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

Mental Health/Substance Use Disorder Integration Technical Assistance

January 7, 2026

Health Resources and Services Administration (HRSA), Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People

Disclosure

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HRSA
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Session Six

A Systems Approach to Integrated Care and Service Expansion: Administrative/ Operations and Technology Systems

Your CoP Facilitator

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Session Objectives

- **Participants of today's session will be able to:**
  - Understand how health center administrative (admin)/operations systems and technology systems support integrated care and service expansion.
  - Discuss strategies to enhance admin/operations systems in your setting.
  - Discuss strategies to enhance technology systems for mental health and substance use disorder integration/expansion in your setting.
  - Use the Plan-Do-Study-Act (PDSA) worksheet to assess strengths and opportunities of these systems in your setting.

Today's Agenda

Check-in and Attendance

Admin/Operations and Technology Systems of Integrated Care

Reflecting, Assessing, and PDSA Planning

Session Wrap-Up and Questions

Office Hours and Interactive Discussion

HRSA
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Health Center Systems of Integrated Care

Health Center Systems of Integrated Care

- 1. Systems Approach
- 2. Team-Based Care
- 3. Focus on Function
- 4. Language & Communication
- 5. Ongoing Education

Interdependence of Admin/Operations and Technology Systems

Health Organization

- Leadership Oversight
- Clinical
- Revenue Cycle
- **Technology**
- Quality & Evaluation
- **Admin & Operations**

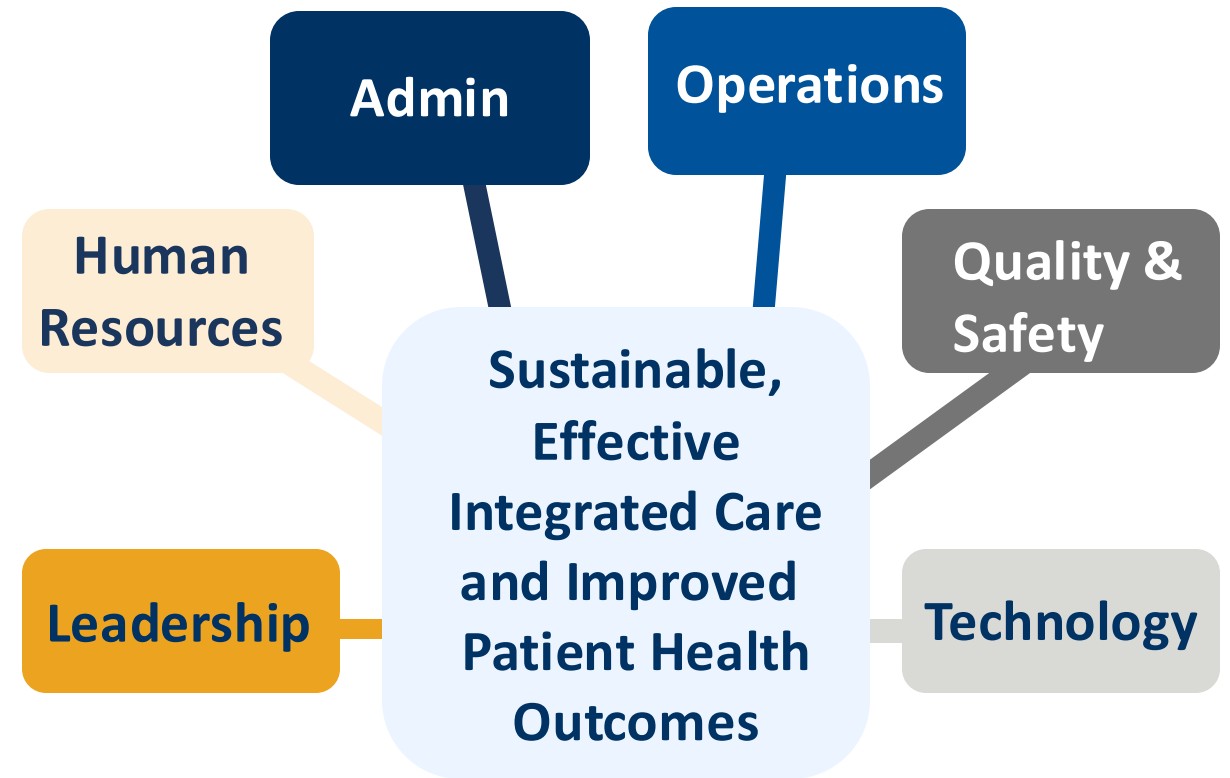*"Every system is perfectly designed to get the results it gets."*

