

# Community of Practice (CoP) Expanding Behavioral Health Services in Health Centers

Wednesday, November 19, 2025

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

*Office Hours*

*3:00 p.m. to 3:30 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

Five Foundational Aspects  
Necessary for Effective  
Behavioral Health Integration  
and Service Expansion

# Facilitator



**Laura Ross, MS, LMFT, CCTP, CTMH**

# Session Objectives



## Participants of today's session will be able to:

- Understand the five foundational aspects necessary for effective integrated care.
- Identify opportunities to incorporate the five foundational aspects of integrated care/service expansion into your health center setting.
- Leverage resources and the Plan-Do-Study-Act (PDSA) worksheet to guide integrated care implementation and behavioral health service enhancement efforts at your health center.

# Previous CoP Session Check-in

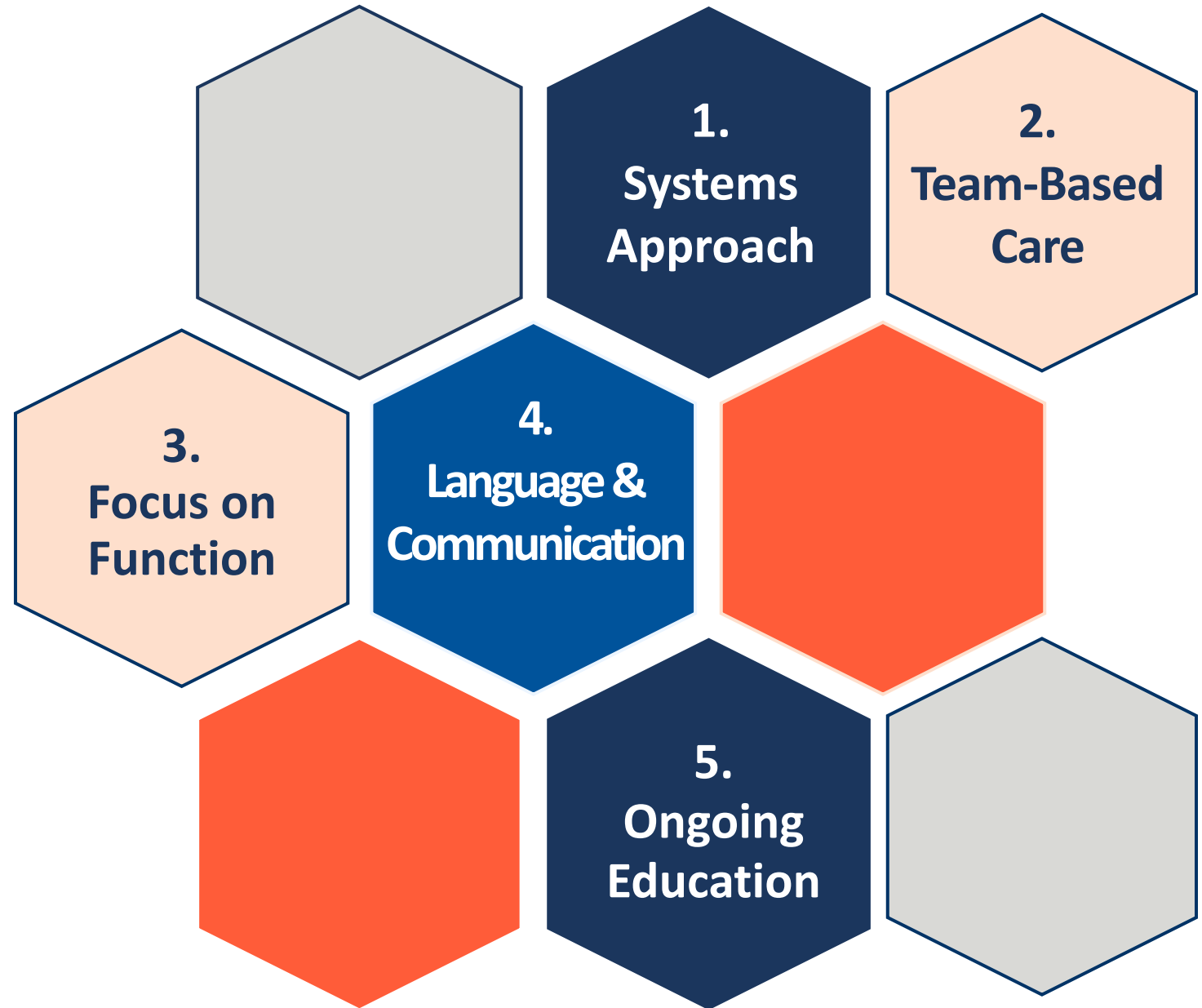
## In the chat, please enter:

