

### **Training Handout for the Online Training for Behavioral Health Care Managers**

Thank you for taking the time to learn about Collaborative Care (CoCM) through our online training.

#### **Terms of Use**

This handout is a supplement to the AIMS Center's Online Training for Behavioral Health Care Managers. It should not be used as a standalone training tool. We recommend using this handout to take notes during the training as well as to reference after training access concludes.

#### Distribution

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#### **About the AIMS Center**

The purpose of the AIMS Center is to inspire providers, researchers, and decision-makers to transform healthcare and improve patient outcomes. We accomplish this by translating and researching evidence-based approaches to behavioral health integration. To learn more about the AIMS Center and our work, you can visit our website: <a href="https://aims.uw.edu/">https://aims.uw.edu/</a>

#### **Questions About the Online Training?**

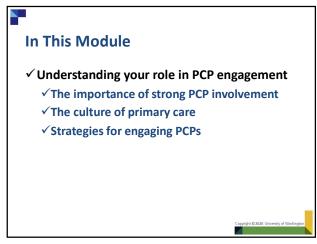
Website: <a href="https://aims.uw.edu/online-bhcm-modules">https://aims.uw.edu/online-bhcm-modules</a>

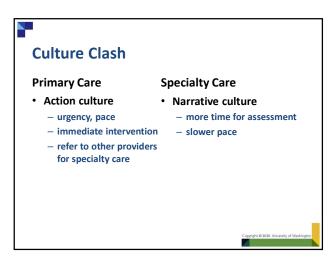
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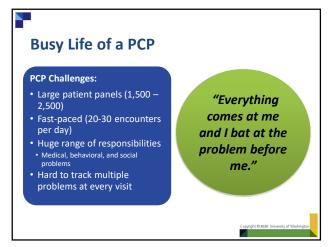




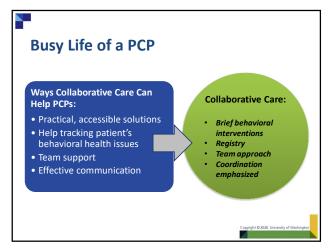
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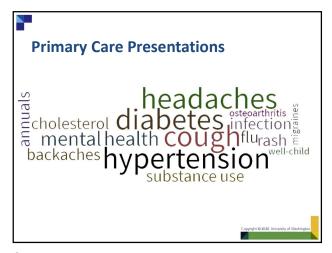






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# Initial PCP Responses to Collaborative Care

- May be excited about collaborative care
- May not know about collaborative care
  - May not know your role in the team
  - May not realize how you can help
- · May be wary of additional burden

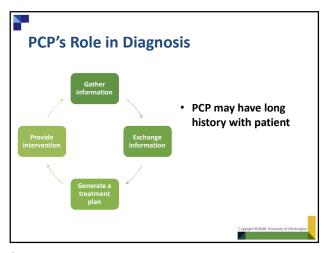
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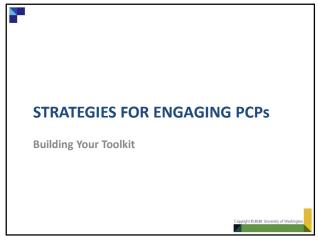
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### PCP's Role in Patient Engagement

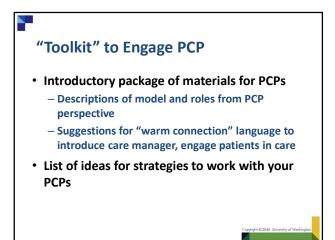
- PCP recommendation is powerful
- Introduce care manager and team roles
- Existing relationship is foundation for alliance with the collaborative care team

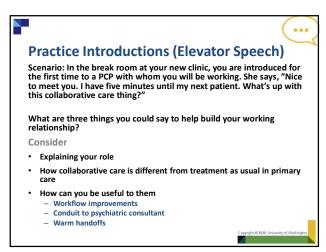
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#### **Communication with PCPs**

- · Need a clear method
  - Notes in EHR, copy of a note, other?
- Communicate significant changes in patient's clinical and functional status or care plan
  - Prioritize which changes need to be brought to the attention of the PCP
  - Maintain consistent contact with the PCP, as needed, to address the care needs of your shared patient



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## **Brief Presentation to PCP: Example Summary**

- Patient name and ONE sentence psychosocial history
- · Baseline clinical measures
  - e.g., PHQ-9 Score
- · Provisional diagnosis; current symptoms
- Current treatment(s) and length of time
  - Symptoms that aren't improving
  - Problematic side effects
  - Psychiatric consultant recommendations (if relevant)
- Question or purpose of communication



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### **Practice Discussing Communication Preferences**

Imagine that you are discussing communication preferences with a new PCP on your team.

What are three questions you could ask the PCP about how to communicate clinical information to them?

#### Feedback

- · How do you want information communicated to you?
- When is the best time for us to talk?
- How do I know when I can interrupt you?
- Do you want to hear the whole case, or just the recommendation?



# **Connecting the PCP and Psychiatric Consultant**

- Most of this is through notes and recommendations
- Facilitate direct contacts when needed



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### **Making Yourself Indispensable**



- · Respond to extra requests
- Make sure you are available at certain times of the day to be interrupted
- Help PCPs develop the skill of quick and effective referral
- Point out that you can respond to patients that take large amounts of PCP time

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### **Reality Check**

- We're asking a lot of primary care providers
  - Behavior change
  - Treatment to target new way of thinking
    - Chronic care model
  - PCP may or may not see value in new model
    - New team members may be viewed as external, not entirely under PCP control

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### **Your Toolkit for Engaging PCPs So Far**

- · Collect a set of introductory materials for new PCPs
- Have your "elevator speech" ready (i.e., how to quickly convey what collaborative care is, your role on the team, and how you can be of use to the PCP)
- Know your PCP's preferences for communicating clinical information
- Be brief in case presentations
- Connect your PCP and psychiatric consultant as necessary (Have the psychiatric consultant's phone and email handy at all times!)
- · Be accessible and responsive



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### Tips for Engaging with Other Team Members

- Other important team roles: nurses, medical assistants, interpreters, front desk staff
- Make sure everyone on team is:
  - Up to speed on your role in collaborative care
  - Consistent in messaging about collaborative care
  - Aware of when you are available and responsive
  - Clear about the communication plan for sharing clinical information



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# Tips for Engaging with Other Team Members (cont'd)

- Nurses and medical assistants:
  - Work closely with PCPs
  - Often are responsible for facilitating warm handoffs (more so than PCPs)
  - May also have close relationships with patients
  - Often can be involved in introducing collaborative care to patients
- Front desk and support staff:
  - Can be involved (e.g., scheduling, reminder calls, handing out PHQ-9s)

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This concludes the module.	
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