

Expanding Behavioral Health Services in Health Centers

October 22, 2025

2:00 p.m. ET to 3:00 p.m. ET

Session One

Welcome, Introductions, &
Overview of Integrating
Behavioral Health Services
into Health Centers

Your CoP Facilitator

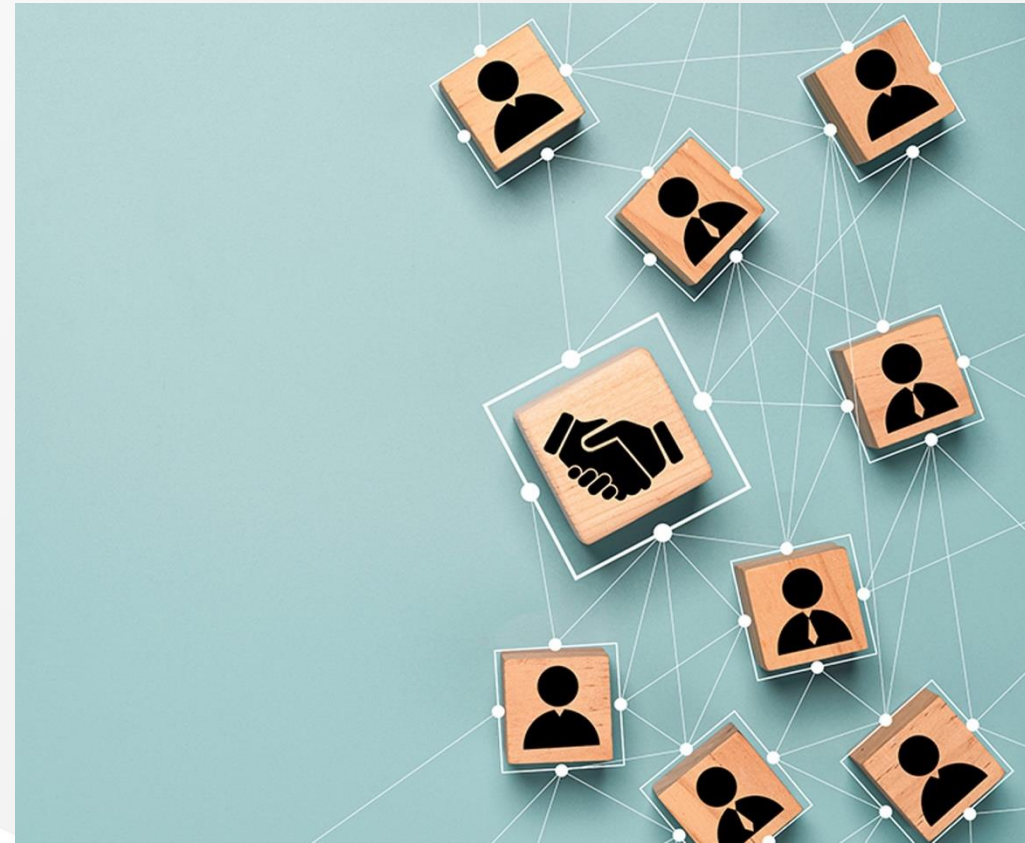
Laura Ross, MS, LMFT, CCTP, CTMH
Technical Expert Lead
JBS International, Inc. (JBS)



Welcome and Introductions

Please Share:

1. Your name
2. Your organization
3. The state you live in
4. Your role/title
5. What is one thing, personal or professional, you are looking forward to this fall?



Behavioral Health/Substance Use Disorder Integration Technical Assistance

Bizzell US team provides technical assistance (TA) to support the integration of behavioral health (BH) and substance use disorder (SUD) services within primary care across Health Resources and Services Administration (HRSA)–supported health centers nationally.

TA available includes:

- Webinars
- Communities of Practice

Continuing Education (CE)

- We offer behavioral health (BH) continuing education units (CEUs) for participation in BH/substance use disorder (SUD) integration technical assistance (BH/SUD TA) events.
- You must attend the event and complete the online Health Center TA Satisfaction Assessment Form after the event (2–3 minutes).
- A link with instructions will be provided at the end of the session.
- CE certificates will be sent within 5 weeks of the event from the Health Center BH/SUD TA Team via Smartsheet <user@app.smartsheet.com>.



