

With Your Help: Defining Competencies for Technical Assistance Services



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Faculty Disclosure

The presenters of this session have NOT had any relevant financial relationships during the past 12 months.

Conference Resources

Slides and handouts shared by our conference presenters are available on the CFHA website at https://www.cfha.net/page/Resources_2019 and on the conference mobile app.



Learning Objectives

At the conclusion of this session, the participant will be able to:

- Discuss core functions involved in TA to medical groups interested in behavioral health integration.
- Explain how BHCs can strategically approach increasing their level of integration both with and without the assistance of a TA consultant.
- Identify and prioritize technical assistance functions necessary for building an integrated practice.

Bibliography / Reference

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5. Roderick, S. S., Burdette, N., Hurwitz, D., & Yeracaris, P. (2017). Integrated behavioral health practice facilitation in patient centered medical homes: A promising application. *Families, Systems, & Health, 35*(2), 227.

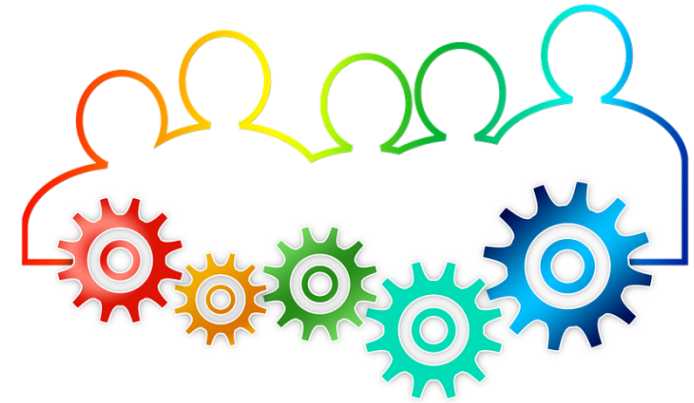
Learning Assessment

- A learning assessment is required for CE credit.
- A question and answer period will be conducted at the end of this presentation.

With your help...TA Competencies

Behavioral Health Integration has its challenges and we can all use a helping hand.

- What type of assistance is needed?
- How can we define it, find it, qualify it, etc. ?



With your help we hope to begin the process of defining TA competencies through discussion and a little fun.

Meet Your TA Team

- Eric Christian, MAEd, LPC, NCC
- Kent Corso, PsyD, BCBA-D
- Cathy Hudgins, PhD, LPC, LMFT
- Lesley Manson, PsyD
- Amelia Muse, PhD, LMFT
- Jeff Reiter, PhD, ABPP



What is technical assistance (TA)?

- Technical Assistance
 - One definition from organizational/nonprofit literature

“providing targeted support to an organization with a development need or problem”
- Technical Assistance for Integrated Care
 - TA in the context of integrated care

Goals and functions of TA

- Making integration part of the efforts already going on
- Improve clinic's outcomes (health, efficiency, access, & satisfaction)
- Assess, guide, and train as needed
- Explain current approaches and models
- Pull together a working team of the right staff
- Incorporate healthcare standards for PH and BH
- In some cases: Independent 3rd party who can support and challenge as needed
- Support billing, coding, and documentation standards for fiscal sustainability

Goals and functions of TA

- Organizational / Operational
- Financial
- Education and Training
- Auditing
- Standardization and Model Specific

Goals and functions of TA: **Organizational / Operational**

- Workflow process analysis
- Quality improvement and assurance
- Culture specific needs
- Executive education
- Metrics and monitoring
- Team development
- Change Management

Goals and functions of TA: Financial

- Insurance company negotiations
- Value based
- Practice financial auditing: billing, coding
- Building return on investment planning and equations
- Develop fiscal pro formas
- Support billing, coding, and documentation standards for fiscal sustainability

Goals and functions of TA: Education and Training

- Evidence based practice
- BH skills
- Healthcare management skills
- Continuing education units
- Quality improvement and assurance
- Communication
- Team (IPE)

Goals and functions of TA: Auditing

- Access
- Financial
- Model
- Workflows
- Training
- Competency
- Levels of Integrated Care
- Population Health (PH)
- Clinical Outcomes
- Model Specific

Goals and functions of TA: **Standardization and Model Specific**

- Review of current practice and roles and responsibilities
- Identify targeted areas for improvement
- Improve clinic's outcomes (health, efficiency, access, & satisfaction)
- Explain current approaches and models
- Model implementation and auditing
- Pull together a working team of the right staff
- Incorporate healthcare standards for PH and BH

What does TA look like?

