| Integrated Clinical Systems |
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| * 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?
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| Clinical Systems Workflow |
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| * 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 |
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| * 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?
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| BH Service Provision |
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| * 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?
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| Notes |
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| Action Steps***Two things I will do in the next two weeks to further******integrated care at my health center*** |
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| 1.
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| Additional Resources |
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| 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/> |