- W. Edward Deming

Integrated Admin/Operations Systems

What Are Integrated Admin/Operations Systems?

- Integrated admin/operations systems are designed to:
  - Educate staff in non-clinical roles of the value and priority of integrated care
  - Orient admin and operations staff to their role in supporting integrated care
  - Ensure clinical staff receive the resources and support to effectively work in an integrated care model
  - Support documentation, data collection, and reporting (e.g., Health Information Technology (HIT)

Admin

Operations

Human Resources

Quality & Safety

Leadership

Sustainable, Effective Integrated Care and Improved Patient Health Outcomes

Technology

Strategies that Support Integrated Admin/Operations

Include mental health and substance use disorder services integration in hiring, orienting, and onboarding all staff.

Ensure leadership understands and *actively* supports mental health and substance use disorder services approaches.

Ensure each department understands how they support integrated mental health and substance use disorder services.

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

Create opportunities for staff from different departments to discuss mental health and substance use disorder services, integrated care workflow, and service provision.
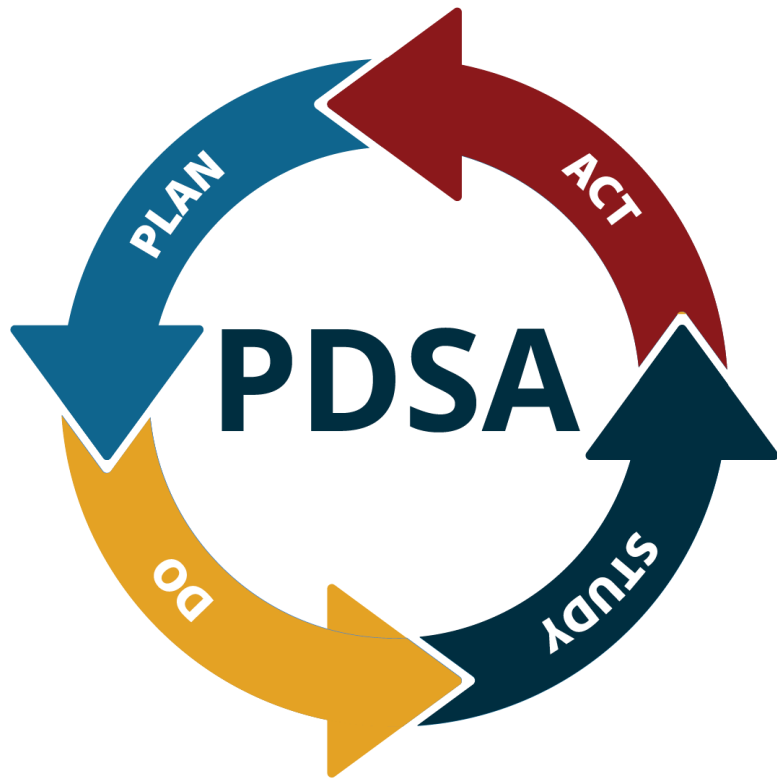
Provide ongoing education and training on mental health and substance use integrated care.