- What, if anything, has stuck with you from the last Communities of Practice (CoP) session(s)?
- What, if anything, did you take from the last CoP session(s) that you've discussed or adopted in your health center?

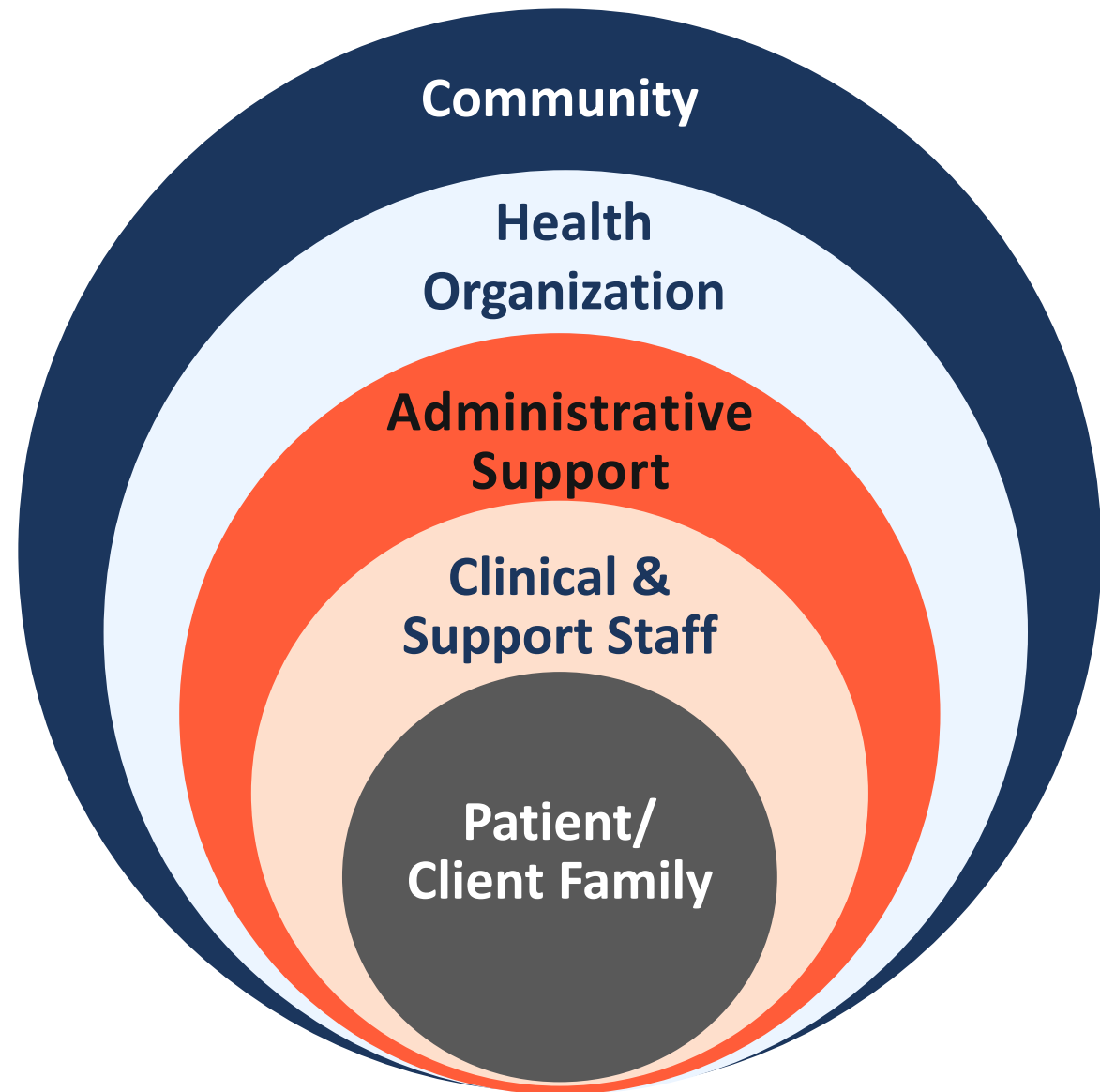


# Foundations of Integrated Care

Combined, these foundations build a **strong, sustainable integrated behavioral health service environment.**



