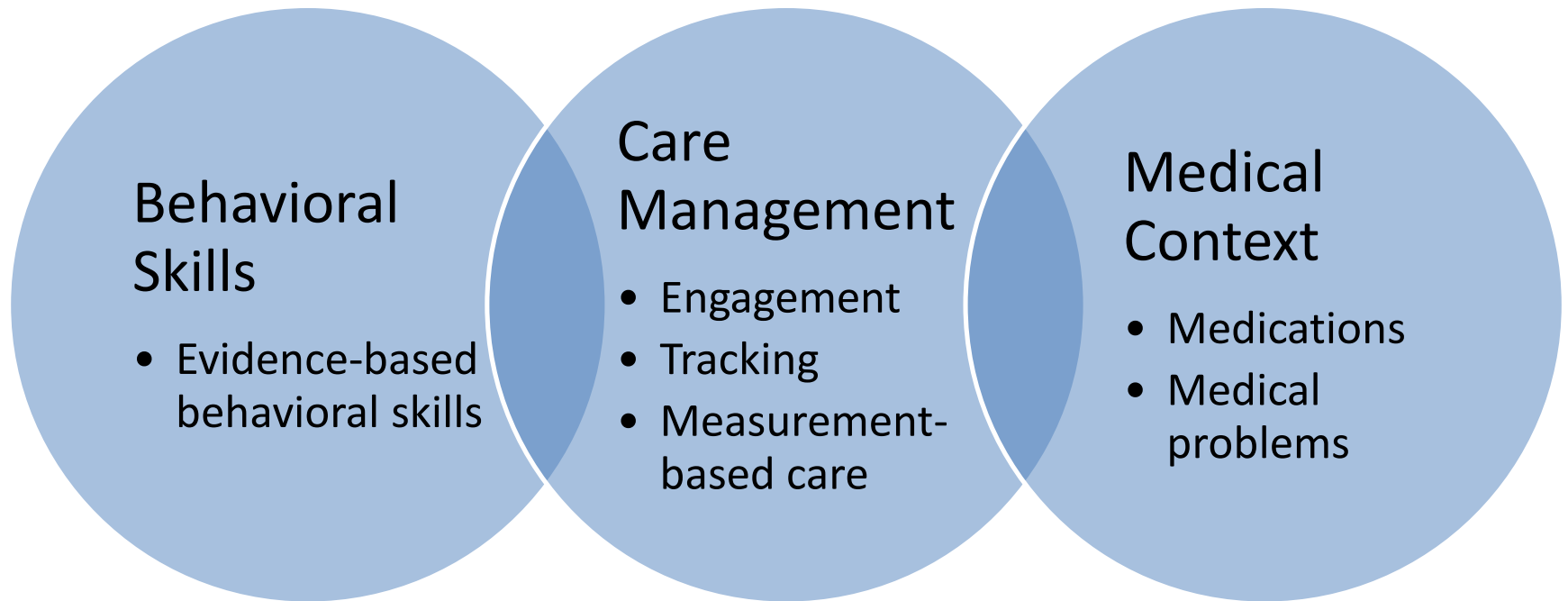
Collaborative Care Basics

- **How to Introduce Collaborative Care Model**
- **How to work with the BH Care Manager**
- **How to get support from Psychiatric Consultant**

Expanded Clinical Skills for Behavioral Health

- **Assessment**
 - Behavioral health measures
- **Treatment**
 - Deliver Evidence Based Medications
 - Support Evidence Based Psychosocial Treatments
 - Management of Suicide Risk

