



ADVANCING INTEGRATED HEALTHCARE

IBH Program Virtual Binder

*2022 IBH Cohort with a focus on
NCQA BH Distinction Readiness*

Kickoff Meeting: May 19, 2022

Binder updated 6/29/22

Virtual Resource Binder

This is a resource for practices participating in the CTC-RI / PCMH Kids Integrated Behavioral Health Learning Collaborative: With a focus on NCQA BH Distinction Readiness.

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Project Background and Objectives

In 2020, OHIC has revised and updated the Affordability Standards around IBH. In 2021, OHIC implemented new pathways for IBH within the state of Rhode Island. These important pathways will support the use of best practices and gold standards in the delivery of IBH services. In order for a practice to earn the designation of a Qualifying Integrated Behavioral Health Primary Care Practice, it must achieve NCQA BH Distinction within 3 years.

The CTC -Integrated Behavioral Health Learning Collaborative is designed to assist practices transition to providing integrated behavioral health either on-site (or virtually) and demonstrate [NCQA Behavioral Health distinction competencies](#). It is expected that participating practices that implement an evidenced based and systematic approach to virtual IBH will improve access to care, patient experience, team experience, clinical outcomes and position the practice for success in the value based comprehensive primary care payment model. This IBH Readiness Learning Collaborative includes real-time consultation around behavioral health issues that arise in patients who are served by primary care.

This project is funded through generous support from UnitedHealthcare.



Project Objectives

1. NCQA BH Distinction

- Practices prepare to apply for NCQA BH Distinction by the end of 12 months

2. Learning Collaborative meetings

- Practices share successes and challenges with each other
- Practices learn from content expert(s)

Learning Collaborative Meeting Information

Learning Collaborative Meeting Dates (both cohorts)

Kickoff: May 19, 2022 – 8:00am-9:00am

Midpoint: October 27, 2022—8:00am-9:30am

Final: April 27, 2022—8:00am-9:30am

Meeting Location

At this time, it is expected that all meetings will be held virtually via zoom. Please refer to your calendar invite or reach out to ctcibh@ctc-ri.org for the Zoom link.

Meeting Recordings, Materials

All learning collaborative Meetings will be recorded and posted on the learning collaborative page, along with meeting PowerPoints and other materials. Please visit [NCQA BH Learning Collaborative | CTC-RI \(ctc-ri.org\)](#) to access materials for past meetings.

Practice Facilitator Meetings

Sites are expected to meet monthly with their practice facilitator. Your practice facilitator will reach out to you to schedule monthly meetings.

Tele-IBH/NCQA IBH Distinction Milestones Summary

	Cohort 1 (March 2021-March 2022)	Notes
Important Meetings		
3 Learning Collaborative Meetings: 1. Kickoff 2. Mid-point check-in 3. Wrap-up meeting Monthly Meetings with IBH Practice Facilitator	March 5, 2021 9:00-10:00AM October 20, 2022 8:00-9:30AM April 27, 2023 8:00-9:30AM May 2022-April 2023	The expectation is that these will be virtual meetings; Zoom invitations will be sent out by CTC-RI and monthly practice facilitation meetings will be scheduled with your IBH practice facilitator
NCQA BH Distinction Application Readiness Assessments		
Pre-Assessment for BH Distinction Application Readiness	Will be completed at first meeting with your practice facilitator	
Post-Assessment for BH Distinction Application Readiness—for practices that do not apply to NCQA by collaborative end	Due April 30 for practices that do not submit an application to NCQA-- Included as part of Application Action Plan	<i>Please submit with your Application Action Plan</i>
PDSA		
PDSA Plan for addressing a need identified in the Tele-IBH self-assessment	PDSA Plan Due Oct 6, 2022	Submit to: CTCIBH@ctc-ri.org
Updated PDSA Plan reporting out on progress, challenges and outcomes	PDSA Plan-- final Due April 14, 2023	Submit to: CTCIBH@ctc-ri.org
NCQA Application/Renewal		
Submit application to NCQA OR Submit Action Plan to CTC	Due April 30, 2023	Submit to: CTCIBH@ctc-ri.org

