

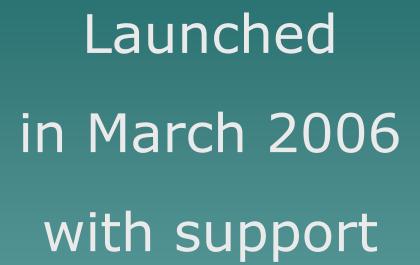
Integrated Behavioral Health Project

Presentation
by
Gary Bess, Ph.D.



- Background
- Demonstration Sites
- Evaluation & Assessment





An Initiative of:

Endowment

TIDES

from...

Integrate behavioral health services into California community clinics

- Extensive assessment process
 - > Elements
 - > Strategies
 - > Treatment approaches
- Meetings with key stakeholders
 - > Primary Care Providers
 - > Behavioral Health Professionals



Goals

- Increase Access
- Reduce Stigma
- Improve Outcomes



The Six C's of Integration

- Communication
- Collaboration
- Comprehensiveness
- Continuity of care
- Commitment
- Cultural competency



Why Integration?

- Need for mental health services
- Increase primary care physician productivity
- Patient preference
- Suicide prevention and reduction

Demonstration Sites

Primary Care Clinics

- Golden Valley Health Center, Merced
- Family Healthcare Network, Visalia
- Mendocino Community Health Clinic, Ukiah
- Family Health Centers of San Diego

- Sierra Family Medical Clinic, Nevada City
- ► SACHS-Norton Clinic,

 doctor San Bernardino
 - Open Door Community
 Health Centers, Arcata

Demonstration Sites

Clinic Consortia

- Northern Sierra Rural Health Network, Nevada City
- Council of Community Clinics, San Diego

Demonstration Sites

Selection Criteria



- Experience providing integrated services
- Currently operating integrated program with specific components
- Ability to implement quantifiable model

- Develop future training materials and tools
- Measure client functioning, participants' satisfaction and program effectiveness
- Improve data collection for
 - Program management
 - Clinical performance reviews
 - Study and dissemination of emerging promising practices

- Establish a learning community
- Availability of sites for training, mentoring, and consulting during subsequent grant funding
- Advocate for policy and system changes

		Integrative Behavioral Health (Jemonstration Project Safa Acc			
Measu rement.	Retionelo	IBHP Floments	Local Elements	Frequency	Source
Chant	It was thin client	General catisfaction with	n pe modited	Balaline, at internal of	Ismphts
Sec. Com	penage and treatment	services anough for the street	CHc	sin usus, -26 arenii	IBHP
Samey	process, and its affect	arrogana wiii inamani	quaetions partaining to its		1000
	on their compliance.		peraning is is specific operation		
Ratrospactiva	To combine	Description	Theoretica	12 months natrospacting	Ismphts
Description and	description and	> DOB	Description Agency	from commencement of	provided by
Outcome Data	outcome information	> Gender	description	grant award	IBHP
	on chartes so that were	> Race fethracity	interest	*	
	can be profiled and an	> Entry as client	Outcome		
	analysis conducted	 Entry into IBH pro gram.) Offermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by a gamy		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substad taxiables.	Outcome	copyform (s.g.,		
		<u>> PHQ</u> -9	mood surey,		
		 Date of visit and billing code 	shildhood		
		(encounter type)	dapmession		
		Missad appointment	indax)		
		> Client non-compliance with nearest			
Prospective	To combine	Desgripting	San aboun	For duration of	Ismphts
Description and	description and	> San aboun		damonstration project	provided by
Outcome Data	outoine information	Outcome			ÎBHP
	on clients so that were	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcome;				
	by substand variables.				
ЪНÓ-а	To assure dupunssium	Completion of PHQ-9 on a usy IBH client	N/A	Point of identification/neternal to	Public domain
	symptoms at time of entry into IBHP, and	TOTI CIRCIN		IBH pro gram, and at	domam
	following			intervals of six visits or	
	intervention.			six week, whichever	
				occurfict and/or atexit	
DUKE Health	To assues client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile one way IBH client	'	identification/marral to	domain
	skilk domains at time			IBH pro gram, and at	
	of antry into IBHP,			intervals of six visits or	
	and following			six week, whichever	
	intercention			occurfist and/or atexit	
Provider	To assure providers'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfaction.	sense of competency,	sarvicasánodal completed by PCPs	CHC to add	months	provided by IBHP
	adaquasy of mecounces,	and IBH staff	quaetions of interact		TRHE
	and satisfaction in		to management		
	participating in IBH	l e			l

Measurement Raffor Flements Lecal Flements Feguency Source

The Assessment Company of the Compan	37-30	ZTD TD, Tour St A.
Integrative Behavioral	. неапп	TIR WILLIAM SECT.
Thomas on admodition Theories of	Thoda Ac	anni cidi co. Ill co.

Modal Daectiytion	In describe in detail cause of each chinch's IBH peogram, and the program, and the which his operates have done donains dance by each based on domains dance by ped by the Lewin Group.	IBH wiff describe model wing be givened at the model template, and Tiles Counter which series model based on Service Integration Scale from Conceptuality and ordered the gration Scale from Demonstone of Integration to Service detected to Editoring themal Metalia Care to Primary Care Citiens. > Communication. > Physical proximity Integration of mental health any parties Services Integration of mental health any principal care to the graties Services.	Mir	Baralina, at site visit and when shifts in model occurses in ported by CHC	Consultation provided by Leavin Gnoup
Cultural Compatence	Io describe in detail each climit's avanues of cultural and effort to include specific cultural abuncts in the da heavy of IBH enricies, based on domain deue byed by the Lewin Group.	de gue of rigme Assessmentaceo rding to seven domains in Indicators of Cultural Competence in Indicators of Cultural Competence in Metable Competence in Metable Competence Assessment Profile*: Cryanisational Cultural Competence Profile*: Cryanisational values Governames Planning and monitoring Healaction Staff development Communication Staff development Competence Sarvices functions	M/K	Baseline, at size usift and when shifts in model occur as reported by CHC	Consultation provided by Leavin Group
Cost A nalysis	To a stablish a range of dimeteosit associated with implementation of IBHP programs, and percapitaclient cost.	Most cure to 12-month operating budget including measure and expenses, for CHCS, ISHP	N/A.	Cumut and last 12- month operating budget for IBHP	Temphs date loped in consultation with agencies
No Shows	To better understand masons for high "no show" counts among IBHP clients, and to identify starte gas that improve client engagement.	TBA	IBA	IBA	Iemphie descriped in consultation with agencies