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CoP Objectives

Participants in this CoP session will be able to:

- Articulate how an integrated, team-based care approach supports improved health outcomes.
- Describe the five (5) foundational aspects of effective behavioral health integration.
- Determine key operations that identify behavioral health integration and behavioral health service expansion at different levels of integrated care.
- Identify strategies to influence language and communication to build a more robust integrated care environment.
- Apply a systems approach to build a more effective and sustainable integrated care model within your health center.



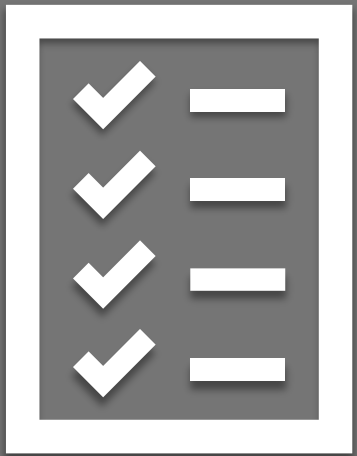
CoP Overview and Schedule

- This CoP occurs every other **Wednesday** from **October 22, 2025 to January 28, 2026**.
- The CoP sessions run from **2:00 to 3:00 p.m. ET**.
- *Optional* office hours will take place from **3:00 to 3:30 p.m. ET**, immediately after each CoP session.

SESSIONS:

1. October 22, 2025 | ***Introduction to the Community of Practice and an Overview of Integrated Care and Behavioral Health Service Expansion***
2. November 5, 2025 | ***The Integrated Care Continuum: Identifying a Pathway Toward Integrated Care and Behavioral Health Service Expansion***
3. November 19, 2025 | ***The Five (5) Foundational Aspects Necessary for Effective Behavioral Health Integration and Service Expansion***
4. December 3, 2025 | ***Leveraging Internal and External Communications for Integrated Behavioral Health Service Expansion***
5. December 17, 2025 | ***A Systems Approach to Integrated Care and Behavioral Health Service Expansion: Clinical Systems***
6. January 7, 2026 | ***A Systems Approach to Integrated Care and Behavioral Health Service Expansion: Administrative/Operations and Technology Systems***
7. January 14, 2026 | ***A Systems Approach to Integrated Care and Behavioral Health Service Expansion: Financial and Quality/Evaluation Systems***
8. January 28, 2026 | ***CoP Summary, Wrap-Up, and Next Steps for Integrated Care and Service Expansion Enhancement***

Session Objectives



Participants of today's session will be able to:

- Describe CoP expectation and participation norms.
- Get to know your colleagues.
- Describe key attributes and elements of effective integrated care / service expansion for your health center patients.

CoP Norms and Expectations



Attend each session and office hours as interested.



Let the facilitators know if you cannot attend a session.



To the extent possible, please be on camera throughout the sessions.



ACTIVELY ENGAGE in sessions and with other participants!



Share your experiences, including progress and challenges.



Be real, open, and curious...this is a place to learn from one another!



Remember, this is your CoP...you will get out of it what you put into it!

Introduction to the CoP Discussion

- What do you hope to gain by participating in the CoP?
- When you hear the terms, integrated care and behavioral health service expansion, what comes to mind?



Today's Agenda



Welcome, Introductions, and Overview of the CoP



Definition, Overview, and Value of Integrated Care



Integrated Care Champions and an Implementation Team



Reflection and Assessment: Interactive Discussion and Plan-Do-Study-Act (PDSA) Activity