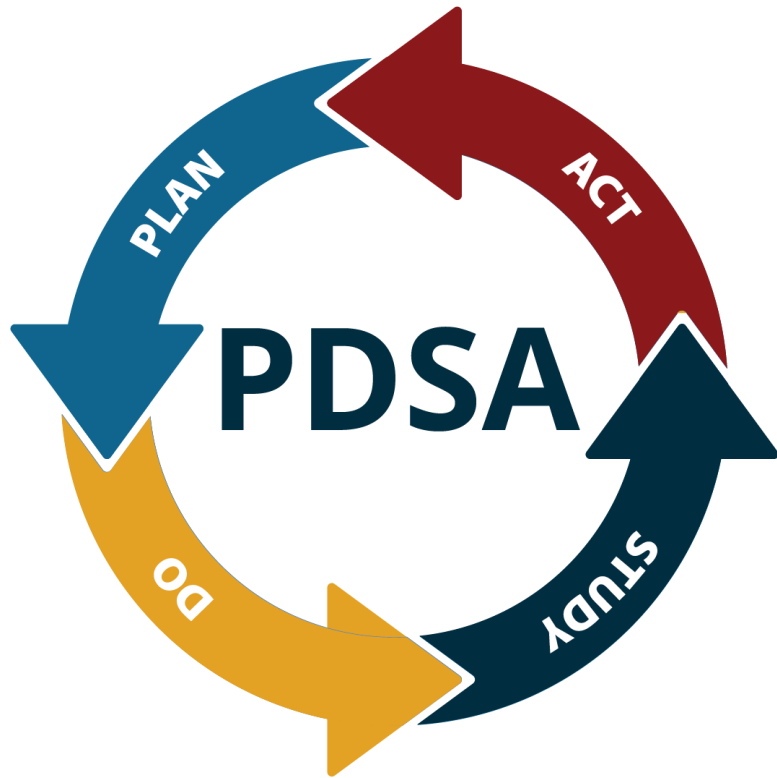# Strategies to Support Integrated Admin/ Operations Discussion
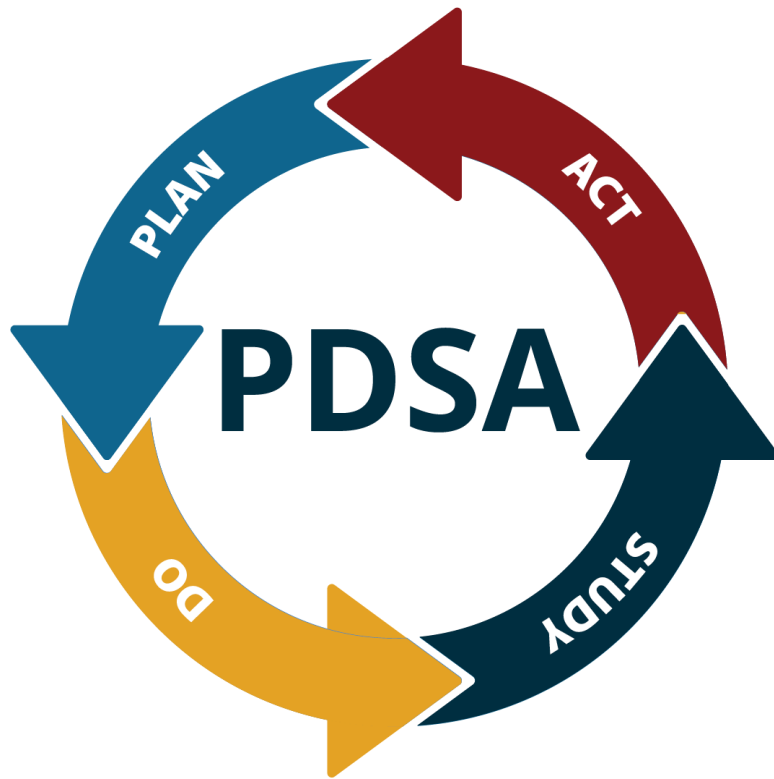
- How does your health center support integrated care at the admin/operations systems level?

Integrated Admin/Operations Systems Reflection and Assessment (1)

- How familiar or knowledgeable about integrated mental health and substance use disorder services are staff in the admin/operations departments at your health center?