Summary of Participating Practices

Practices Continuing to Year 2	New Practices for Year 2
Brown Medicine <i>Practice Facilitator: Dr Kristin David</i>	Lifespan Primary Group Newport <i>Practice Facilitator: Dr Kristin David</i>
Anchor Medical Lincoln <i>Practice Facilitator: Dr Kristin David</i>	Hasbro Children's Hospital Pediatric Primary Care <i>Practice Facilitator: Dr Liz Cantor</i>
Anchor Medical Providence <i>Practice Facilitator: Dr Kristin David</i>	Barrington Pediatric Associates <i>Practice Facilitator: Dr Liz Cantor</i>
Anchor Medical Warwick <i>Practice Facilitator: Dr Kristin David</i>	Aquidneck Pediatrics <i>Practice Facilitator: Dr Liz Cantor</i>
CNEMG Family Care Center <i>Practice Facilitator: Dr Kristin David</i>	NRI Pediatrics <i>Practice Facilitator: Dr Liz Cantor</i>

CTC-RI Contact Information, Project Team

Name	Role	Contact Information
Nelly Burdette, PsyD	Senior Program Director	nellyburdette@gmail.org 401-258-3358
Liz Cantor, PhD	Practice Facilitator	Liz.cantor@gmail.com 401-487-1566
Kristin David, PhD	Practice Facilitator	drkristindavid@gmail.com 401-465-2670
Linda Cabral, MM	Program Manager	lcabral@ctc-ri.org 401-519-3923
Sarah Summers	Program Coordinator	ssummers@ctc-ri.org 401-365-4211

CTC-RI Management Contact Information

Debra Hurwitz, MBA, BSN, RN

Executive Director

Cell: 978-502-9811

DHurwitz@ctc-ri.org

Pano Yeracaris, MD, MPH

Chief Clinical Strategist

Office: 401-519-3924

PYeracaris@ctc-ri.org

Susanne Campbell, RN, MS, PCMH CCE

Senior Project Director

Cell: 401 477-0011

Scampbell@ctc-ri.org

NCQA BH Distinction Resources	
CTC-RI IBH Module	Online training module covering NCQA BH Distinction will be made available soon
NCQA	PCMH Distinction in Behavioral Health Integration —Overview of PCMH BH Distinction NCQA BH Annual Reporting Requirements

NCQA BH Distinction Application Assessment and Action Plan

If your practice is not ready to apply for NCQA BH Distinction by the end of the Tele-IBH learning collaborative, please submit this completed worksheet outlining your plan to apply. This will fulfill one of the final deliverables for the learning collaborative.

Cohort 1 Deadline: March 1, 2022

Cohort 2 Deadline: May 1, 2022

Submit to: Your assigned practice facilitator and CTCIBH@ctc-ri.org

Name of Practice:

Target date for NCQA BH Distinction Application:

NCQA Distinction in IBH Criteria				Status			Please identify action steps and timeline for any competencies that need to be developed prior to NCQA BH Distinction Application	
Competency	No.	Core	Elective (Choose 2 Across all Domains)	Established	In Development	N/A	Action Plan <i>Note: to shift down one line within the same cell, use 'Alt + Enter'</i>	Estimated Date of Completion
Behavioral Health Workforce								
Behavioral Health Care Manager	01	X						
Care Team BH Resources & Training	02		X					
BH Clinician in the Practice	03	X						
Clinician Practicing MAT	04		X					
BH Referral Expectations	05	X						
BH Referral Relationship	06	X						
Information Sharing								
BH Referrals Tracking & Monitoring	07	X						
Integrated Health Record	08		X					
Integrated Care Plan	09		X					
Controlled Substance Database Review	10		X					
Evidence-Based Care								
Depression Screening	11	X						
BH Screenings	12	X						
EB Decision Support- MH Condition	13	X						
EB Decision Support- Substance Use Disorder	14	X						
Measuring and Monitoring								
Monitor & Adjust - MH OR Sub Use D/O	15	X						
Monitor & Adjust - MH AND Sub Use D/O	16		X					
Monitors Performance-BH Measures	17	X						
Goals & Actions to Improve BH Clinical Quality Msrs	18		X					
TOTAL		11	2 of 7					

Excel template available here: <https://www.ctc-ri.org/sites/default/files/NCQA%20BH%20Appliation%20Action%20Plan.xlsx>