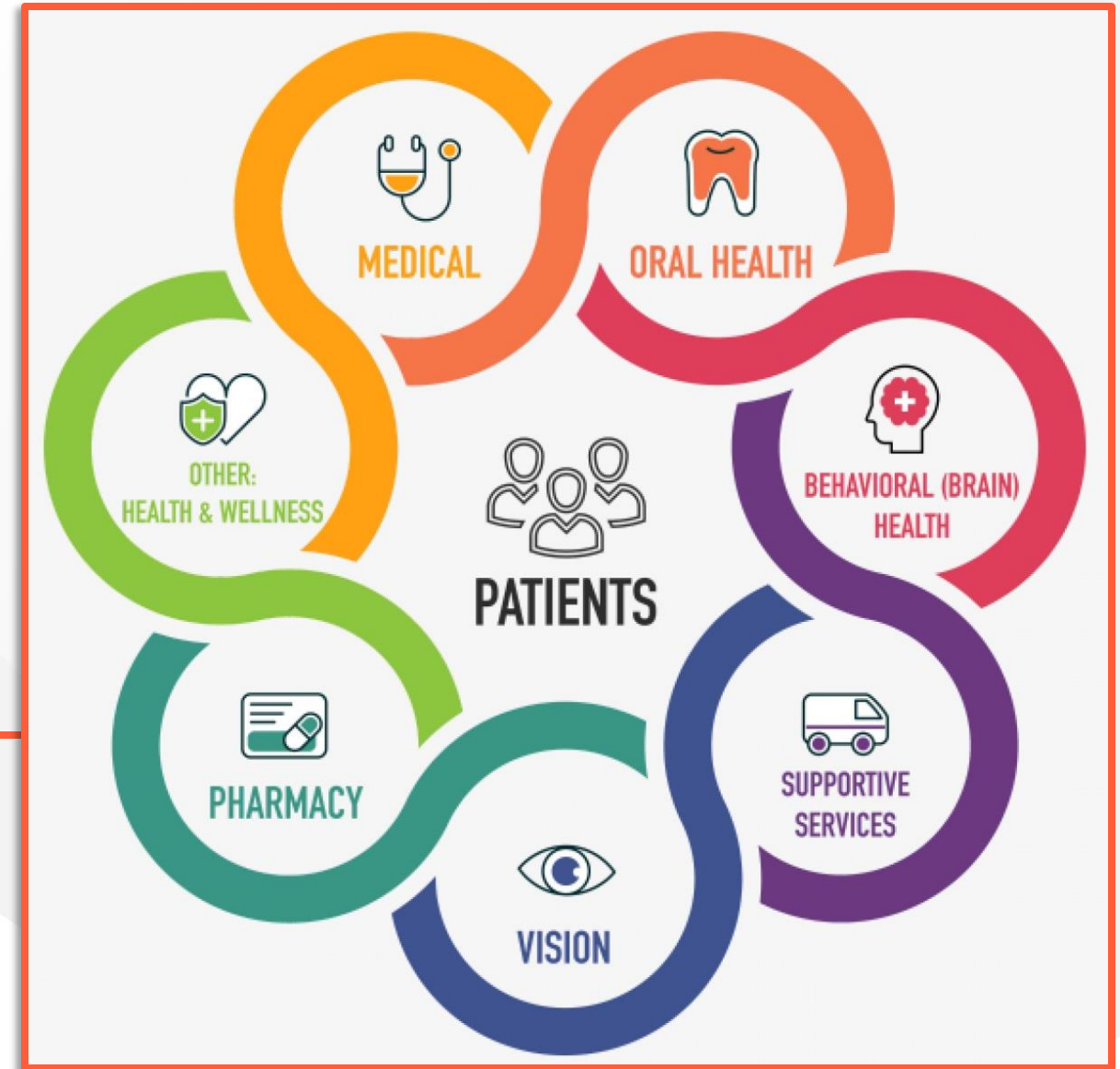


Session Wrap-Up, Questions, and Office Hours (Optional)

