

# Implementation –Next Steps

## Section 6

# Implementation – Next steps

- Communication
- Suicide protocol – if you do not have one, it will need to be developed
- Workflow development
- Plan for future clinical skill development
- Develop templates for assessments and systematic case review case presentations / documentation
- Future training and implementation support

# Communication

- Introducing/talking about the CoCM program with other providers and practice staff
- All practice staff having the ability to talk with patients about the program
- All practice staff aware of the target population
- Ensuring all staff are aware of how referrals are generated and the general workflow of the model
- Building the relationship between the PCP and the psychiatric consultant and BHCM

# “How to” Considerations:

How will information be gathered for the Systematic Case Review Tool?

How will data be collected for reporting?

How are the Psychiatric Consultant recommendations getting to the PCP?

How is the PCP getting recommendations and responding to them?

How is the BHCM monitoring recommendations and following up with patients

# Work Flow Development

- Know how your team will function the moment a patient walks through the door, including protocols for suicidal patients and patients in crisis
- Planning and creating a clinical flow that shows the exact process of what happens when a patient comes to the clinic ensures that no patient falls through the cracks
- Mapping a patient's care experience -- from identifying a behavioral health care need to initiating treatment to communicating treatment adjustments -- gives a framework for knowing the next step of care

## [Clinical Workflow Plan - AIMS Center](https://aims.uw.edu/collaborative-care/implementation-guide/plan-clinical-practice-change/create-clinical-workflow)

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# Break Out Session

- Discuss workflow development in your small groups
- Please take out CoCM **Clinical Workflow Development Guide** and the **Clinical Workflow Worksheet**

# Considerations

- Start slow – consider choosing 1 provider at a time to refer to the program and perhaps 1-3 patients in the first month
- Consider “cherry picking” first couple of patients who are appropriate for the program but less complicated
- Showcase a successful CoCM intervention with a patient, reduction in PHQ/GAD, remission, during a practice staff meeting

# Ongoing

- **BHCM**
  - Attend 1.5-hour webinar, each month, (45 minutes of topic training and 45 minutes of case discussion and questions) for 3 months after initial training
  - After 3 months, 1x/quarter
  - BCHM monthly discussion group
- **Operations Team**
  - Attend a webinar monthly for 3 months
- **Psychiatric Consultants**
  - Opportunity to attend a monthly discussion group with other CoCM psychiatric consultants led by MCCIST psychiatrists
  - Opportunity to attend a systematic case review of a MCCIST psychiatrist
  - Opportunity for an MCCIST psychiatrist to attend your systematic case review

**MCCIST will work with each practice regarding individualized training plans**



# Psychiatric Consultant and BHCM Monthly Groups:

## PSYCHIATRIC CONSULTANT

### ROUND TABLE

**APRIL 20<sup>TH</sup>, 2021**

(3<sup>RD</sup> Tuesday of each month, 12:30-1:30pm)

No registration required

<https://umich.zoom.us/j/92626323718>

## BHCM DISCUSSION GROUP

**APRIL 15<sup>TH</sup>, 2021**

(3<sup>RD</sup> Thursday of each month, 12-1pm)

No registration required

<https://umich.zoom.us/j/94751411524>

# MCCIST On-Going Training Topics:

BHCM Topics: (3<sup>rd</sup> Wednesday of the month 12-1:30pm)

BHCM Strategies for Running a Systematic Case Review

Time Management/Caseload tracking

Motivational interviewing

Behavioral Activation

Problem Solving

Psychopharmacology

Substance Use Disorder

***Starting in July, 2021***

***Dates to follow***

PO Topics: (1<sup>st</sup> Wednesday of the month 12-1pm)

Billing

Optimizing SCR tool

Patient Identification

# Post assessment and evaluation

For those not returning for day 2, thank you for attending the CoCM day 1 training.

Please complete the post assessment and evaluation at:

[https://umich.qualtrics.com/jfe/form/SV\\_5mML0acovueBbkV](https://umich.qualtrics.com/jfe/form/SV_5mML0acovueBbkV)

The link was also included in your training confirmation.

Completion of the evaluation is needed for CMEs and CEs.

We will return in 10-minute to conclude the day

# QUESTIONS?

**Thank you for attending today's training!**

Contact us: [MCCIST-Inquiries@umich.edu](mailto:MCCIST-Inquiries@umich.edu)

**Reminder: Please fill out the evaluation form to receive certificate and CME/CE**

[https://umich.qualtrics.com/jfe/form/SV\\_5mML0acovueBbkV](https://umich.qualtrics.com/jfe/form/SV_5mML0acovueBbkV)

# Reminder - BHCM Training

**DAY 2**  
**2/23/21**  
**8-4:00pm**

| Topic                                     | Objectives  |
|---|---|
| Introductions                             |   |
| The Role of the BHCM and the COCM Process | <ul style="list-style-type: none"><li>• Explain the key responsibilities of the BHCM as part of the CoCM treatment team</li><li>• Review the CoCM steps including introduction, screening, assessment, risk assessment, care planning, intervention, monitoring/follow-up and case closure</li></ul>    |
| Tracking Patients                         | <ul style="list-style-type: none"><li>• Examine the BHCM role in the use of a disease registry, systematic case review tool and case presentation to the psychiatric provider as it relates to treat-to-target</li></ul>  |
| Psychotropic Medications and Diagnosis    | <ul style="list-style-type: none"><li>• Discuss general approach to evaluating patients for anti-depressant and anti-anxiety medications</li><li>• Review the common anti-depressant and anti-anxiety medications and their relative advantages and disadvantages and common patient concerns</li></ul> |
| Motivational Interviewing                 | <ul style="list-style-type: none"><li>• Discuss the SPIRIT of motivational interviewing as it applies to patient engagement</li><li>• Review the skills and principles of motivational interviewing</li></ul>   |
| Behavioral Activation                     | <ul style="list-style-type: none"><li>• Review CoCM evidence based therapeutic interventions including BA, and risk assessment and safety planning in the primary care environment</li></ul>  |
| Maintenance                               | <ul style="list-style-type: none"><li>• Review the patient monitoring process, relapse preventions and transition to routine care</li></ul>   |
| Moving Forward                            | <ul style="list-style-type: none"><li>• Describe the process for next steps once initial training is completed and the practice is ready for implementation.</li></ul>  |