

A Behavioral Health Integration Primer for Health Centers

Amber Murray, RN, BSN, MA, PMP, Facilitator

Wednesday, September 24, 2025

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

Session Six

A Systems Approach of
Integrated Care:
Administrative/Operations &
Technology Systems

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>.



This course has been approved by JBS International, Inc. as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #86832, JBS international, Inc. is responsible for all aspects of their programming.



JBS International, Inc. has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6442. Programs that do not qualify for NBCC credit are clearly identified. JBS International, Inc. is solely responsible for all aspects of the programs.

Your CoP Facilitator

Amber Murray, BSN, MA, PMP

Program Director & Senior Technical
Expert Lead

JBS International, Inc.



Session Objectives



Participants of today's session will be able to:

- Understand how health center administrative/operations systems and technology systems support integrated care sustainability and improved outcomes.
- Discuss strategies to enhance administrative/operations systems of integrated care in your setting.
- Discuss strategies to enhance technology systems of integrated care in your setting.
- Use the Plan-Do-Study-Act (PDSA) worksheet to assess strengths and opportunities of clinical systems in your setting.

Today's Agenda



Check-in & Attendance



Administrative/Operations & Technology Systems of Integrated Care



Reflection, Assessing & PDSA Planning



Session Wrap Up, Questions



Office Hours and Interactive Discussion

This Week We Focus on Administrative (Admin)/ Operations & Technology Systems



*“Every system is
perfectly
designed to
get the
results it gets.”*

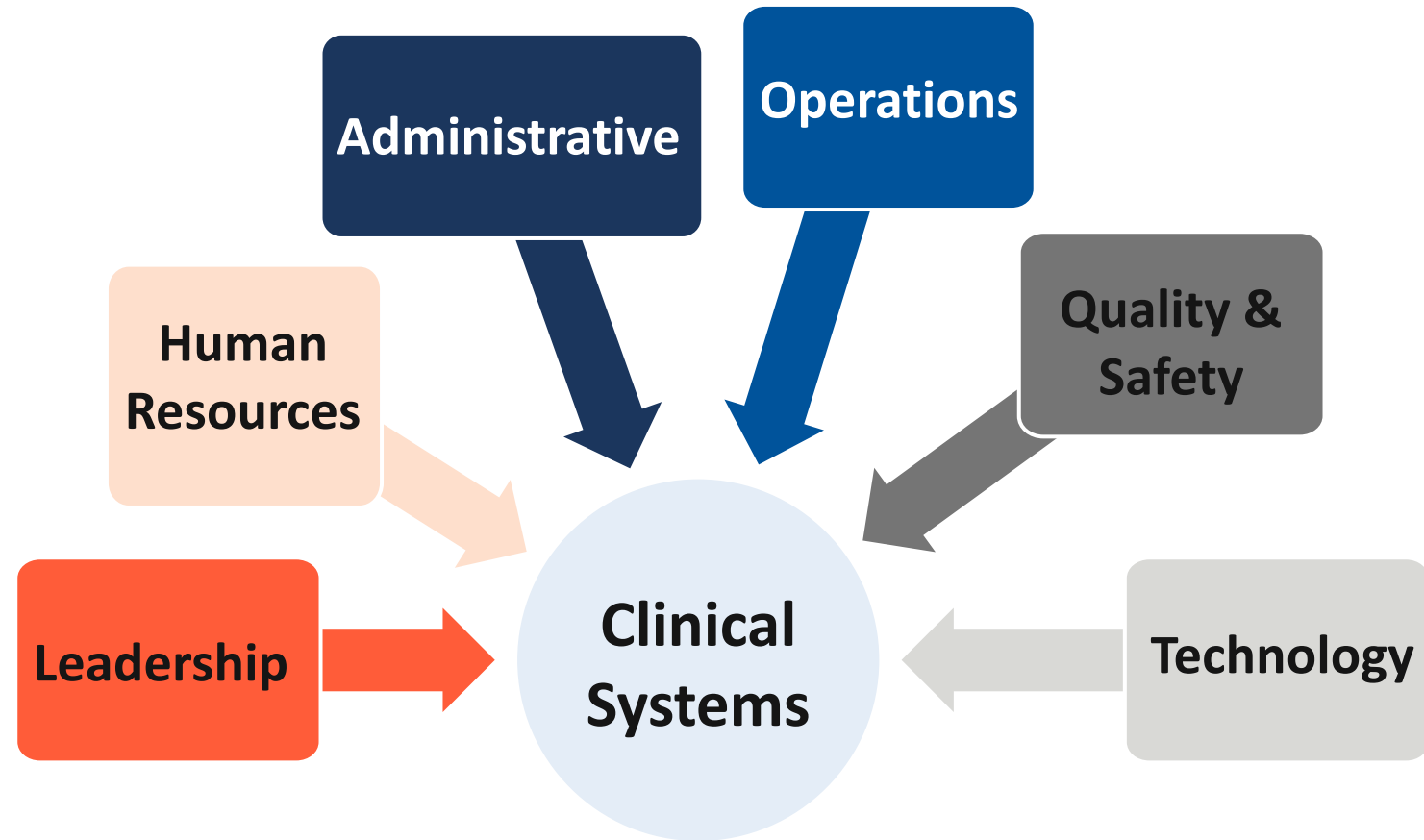
- W. Edwards
Deming

Integrated Admin/Operations Systems

What are Integrated Admin/Operations Systems?

Creating integrated admin/operations systems means:

- Educating staff in non-clinical roles of the value and priority of integrated care
- Orienting admin and operations efforts to support integrated care provision
- Ensuring clinical staff receive the resources and support to effectively work in an integrated care model



Strategies that Support Integrated Admin/Operations



Include integrated care in hiring, orientation, and onboarding for all staff



Ensure leadership understand and *actively* support integrated care approaches



Ensure each department/role understands how they support integrated care

- Finance
- Grants Management
- Human Resources
- Health Information Technology (HIT)
- Quality & Safety



Create opportunities for staff from different departments to discuss integrated care workflow and service provision



Provide ongoing education and training on integrated care

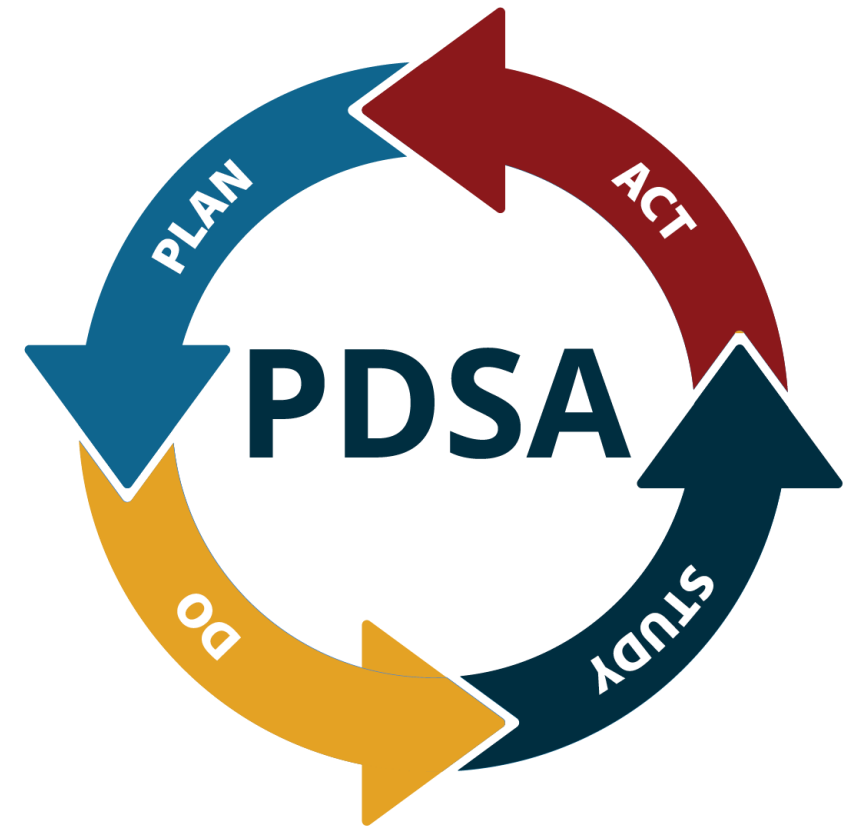
Strategies to Support Integrated Admin/ Operations Discussion

- How does your health center support integrated care at the admin/operations systems level?



