

Community of Practice (CoP) Integrating Addiction Treatment Services Into Primary Health Care

November 20, 2025

1:00 p.m. to 2:00 p.m. ET

Office Hours

2:00 p.m. to 2:30 p.m. ET

Disclosure

This webinar was produced for the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care under contract number 47QRAA18D00FZ/75R60224F80097. This publication lists non-federal resources in order to provide additional information to consumers. Neither HHS nor HRSA has formally approved the non-federal resources in this manual. Listing these is not an endorsement by HHS or HRSA.

Session Three

Forming a High-Performing
Integrated Addiction
Treatment Team

Today's Agenda



Welcome, New Participant Introductions, and Session 2 Recap



Building Shared Language and Role-Play: Talking with Patients About Addiction



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



Session Wrap-Up, Questions, and Between-Session Activity

Your CoP Facilitators



Todd "Akiva" Mandell, MD



Jenny Twesten, MPH

New to the Group?

Please Share:

1. Your name
2. Your organization
3. Is your organization located in a rural or urban area?
4. Your role/title



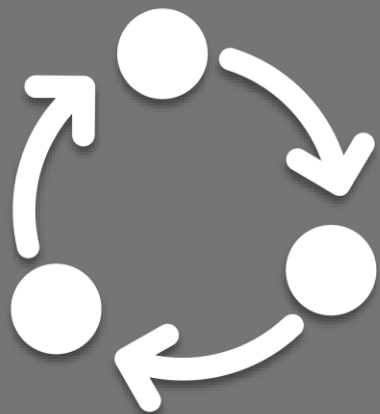
CoP Objectives

Participants in this CoP will be able to:

- Describe an integrated care workflow for SUD services
- Define staff needed to support the clinical workflow
- Identify an opportunity for process improvement in their clinical workflow or staffing



Let's Talk About an SUD Workflow



Phone Intake

Screening and Assessment

Diagnosis

Behavioral Intervention

Follow-up and/or Referral

Who Are the Staff Engaged in the Workflow?



Front office staff. Receptionist, medical receptionist, patient access representative, and front office lead are often the first point of contact with the health center and may include intake of patient information.



Clinical staff. Case manager, medical assistants, nurses, community health workers, licensed clinical social worker, behavioral health consultant, and other para-professionals may perform medical/behavioral intake, screening, brief behavioral intervention, and referrals.



Medical provider. Advanced registered nurse practitioner, physician associate, primary care physician.

How Are You Demonstrating Patient-Directed Care?

- Through your workflow?
 - Do all staff agree with the workflow?
- Through your communication?
 - Does **everyone** use de-stigmatizing language?
 - Are you using plain language? Are your colleagues?
- Through staff training?
 - Are all clinical staff trained in the treatment of substance use and mental disorders?
 - Does everyone know how to recognize signs of an overdose?
 - Do staff carry naloxone?

Team-Based Care

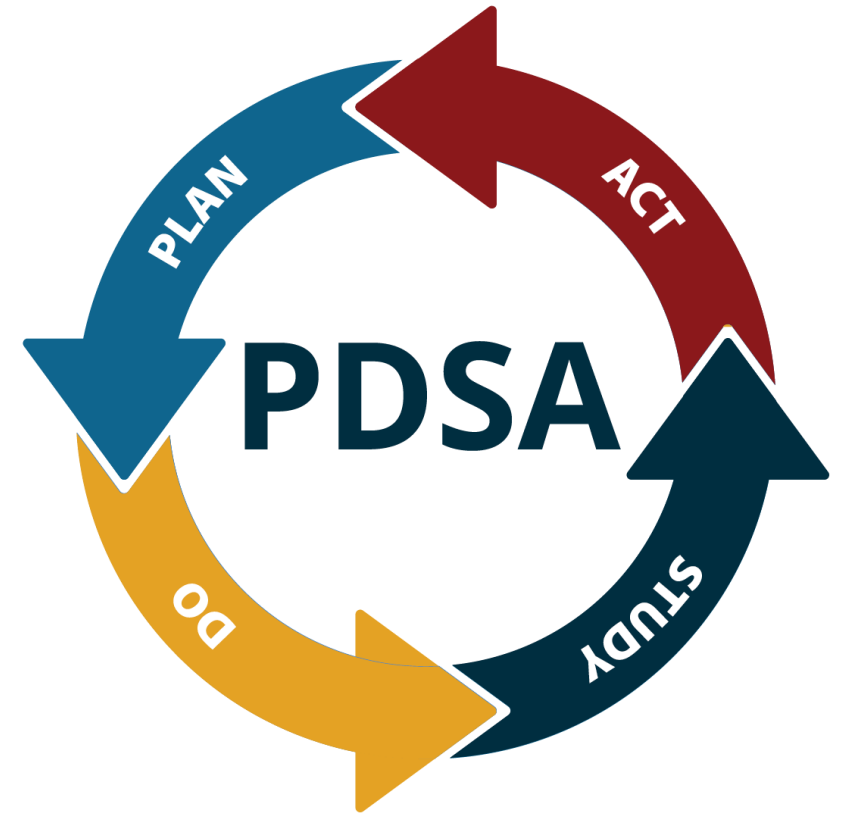
- All staff have a valued voice to inform patient care.
- Medical providers lead the care team, but patients do not 'belong' to them; patient care responsibilities belong to the team.
- Team members are flexible and focus on function above title or 'working at the top of their scope.'
- The patient is the most valued resource for care and treatment planning.



* Registered nurses (RNs), medical assistants (MAs)

Reflection and Assessment

1. What problem to solve have you identified through today's discussion related to workflow and staff roles?
 - a. Why?
 - b. When does it happen?
 - c. Why do you think it is happening?
 - d. At what stage is it happening?



Resources and References

- National Center on Substance Abuse and Child Welfare. (n.d.) *Professional Development*. <https://ncsacw.acf.gov/topics/professional-development/>
- Center for Substance Abuse Treatment. (2000). Comprehensive Case Management for Substance Abuse Treatment. Treatment Improvement Protocol (TIP) Series, No. 27. Substance Abuse and Mental Health Services Administration (SAMHSA). <https://library.samhsa.gov/sites/default/files/sma15-4215.pdf>
- SAMHSA. (2024, November 11). Practitioner Training Materials and Resources. <https://www.samhsa.gov/substance-use/treatment/resources>
- U.S. Department of Veterans Affairs. (2021). Management of Substance Use Disorders. <https://www.healthquality.va.gov/guidelines/mh/sud/>

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.

You must complete the assessment to claim continuing education credit.

Thank you for your time!



<https://www.surveymonkey.com/r/CoP4Session3>

Thank you!

We'll see you on Thursday,
December 4
1:00 to 2:00 p.m. ET



CoP Office Hours