- What are the benefits of having knowledgeable and engaged admin/operations department staff?
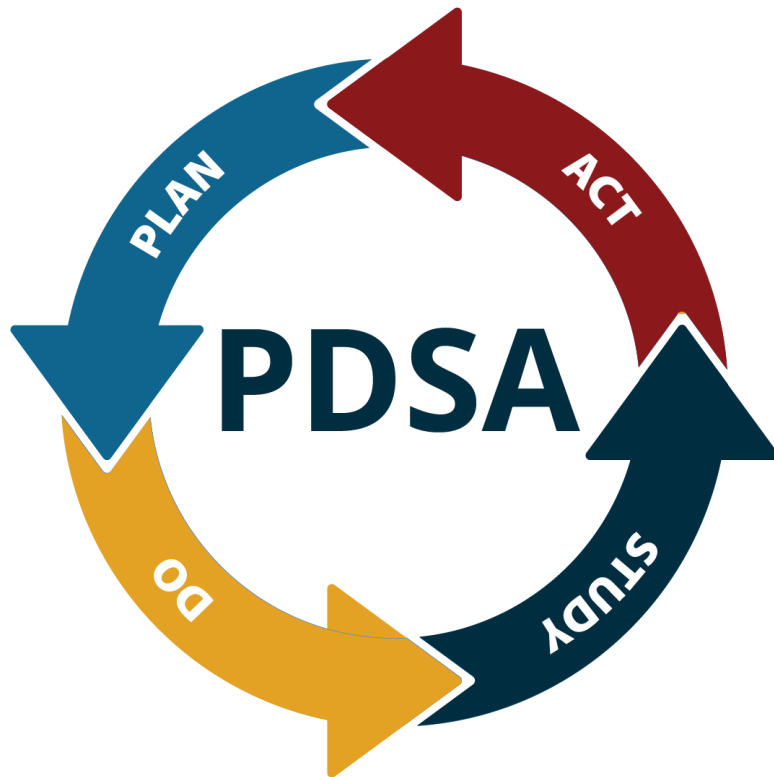
Integrated Admin/Operations Systems Reflection and Assessment (2)

- Which admin/operations departments or roles at your health center are most active in supporting mental health and substance use disorder integration/expansion?

  - How is that support 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?

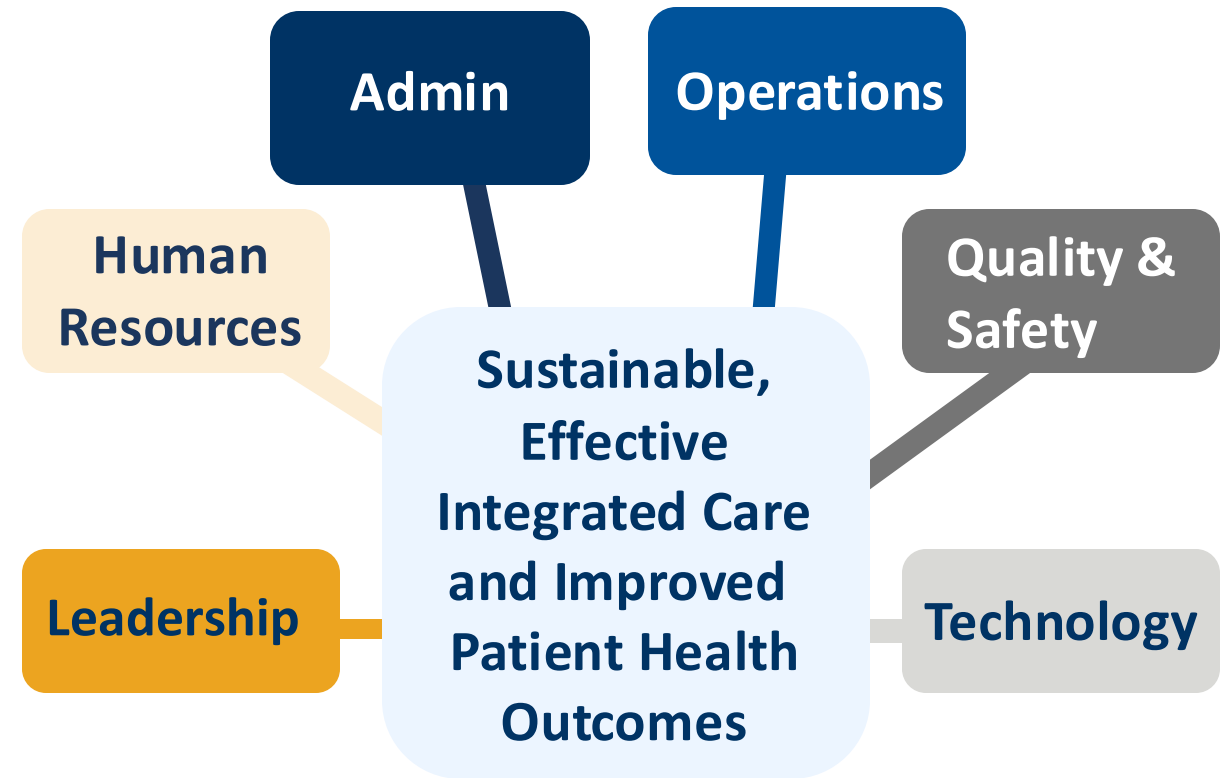- What are one or two things you can do to support advancement in those areas?

