

**What Is Behavioral Health Integration?**

Behavioral health integration (BHI) is a systematic approach to identify, assess and address depression, alcohol and substance use in primary care to provide care for the whole person.

**BHI in your primary care teams means:**

**PARs and Flow Staff**

* Introduce and give 7-item screen annually

**Flow Staff**

* Give assessment tools as needed & enter data into Epic
* Notify clinical team members about positive results

**Primary care clinicians**

* Offer preventive advice about alcohol
* Care for depression, suicidality and substance use, with team support
* Integrate social worker into management of behavioral health issues

**Social workers**

* Provide behavioral healthcounseling (up to 4-6 visits)
* Coordinate care for mental health or substance use treatment
* Partner in care of mental health emergencies (e.g.suicidality)

**Nurses**

* Integrate screening and assessment into care management and adult well visits
* Support suicide risk assessment and crisis response planning

**What Do People in Kaiser Permanente WA Say about BHI?**

BHI gave us the opportunity to identify and provide coordinated care for an urgent problem that we might not have recognized otherwise.

* Julia Sokoloff, Olympia Primary Care Physician

BHI changed the culture…it opened the door and made it okay for patients to talk about behavioral health concerns that they might not have felt comfortable initiating.

* Santino Telles, Northgate Medical Assistant

The BHI roll-out is the best I have seen in primary care. The teams were so engaged and supported.

* Mamatha Palanati, APIC

|  |  |  |
| --- | --- | --- |
| Team member | BHI Core Responsibilities | BHI Best Practices |
| Clinic chief | * Select LIT members with clinic office manager * Email LIT members to introduce BHI and practice facilitator * Attend first meeting (4 hours) * Continuous communication to clinic:   + Introductions at trainings   + Importance of BHI to patient care   + Sharing data and achieving targets * Attend monthly PDCA meetings * Report on performance to regional chiefs & leaders | * Pilot BHI during pre-launch * Attend LIT meetings when possible * Share patient stories where BHI improved care and staff experience   *BHI=Behavioral health integration*  *LIT= Local Implementation Team*  *PAR=Patient access representative*  *SW=Social worker*  *MA=Medical Assistant* |
| Medical center or Clinic office manager | * Select LIT members with Chief * Attend all LIT and PDCA meetings * Continuous communication to clinic:   + Introductions at trainings   + Importance of BHI to patient care   + Sharing data and achieving targets | * Develop BHI progress display * Implement BHI competency sheet for flow staff * Share patient stories where BHI improved care and staff experience |
| Provider champion | * Attend all LIT and PDCA meetings * Pilot BHI pre-launch with own patients * Communicate importance of BHI to peers * Check in with peers   + During pre-launch, check in re: warm handoffs * 1:1 training with new providers and locums * Bring questions and concerns to LIT meetings * Be a resource for peers * Lead team to reach targets | * Develop expertise in behavioral health conditions (depression, preventive alcohol counseling, treatment of alcohol and drug use disorders, crisis response planning for suicide) * Share patient stories where BHI improved care and staff experience |
| MA champion | * Attend all LIT and PDCA meetings * Pilot BHI with provider champion * Communicate importance of BHI to peers * Check in with peers * Bring questions and concerns to LIT meetings * Be a resource for peers * Lead team to reach targets | * Ongoing shadowing of and chair-sides with flow staff * Share patient stories where BHI improved care and staff experience |
| Social worker | * Attend all LIT and PDCA meetings * Content expert in behavioral health * Educate staff about social work role: e.g. warm handoffs for further evaluation of BHI conditions * Lead team to reach targets | * Training clinic staff as possible in meetings and 1:1 * Share patient stories where BHI improved care and staff experience |
| RN champion | * Attend all LIT and PDCA meetings * Check in with peers and bring questions and concerns to LIT meetings * Identify areas for RN involvement in BHI * Lead team to reach targets | * Develop expertise in behavioral health conditions * Back up SW and provider for crisis response planning for suicide * Share patient stories where BHI improved care and staff experience |
| PAR champion | * Attend LIT and PDCA meetings as possible * Identify areas for involvement in BHI * Lead team to reach targets * Be a resource for peers * Bring questions and concerns to LIT meetings | * Share patient stories where BHI improved care and staff experience |
| Community Resource Specialist |
| LPN (optional) |
| PharmD (optional) |