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A Resource Center for Today's Case Manager

We need to talk: Team communication in integrated behavioral health



Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
Associate Director for Clinical Innovation
Center for Innovation in Mental Health
CUNY School of Public Health



MaryBeth Kurland, CAE
Chief Executive Officer
Commission for Case Manager Certification

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Agenda

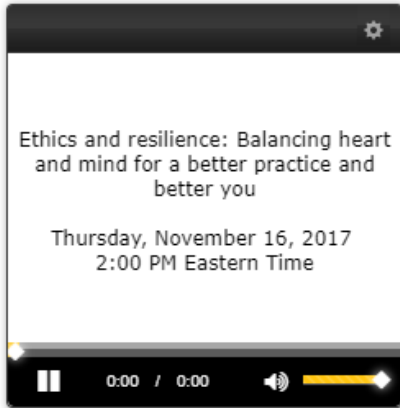
- Welcome and Introductions
- Learning Outcomes
- Presentation:
 - MaryBeth Kurland, CAE, CEO, CCMC
 - Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
- Question and Answer Session



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Audience Notes

- There is no call-in number for today's event. Audio is by streaming only. Please use your computer speakers, or you may prefer to use headphones. There is a troubleshooting guide in the tab to the left of your screen. Please refresh your screen if slides don't appear to advance.



How to submit a question

To submit a question, click on Ask Question to display the Ask Question box. Type your question in the Ask Question box and submit. We will answer as many questions as time permits.

A red arrow points from the text "Click here" to the "Ask Question" button in the navigation bar at the bottom of the main window.

Ask Question

Submit

Materials **Ask Question**



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Audience Notes

- A recording of today's session will be posted within one week to the Commission's website, www.ccmcertification.org
- One continuing education credit is available for today's webinar only to those who registered in advance and are participating today.



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Learning Outcomes Overview

After the webinar, participants will be able to:

1. Outline the significance of team communication in integrated behavioral health and value-based payment models (e.g., medical home, accountable care organizations, Medicaid managed care efforts and Centers for Medicare & Medicaid Innovation Center demonstrations);
2. Describe key challenges to efficient team communication in the integrated care environment;
3. Discuss best practices for overcoming team communication challenges; and
4. Explain a process for “coordinating the coordinators,” or determining which case manager should lead when more than one case manager is working with a patient at the same time





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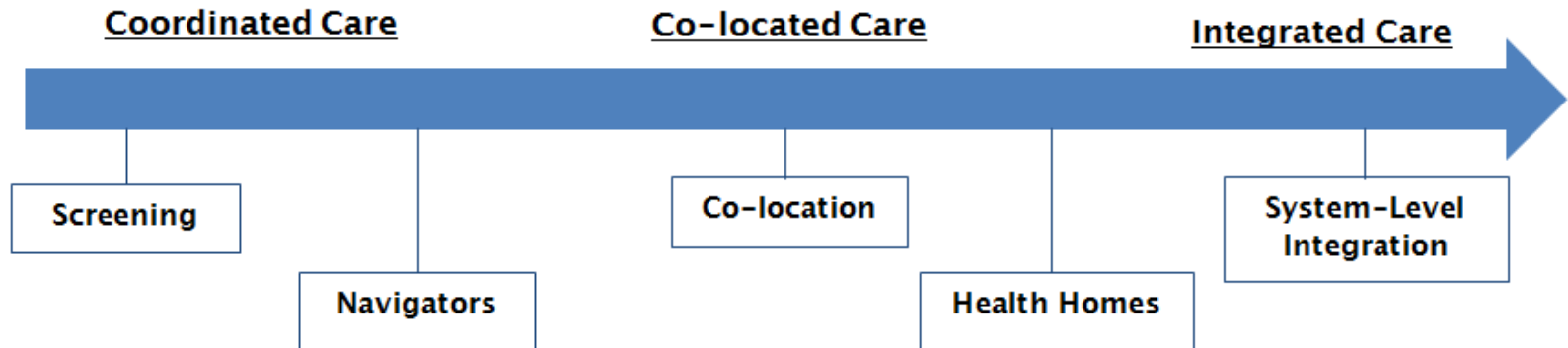
PACE[™]



CareManagement



Continuum of Physical and Behavioral Health Care Integration



Mike Nardone, Sherry Snyder and Julia Paradise. "Integrating Physical and Behavioral Health Care: Promising Medicaid Models." Kaiser Family Foundation Issue Brief, Feb. 12, 2014.

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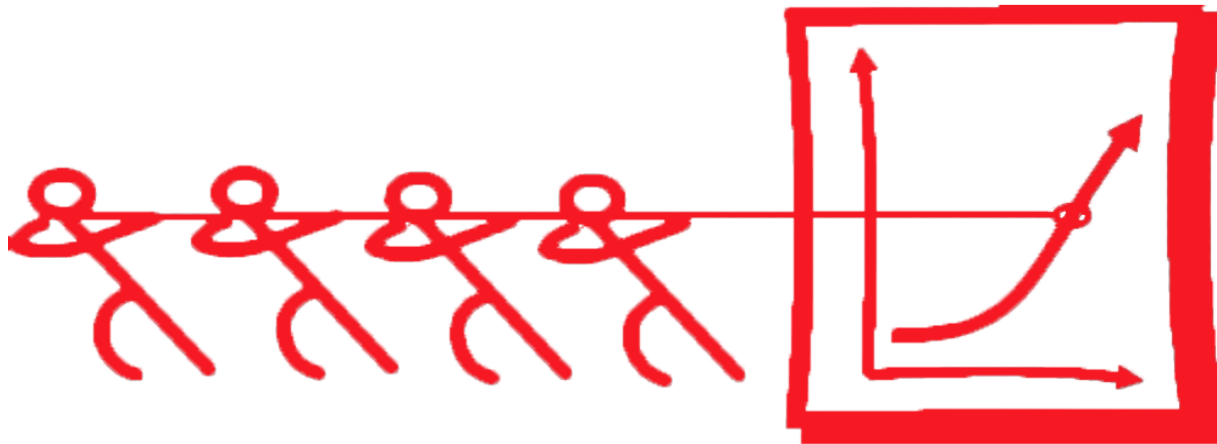
Introduction