Integrated HIT Systems

What Are Integrated HIT Systems?

- Integrated HIT systems:
  - Facilitate clinical and non-clinical documentation, collaboration, and communication
  - Offer prompts to users for quality assurance and process improvement activities
  - Maintain and format stored data for streamlined data reporting
  - Offer enhanced reporting capabilities (e.g., customized queries and data extraction) to inform planning for future service
  - Store clinical pathways as a resource for new staff and existing staff

Admin

Operations

Human Resources

Quality & Safety

Sustainable, Effective Integrated Care and Improved Patient Health Outcomes

Leadership

Technology

Strategies that Support HIT Systems

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

- Assess how well your electronic health record (EHR) and other platforms enhance clinical care.

- Explore how telehealth services enhance/hinder clinical care.

- Facilitate HIT and clinical staff discussion and collaboration to develop HIT solutions that streamline workflows and automate processes.

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

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

# Strategies to Support Integrated HIT Systems Discussion
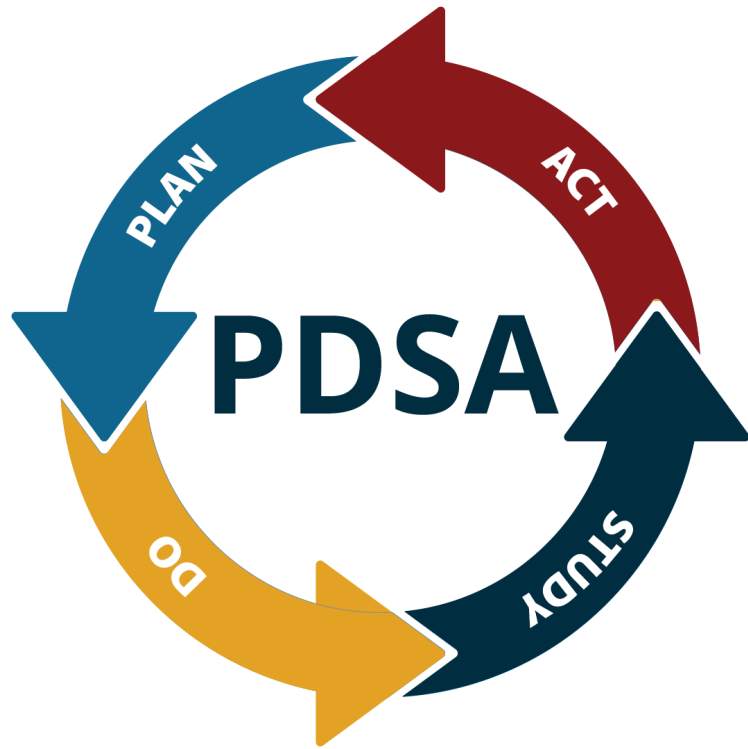
- How does your health center support integrated care at the HIT systems level?

