

Section 4

Integrating CoCM

Challenges

We will discuss **specific challenges** when preparing and implementing the model at the end of this discussion **through an activity**.

Additional Key Practice-level Staff

Medical Director

- Creates and implements **practice policies** to ensure safe, effective, and sustainable delivery of care
- Ensures all CoCM team members have appropriate **qualifications, training, and credentialing** to provide the activities specific to their role
- Ensures all CoCM team members **adhere to professional responsibilities** with respect to standards of care, documentation, privacy, etc.

Integrating CoCM

Provider Champion

- **Primary Care Physician**
- **Commits to learning** CoCM, helps to educate their colleagues and practices the model with fidelity and enthusiasm
- Assists in **hiring** the other CoCM team members
- Communicates **practice change expectations** to their PCP colleagues and supports them in overcoming challenges
- Acts as a liaison between the PCP team and the behavioral health care manager and psychiatric consultant, **providing a bi-directional communication channel** to solve implementation challenges
- Provides **ongoing monitoring** of how the PCP team is adopting the model and provides additional support to late adopters

Team Members

- Embedded behavioral health staff
- Medical Assistants
- Health Coaches
- Community Health Workers
- Practice Manager
- Clinical Supervisor
- QI Coordinator
- Billing Representative
- Clinical staff responsible for screening and documenting results
- Office staff

Additional Team Members

May be community or practice based

- Therapist
- Substance Use Disorder treatment
- Vocational Rehabilitation
- Specialty Mental Health Clinic

Patient may require a higher level of care:

- Mental health therapist
- Community-based treatment

Considerations

Key aspects of the personnel providing collaborative care can influence outcomes and are the “secret sauce” that goes beyond simply implementing the key tasks and re-engineered workflows

- **Engaged** psychiatric consultant leads to **more patients achieving remission**
- **Buy-in** by primary care providers is **crucial to patient engagement** as they are on the front line in “pitching” the model to patients
- Primary care provider **champions** help with **rallying colleagues** around the model
- Behavioral health care managers with a well-defined role are crucial to patient engagement. The BHCM **ensures key clinic tasks are performed** without other distractions.
- Strong support from the top leadership is also **necessary to provide the team resources** critical to meeting defined goals as well as encouragement and support throughout the process

CoCM—Team-based Care

Success of the model is based on the flexibility to alter practice patterns and willingness to participate in the team-based model from each member of the team

Integrating CoCM

Integrating New Team Members

Integrate BHCM and consulting psychiatrist into existing clinic staff, space and flow:

- Private workspace for BHCM
- Time
- Access to computer and EHR
- Access and support of training for clinic staff
- Identification of staff roles in CoCM

It is critical that a BHCM can carve out enough time to actively manage their patients. **This role cannot be added to an already full workload.**

Challenges and Wrap Up

Break-out Session



Discuss implementation challenges with your facilitator

Billing for CoCM

Evaluation

Thank you for attending the CoCM morning training!



The post-training evaluation will be emailed to you shortly after today's training

Completion of this evaluation is needed for CMEs

Questions?

Providers, thank you for attending today's training!