| Integrated Clinical Systems |
| --- |
| * Thinking of the ‘legs’ of your clinical system:    + Primary care/medical   + Behavioral health (BH)   + Other clinical specialties   + Clinical support * Which of your clinical systems ‘legs’ is the strongest? Why? * Which one may need some support or reinforcement? Why? |

| Clinical Systems Workflow |
| --- |
| * From whose perspective is an integrated care clinical workflow designed?   + Patient perspective   + Provider perspective   + Clinical support team perspective * Which care team members within an integrated system inform the workflow? |

| BH Introduction and Handoffs |
| --- |
| * Who, how, and when is BH introduced to the patient? * What clinical pathways are established to identify which patients will receive referral to BH? * How and between whom are medical and BH handoffs conducted? * How can you leverage non-clinical support team members to optimize provider time spent with patients in billable encounters? |

| BH Service Provision |
| --- |
| * Which interventions specifically require a behavioral health consultant (BHC)? * Who can be trained to deliver brief interventions? * Are BHCs providing 15- to 30- minute brief encounters? * What protocols and time protections are in place for BHCs to provide follow up and short-term treatment? * Who on the care team can assist with referrals once a BHC identifies the need for a level-of-care escalation? * What support is provided to the patient during this transition? |

| Collaborative Care Plan |
| --- |
| * Are care plans shared, reflecting all concerns and goals?   + Medical   + BH   + Dietary * Which team members are involved in care planning and how? * What mechanisms are in place to monitor and adjust the care plan to meet evolving needs? |

| Communication |
| --- |
| * In thinking about the communication pathways in your health center:   + What does your team do well?   + What could be improved?   + Are there new communication strategies you could adopt at your health center? |

| Notes |
| --- |
|  |

| Action Steps  ***Two things I will do in the next two weeks to further***  ***integrated care at my health center*** |
| --- |
|  |

| Additional Resources |
| --- |
| Agency for Healthcare Research and Quality  <https://integrationacademy.ahrq.gov/products/playbooks/behavioral-health-and-primary-care/implementing-plan-integrating-behavioral-health-your-ambulatory-care-setting>  Davis, M. M., Gunn, R., Cifuentes, M., Khatri, P., Hall, J., Gilchrist, E., Peek, C. J.,  Klowden, M., Lazarus, J. A., Miller, B. F., & Cohen, D. J. (2019). Clinical Workflows and the Associated Tasks and Behaviors to Support Delivery of Integrated Behavioral Health and Primary Care. *The Journal of ambulatory care management*, *42*(1), 51–65. Retrieved February 20, 2025. <https://pmc.ncbi.nlm.nih.gov/articles/PMC6278604/> |