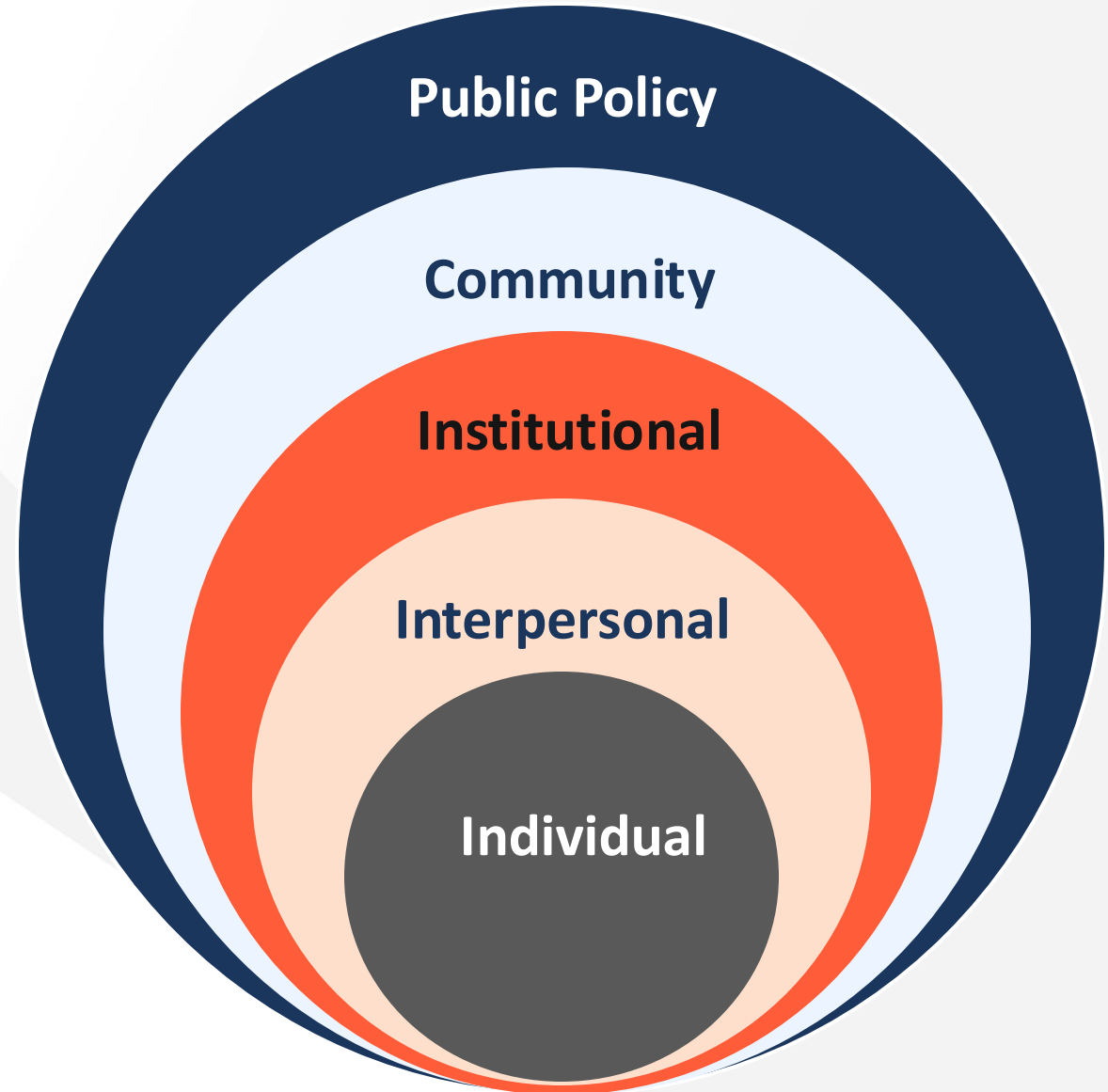
What Is Integrated Care?

Care that results from a practice **team** of primary care and behavioral health clinicians, **working together** with patients, families, and the community to provide **patient-centered care** for **a defined population** using a **systematic** and **cost-effective** approach.

This care may address mental health (MH) conditions and substance use disorders (SUD), health behaviors (including behavior that contributes to chronic medical illnesses), life stressors and crises, stress-related physical symptoms, and ineffective health care utilization.



