



---

ADVANCING INTEGRATED HEALTHCARE

# IBH Learning Collaborative— with a Focus on NCQA BH Distinction and Virtual IBH

---

KICK OFF MEETING: MARCH 5<sup>TH</sup>, 2021

9:00 – 10:00 AM

# Housekeeping

---

Please...

- Mute yourself when not speaking
- If possible, turn your video on, especially when speaking
- Feel free to put questions in the chat

*Note: This meeting will be recorded and posted on the CTC-RI IBH webpage: <https://www.ctc-ri.org/integrated-behavioral-health/tele-ibh-and-ncqa-bh-learning-collaborative>*

# Agenda

9:00 am	Welcome and Team Introductions	Nelly Burdette
9:10 am	Practice Introductions	Nelly Burdette
9:25 am	Learning Collaborative Nuts and Bolts	Liz Cantor
9:40 am	Tele-IBH Baseline Data	Kristin David
9:45 am	Next Steps	Kristin David
9:55 am	Questions & Answers	Group

*Thank you*



RHODE ISLAND  
FOUNDATION



ADVANCING INTEGRATED HEALTHCARE

*Meeting will be recorded; Please keep your microphone on mute*



Nelly Burdette, PsyD  
Senior Program Director



Liz Cantor, PhD  
Practice Facilitator



Kristin David, PhD  
Practice Facilitator



Sarah Summers  
Program Coordinator

# Meet the CTC-RI Team

# IBH Learning Collaborative Practices

*Introduce team and tell us:*

*What does your practice team hope to get out of this IBH Learning Collaborative?*

Practice	Cohort	Practice Facilitator
Associates In Primary Care Medicine	Cohort 1	Liz Cantor
Brown Medicine - Internal Medicine	Cohort 1	Kristin David
Anchor Medical - Lincoln Adult Medicine	Cohort 2	Kristin David
Anchor Medical - Providence	Cohort 2	Kristin David
Anchor Medical - Warwick	Cohort 2	Kristin David
Anchor Pediatrics	Cohort 2	Liz Cantor
CNEMG Family Care Center	Cohort 2	Kristin David
Providence Community Health Centers - Capitol	Cohort 2	Kristin David
Providence Community Health Centers - Central	Cohort 2	Kristin David
Providence Community Health Centers - Olneyville	Cohort 2	Kristin David
Providence Community Health Centers - Prairie	Cohort 2	Kristin David

# Program Objectives

---

## Tele-IBH

- Develop and implement best practices for Tele-IBH during COVID and post-pandemic
  - Workflows and scheduling for virtual-only and hybrid approaches
  - Ethics/confidentiality/etiquette
  - Patient selection
  - Data

## NCQA BH Distinction

- Prepare to apply for (or renew) NCQA BH Distinction by the end of 12 months

## Learning Collaborative meetings

- Share successes and challenges with each other
- Learn from content expert(s)

# Project Schedule

---

**Cohort 1:** March 2021 – March 2022 **Cohort 2:** May 2021 – May 2022

## 1. Meetings

- Monthly meetings with practice facilitator
- Peer learning collaborative meetings via Zoom
  - Today's Kickoff—March 5, 2021 – 9:00am-10:00am
  - Midpoint— September 9, 2021 - 7:30am-9:00am
  - Final—March 10, 2022 - 7:30am-9:00am