- Breadth and Depth
- Packages
- Light or Full engagement
- Integrated Care Auditing
- Start status- from scratch or tune-up a running program
- Discovery situations
 - Program thinks they're doing "X" but TA expert comes in and sees "Y"
 - Expert with good news... or bad news

TA Participation

- Interdisciplinary
 - PCPs, BHPs, Nurses, CMAs, Phlebotomy, Psychiatry
- Intra-organizational
 - Clinicians, staff, reception, billing, management, mid-level management, executive leadership C-Suite
- Inter-organizational
 - Community partners, stakeholders, funders

Who provides TA?

- Consultant External to Organization
- Healthcare Professional in the Organization
 - QI Professional
 - BH Professional
 - Healthcare Team Member and Leader
 - Practice Manager
 - PCP Champions
 - Executive Officer

TA Data & Metrics



Culture

Operational

Fiscal

Clinical

Quality

TA Data & Metrics

Clinical Indicators	Standardization	Model	Organizational
Mortality	NCQA / HEDIS	Level of Integration	Employee
Health Status	NCQA / PCMH	Length of visit	Wellness
Biometrics	MACRA / CMS	CPT coding	Job satisfaction
Disease Prevalence	UDS / NQF	Insurance Diagnosis/	Employment
Disability Status	Annual QI Goals	Coding	Sustainment
Health Maintenance	RVUs/Productivity	Visit Type	Satisfaction
Health Assessments (screening tools)	Fiscal ROI	Productivity	
ED visits		Huddles	
Re-admission		Communication	
PHM		Documentation	
		Access to care	
		Warm handoffs	
		Wait time	
		Fidelity	

Competencies of TA Professionals

- BHC: History of Practice
- Professional Guild Associations and Knowledge
- Healthcare Leadership: History of Healthcare Management
- Integrated Care Knowledge
- Evidence Based Care / Best Practice Clinical Care
- Population Health Management
- Billing, Coding, and Financial Planning for Sustainability
- Continuing Education Provider
- Specialized Training or Certifications
- Content Expert
- Publications
- IPE
- Experience in various systems
- Others?

Gameshow

Scenarios

1. A rouge PCP wrote for a grant and received integration funds and now the clinic is at varying levels of buy-in when you arrive to provide the TA service funded and outlined in the grant
2. Clinic wants the BHC to see all levels of acuity and has begun referring patients prior to your arrival. The BHC is now unable to take new patients and is a bit stuck.
3. The clinic is interested in having BH services onsite, may not understand the options, and are not making key staff available to on a regular basis to launch programming.
4. Practice allowed extra time with nursing staff during lunch time (with pizza) to have the consultant highlight the benefits of IC prior to hiring the BHC. This seemed to assist in building excitement, ideas for team-based workflows and sharing of opinions about what the BHC should and should not be doing on the floor at the clinic.



Panel

1. Identify a function a TA can provide here
2. Explain who in the organization may be able to step up and provide TA here
3. Identify a way to prioritize the TA functions

Scenarios

1. Organization experiences a change in leadership and new administration wants to stop the current integrated care initiatives. TA provider has worked with the organization for over a year and has more rapport with clinical staff and providers than the new leadership does, the staff want the TA person to confront leadership about the proposed changes.
2. Clinic has become known in the community as a behavioral health crisis resource. The behavioral health providers want to keep taking in and triaging the walk-in crises, but the primary care providers are burned out and worried about the chaotic clinic environment for all patients. The BHCs say they don't trust anyone else in the community to take care of the crisis patients.



Panel

1. Identify a function a TA can provide here
2. Explain who in the organization may be able to step up and provide TA here
3. Identify a way to prioritize the TA functions



Questions

Session Survey

Use the CFHA mobile app to complete the survey/evaluation for this session.



Join us next year in Philadelphia, Pennsylvania! Thank you!

Contact

Come and say hello!

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