



Team Roles

PCP

Oversees all aspects of patient's care

- Diagnoses common mental disorders
- Starts & prescribes pharmacotherapy
- Introduces collaborative care team
 - Ideally with "warm hand-off"
- Makes treatment adjustment in consultation with care manager, team psychiatrists, and other behavioral health providers

Psychiatric Consultant

Supports Care Managers and PCPs

- Provides regular (weekly) and as needed consultation on a caseload of patients followed in primary care
- Focus on patients who are not improving clinically → intensification of treatment
- In person or telemedicine consultation or referral for complex patients
- Provides education and training for primary care-based providers

Care Manager

Works closely with PCP and helps manage a caseload of patients in primary care

- Facilitates patient engagement and education
- Performs systematic initial and follow-up assessments.
- Systematically tracks treatment response
- Supports medication management by PCPs
 - Where will patient get medications?
 - Planning for medication adherence
 - Facilitating PCP visit to discuss side effects
- Provides brief, evidence-based counseling or refers to other providers for counseling services
- Reviews challenging patients with the consulting psychiatrist weekly
- Facilitates referrals to other services (e.g., substance abuse treatment, specialty care and community resources) as needed
- Prepares client for relapse prevention



Team Communication

When Talking to a PCP

Communicate changes in patient's clinical and functional status

- Regular communication by preferred method
- Prioritize questions
- Focus on desired outcomes
- Concise discussions—less than 2 minutes
 - Baseline Clinical measures
 - Current Symptoms
 - Current treatment(s) and length of time
 - Problematic side effects
 - Psychiatric consultant recommendations

When Talking to a Psychiatric Consultant

Discuss recommendations for integrated care plan

- Timing
 - CM: Weekly, scheduled
 - PCP: As needed but easily available
- Structure the time
 - Prioritize patients
 - Information easily available
- Ask questions!

When Talking to a Care Manager

Coordinate the integrated care plan for the team

- Ask about training
 - What is in their tool kit?
- Assess for Strengths
 - Utilize strong skills to aid in patient care
- Understand Limitations
 - Lack of training is an opportunity to provide education
- Monitor for 'Burnout'
 - This is a hard job!
- Consultation vs Supervision
 - Consultation focuses on specific case reviews