## 2. Assessments Pre (completed) and Post (March/May, 2022)

## 3. PDSA

- Plan due Sept 1 both Cohorts
- Final due March 1/May 1

## 4. NCQA Application, Renewal or Action Plan by March 1/May 1, 2022



ADVANCING INTEGRATED HEALTHCARE

# Virtual Binder Contents

---

Project Background and Objectives

Meeting Information

Project Milestone Document

Summary of Participating Practices

CTC-RI Team Contact List

Resources

Plan-Do-Study-Act (PDSA) Template

Participative Agreement

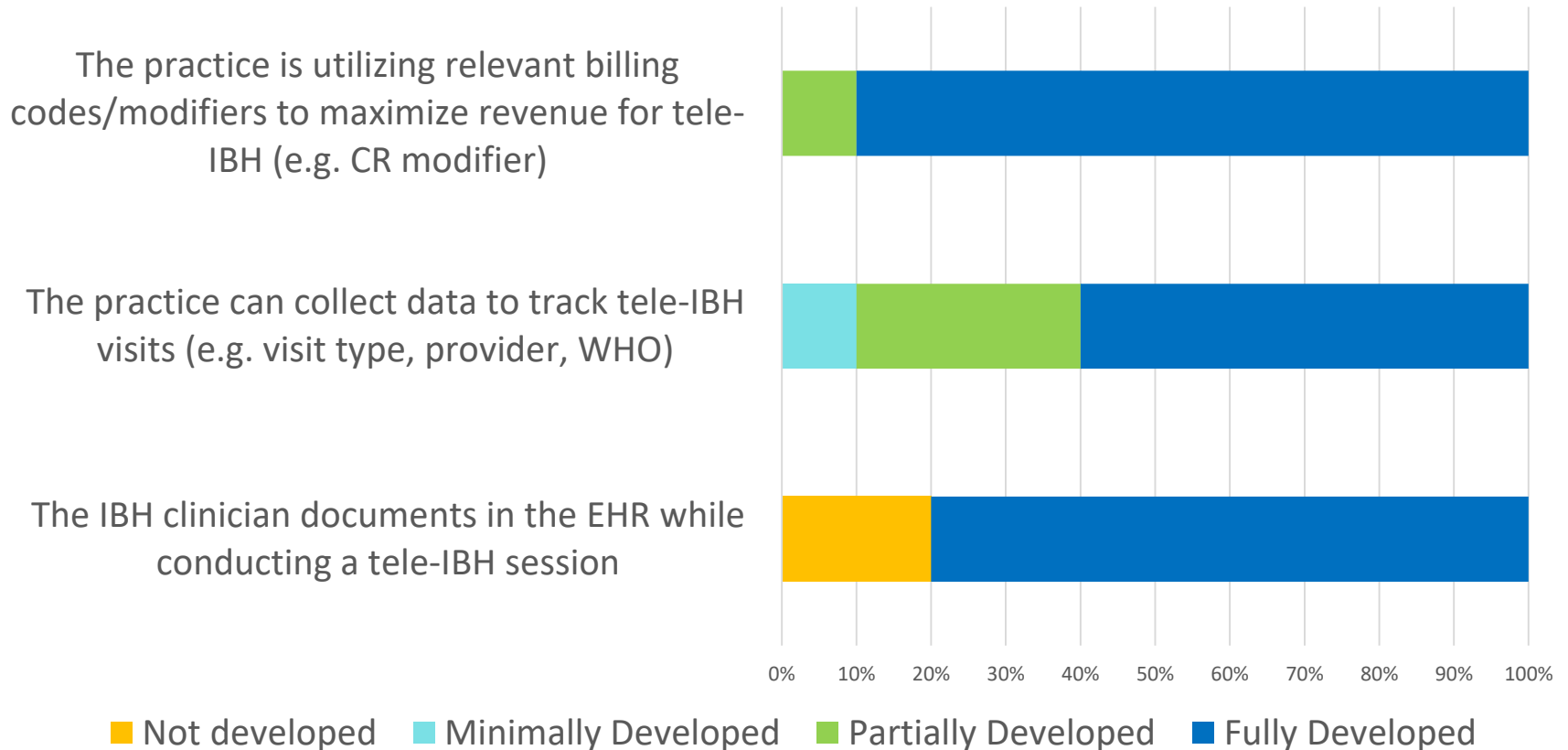
Copies of assessments





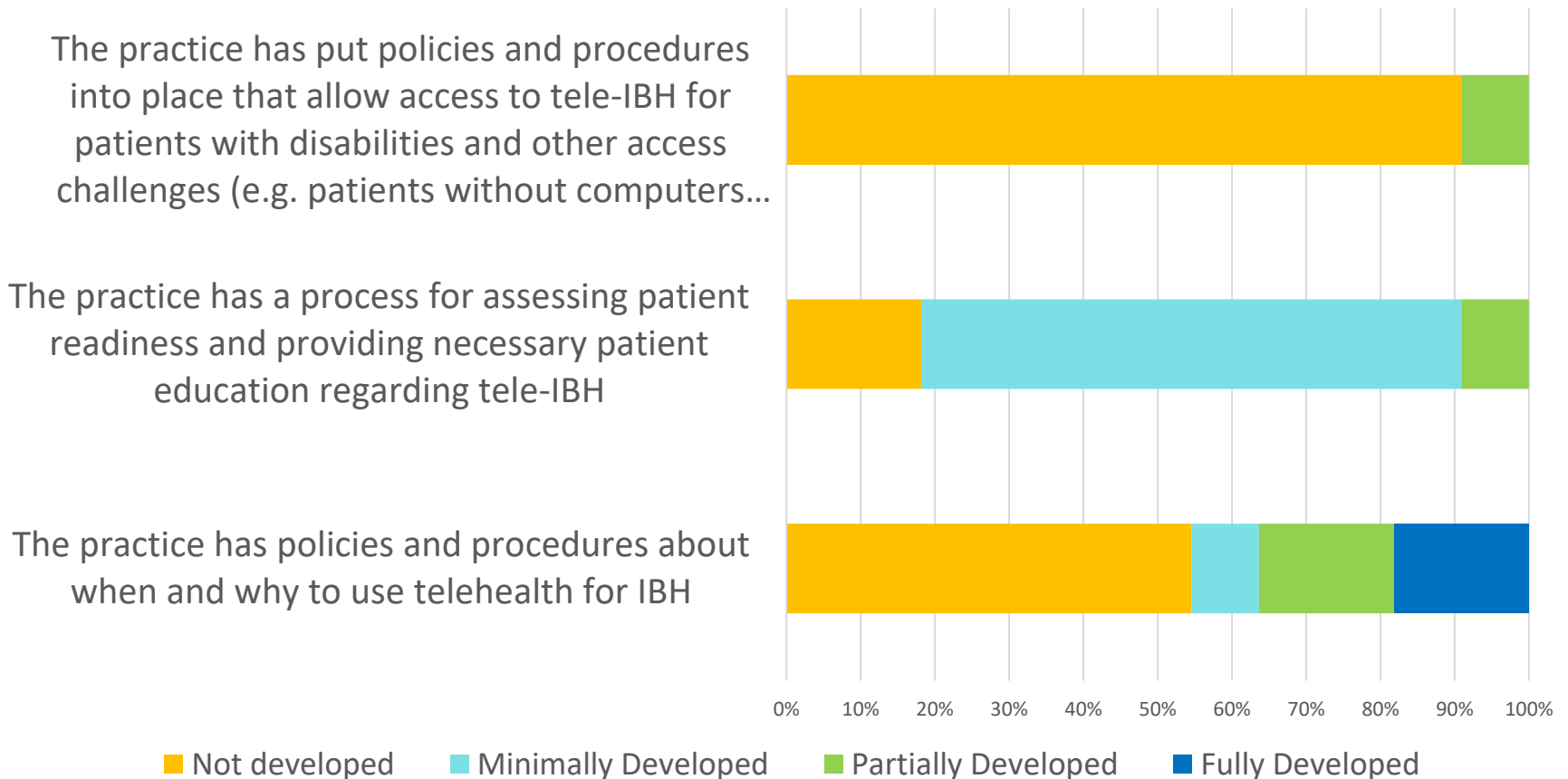
# Tele-IBH Assessment Baseline Summary

## Data– Three Strongest Areas



# Tele-IBH Assessment Baseline Summary

## Data– Least Developed Areas



# Next Steps

---

## Scheduling first PF meeting

- March (cohort 1) or May (cohort 2)
- For practices assigned to Liz Cantor: she will contact you directly
- For practices assigned to Kristin David: please use Calendly to schedule:

<https://calendly.com/drkristindavid/ibh-telehealth-ctc>

## NCQA Distinction BH Integration Assessment Tool (via Q-PASS)



## Next Learning Collaborative Meeting:

September 9, 2021 - 7:30am-9:00am



ADVANCING INTEGRATED HEALTHCARE

# CTC-RI Module to Support NCQA BH Distinction Preparation– Available Soon

The screenshot shows a web browser window with the URL [rise.articulate.com/share/REY-zFxzPvJ-5eRcBBGLkfMEDC8yd8hS#/lessons/dk1Ot7wYCy9i\\_rtyLw9EB18dX3atN-Vo](https://rise.articulate.com/share/REY-zFxzPvJ-5eRcBBGLkfMEDC8yd8hS#/lessons/dk1Ot7wYCy9i_rtyLw9EB18dX3atN-Vo). The page features a blue sidebar with the title "Strengthening Your Approach to Sustainable Evidence-Based Integrated Care" and a progress indicator showing "0% COMPLETE". The sidebar menu includes the following items:

- Introduction
- NCQA PCMH Distinction in BH Integration
- NCQA Organizational Self-Assessment
- Overview of Standards

The main content area displays a photograph of two women in a meeting, with the NCQA logo and the text "Approved by NCQA Measuring quality. Improving health care." below it. The browser's taskbar at the bottom shows the Windows search bar and icons for Microsoft Edge, Word, and Chrome.



