Collaborating with Behavioral Health and Social Services

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OBJECTIVES

After this learning session you will be able to:

• Understand the need and value for connecting across systems
• Gain tips and resources for doing so
• Ensure these connections and resources best serve your patient population
Health Care Reform and Increased Understanding of the concept of health requires us to provide integrated and coordinated health care across multiple domains.

Physical health
Behavioral Health
Emotional Health
Environmental Health
Spiritual Health
Meaningful Work
Leisure

This kind of care requires practices to dedicate time and focused work to learn about patients’ health complexity and the resources to reduce barriers to improved health.
There are multiple ways to learn about community resources; community resource/health fairs, word of mouth, seminars, directories, and networking.

But, building a solid network of behavioral health, specialty practices, and social services takes time and benefits greatly from face to face contact and intentional relationship building.

The purpose of these slides is to provide a framework for establishing a network of community resources built upon a foundation of knowing the patient population.
The foundation for establishing a network of community resources comes from knowing the patient population, their culture, their values, the concerns they have at the intersection of physical health, behavioral health, and the social determinants of health.
The framework for constructing a network of community resources upon this foundation includes research, relationship building, and follow up.
1. Contact your County’s office of Human Services. They can provide directories of mental health, drug and alcohol, and social services for food, shelter, transportation and energy assistance. They can also provide Crisis Numbers for Mental Health, Sexual Assault and Domestic Violence, and Child/Elder Abuse.

2. Identify: Community Food Banks
   Services provided by the Department of Aging
   Prescription assistance programs
   Refugee Services
   Interpreting services
   Services for the Deaf and Hard of Hearing
   Free or low cost dental services
Research

3. Maintain up to date twelve step support group meeting lists.

4. Learn about businesses that offer senior/military discounts and free delivery services.

6. Ask patients where they go for help in their communities.

5. Network and share resources with other care managers.
Research

6. Create a practice based resource file that is easily accessible to the care team.

7. Create designated time during huddles or supervision for the Care Team to share Community Resources.

8. Utilize continuous education to learn about services of other Health Specialties and Social Services.
9. Learn about eligibility requirements, admission procedures, wait time for appointments, and cost (if any) of community resources.

10. This will help you to provide the most accurate information to your patients and avoid potential disappointment and frustration regarding service delivery.
Relationship Building

Trust, Credibility, and Partnering for Improved Health

Visit community resources and gain first hand knowledge of their services and service delivery. Learning about the integrity and care with which the service is delivered and identifying a personal contact establishes credibility which is an important part of a warm hand off.
Relationship Building

1. Provide your contact information and affirm the referral services as an essential part of health care for the patients you’re referring.
2. Offer your practice as a resource for others as appropriate.
3. Set realistic expectations.
4. Ask to be put on a mailing list so that you can be informed of changes to service delivery or staffing.
5. Stay in touch. Notes or calls expressing appreciation are important.
6. Convey respect and be willing to ask questions about behavioral health to reduce stigma and to learn about the array of behavioral health services.

7. Partner with the Behavioral Health provider to develop workflows for effective consultation and collaboration.

8. Pay particular attention to the details to time management, and learn the preferred mode of communication.

9. Maintain a sincere posture of partnering to provide care.
9. Whenever possible, have the patient contact the community resource from your office. You can provide support and feedback in real time.

10. Use the consulting time to increase your knowledge and understanding of the resource.
Follow Up

Follow Up with patients and community resources is essential to building and sustaining effective partnerships.

The Practice will want to set up some standard work to know that follow up occurs with patients and the providers.
Follow UP

Suggestions for follow up questions:

1. Ask patients about the referral. Was the resource helpful, if yes, in what way, if no, why not?

2. Were appointments/service readily available, did they have to wait to get an appointment/resource? If so, how long?

3. What was their experience like with the community resource?

4. Would they recommend the resource to others?
Follow Up

Ask community resources, did the patient attend?

Are there any follow up appointments?

Do they require any specific release of information to share protected health information? If so, work with the provider to provide the requirements to share health information.

Invite provider to participate in the SCR as he/she is able.
Follow up

Celebrate Success Stories with your Community Resources
Care of Mental, Physical, and Substance use Syndromes

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