Factors that Impact Health Outcomes



The Value of Integrated Care



Patient

- Access
- Care Quality
- Satisfaction
- Health Outcomes



Provider

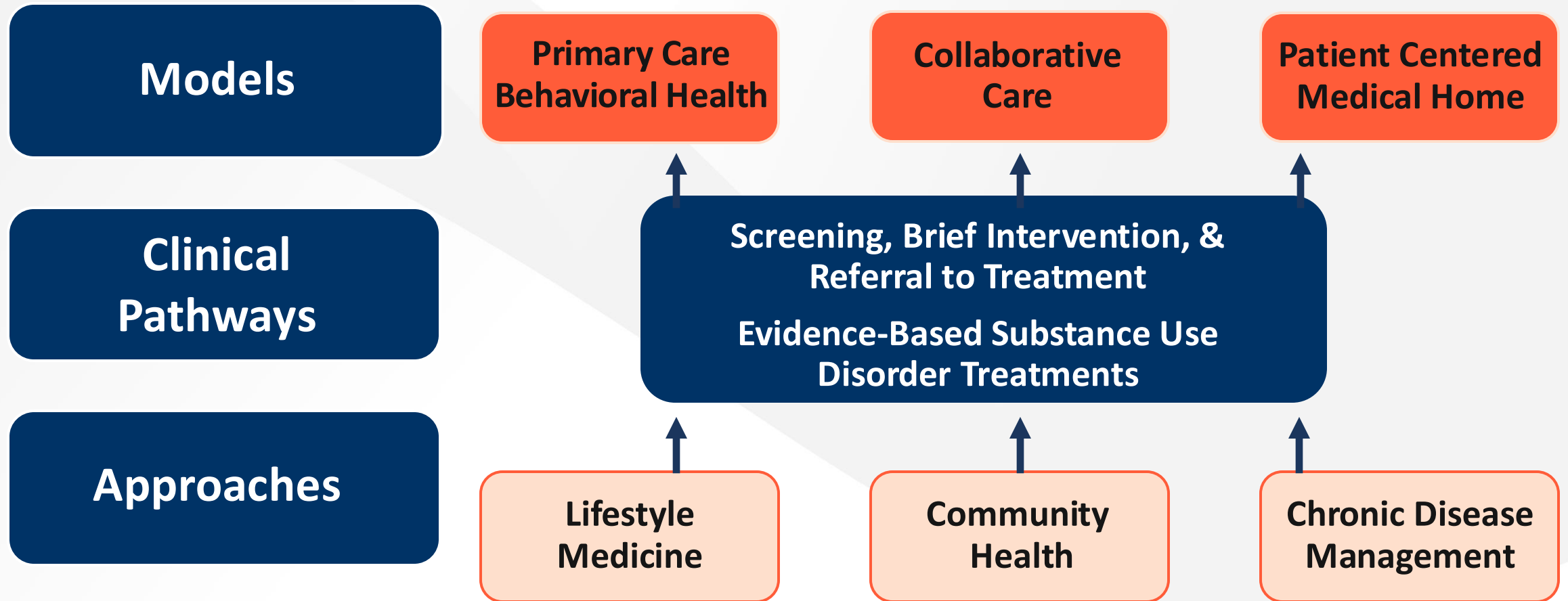
- Communication
- Coordination
- Job Satisfaction
- Well-being



Organization & Community

- Retention
- Efficiencies
- Value
- Outcomes
 - Patient
 - Population

Integrated Care Models, Pathways, and Approaches



Champions and Gathering an Implementation Team

Whom would you consider key stakeholders regarding integrated care at your organization?

1. Medical Providers
2. Behavioral Health Providers
3. Case Managers/Care Coordinators
4. Patient Navigators/Peer Support Specialists
5. Quality Department & Data Analysts
6. IT Department
7. Patients
8. Community Service Providers
9. Other?



Engaging Key Stakeholders (1)

- Involving people who will be **impacted by the initiative** can lead to strong support of the project and can strengthen the process and/or outcomes of the project.
- Engaging staff can lead to the development of more appropriate workflows to collect and act on the socioeconomic data.
- Engaging patients can lead to more appropriate interventions or community partnerships.



Engaging Key Stakeholders (2)

- There are **many ways to engage stakeholders**, ranging from education and consultation to direct involvement in the project process.
- Stakeholders will have varying levels of capacity or interest in involvement or engagement.
- Engage and educate stakeholders so that they can make an informed decision about how they would like to be engaged.