Virna Little, PsyD, LCSW-r, MBA, SAP, CCM
Associate Director for Clinical Innovation
Center for Innovation in Mental Health
CUNY School of Public Health

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Virna Little, PsyD, LCSWr, SAP, CCM



Transdisciplinary Care Teams

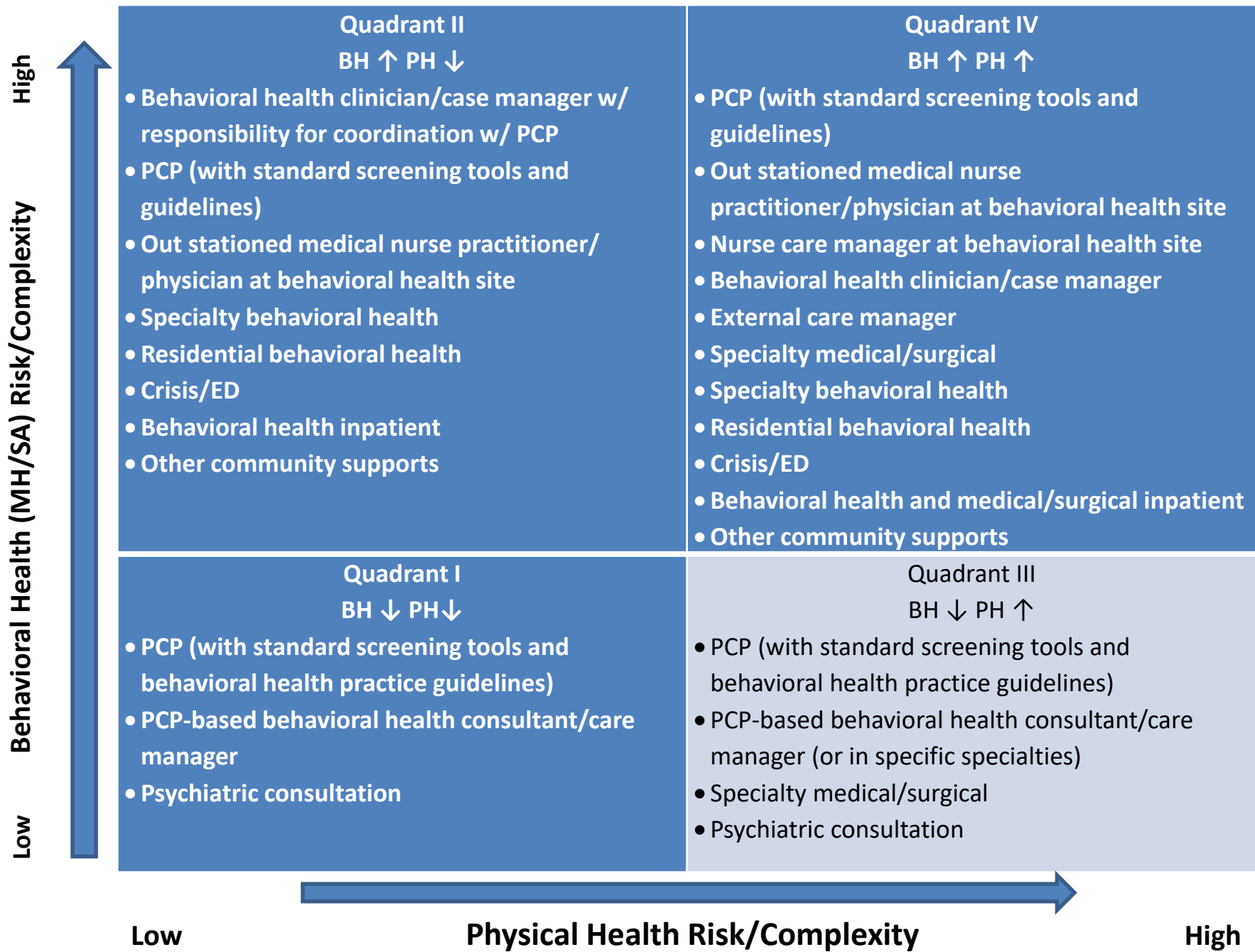


- **“Gold” Standard**
- **Means understanding other disciplines and their roles (behavioral health and primary care)**
- **Warm “hand-offs” make the difference (managing on site vs. field)**
- **Shared care plans – “ what is on fire “ often presents opportunity for care management to take the lead**
- **“Huddling” as a means to meet some of your goals/needs**
- **Be a part of new initiatives (grants) and ongoing initiatives (pcmh)**

Managing Care Management

- Mixed disciplines
- Can change over time
- Efficiently updating your team
- Software model often helpful with a key person





Questions/Thoughts

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DespicableMeMinions.org

Sometimes the best thing
you can do is
not think not
wonder not
imagine not
obsess just
breathe and
have faith
that everything
will work out for the best.



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Question and Answer Session



Virna Little, PsyD, LCSW-r, MBA, CCM, SAP
Associate Director for Clinical Innovation
Center for Innovation in Mental Health
CUNY School of Public Health



Thank you!

- Please fill out the survey after today's session
- Those who signed up for continuing education will receive an evaluation from the Commission.
- A recording of today's webinar and slides will be available in one week at <http://ccmcertification.org>

Commission for Case Manager Certification

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