# 1. A Systems Approach to Integrating and Expanding Behavioral Health Care





# Integrated Care Systems Are Like a Chair (or stool, if that is your preference!)

## Clinical System



## Health Organization System



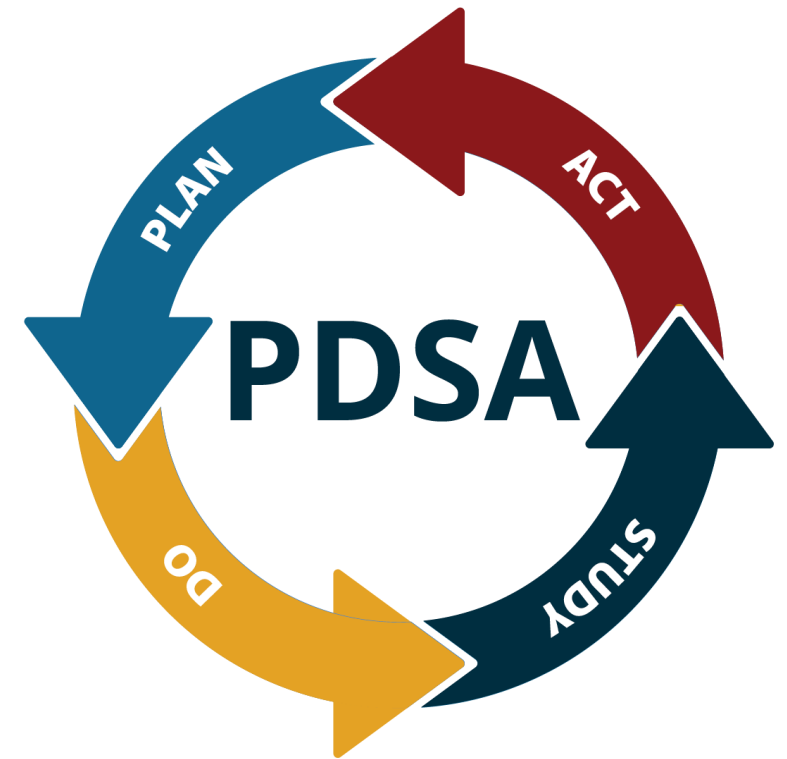
# What Happens When One Leg Is Missing?



*“Every system is perfectly designed to get the results it gets.”*  
- W. Edward Deming

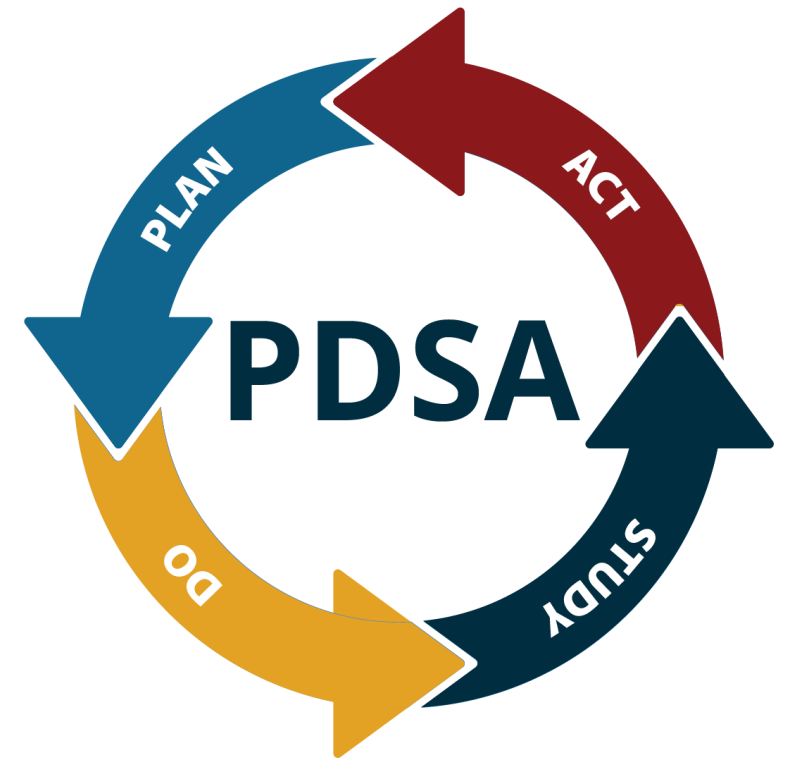
# Clinical Systems Discussion for PDSA Planning

- Thinking of the 'legs' of your clinical system:
  - Primary care/medical
  - Behavioral health
  - Other clinical specialties (e.g., dentists, optometrists, dieticians, etc.)
  - Clinical support (e.g., peers, care managers, patient navigators, etc.)
- Which of your clinical systems 'legs' is the strongest? Why?
- Which one may need some support or reinforcement? Why?



# Organizational Systems Discussion for PDSA Planning

- Thinking of the 'legs' of your health organization system:
  - Leadership
  - Administration & Operations
  - Health Information Technology & Electronic Health Record
  - Quality & Evaluation
  - Human Resources & Training
  - Revenue Cycle
- Which of your health organization system 'legs' is the strongest? Why?
- Which one may need some support or reinforcement? Why?



## 2. Team-Based Care

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



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

# Team-Based Integrated Care Is Collaborative

- There are multiple established and frequently used pathways for closed-loop communication and collaboration.
- Collaboration with the care team is the expectation, not the exception.
- Health center operations provide resources to support communication and collaboration.

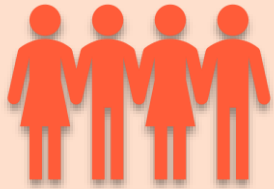


# Reflect on Roles vs. Functions

1. Name three duties unique to a primary care provider.
  - A medical assistant
  - A behavioral health provider
  - A community health worker
2. What is the common function that each of these integrated care team members share?



### 3. Focus on Function



#### Shared Roles of an Integrated Care Team: Mutual Responsibilities

Manage care complexity: of patients in the community.

Influence motivation for patient-level behavior changes.

Support health behavior change: self-management, goal-setting, education, motivation.

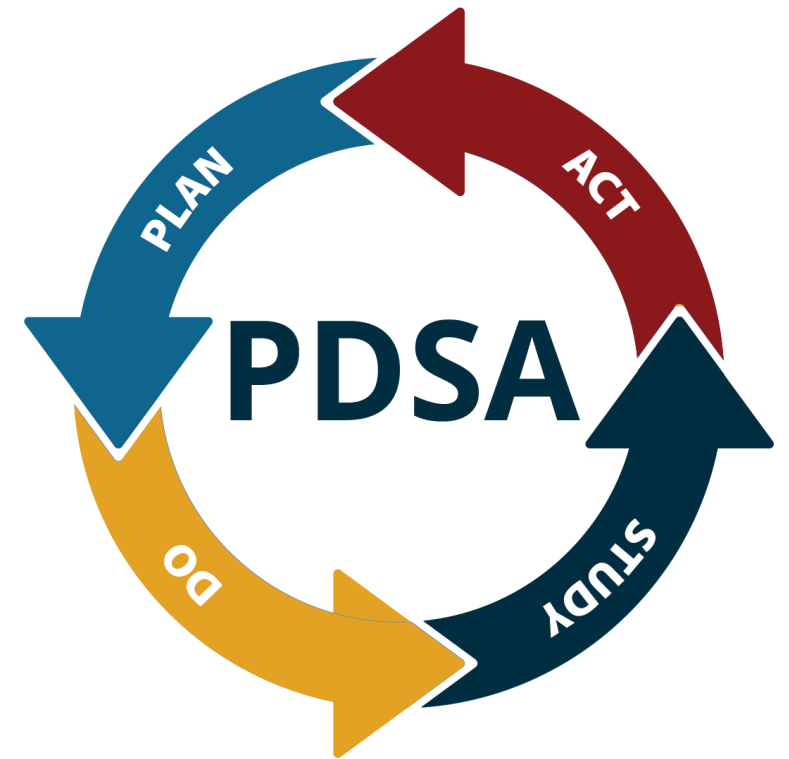
Engage in evaluation, process improvement, and quality efforts.

**Remember:** A focus on function is a focus on addressing *immediate* patient needs.



# Team & Function Discussion for PDSA Planning

- In what ways does your clinical team demonstrate team-based care?
- Is your clinical environment more focused on roles/titles or function?
- In what ways could your health center foster a more function-oriented approach to care delivery?



## 4. Using Language/Communication to Create Shared Values



Patients and providers share the same care expectations. They understand what integrated care is and how it applies to service delivery.



All care team staff and patients use a common language.



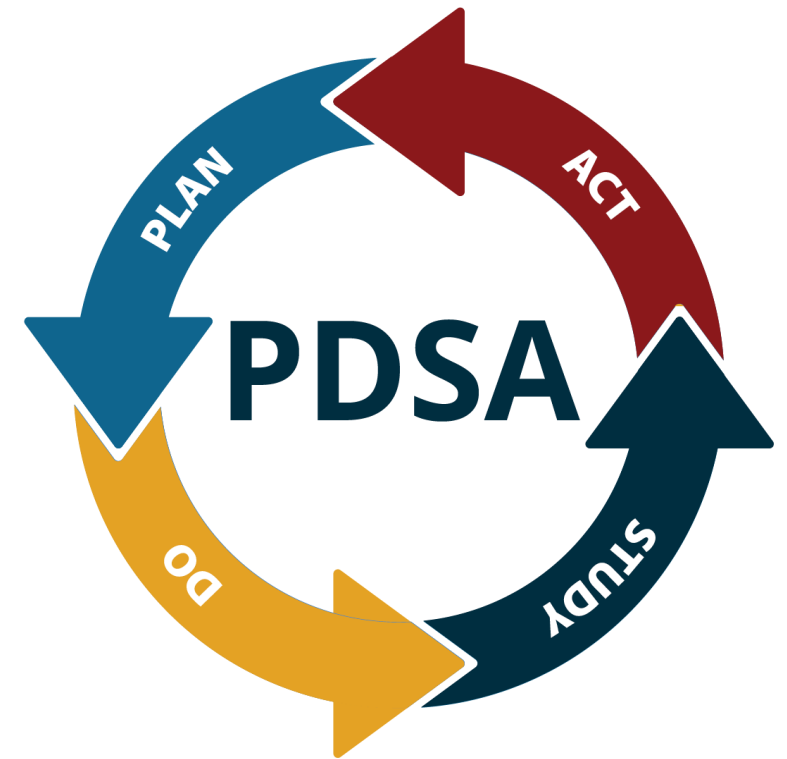
There are frequent, ongoing, cross-departmental education and information-sharing opportunities.



An integrated care team environment is a deeply engrained approach, the North Star toward which all care decisions are made.