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

		emoistranoù Project Baia Ac	_		
Louisur Went	Retionale	IBHP Floments	Local Elements	Frequency	Source
Cliant Satisfaction Survey	To ascertain client penseptions of IEH service and treatment process, and its affect on their compliance.	General satisfaction with sarvices incoded factings of stigma associated with treatment	Can be modified by CHC to add questions partaining to its specific operation	Basalina, atindarvals of six visits, and/or atamit	Ismphs provided by IBHP
Entroppedine Descriptive and Outcome Dan	To combine description and outcome information on clients so that were can be predicted and an analysis conducted that allow the conformation of outcomes by substituted variables.	Description DOB Conder Reach thinking Rently as client Entry as client Entry into IEH program Chronic disease (YM) Hyne, code disease Outcome PHO-9 Date of usit and billing code (encounter type) Missed appointment Chint nor compliants with maintal	Description Agency description interest Outcome Othermees une veel by agency in PMS or hard copy form (e.g., mood survey, childhood depression index)	12 months in the parties from commencement of grant award	Iemphe prouded ly IEHP
Prospective Descriptive and Outcome Data	In combine description and outcome information on alients so that were can be profiled and an analysis conducted that allows for cross-tabulation of outcomes by subclady arrights.	Descriptue > See aboue Controus > See below	San aboun	For duration of damons tration project	Ismphs provided by IBHP
PBQ-9	To assess depressine symptoms at time of early into IBHP, and following intercention.	Completion of PHQ-9 on easy IBH chent	N/A.	Point of identification in the real to IBH program, and at interest of six visits or six was is, which were occurring and/or attentify	Public domain
DUKE Hashis Profile	To assess client functioning in life shills domains at time of entry into IBHP, and to lle wing intercention	Completion of DURE Health. Profile one way IEH client	N/A	Point of identification in first to IBH program, and at interest of six usits or six was k, which are reconflict and/or attaint	Public domain
Provider Satisfaction	To assure provident' sume of computency, adequacy of mee unes, and satisfaction in participating in IBH survices.	General satisfaction with sentines included, completed by PCPs and IBH staff	Can be modified by CHC to add quartiess of interact to management	Baseline and suny six months	Ismphs poulded by IBHP

Client Satisfaction Survey

Model	To describe in detail	IBH staff describe model using	N/A	Basalina, atsila visit	Consultation
Description	cument practices of each clinic's IBH	logic model template, and Titles Cantar staff assess model based on		and when shift in model occurs as prorted	provided by Lewin
	pro gram, and the	Service Integration Scale from		by CHC	Gaoran
	service environment in	Conceptablished and detabasing		9,020	Omap
	which it operate.	Dimensions of Integration in			
	based on domains	Service decidels Delivering deenaal			
	dated pad by the	Health Care to Primary Care			
	Layin மேறை.	Clients'.			
		> Communication			
		Physical proximity Temporal proximity			
		> Integration of mental health			
		expertise/services			
		> Integration with nespect to			
		da gua of stigma			
Cultural	To describe in detail	Assessmentaccording to seven	N/A.	Baseline, atsite visit	Consultation
Competense	eachclinic's	domains in Indicators of Cultural		and when shifts in	imaged p
	awammers of cultural and afforts to include	Competence in Health		modeloccurs reported	Lexix
	specific cultural	Edre Delivery Organizations do Organizational Eulaural		by CHC	மேமூ
	element in the	Competence			
	delinery of IBH	desessment Profile*:			
	services, based on	 Organisational value; 			
	domains density pad by	> Gouernance			
	ահատ Լերայան, Gոսագր.	> Planning and monitoring			
		Evaluation Communication			
		> Staffdarebymant			
		Creanisational Infrastructure			
		> Services/Interventions			
Cost Azalyeis	Io astablish a range of	Most aum nt 12-month operating	N/A	Cument and last 12-	Ismpha
	dimeteost associated	budget including memors and		monfhopensting budget	daveloped
	with implementation	вирелен, for <u>СДС</u> , IВНР		for IBHP	<u>in</u> .
	of IBHP programs, and pergapitaclient				consultation with
	cost.				A 20 DG Dr
No Shows	To be the r understand	TBA	TBA	IBA	Ismphts
	masons for high "no				developed
	spom, comma smond				in.
	IBHP clients, and to				consultation
	identify state gies that improve client				with agancies
	engagement.		l		e Same pe

Client Satisfaction Survey

Rationale	Ascertain client perceptions and compliance
IBHP Elements	General satisfaction and feelings of stigma
Local Elements	Customized for each clinic
Frequency	Baseline, at intervals of six visits, and/or at exit

Client Satisfaction Survey

N/A

Mendocino Community Health Clinic, Inc.

Patient Satisfaction Survey

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your response will help us improve our services. There is no right or wrong answer; we are asking for your honest opinions. In no way will your responses affect your treatment here. Thank you for your time!

INSTRUCTIONS: For statements 1 through 10, please circle the number that best describes your answer.

Doesn't Strongly Agree Neither Disagree Strongly Agree, Nor Disagree Agree Apply Disagree (0)**(5)** 1. I am satisfied with the amount of time staff spent with me Π during my visit. 2. My beliefs about health and 2 0 5 1 well-being were considered as part of the help that I received. 3. If I were referred to another behavioral health clinic for 5 4 3 2 1 0 services, I would go.

5

 Any concerns I may have had regarding my behavioral health

treatment plan were quickly

taken care of.

6

Centros de Salud Familiar de San Diego

Estudio de Satisfación de los Pacientes

s saber su opinion sobre los servicios que proveemos para aseguramos que estamos atendiendo ades. Sus respuestas nos ayudaran a mejorar nuestros servicios. No hay respuestas correctas o solo queremos por su opinion franca. <u>Sus respuestas no afectaran su tratamiento aqui en</u> <u>nera</u>. Gracias por su tiempo!

	- 51	NO
rita hoy? (Puede selecciónar a mas de un proveedor.) Docto	or	
Enferme	ra	
Psi qui ato	ra 💮	
Terapeuta/Director de Cuidad	. \square	

ES: Para las sigientes preguntas de 1 a 9, por favor circule el número que mejor indique su respuesta.

	U	Acuerdo	Acuerdo	Acuerdo o Desacuerdo	Desacuerdo	Desacuerdo	Aplica a Mí
L	•	(5)	(4)	(3)	(2)	(1)	(0)
1.	Estoy satisfecho con el tiempo que el personal tomo conmigo durante mi cita.	5	4	3	2	1	0
2.	Mis creencias sobre la salud y el bein estar fueron tomadas en cuenta como parte del cuidado (servicios) que recibí.	5	4	3	2	1	0

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphts
Satisfaction.	penseptions of IBH	sarvicasánodal; faalings of stigma	CHC to add	six usits, and/or atemit	provided by
Stately	service and treatment	associated with teatment	quaetione		IBHP
	process, and it affect		pertaining to it		
	on their compliance.		specific operation		
Ratrospactiva	Io combine	Descriptive	Descriptive	12 months natrospactive	Ismphts
Descriptive and	descriptive and	> DOB	> Agengy	from.commencementof	provided by
Outcome Data	outcome information	> Gender	descriptive	grantaward	IBHP
	on charten	 Bace/ethnicity 	internet		
	can be profiled and an	 Entry as client 	Outcome		
	analysis conducted	 Entry into IBH program. 	 Othermeasures 		
	that allows for cross-	 Chronic disease (Y/N) 	med pleasands.		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substad tariables.	Outcome	copy form (a.g.,		
	_	> PHQ-9	mood survey.		
		 Date of vivit and billing gods 	shildhood		
		(encounter type)	dapmession		
		 Missed appointment 	index)		
		 Client non-compliance with 			
		námi			
Prospective	To sombine	Descriptive	See above	Forduration of	Ismphts
Descriptive and	description and	> San aboun		damonstration project	provided by
Outcome Date	outone information	Outoma			IBHP
	on chartens	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by substed teriables.				
PBQ-9	To assuss dupunssium	Completion of PHQ-9 on a may	N/A	Point of	Public
	symptoms at time of	IBH chant		identification/naferral to	domain
	antly into IBHP, and			IBH pro gram, and at	
	following			intervals of six visits or	
	intervention.			six week, whichever	
				occurfist and/or atentit	
DUKE Health	To assure client	Completion of DUKE Health	N/A	Pointof	Public
Profile	functioning in life	Profile one way IBH client		identification/neferral to	domain
	skills domains at time			IBH pro gram, and at	
	of antry into IBHP,			indarvak of six visits or	
	and following			six week, whichever	
	intervention			occurfint and/or atentit	
Provider	To assues providers'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfaction.	sense of competency,	sarnicasánodal, completed by PCPs	CHC to add	months	provided by
	adaquasy of meousae,	and IBH staff	quaetions of interact		IBHP
	and satisfaction in		to management		
	participating in IBH				
i	en ruicne.		l	ı	

Retrospective / Prospective Descriptive & Outcome Data

Model	To describe in detail	IBH staff describe model using	N/A	Basalina, atsila visit	Consultation
Description	cument practices of each clinic's IBH	logic model template, and Titles Cantar staff assess model based on		and when shift in model occurs as prorted	provided by Lewin
	pro gram, and the	Service Integration Scale from		by CHC	Gaoran
	service environment in	Conceptablished and detabasing		9,020	Omap
	which it operate.	Dimensions of Integration in			
	based on domains	Service decidels Delivering deenaal			
	dated pad by the	Health Care to Primary Care			
	பூகுகும், மேறை.	Clients'.			
		> Communication			
		Physical proximity Temporal proximity			
		> Integration of mental health			
		expertise/services			
		> Integration with nespect to			
		da gua of stigma			
Cultural	To describe in detail	Assessmentaccording to seven	N/A.	Baseline, atsite visit	Consultation
Competense	eachclinic's	domains in Indicators of Cultural		and when shifts in	imaged p
	awammers of cultural and afforts to include	Competence in Health		modeloccurs reported	Lexix
	specific cultural	Edre Delivery Organizations do Organizational Eulaural		by CHC	மேமூ
	element in the	Competence			
	delinery of IBH	desessment Profile*:			
	services, based on	 Organisational value; 			
	domains data loped by	> Gouernance			
	ահատ Լերայա ր, Gao ար.	> Planning and monitoring			
		Evaluation Communication			
		> Staffdarebymant			
) Organisational Infrastructure			
		> Services/Interventions			
Cost Azalyeis	Io astablish a range of	Most aum nt 12-month operating	N/A	Cument and last 12-	Ismpha
	dimeteost associated	budget including memors and		monfhopensting budget	daveloped
	with implementation	вирелен, for <u>СДС</u> , IBHP		for IBHP	<u>in</u> .
	of IBHP programs, and pargapitacliant				consultation with
	cost.				A 20 DG Dr
No Shows	To be the r understand	TBA	TBA	IBA	Ismphts
	masons for high "no				developed
	spom, comma smond				in.
	IBHP clients, and to				consultation
	identify state gies that improve client				with agancies
	engagement.		l		e Same pe

Retrospective / Prospective Descriptive & Outcome Data

	Profile and analyze client information			
IBHP Elements	Descriptive and outcome client data			
	Descriptive and outcome data as determined by agency needs			
	12 months retrospective from commencement of grant award and for duration of demonstration project			

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Mees	suirement	Retione lo	IBHP Flements	Local Elements	Frequency	Source
Chant		To ascertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphts
Satisfa	action.	penneptions of IBH	sarnicasánoda), faalings of stigma	CHC to add	six usis, and/or atemit	provided by
Survey	у	service and treatment	associated with teatment	quaetions		ĪBHP
1 7		process, and it affect		pertaining to it		
1		on their compliance.		specific operation		
	pective	Io combine	Descriptive	Descriptive	12 months netrospective	Ismphts
	ing time and	description and	> DOB	> Agangy	from commencement of	provided by
Ondere	me Data	outcome information	> Gender	descriptive	grantaward	IBHP -
1		on clients so that were	 Bace & floricity 	interest	-	
1		can be profiled and an	 Entry as client 	Outcome		
1		analysis conducted	 Entry into IBH pro gram.) Othermeasures		
1		that allows for cross-	 Chronic disease (Y/N) 	wed by agency		
1		tabulation of outcomes) Ifyes, code disease	in PMS or hard		
1		by substand variables.	Outcome	copy form (a.g.,		
1	- 1	- I	<u>≻ PHQ</u> -9	mood survey.		
1	- 1		 Date of twittand billing code 	ahildhood		
1			(encounter type)	dapmession		
1			 Missed appointment 	index)		
1			 Client non-compliance with 			
1			námi			
Prospe	ec tine	To combine	Descriptive	See above	For duration of	Ismphts
	iptive and	description and	> San aboun		damonstration project	provided by
Ondere	me Data	outcome information	Outcome			ĪBHP
1		on charte so that were	> See below			
1		can be profiled and an				
1		analysis conducted				
1		that allows for exose-				
I _		tabulation of outcomes				
		by substand variables.				
PHQ-	9	То аккаки фарминска	Completion of PHQ-9 one may	N/A	Pointof	Public
		symptoms at time of	IBH client		identification/m@rml to	domain
		entry into IBHP, and			IBH program, and at	
1		following			intervals of six visits or	
		intervention.			sit week, whichever	
					occurfint and/or atenit	
DUK	Е Неа На	To assuss client	Completion of DUKE Health	N/A	Point of	Public
Profile	b /	functioning in life	Profile one way IBH client		identification/m@ral to	domain
		skilk domains at time	_		IBH pro gram, and at	
		of entry into IBHP,			intervals of six visits or	
1	- 1	and following			sit week, whichever	
1	- 1	intercention.			occurfist and/or atexit	
Provid		To accuse provident	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfa	action.	same of compatency,	samicasánodal, completed by PCPs	CHC to add	monfis	provided by
1	- 1	adequary of mecourse,	and IBH staff	quaetions of interact		ÎBHP -
1	- 1	and satisfaction in		to management		
1	- 1	participating in IBH		* '		
		en Tuicne.				

PHQ-9 & DUKE Health Profile

Model	To describe in detail	lemonstration Project Data Ac IBH staff describe model wing	N/A	Baseline, atsite visit	Consultation
Description	cumming parties of each limit; IEH program, and the service a notice ment in which if operate, based on domains dawele ped by the Leaving Group.	le gie model templee, and l'ides Center staff serses model band on Service Indexparion Scale from Conceptuable ing sind detecturing Dimensions of Integration in Service detecte Delivering demant Health Cart as Primary Care Citiens'. > Communication > Physical powinity I amposing powinity		and when shift in model on was in ported by CHC	pouded by Lexin Group
		 Integration of mental health expertise/services Integration with respect to degree of stigma 			
Cultural Compatana	It describe in detail each limit, a warmers of cultural and effort to include specific or ultural abundary of IBH services, based on domains data loped by the Lawin Group.	Assessmentanco oding to seven do mains in India access of Cultural Competence in Metalitic Competence in Metalitic Competence in Metalitic Competence in Metalitic Competence in Compete	M/A	Exactine, at the wirth and when hifth in model one was imported by CHC	Consultation provided by Lexin Group
Cost A nalysis	To a stablish a range of dimeteosit associated with implementation of IBHP programs, and percapitaclient cost.	Most cum at 12-month operating budget including measure and expenses, for CHCS, IBHP	N/A	Cument and last 12- month operating budget for IEHP	Ismphis dateloped in consultation with agencies
No Shows	To better understand mesons for high "no show" counts among IBHP clients, and to identify state gas that improve client engagement.	TBA	TBA	IBA	Temphs dateloped in consultation with agencies

PHQ-9 and DUKE

Rationale	Assess changes in client's depressive symptoms and life skills
IBHP Elements	Completed by all IBH clients
Local Elements	N/A
Frequency	Intervals of six visits or six weeks

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphis
Satisfaction.	penseptions of IBH	servicesánodel; feelings of stigma	CHC to add	six usis, and/or atemit	provided by
Samey	service and treatment	associated with teatment	quaetions		IBHIP -
	process, and its affect		pertaining to its		
	on their compliance.		specific operation		
Retrospective	To sombine	<u>Descriptive</u>	Descriptive	12 months natrospactive	Ismphts
Descriptive and	description and	> DOB	> Agazay	from commencement of	provided by
Outcome Data	outcome information	> Gender	descriptive	grantaward	IBHP
	on charten	 Bace/efforicity 	interest		
	can be profiled and an	> Entry as client	Outcome		
	analysis conducted	 Entry into IBH pro gram.) Offermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by a gargy		
	tabulation of outcomes	 Ifyras, code disease 	in PMS or hard		
	by substad taxiables.	Outcome	copy form (a.g.		
	_	▶ PHQ-9	mood survey.		
		 Date of visit and billing gods 	shildhood		l
		(encounter type)	dapmession		
		> Missed appointments	indax)		
		> Client non-compliance with			
		námi			
Prospective	Io combine	Description	San aboun	For duration of	Ismphts
Description and	description and	> San aboun		damonstration project	provided by
Outcome Data	outcome information	Outcome		1 ,	ÎBHP
	on clients to that were	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by subgrad pariables.				
PHQ-9	To assure dupmessing	Completion of PHQ-9 one near	N/A	Point of	Public
	symptoms at time of	IBH chant		identification/makeral to	domain
	anter into IBHP, and			IBH pro gram, and at	
	following			intervals of circuisits or	
	intermention.			six week, whichever	
				occurfist and/or atexit	
DUKE Health	To assues client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile onevery IBH client		identification/maternal to	domain
	chills domains at time			IBH pro gram, and at	
	of antay into IBHP.			intervals of six visits or	
	and following			six week, whichever	
	intervention			occurfing and/or atenti	l
Provider	To assues providens'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphis
Satisfaction.	same of compatency,	sarricasánodal completed by PCPs	CHC to add	months	provided b
	adequacy of mesources,	and IBH staff	quantions of indenset		IBHP
	and satisfaction in		to management		
	participating in IBH		" managaman	l l	l
	participating in from				l
	PRACES.				

Provider Satisfaction

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Modal Description	In describe in detail cure in practices of each chinic; IEHI program, and the service environment in which in operate, based on domains date loped by the Length Group.	IEH staff describe model wing by its model templets, and Titles Contact staff series model band on Service Integration Scale from Encapeablishing and Obstatuting Demonstrates of Indignation in Service Obstates Delivering Obstate Obstates Delivering Obstate Obstates Delivering Obstate Delivering Ob	Mir	Basalina, ateita vieit and when shifts in modulous was raported by CHC	Consultation provided by Leavin Group
Cubual Competente	Io describe in detail each climic's avanues of cultural and effort to include specific cultural abuncts in the de linear of IEH services, based on domains de us byed by the Legoin Group.	For space of a ring to sever a domain in Indicators of Cultural Competence in Health Care Delivery Organizations on Organizations and Organizational Cultural Competence dissection of Propiet ' - Organizational Indicators - Governance - Planning and mountoring - Houleastion - Soft dissection - So	M/K.	Basalina, at site utisit and when shifts in model one was reported by CHC	Consultation provided by Lexion Group
Cost Analysis	To a stablish a range of dimeteosit associated with implementation of IBHP programs, and percapitaclient cost.	Mostaumani 12-month operating budget including measure and expenses, for CHCS, IBHP	N/A	Cumut and last 12- month operating budget for IBHP	Ismphis date loped in consultation with agencies
No Shows	To be the runders tend masons for high "no show" counts among IBHP clients, and to identify stack give that improve alternt engagement.	TBA	IBA	IBA	Ismphe dereloped in consultation with agencies

Provider Satisfaction

Rationale	Assess sense of competency, adequacy of resources, and satisfaction
IBHP Elements	Completed by Primary Care Providers and IBH staff
Local Elements	Can be modified
Frequency	Baseline and every six months

Provider Satisfaction

Provider Satisfaction Surve	у			Exit this surve	<u>y ></u>
31. Do you consult with behavio	oral health providers regar	ding the development of	a care plan and/or prescribing	of medications for patients?	
32. If you would like to explain	Behavioral Health Sp	ecialist Satisfaction	Survey		Exit this survey >>
	13. How much do medi	cal care providers utilize	you as the behavioral health co	onsultant?	
	A Lot	Ouite a Bit	Somewhat	O A Little bit	Oon't Know
	14. If you would like to	explain your answer, ple	ease do so here:		
33. How <i>helpful</i> would you rate					
Extremely Helpful P					
34. If you would like to explair					
	15. How would your rat	e your <i>satisfaction</i> with <u>l</u>	behavioral health conversations	you may have had with medical	providers?
	Extremely Satisfied	Pretty Satisfied	Somewhat Satisfied	Slightly Satisfied NOT At	All Satisfied Opn't Know
	16. If you would like to	explain your answer, ple	ease do so here:		
35. Feedback behavioral healt					
Strongly Agree A					
	17. As a behavioral hea	lth consultant, you are a	able to provide the kinds of serv	ices <u>you want</u> for your patients.	
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree Strongly	/ Disagree

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Ham

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphis
Satisfaction.	penseptions of IBH	servicesánodel; feelings of stigma	CHC to add	six visits, and/or atentit	provided by
Samey	service and treatment	associated with teatment	quaetions		IBHP
	process, and its affect		pertaining to it		
	on their compliance.		specific operation		
Ratrospactiva	To combine	<u>Descriptive</u>	<u>Descriptive</u>	12 months natrospactive	Ismphts
Descriptive and	descriptive and	> DOB	> Agency	from.commencementof	provided by
Outcome Data	outcome information	> Gender	descriptive	grantaward	IBHP
	on charten	 Bace & floricity 	interest		
	can be profiled and an	 Entry as client 	Outcome		
	analysis conducted	 Entry into IBH pro gram. 	Offermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by agange		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substad taxiables.	Outcome	copy form (a.g.,		
		> PEQ-9	mood survey,		
		 Date of visit and billing code 	shildhood.		
		(encounter type)	dapmession		
		 Missed appointment 	index)		
		 Client non-compliance with 			
		máml -			
Prospective	Io combine	Descriptive	San aboun	For duration of	Ismphts
Descriptive and	description and	> San aboun		damonstration project	provided by
Outcome Data	outcome information	Outcome			IBHP
	on charten	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by substad tariables.				
PHQ-9	To assues dupunssium	Completion of PHQ-9 one may	N/A	Point of	Public
-	symptoms at time of	IBH chant		identification/m@rml to	domain
	entry into IBHP, and			IBH program, and at	
	following			intervals of six visits or	
	intervention.			sit week, whichever	
				occurfint and/or atenit	
DUKE Health	To assuss client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile one way IBH client		identification/inferral to	domain
	skilk domains at time	_		IBH pro gram, and at	
	of antay into IBHP,			intervals of six visits or	
	and following			six week, whichever	
	intervention.			occurfint and/or atexit	
Provider	To assues providers'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfaction.	same of compatency,	sarnicasánodal, completed by PCPs	CHC to add	months	provided by
	adaquary of meousae,	and IBH staff	quastions of interest		ÎBHP "
	and satisfaction in		to management		
		I		ı	
	participating in IBH		I		

Model Description

Modal Description	To describe in detail cument practices of each clinic's IBH program, and the service entirement in which it operate, based on domains date loped by the	IEH staff describe model wing be git model template, and Titles Contact staff series model based on Service Integration Scale from Conceptuallying and detecturing Demonstrate of Integration in Service detects's Delivering definant Medials Care to Primary Care!	N/A	Basalina, atvite usiti and when chift in model occurse in ported by CHC	Consubation provided by Lewin Group
	Levin Group.	Chinne' Communication Physical postminy Inspect proving Inspec			
Cultural Compatana	In describe in detail each clinic's averages of cultural and effort to include specific outwall abuneau in the delinest of IEH services, based on domains deach ped by the Lawin Group.	Assessmentanco alimy to seven do mains in India acces of Cultural Competence in Needlah Core Delivery Organizations and Congrammational Cultural Competence (Accession of Profile): Corporation (Profile): Corporation of Profile): Constraints Governance Planning and monitoring Husbaston Soft data by man! Sheff data by man! Competence Services (Indias true true Services (Indias true true Services (Indias true true Services (Indias true)	N/A.	Baseline, at the with and when shift in model octures in ported by CHC	Consultation provided by Lexion Group
Cost Analysis	To a stablish a range of dimensors associated with implementation of IBHP programs, and percapitaclient cost.	Most cum at 12-month operating budget including measure and expenses, for CHCS, IBHP	N/A	Cument and last 12- month operating budget for IBHP	Ismphs dateloped in consultation with agencies
No Shows	To better understand mesons for high "no show" counts among IBHP clients, and to identify state giss that improve client engagement.	TBA	TBA	IBA	Ismphis dateloped in consultation with agencies

Model Description

Rationale	Describe current practices and service environment of each clinic's program
IBHP Elements	 Communication Physical proximity Temporal proximity Integration expertise/services Integration with respect to degree of stigma
Local Elements	N/A
Frequency	Baseline and every 6 months

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphts
Satisfaction.	penseptions of IBH	sarvicasánodal; faalings of stigma	CHC to add	six visits, and/or atencit	provided by
Samey	service and treatment	associated with teatment	quaetions		IBHP
	process, and its effect		pertaining to its		
	on their compliance.		specific operation		
Retrospective	Io combine	<u>Descriptive</u>	Descriptive	12 months natrospactive	Ismphts
Descriptive and	description and	> DOB	> Agency	from commencement of	provided by
Outcome Data	outcome information	> Gender	descriptive	grant award	IBHP
	on charten	 Bace/ethnicity 	interest		
	can be profiled and an	 Entry as client 	Outcome		
	analysis conducted	 Entry into IBH pro gram.) Offermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by a gargy		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substed teriables.	Outcome	copy form (e.g.,		
	_	> PHQ-9	mood survey.		
		 Date of trivit and billing gods 	ahildhood .		
		(ancounter type)	dapmession		
		 Missed appointments 	index)		
		 Client non-compliance with 			
		national			
Prospective	Io combine	Descriptive	San aboun	For duration of	Ismphts
Descriptive and	description and	> San aboun		damonstration project	provided by
Outcome Data	outcome information	Outcome			IBHP
	on charten	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by substed teriables.				
PHQ-9	To assues dupunssium	Completion of PHQ-9 one may	N/A	Point of	Public
	symptoms at time of	IBH chant		identification/m@real to	domain
	entry into IBHP, and			IBH program, and at	
	following			intervals of six visits or	
	intercention.			sit week, whichever	
				occurfiet and/oratexit	
DUKE Health	To assure client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile one way IBH client		identification/m@ral to	domain
	skilk domains at time	_		IBH program, and at	
	of antry into IBHP,			indervals of six visits or	
	and following			six week, whichever	
	intercention.			occurfint and/oratexit	
Provider	To assues providers'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfaction.	same of compatency,	sarnicasánodal, completed by PCPs	CHC to add	months	provided b
	adequary of mecourses,	and IBH staff	quaetions of interact		IBHP
	and satisfaction in		to management		
	participating in IBH		'		
	entroigne.		ı		l

Cultural Competence

Model	To describe in detail	IBH staff describe model using	N/A	Baseline, atsite visit	Consultation
Description	cummit practices of	logic model template, and Titles		and when shifts in	provided by
	eachclinic's IBH	Cantar staff assass model based on		modeloscuras neported	Lexix
	pro gram, and the	Service Integration Scale from		ph cac	மேறை
	reruice ennironment in	Conceptualiting and detauring			
	which it operate,	Dancestons of Inacgretation in			
	based on domains	Service diodels Delivering dienaal			
	developed by the	Health Care to Primary Care			
	Լգ դա ր Թուար.	Cllento'.			
		> Communication			
		Physical proximity Temporal proximity			
		Temporal proximity Integration of mental health			
		expertise/services Integration with respect to			
		da gua of stigma			
Cultural	To describe in detail	Assessmentageording to seven	N/A	Basalina, atsita visit	Consultation
Competence	nachelinie's	domains in Judicators of Cultural	M/A	and when shifts in	provided by
combs sure	awareness of cultural	Competence in Health		modeloacuras reported	Lawin
	and afforts to include	Eard Delivery Organizations of a		by CHC	Gnoup
	erecific cultural	Organizational Cultural		oy one	Owap
	element in the	Competence			
	delinear of IBH	desessment Profile*:			
	sarricas, basad on	> Organisational values			
	domains denshiped by	> Gouernance			
	the Lawin Group.	> Planning and monitoring			
		Evaluation			
		 Communication 			
		 Staff development 			
		 Organisational Infrastructure 			
		 Services/Interventions 			
Cost Analysis	To notablish a range of	Most gument 12-month operating	N/A	Cumntand last12-	Ismpha
	direct cost associated	budget including mesons and		month operating budget	daveloped
	with implementation	ажравая, for <u>СНС</u> , IBHP		for IBHP	in.
	of IBHP programs,				consultation
	and percapitaclient				wift
	goft.		<u> </u>		Agencies
No Shows	To be the runders tand	IBA	TBA	IBA	Ismpht
	mesons for high "no		l		daveloped -
	show count among		l		in
	IBHP clients, and to		I		consultation
	identify state gies that		I		wift.
	improve client		l		a game is s
	engagement.		I		1

Cultural Competence

Rationale	Describe current practices and service environment of each clinic's program
IBHP Elements	 ➤ Organizational values ➤ Governance ➤ Planning and Monitoring ➤ Communication ➤ Staff Development ➤ Organizational Infrastructure ➤ Services / Interventions
Local Elements	N/A
Frequency	TBA

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphis
Satisfaction.	penseptions of IBH	servicesánodel; feelings of stigma	CHC to add	six visits, and/or atentit	provided by
Samey	service and treatment	associated with teatment	quaetions		IBHP
	process, and its affect		pertaining to it		
	on their compliance.		specific operation		
Ratrospactiva	To combine	<u>Descriptive</u>	<u>Descriptive</u>	12 months natrospactive	Ismphts
Descriptive and	descriptive and	> DOB	> Agency	from.commencementof	provided by
Outcome Data	outcome information	> Gender	descriptive	grantaward	IBHP
	on charten	 Bace & floricity 	interest		
	can be profiled and an	 Entry as client 	Outcome		
	analysis conducted	 Entry into IBH pro gram. 	Offermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by agange		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substad taxiables.	Outcome	copy form (a.g.,		
		> PHQ-9	mood surreys,		
		 Date of visit and billing code 	shildhood.		
		(encounter type)	dapmession		
		 Missed appointment 	index)		
		 Client non-compliance with 			
		máml -			
Prospective	Io combine	Descriptive	San aboun	For duration of	Ismphts
Descriptive and	description and	> San aboun		damonstration project	provided by
Outcome Data	outcome information	Outcome			IBHP
	on charten	> See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by substad tariables.				
PHQ-9	To assues dupunssium	Completion of PHQ-9 one may	N/A	Pointof	Public
-	symptoms at time of	IBH chant		identification/m@rml to	domain
	entry into IBHP, and			IBH program, and at	
	following			intervals of six visits or	
	intervention.			sit week, whichever	
				occurfint and/or atenit	
DUKE Health	To assuss client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile one way IBH client		identification/inferral to	domain
	skilk domains at time	_		IBH pro gram, and at	
	of antay into IBHP,			intervals of six visits or	
	and following			six week, whichever	
	intervention.			occurfint and/or atexit	
Provider	To assues providens'	General satisfaction with	Can be modified by	Baseline and energy six	Ismphts
Satisfaction.	same of compatency,	sarnicasánodal, completed by PCPs	CHC to add	months	provided by
	adequaty of mecourses,	and IBH staff	quaetions of interact		ÎBHP
	and satisfaction in		to management		
				1	
	participating in IBH				

Cost Analysis

masons for high "no show" counts among IBHP clients, and to identify state gies that improve client

Model Description	To describe in detail cummit practices of each chinic's IEH program, and the service sension meant in which it operate, based on domains date loyed by the Lewin Group.	IEH staff describe model wing begin model templets, and Tiles Center staff series model themplets. And Tiles Center staff series model then do Service Integration Scale from Conceptualities and detecturing Demonstrates of Jungstation in Service detects to Editoring defensed Metalit Earle to Primary Carel Citients. Communication. Physical proximity Isomoral proximity Isomoral proximity.	M/A	Basalina, ateita vieit and whomehiffs in model one was reported by CHC	Consultation provided by Lexion Group
Cultural Competence	In describe in detail seach climit; a swammer of cultural and effort to include specific cultural selection in the deline y of IBH services, based on domains deueloped by the Levin Group.	> Integration with aspect to degree of sigma Fisies mathematically to seven domain in Indicators of Cultural Competence in Metalia Competence of Metalia Competence of Metalia Competence disciplinations of Competence disciplination in Profile*: > Congaminational Cultural Competence disciplination in Profile*: > Congaminational Labors > Congaminational Labors > Planning and monitoring Healantin in > Communication > Stiff data to pmant > Congaminational Indias trustons	M/K.	Basaline, at site usift and when shifts in modulous ur as reported by CHC	Consultation provided by Levin Group
Cost Analysis	Io actablish a range of dimeteors associated with implementation of IBHP programs, and percapitaclient cost.	> Services/Interventions Most current 12-month operating budget including meanurs and expenses, for CHC's IBHP	M/A	Cum at and last 12- month operating budget for IBHP	Temphs dateloped in consultation with agencies
No Shows	To be the runders tand masons for high "no	IBA	IBA	IBA	Ismpha databped

agancás

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Han

Cost Analysis

Rationale	Establish range of costs for program and per capita client costs
IBHP Elements	12-month assessment of cost, line items TBA
Local Elements	N/A
Frequency	Current and last 12-month operating budget

Integrative Behavioral Health (IBH) Project Demonstration Project Data Acquisition Plan

Messu rement.	Retionale	IBHP Elements	Local Elements	Frequency	Source
Chant	To accertain client	General satisfaction with	Can be modified by	Baseline, at internals of	Ismphts
Satisfaction.	penseptions of IBH	sarvicasánodal; faalings of stigma	CHC to add	six visits, and/or atentit	provided by
Survey	service and treatment	associated with teatment	quastions		IBHP
	process, and its affect		pertaining to its		
	on their compliance.		specific operation		
Retrospective	Io combine	Descriptive	Descriptive	12 months natrospactive	Ismpha
Descriptive and	description and	> DOB	> Agangy	from commencement of	provided by
Outcome Data	outcome information) Gerder	descriptive	grantaward	IBHP
	on clients so that were	> Bace & floricity	interest	-	
	can be profiled and an	> Entry as client	Outcome		
	analysis conducted	 Entry into IBH pro gram.) Othermeasures		
	that allows for cross-	 Chronic disease (Y/N) 	wed by agency		
	tabulation of outcomes) Ifyes, code disease	in PMS or hard		
	by substand variables.	Outcome	copy form is .g.		
	_	> PHO-9	mood survey.		
		 Date of usit and billing gods 	shildhood		
		(encounter type)	dapmession		
		 Missed appointments 	index)		
		 Client non-compliance with 	·		
		námi			
Prospective	Io combine	Descriptive	San aboun	For duration of	Ismpht
Descriptive and	description and	> San aboun		damonstration project	provided by
Outcome Data	outcome information	Outcome			ÎBHP
	on clients so that were)- See below			
	can be profiled and an				
	analysis conducted				
	that allows for cross-				
	tabulation of outcomes				
	by substad tariables.				
PHQ-9	To assure dupmessing	Completion of PHQ-9 one new	N/A	Point of	Public
-	symptoms at time of	IBH chant		identification/inferral to	domain
	ants, into IBHP, and			IBH pro gram, and at	
	following			intervals of six visits or	
	intervention.			sit week, whichever	
				occurfing and/or atentit	
DURE Health	To assues client	Completion of DUKE Health	N/A	Point of	Public
Profile	functioning in life	Profile one way IBH client		identification/makeral to	domain
	skilk domains at time			IBH pro gram, and at	
	of antay into IBHP,			intervals of six usits or	
				six week, whichever	
	intercention.			occurfiet and/or atexit	
Provider	To assues providers'	General satisfaction with	Can be modified by		Ismphts
Satisfaction.	sames of compatency,	sarricasánodal completed by PCPs	CHC to add	months	provided by
		and IBH staff	quastions of interest		ÎBHP
			•		'
	entrices.				
Provider Satisfaction	and following intervention To assess providers' sense of competency, adequacy of mecourses, and satisfaction in participating in IBH	sarricasánodal completed by PCPs	CHC to add	six week, whichever occurfing and/or atexit Baseline and every six months	prou

No Shows

Integrative I	Sehaviorai	l Healif	h (IBH) Project	
Demonstratio	m Protect	Borto A	consisition Plan	ń

Modal Description	It describe in detail current practices of each chinic IEHI program, and the service entire the month of the program, based on domains durable by the Lawin Crowp.	IEH staff describe model wing be git model template, and Titles Contact staff series model hand on Service Integration Scale from Conceptualiting and detectanting Dimensions of Integration in Service detects Delivering detecting Mediate Care of Primary Care Cities. > Communication Physical powintly Imposal provintly Integration of month leafth	Mir.	Basaline, ateita vielt and when shifts in modulous was in ported by CHC	Consultation provided by Lewin Group
Cultural	To describe in detail	expertise/services Integration with respect to de grae of stigma Assessmentageording to seven	N/A	Basalina, atsita visit	Consultation
Сотравни	sachelimic's avenues of cultural and effort to include specific cultural alament in the delineay of IEH services, based on domains de us loyed by the Lewin, Group.	domains in Indicators of Cultural Competence in Metalia Competence in Metalia Competence of Metalia Competence Competence Competence Competence Competence Competence Profile* Courante Planning and monitoring Evaluation Shiff down by meant Communication Shiff down by meant Competence Sarvices Internet unions Sarvices Internet unions		and when shift in model our was imported by CHC	provided by Levin Group
CostAnalysis	To notablish a range of dimensions associated with implementation of IBHP programs, and percapitaclient cost.	Most curn at 17-month operating budget including meanure and expenses, for CHCS, IBHP	N/A	Cument and last 12- month operating budget for IBHP	Ismpha davaloped in consultation with agencies
No Show	To better under tend mesons for high "no show" count among IBHP clients, and to identify state gas that improve client engagement.	TBA	IBA	IBA	Ismphts daveloped in consultation with agencies

No Shows

Rationale

- Identify reasons for high "no show" counts
- Identify strategies to improve client engagement

Elements and frequency are still being developed...



San Diego Council of Community Clinics

- Mental Health Services Act Contract with County Department of Mental Health
- Subcontracts with 10 member clinics



San Diego Council of Community Clinics

- Survey member agencies on perceptions of integrated model
- Analyze forms and written materials
 - Enrollment and claims forms
 - Contract and subcontracts
 - Rate Worksheets
 - Job descriptions
 - Budgets
 - Communications with funders
- Interview stakeholders



Northern Sierra Rural Health Network

- Model Telemedicine Program
- Facilitates Psychiatric Consults
- Previously Funded by TCE for IBH
- Grant to Survey County Mental Health Departments



Northern Sierra Rural Health Network

- Analyze use of telemedicine
 - Retrospective and on-going utilization
 - Cost-analysis
- Survey member agencies on perceptions of integrated model
- Local learning community process



Phone: (530) 877-3426

Fax: (530) 877-0419

Web: garybess.com

gary@garybess.com