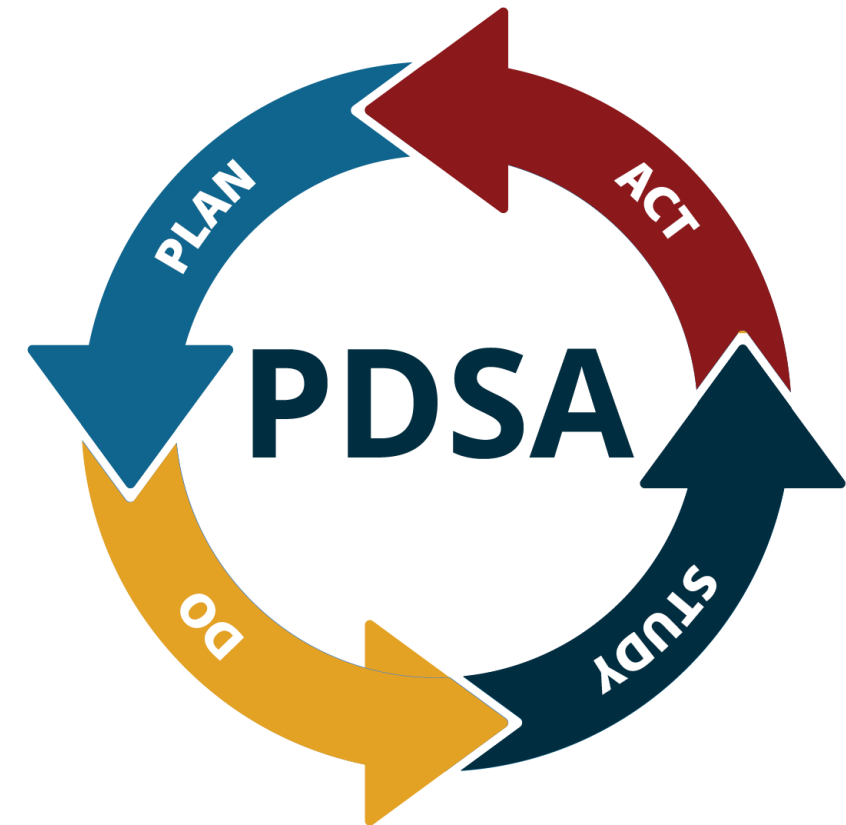
Integrated Admin/Operations Systems Reflection and Assessment (1)

- How familiar or knowledgeable about integrated care are staff in admin and operations departments/staff at your health center?
- What are the benefits of having knowledgeable and engaged admin and operations departments/staff?



Integrated Admin/Operations Systems Reflection and Assessment (2)

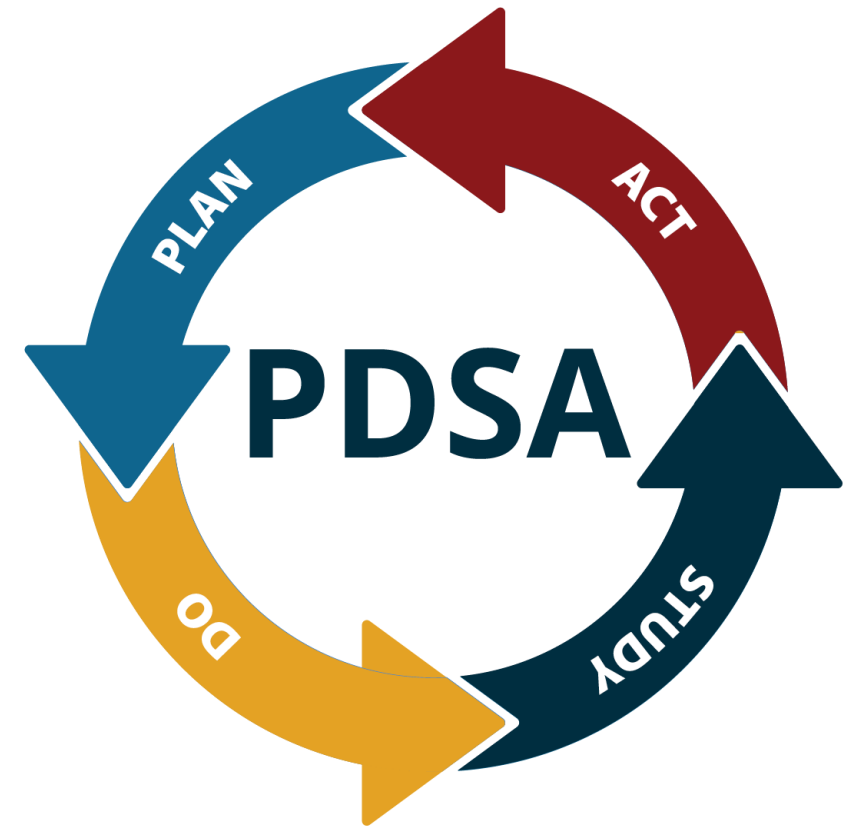
- Which admin/operations departments or roles at your health center are most active in supporting integrated care?
 - How is that support seen/demonstrated?
- Which admin/operations departments or roles at your health center are least engaged?
 - How could their support/engagement be increased?