Engaging Stakeholders Summary

Identifying champions and engaging stakeholders is about **building relationships and having conversations** to learn various perspectives about integrated care to assess and build interest, support, and buy-in for implementation.

DON'T:

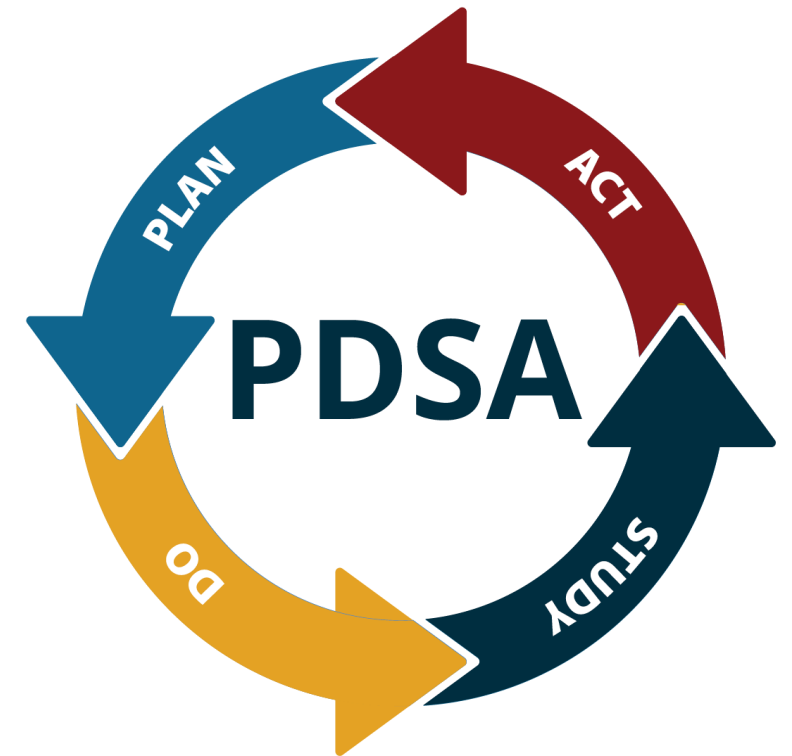
- Skip this process.
- Be afraid to talk...to a lot of people.

DO:

- Engage people across **all** implementation levels in your organization, including patients.
- Be prepared to talk about the value and impact of integrated care.
- Ensure you have leadership support, but don't rely on them to drive the process.
- Think of this process as building a support group.

Introducing CoP PDSA Cycle for Change & Implementation

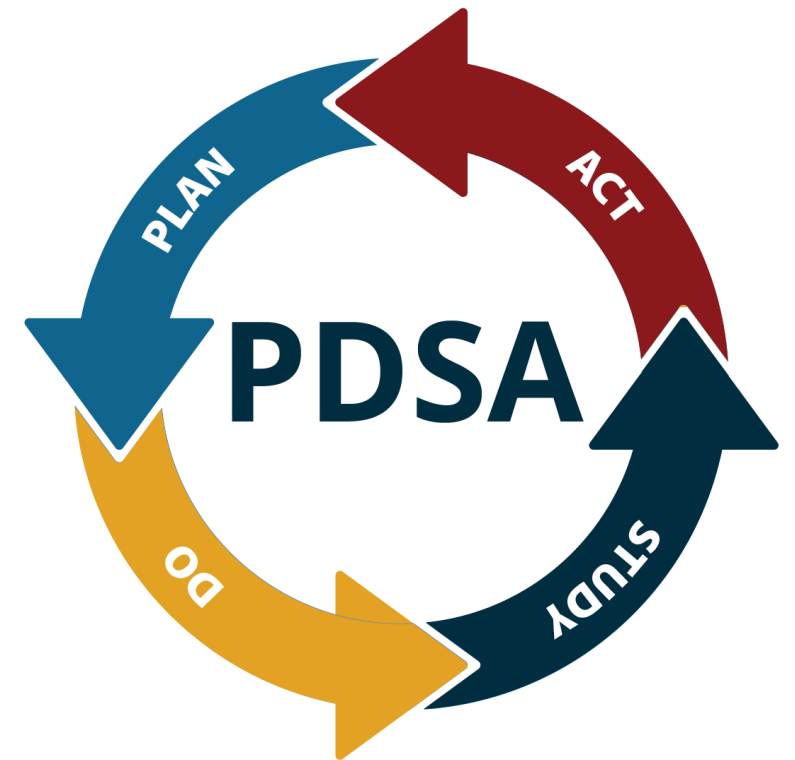
- Each CoP session will contain discussion and activities to support your health center's efforts to implement changes related to CoP objectives.
- We will provide a PDSA template you can use for planning and implementation at your organization.
- Share a 5-minute summary of your PDSA activities and/or plans for applying CoP learnings at the final CoP session.