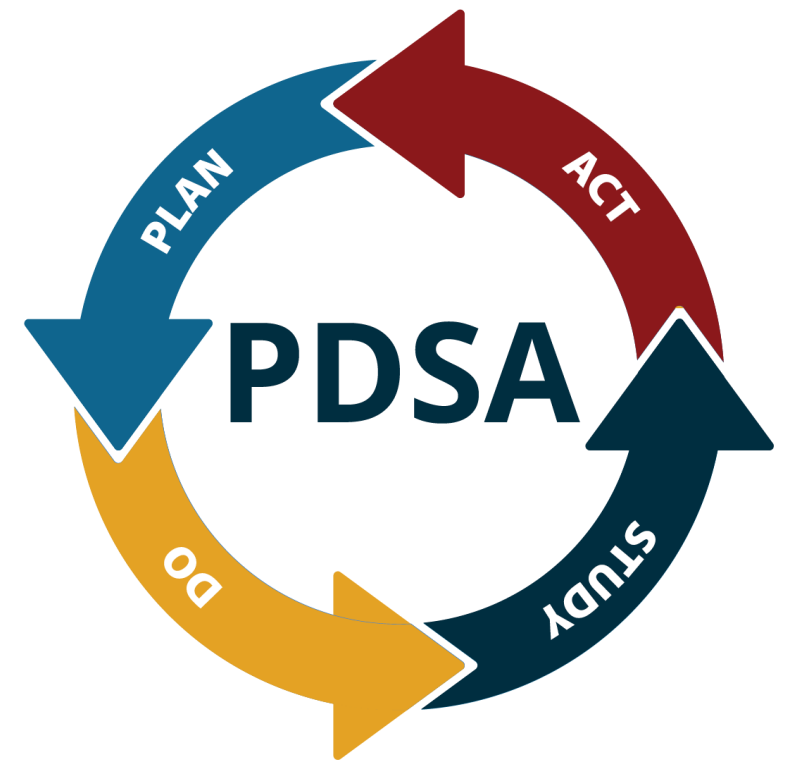
# Language/Communication Discussion for PDSA Planning: Introducing Behavioral Health Integration and Service Expansion

- When are new patients and existing patients introduced to the language of integrated behavioral health services?
  - During appointment scheduling
  - At front desk / check-in
  - While rooming patient
  - Following a screening
  - Following the medical exam
- What language might you adopt so that patients anticipate their care will be delivered by a team?
- At which of the points in time listed above might it be helpful to introduce integrated behavioral health services?



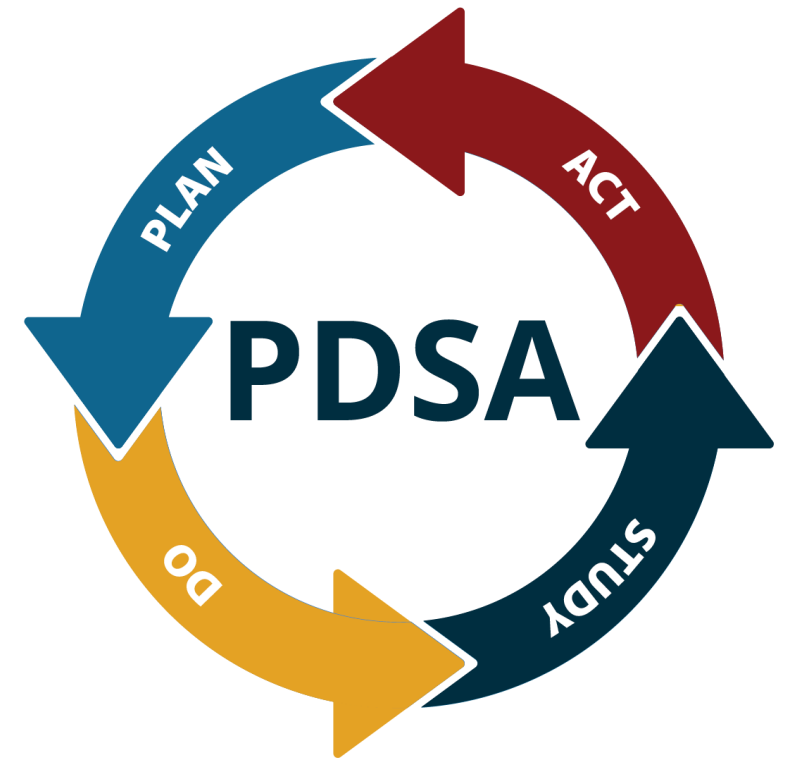
## Language/Communication Discussion for PDSA Planning (2): Engagement in Behavioral Health Integration and Service Expansion

- How/when do patients receive an explanation of what integrated behavioral health services are and what they mean for their health care experience at your health center?
  - Who is responsible for providing this education?
- What opportunities do patients have to ask about care team members and what their interactions might be with those team members?
- Are patients offered the opportunity to voluntarily seek support by the care team both during and outside of scheduled appointments (e.g., peer support, care managers, CHWs)?