Advancing Integrated Admin/Operations Systems

Reflection and Assessment

- What strategies could your health center use to enhance integrating admin/operations systems?
- Which one or two strategies would you prioritize? Why?
- What are one or two things you can do to support advancement in those areas?



Integrated HIT Systems

Strategies that Support HIT Systems

Technology facilitates collaboration, communication, accurate assessment, and data collection to drive quality integrated care.

Assess how well your electronic medical record (EMR) and other platforms enhance clinical care.

Explore how telehealth services enhance/hinder integrated care.

Facilitate HIT and clinical staff discussion and collaboration to develop HIT solutions that streamline workflows and create automation.

Create documentation templates optimized for clinical data entry, quality reporting, and continuous process improvement.

Ensure your HIT staff are oriented to integrated care and build HIT solutions with integrated care approaches in mind.

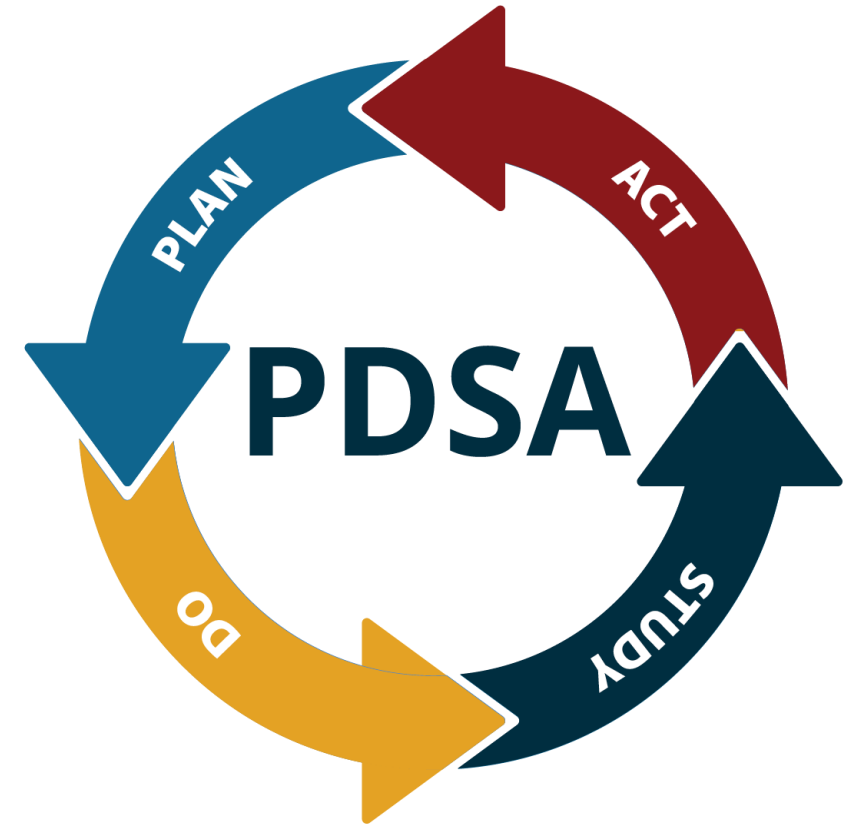
Strategies to Support Integrated HIT Systems Discussion

- How does your health center support integrated care at the HIT systems level?