Plan, Do, Study, Act Template (PDSA)—Template Option 1

Aim: (overall goal you wish to achieve)

Every goal will require multiple smaller tests of change

Describe your first (or next) test of change:	Person responsible	When to be done	Where to be done

Plan

List the tasks needed to set up this test of change	Person responsible	When to be done	Where to be done

Predict what will happen when the test is carried out	Measures to determine if prediction succeeds

Do

Describe what actually happened when you ran the test

Study

Describe the measured results and how they compared to the predictions

Act

Describe what modifications to the plan will be made for the next cycle from what you learn

PDSA Worksheet (short version) – template option 2

1: Define your aim, the overall goal you wish to achieve. 2. Plan the first (or next) test of change toward achieving the aim. 3. Do the test; 4. record and study the results. 5. Act to modify the plan for your next test.

Aim:

Plan

Describe your first (or next) test of change:

Who is responsible:

When is it to be done:

Where is it to be done:

List the tasks needed to set up this test:

Who:

When:

Where:

Predict what will happen when the test is performed:

List measures for assessing the predictions:

Do

Describe what actually happened when you ran the test:

Study

Describe the measured results and how they compared to the predictions:

Act

Describe what modifications to the plan you'll make for the next cycle, based on what you learned:

[Practices starting May 2022]

**Participative Agreement
Integrated Behavioral Health (IBH) Learning Collaborative: Focus on
NCQA Behavioral Health Distinction in Primary Care**

Consisting of 2 pages
Practice Organization _____
Practice Site(s): _____

Dates of Learning Collaborative Year 2: May 1, 2022 - April 30, 2023

1. Introduction/Purpose

The Care Transformation Collaborative of Rhode Island (CTC-RI/PCMH Kids) is inviting your practice site/organization to participate in the following learning collaborative: “Integrated Behavioral Health (IBH) Learning Collaborative: Focus on NCQA Behavioral Health Distinction in Primary Care.”

The goal of this program is to provide primary care practices with assistance in applying for NCQA Behavioral Health Distinction. It is expected that participating practices that implement an evidenced based and systematic approach to virtual IBH will improve access to care, patient experience, team experience, clinical outcomes and position the practice for success in a value based comprehensive primary care payment model. Practices participating in the learning collaborative are eligible to receive up to \$10,000 per practice.

This IBH Learning Collaborative is financially supported through UnitedHealthcare.

2. Learning Collaborative Participative Agreement Scope of Work

The NCQA BH Distinction Learning Collaborative Participative Agreement Scope of Work outlines the mutual responsibilities of each party participating in the “Integrated Behavioral Health (IBH) Learning Collaborative: With a focus on NCQA Behavioral Health Distinction in Primary Care”

Learning Collaborative Objectives:

- Practices engage in monthly individualized virtual practice facilitation focused on topics critical to NCQA BH Distinction readiness.
- Practices participate in learning collaborative meetings to share successes and barriers and bring in content expert(s) to support collaborative learning in best practices and in preparation to apply for NCQA BH distinction.
- Practices apply for BH Distinction/renewal through NCQA by end of 12-month engagement with CTC-RI or submit an action plan using the provided template.

Services to Be Provided

Participating Primary Care Practices will be provided with infrastructure and incentive funding payments, practice facilitation, quality improvement, technical assistance, access to NCQA BH Distinction self-assessment materials, and 2-3 “best practice sharing” learning collaborative meetings.

Practice Requirements

General:

- Schedule and attend monthly virtual IBH practice facilitation with membership to include practice leadership, physician/clinical champion, other staff as needed. Practices will attend 12 monthly IBH practice facilitation meetings between May 2022 and April 2023.
- Commit to attending a learning collaborative kick off on May 19 from 8am-9am
- Commit to and participate in 2-3 additional virtual or in person learning collaborative meetings, dates TBD
- With the support of the Practice Facilitator, develop and implement a PDSA (Plan-Do-Study-Act) for improving a need, or needs, identified in the NCQA BH Distinction Readiness self-assessment

NCQA BH Distinction:

- Submit application to NCQA by April 30, 2023 and submit proof of submission to CTC-RI to be eligible for the final payment

3. Payment Schedule:

Practices will be eligible to receive up to \$10,000 infrastructure/incentive financial payments during the funding period as outlined below. CTC-RI reserves the right to delay/withhold payments if the practice fails to meet any of the practice requirements.