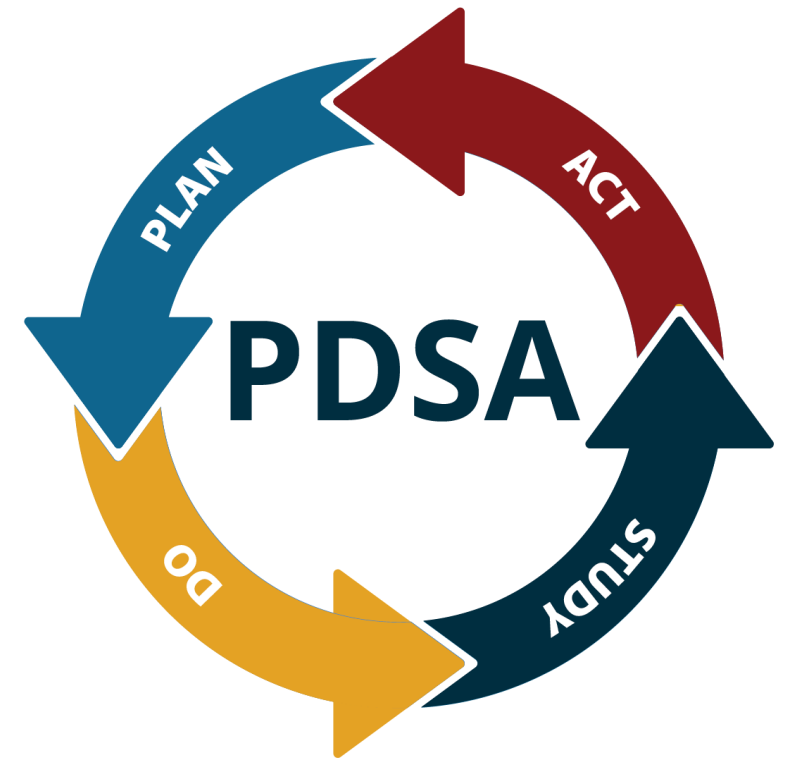
# Language/Communication Discussion for PDSA Planning (3): Care Plan Understanding

- How do primary care providers introduce their role on the care team?
  - How does primary care introduce the broader care team with relation to the patient's health condition(s)?
- How do behavioral health providers introduce themselves and their role to patients?
- How do they introduce other members of the care team to patients?
- Is there opportunity for the care team to develop and use a shared language/script about behavioral health integration and service expansion?



# Language/Communication Discussion for PDSA Planning (4)

- What workflow processes or systems are in place to support ongoing, frequent communication across the care team?
  - What might you implement to improve communication?
- What are two ways your health center promotes team-based care?
  - What are some opportunities for growth?



## 5. Ongoing Training & Education



**Ongoing Training  
& Education  
Supports  
Creating an  
Integrated Care  
Environment**

Begin staff education and training during the hiring process.

Develop & require onboarding training in your integrated behavioral health services model.

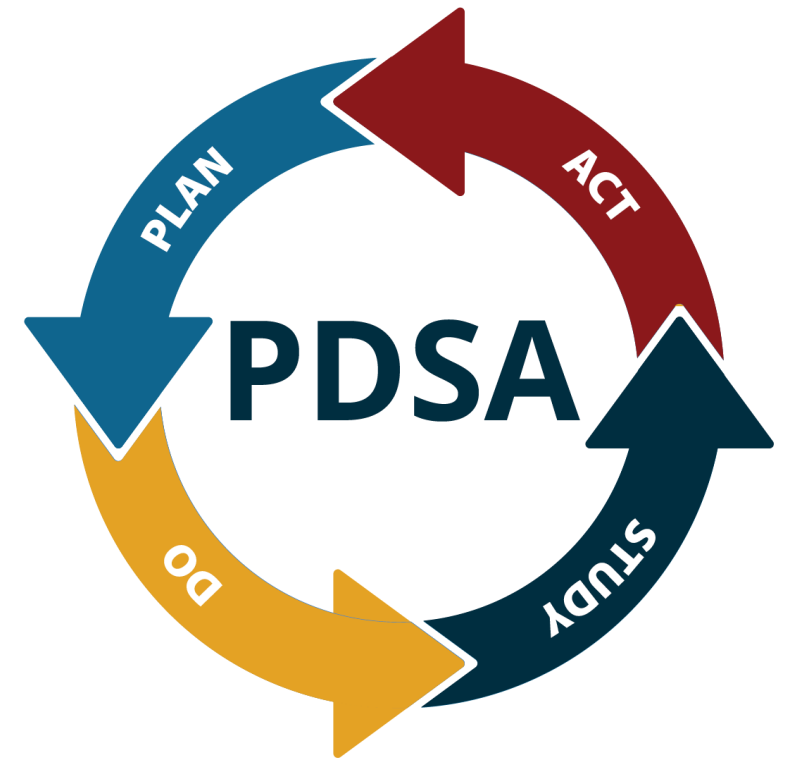
Provide ongoing refresher trainings for all staff, to include communication and collaboration skill-building.