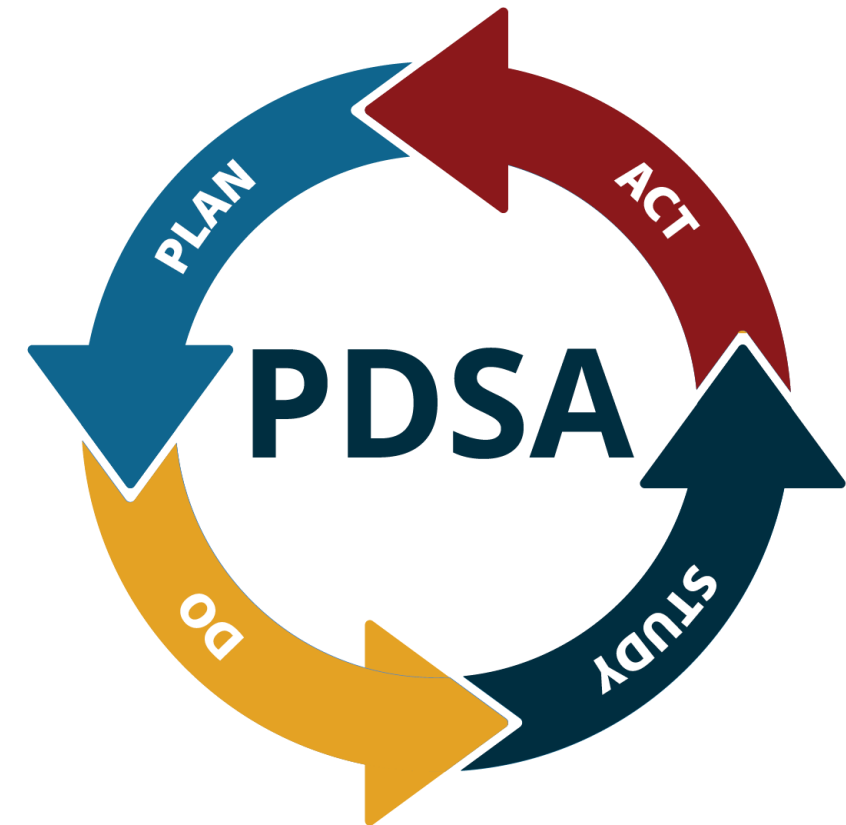
Integrated HIT Systems Reflection and Assessment

- How familiar or knowledgeable about integrated care are HIT staff at your health center?
- What are the benefits of having knowledgeable and engaged HIT staff?



Advancing Integrated HIT Systems Reflection and Assessment

- What strategies could your health center use to enhance integration of HIT systems?
- Which one or two strategies would you prioritize? Why?
 - What are one or two things you can do support advancement in those areas?



Continuing Education (CE) Opportunity

- We offer BH CEUs for participation in 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>



This course has been approved by JBS International, Inc. as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #86832, JBS international, Inc. is responsible for all aspects of their programming.



JBS International, Inc. has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6442. Programs that do not qualify for NBCC credit are clearly identified. JBS International, Inc. is solely responsible for all aspects of the programs.

Resources/References

Agency for Healthcare Research and Quality. (2022, June). *Implementing the Plan for Integrating Behavioral Health in Your Ambulatory Care Setting*. <https://integrationacademy.ahrq.gov/products/playbooks/behavioral-health-and-primary-care/implementing-plan>.

Agency for Healthcare Research and Quality. (2025, February). *Establish Operational Systems to Support Integration*. <https://integrationacademy.ahrq.gov/products/playbooks/behavioral-health-and-primary-care/implementing-plan/establish-operational-systems-support-integration>.

Assistant Secretary for Technology Policy. (n.d.) *Behavioral Health*. <https://www.healthit.gov/topic/behavioral-health>

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/CoP1Session6>

Accessing Training and TA Opportunities



EMAIL US

bphc-ta@bizzellus.com



VISIT THE TA PORTAL

bphc-ta.bizzellus.com



SUBSCRIBE TO THE HUB IN FOCUS

bphc-ta.bizzellus.com/subscribe

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



Thank you!

See you on
Wednesday, October 8, 2025
2:00 p.m. to 3:00 p.m. ET



Office Hours
Wednesday, September 24, 2025,
3:00 p.m. to 3:30 p.m. ET