Reflection and Assessment: Level of Integrated Care

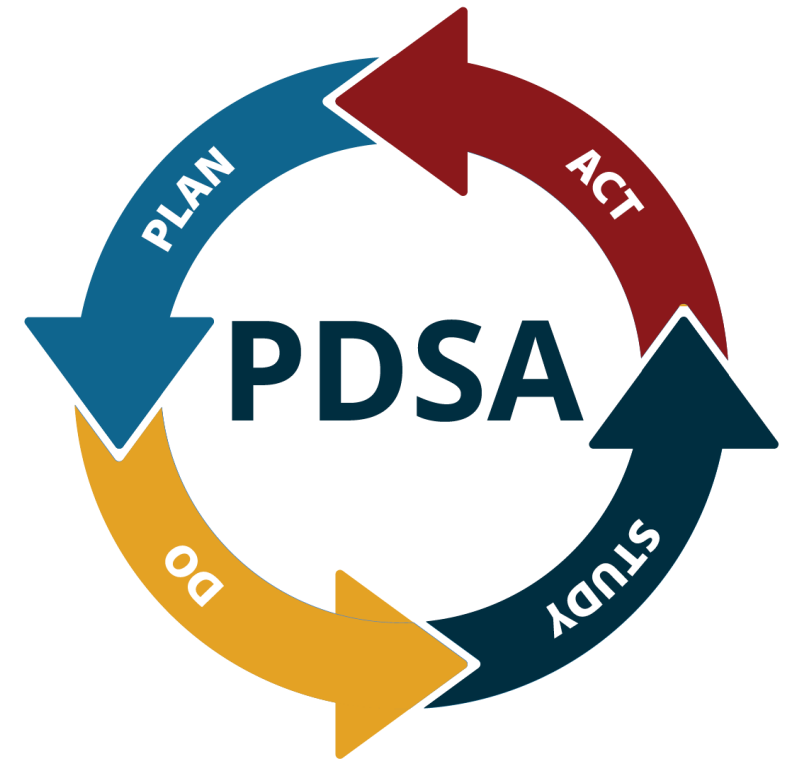
Thinking back on the definition of integrated care, which aspects does your organization do well?
Which aspects could be improved?

1. Team-based care; working well together
2. Patient-centered approach
3. Defined population to support evaluation
4. Systems approach



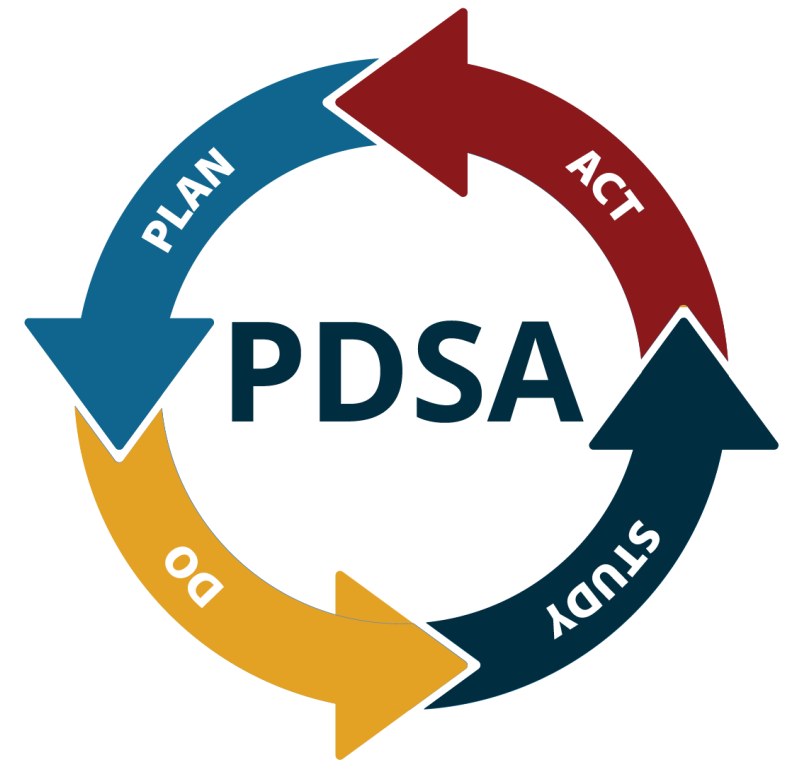
Reflection and Assessment: Perceived Value/Benefits