Behavioral Health Provider Role



Psychiatric Consultant Role

Clinical Consultation

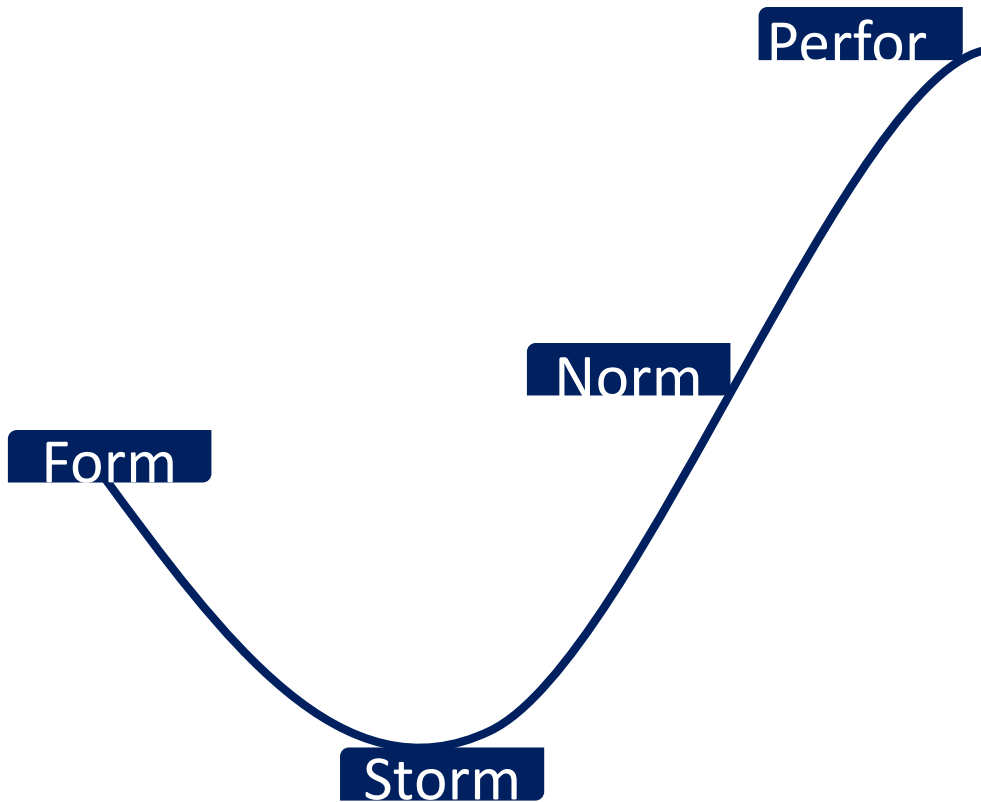
- **Evidence - base**
 - Core principles
- **Assessment**
 - Screening and identification
 - Registry
- **Treatment**
 - Measurement-based treatment to target
 - Indirect case review
 - Relapse prevention

Liaison

- **Liaison**
 - Engaging the medical provider
 - Working with a care manager
 - Assessing systems challenges
- **Learning**
 - Integrating education into clinical care
 - Direct teaching
- **Leadership**
 - Implementation
 - Continuous quality improvement

Learning to Be a Team

Tuckman's Model of Team Building



Principles of Effective Teams

Shared Goals

Clear Roles

Measurable Processes and Outcomes

Mutual Trust

Effective Communication

Supporting a (New) Care Manager

Supporting a New Care Manager

- Assessing strengths, areas to help build skills
- Advocating for appropriate FTE for different roles
- Helping with appropriate time management around clinical work, crisis management, Care coordination and documentation
- Educating and looking out for burn out
- Balancing supervision and supporting their education
- Safety assessment

Supporting PCPs

- Convey psychiatric recommendations
- Orient PCPs to purpose and scope of CoCM program as questions arise
- Determine best method for:
 - Conveying psychiatric recommendations
 - Curbsides
 - Urgent questions (availability)

Barriers to teamwork

- Communication
- Unclear workflows
- Lack of buy in
- Burnout
- Turnover
- Issues external to clinic (availability of other resources)

Case example

- A PCP reaches out to you to discuss her concerns with the CoCM program you implemented last year. She is generally supportive, as she was in the clinic in the days before integrated care and feels CoCM is an improvement. However, she notes that many of her and other PCP referrals to the program have been refused since the hiring of the new care manager six months ago for being too complex or requiring longer term care in CMHC. In the last two years with the worsening mental health crisis, she is unable to get these patients into other centers, and is feeling stranded with managing their care alone.
- What do you do?

Considerations

- Balancing supporting Care Manager with supporting PCPs
- Safety concerns/high risk patients
- Level of Care Manager skill
- Care Manager burnout
- Accountability to population in clinic
 - Is something better than nothing?

Takeaways

- *Psychiatric consultants have roles beyond clinical expertise on team, including leader and educator*
- *Psychiatric consultants role in supporting new team members plays a large part in sustainment*
- *Teamwork starts with clearly defined roles and clear communication*

Resources

- [AIMS Center office hours](#)
- [UW PACC](#)
- [Psychiatry Consultation Line](#)
 - (877) 927-7924
- [Partnership Access Line \(PAL\)](#)
 - (866) 599-7257
- [PAL for Moms](#)
 - (877) 725-4666

Questions and Discussion

- Ask questions in the chat or unmute yourself

Registration

- If you have not yet registered, please email uwictp@uw.edu and we will send you a link