Integrated HIT Systems Reflection and Assessment
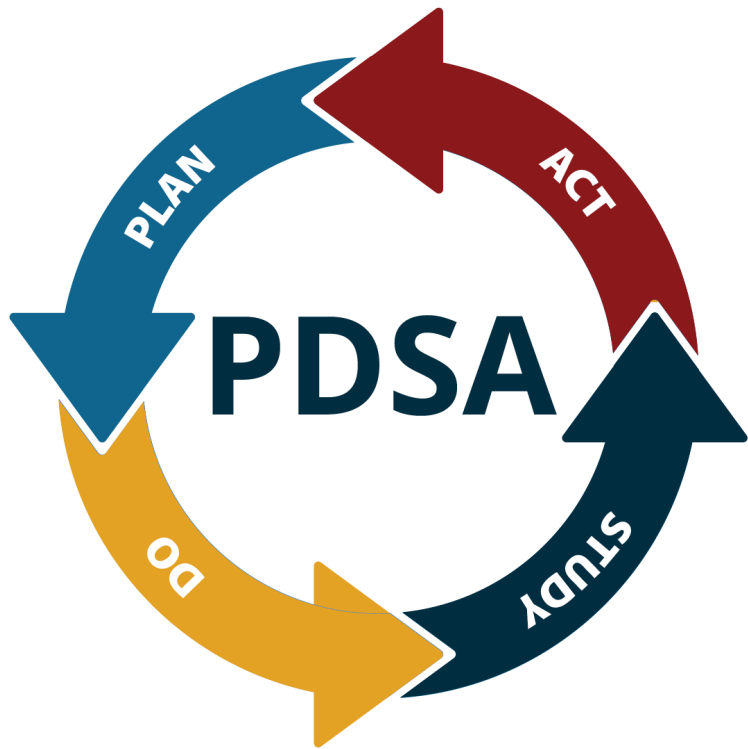
- How familiar or knowledgeable about mental health integration and service expansion are HIT staff at your health center?

- What are the benefits of having knowledgeable and engaged HIT staff?

Advancing Integrated HIT Systems Reflection and Assessment
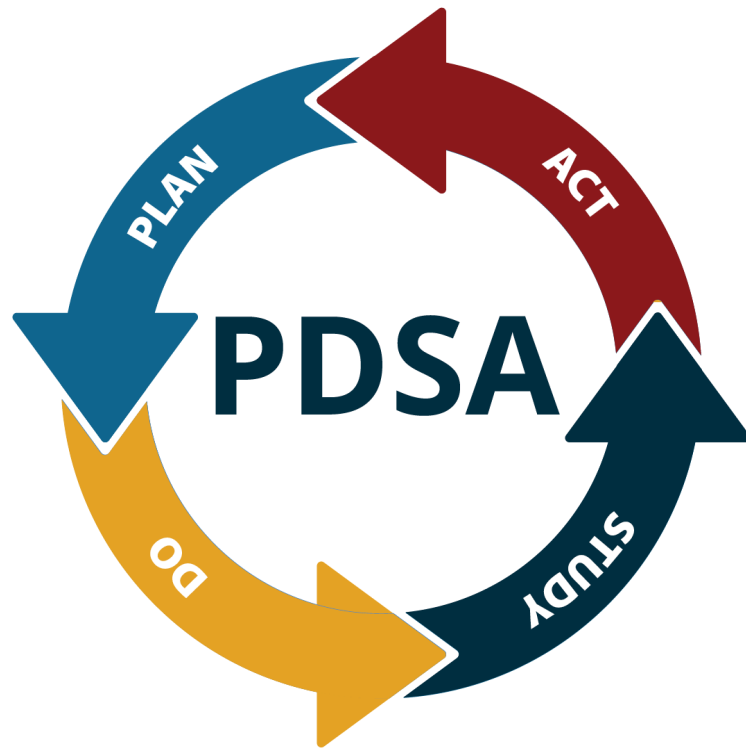
- What strategies could your health center use to enhance HIT systems?

- Which one or two strategies would you prioritize? Why?

  - What are one or two things you can do to support advancement in those areas?

Resources

- 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

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/CoP6Session6

Thank You!

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