Support cross-clinical in-service opportunities.

Know the Rule of 7: A message must be received at least 7 times, in 7 different ways, to be “heard” *and result in behavior change*.

# Training/Education Discussion for PDSA Planning

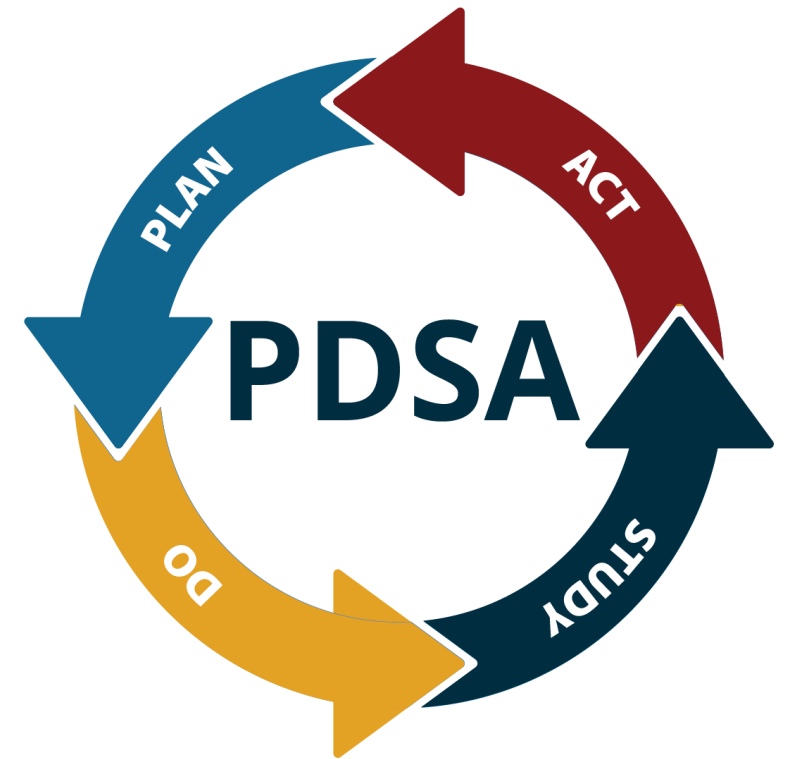
- How are integrated service provision focal points of the recruitment and hiring processes?
- How is integrated service provision embedded in the onboarding process?
- What ongoing training and education are provided to your care team to enhance skill building, communication, and collaboration?





# Foundations of Integrated Care Discussion for PDSA Planning

- Which foundations of effective integrated service provision does your organization do well?
  - Systems approach
  - Team-based care
  - Focus on function
  - Language & communication
  - Ongoing education
- Where are the greatest opportunities for improvement?



# Resources

- Agency for Healthcare Research and Quality. (n.d.). *The Academy: Integrating Behavioral Health & Primary Care*. <https://integrationacademy.ahrq.gov/>
- Substance Abuse and Mental Health Services Administration (SAMHSA). (n.d.). *Evidence-Based Practices Resource Center*. <https://www.samhsa.gov/libraries/evidence-based-practices-resource-center>

# 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/CoP6Session3>

# Thank you!

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



# Office Hours