ADVANCING INTEGRATED HEALTHCARE



---

ADVANCING INTEGRATED HEALTHCARE



# Questions & Answers

---

Additional Questions: [CTCIBH@CTC-RI.ORG](mailto:CTCIBH@CTC-RI.ORG)

Webpage: [www.ctc-ri.org/integrated-behavioral-health/tele-ibh-and-ncqa-bh-learning-collaborative](http://www.ctc-ri.org/integrated-behavioral-health/tele-ibh-and-ncqa-bh-learning-collaborative)

# Announcement: Seeking IBH Focus Group Participants

Brown University is seeking focus group participants for a research study on patient experiences with IBH.

Any adult patient who has received IBH services may be eligible.

Participants will receive a \$50 gift card.

This flyer will be emailed to your practice; please pass along to any patients who might be interested.

## Recruiting Patients for Focus Group Interviews:



### How can you sign up to participate?

If you would like to participate, you can contact the principal investigator Bart Laws by email:  
[michael\\_barton\\_laws@brown.edu](mailto:michael_barton_laws@brown.edu)

Or by phone: 401-863-6977

Leave a message with your contact information, and someone will get back to you soon.

Protocol: #2101002898

### • Who is eligible to participate?

If you are over the age of 18 and have received some substance use or mental health counseling ("behavioral health care") through your primary care provider location, you may be eligible for the group.

### • What are we discussing?

We are looking to see how patients experience integrated behavioral healthcare. We want to understand what is going well, and what could be improved from a patient's perspective. By participating, you would be agreeing to share your experiences with a small group, where we all agree to keep the information private. This is a research study being conducted by Brown University. Your health care provider is not involved in the study, and participation will not impact your care.

### • What is the compensation?

We will be providing \$50 in compensation for participation in the form of a gift card.

### • COVID-19 Precautions:

All interviews will be conducted remotely, over video call using Zoom, or by telephone.



ADVANCING INTEGRATED HEALTHCARE