1. What thoughts/reflections do you have about the value or benefits of an integrated care approach?
2. Have you seen the value or benefits in an organization or at other organizations?
3. Are you or others skeptical about the value or benefits of implementing integrated behavioral health care?



Reflection and Assessment: Recourses and Supports for Integrated Care

1. Do you have integrated care champions or an implementation team identified or established at your organization?
2. Who could be on your implementation team...or who is missing?
3. How would you describe the level of leadership buy-in and support?
4. Have you completed an integrated care readiness assessment of any kind?



IC Readiness Assessment



The Academy

Integrating Behavioral Health and Primary Care

Self-Assessment Checklist for Integrating Behavioral Health and Ambulatory Care

About the Integration Self-Assessment Checklist

The Self-Assessment Checklist for Integrating Behavioral Health and Ambulatory Care (referred to as Integration Self-Assessment Checklist) is based on [AHRQ's Lexicon for Behavioral Health and Primary Care Integration](#). The Integration Self-Assessment Checklist is linked to AHRQ's Integration Playbook so practices can customize their implementation approach for their setting. The self-assessment checklist can be used before, during, or after implementation of the integrated program.

CoP Session 1 Wrap-Up

- What are your main takeaways from today's session?
- Potential between-session action steps:
 - Review and answer all discussion questions raised in today's session.
 - Plan and/or revise a list of integrated care champions and/or members of an integrated care implementation team.
 - Complete an integrated care readiness assessment.
- **Next session details:**
 - Wednesday, November 5, 2025



Continuing Education (CE) Opportunity

- We offer BH CEUs for participation in BHTA events.
- You must attend the event and complete the online Health Center TA Satisfaction Assessment form after the event (2–3 minutes).
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Resources and References

Slide 13

- Agency for Healthcare Research and Quality. (2023 November). 2013 lexicon: *New! 2023 AHRQ lexicon revision*. The Academy.
https://integrationacademy.ahrq.gov/products/ibh-lexicon/2013-lexicon?_gl=1*1e2b88*_ga*Mzg0NDc2NzI0LjE3MzY4MDU2MjI.*_ga_45NDTD15CJ*MTczNjgwNTY1My4xLjAuMTczNjgwNTY1My42MC4wLjA

Slide 24

- Agency for Healthcare Research and Quality. (2022, June). *Implementing the plan for integrating behavioral health in your ambulatory care setting*. The Academy.
<https://integrationacademy.ahrq.gov/products/playbooks/behavioral-health-and-primary-care/implementing-plan>.
- Also see topics under "Preparing the Infrastructure in Your Setting"

Accessing Training and TA Opportunities



EMAIL US

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VISIT THE TA PORTAL

<http://bphc-ta.bizzellus.com/>



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Scan the QR code to subscribe and watch for updates in the Hub in Focus regarding additional TA opportunities



Health Center Satisfaction Assessment

We'd love your feedback on today's session!

Please take 2 minutes to complete the Health Center TA Satisfaction Assessment.

Thank you for your time!



<https://www.surveymonkey.com/r/CoP6Session1>

Thank you!



Office Hours