1. Infrastructure Payment Schedule: May 2022
 - \$5,000 with execution of the Year 2 Participative Agreement
2. Incentive payment schedule: May 2023
 - \$2,500 at the completion of the learning collaborative with team attendance at all practice facilitator meetings and learning collaborative meetings
 - \$2,500 at the completion of the project for applying for NCQA Behavioral Health Distinction

[For practices that started in May of 2021]

**Participative Agreement
Year 2 of the Integrated Behavioral Health (IBH) Learning Collaborative:
Focus on NCQA Behavioral Health Distinction in Primary Care**

Consisting of 2 pages
Practice Organization _____
Practice Site(s): _____

Dates of Learning Collaborative Year 2: May 1, 2022 - April 30, 2023

1. Introduction/Purpose

The Care Transformation Collaborative of Rhode Island (CTC-RI/PCMH Kids) is inviting your practice site/organization to complete a second year of the following learning collaborative: “Integrated Behavioral Health (IBH) Learning Collaborative: Focus on NCQA Behavioral Health Distinction in Primary Care.”

The goal of this program is to provide primary care practices with assistance in applying for NCQA Behavioral Health Distinction. It is expected that participating practices that implement an evidenced based and systematic approach to virtual IBH will improve access to care, patient experience, team experience, clinical outcomes and position the practice for success in the value based comprehensive primary care payment model. Practices participating in the learning collaborative are eligible to receive up to \$10,000 per practice or practice site.

This IBH Learning Collaborative is financially supported through UnitedHealthcare.

2. Learning Collaborative Participative Agreement Scope of Work

The NCQA BH Distinction Learning Collaborative Participative Agreement Scope of Work outlines the mutual responsibilities of each party participating in Year 2 of the “Integrated Behavioral Health (IBH) Learning Collaborative: With a focus on NCQA Behavioral Health Distinction in Primary Care”

Learning Collaborative Objectives:

- Practices engage in monthly individualized virtual practice facilitation focused on topics critical to NCQA BH Distinction readiness.
- Practices participate in learning collaborative meetings to share successes and barriers and bring in content expert(s) to support collaborative learning in best practices and in preparation to apply for NCQA BH distinction.
- Practices apply for BH Distinction/renewal through NCQA by end of 12-month engagement with CTC. Please note: an action plan for application to BH Distinction was accepted in Year 1 but *will not* be accepted for Year 2.

Services to Be Provided

Participating Primary Care Practices will be provided with infrastructure and incentive funding payments, practice facilitation, quality improvement, technical assistance, access to NCQA BH Distinction self-assessment materials, and two “best practice sharing” peer learning meetings.

Practice Requirements

General:

- Pre-schedule and attend monthly virtual IBH practice facilitation with membership to include practice leadership, physician/clinical champion, other staff as needed. Practices will attend 12 monthly IBH practice facilitation meetings between May 2022 and April 2023.
- Commit to and participate in 2-3 virtual or in person learning collaborative meetings, dates TBD
- With the support of the Practice Facilitator, develop and implement a PDSA (Plan-Do-Study-Act) for improving a need, or needs, identified in the NCQA BH Distinction Readiness self-assessment

NCQA BH Distinction:

- Submit application to NCQA by April 30, 2023 and submit proof of submission to CTC-RI to be eligible for the full payment

3. Payment Schedule:

Practices will be eligible to receive up to \$10,000 infrastructure/incentive financial payments during the funding period as outlined below. CTC reserves the right to delay/withhold payments if the practice fails to meet any of the practice requirements.

1. Infrastructure Payment Schedule: May 2022
 - \$5,000 with execution of the Year 2 Participative Agreement
2. Incentive payment schedule: May 2023
 - \$2,500 at the completion of the learning collaborative with team attendance at all practice facilitator meetings and learning collaborative meetings
 - \$2,500 at the completion of the project for applying for NCQA Behavioral Health Distinction

Care Transformation Collaborative of RI
Signature:



Debra Hurwitz
Executive Director, CTC-RI

Primary Care Practice Name:

Signature of Authorized Staff:

Name:
Position: