

# AGENDA

## Behavioral Health Skills Training

August 28, 2020



Time	Session
9:00-9:10AM	<b>Opening Remarks</b> Alexandra Hulst
9:10-10:10AM	<b>Delivering Patient-Centered Care to Multiply-Disadvantaged Patients</b> Alexander Blount, EdD <i>University of Massachusetts Medical School</i> <i>Integrated Primary Care, Inc.</i>  Integrating behavioral health into primary care is a start in meeting the array of needs that patients bring, but it is only a start. In their 2001 <i>Crossing the Quality Chasm</i> report, the Institute of Medicine called for the relationship of patients to their healthcare professionals to change profoundly. They called for the patient to be the “source of control” in designing his or her care, and to do that the patient should have “unfettered access” to all medical records and information about their care. The IOM has called for partnership between health professionals and patients, even multiply-disadvantaged patients who don’t feel enfranchised to be partners with their doctors and health teams. This talk will offer highlights from my book, <i>Patient-Centered Primary Care: Getting from Good to Great</i> , introducing innovations drawn from around the country and showing tools for building the partnerships that have seemed elusive for so long.
10:10-10:20AM	<b>Break</b>
10:20-11:05AM	<b>Practicing Patient-Centered Language</b> Alexander Blount, EdD <i>University of Massachusetts Medical School</i> <i>Integrated Primary Care, Inc.</i>  The previous session covers an overview of the T.E.A.M. Way and embracing mutual growth, rather than transformation. During this time we will practice using language of the T.E.A.M. Way and open the floor to an extended Q&A.
11:05-11:15AM	<b>Break</b>
11:15-12:15PM	<b>Empowering You to See Data as an Opportunity</b> Jennifer Funderburk, PhD <i>Rochester VA</i>  It can be challenging to overcome the reaction that most people have when you mention the words “research,” “data,” “program evaluation,” or “quality improvement,” especially within a healthcare environment that is increasingly asking its administrators and providers to consider these in practice as well as monitor quality while balancing patient needs as well. Within the context of integrated primary care, it is even more difficult due to the inclusion of multiple healthcare providers contributing to the team, as well as how data has lagged behind its actual implementation. The objective of this presentation is to help you see how the data can be useful to you and how to effectively include it in your practice.
12:15-12:25PM	<b>Break</b>
12:25-12:55PM	<b>Cultural Transformation Tools that Support Integration and Collaboration</b>  Bronte Smith, MHA <i>Rocky Mountain Health Plans</i>  Heather Steele, MHA <i>Rocky Mountain Health Plans</i>  This session will provide applicable tools that can enhance the culture and collaboration among primary care teams and behavioral health staff. When there is alignment of values, behaviors, and a clear understanding of what motivates each staff member, it can create a strong cultural foundation that results in higher levels of innovation, job satisfaction, and overall facilitation of team-based care.
12:55-1:05PM	<b>Break</b>

## Engaging Families as Care Partners

Sara H. Qualls, PhD

*University of Colorado – Colorado Springs*

1:05-2:05PM

Families who are critical care partners need to be engaged efficiently and effectively in your healthcare system. This session focuses on practical strategies for engaging families as partners in care of your older patients. From assessment to implementation of treatment, intentional engagement supports their critical roles that improve quality of care without overwhelming your team.

2:05-2:10 PM

**Closing**

