

# Creating a Culture of Integrated Care

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CENTRAL VIRGINIA HEALTH SERVICES, INC

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17

CAPSTONE TEACHBACK: JUNE 6 & 7, 2017



# 1. Focus

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Strengthening Implementation of Integrated Model of Care at the Provider Level to:

- Promote Team-Based Care
- Improve outcomes for patients through comprehensive care
- Develop Clinical Leaders

Develop strategies to help with above through:

- Enhanced Recruitment Process
- Increased Opportunities for Engagement

# 2. Team

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Our team consists of:

- Debbie Baber, MHA Director of Clinical Operations for CVHS
- Denee Moore, MD – Site Clinical Lead, Neighborhood Family Health Center
- Kristina Staples, DDS, MS – Dental Director for CVHS, practicing at Charlotte Primary Care
- Heather Stone, PhD, LCSW– Behavioral Health Director for CVHS, practicing at Charles City Regional Health Services
- Paula Tomko – Chief Operations Officer/Interim Executive Director for CVHS

# 3. Need

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Describe the specific need(s) your project aimed to address:

- Ensure all new hires understand the safety net and integrated care model
- Solidify the integrated care model through greater provider participation
- Increase opportunities for dialogue around organization-wide initiatives

# 4. Objectives

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Describe the specific objectives your team aimed to achieve:

- Attract and retain providers who are excited about the CVHS mission
- Develop on-boarding programs to introduce and support new providers
- Identify plan for promoting and embedding integrated care model
- Establish on-going programs to help providers stay engaged and valued
- Help restore a balance of the joy of practicing with the continually changing and increasing demands of insurances, meaningful use, UDS, etc...

# 5. Assets

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Describe the key assets (people, systems, resources) your team engaged to help develop and execute the project:

- Providers hired within last year
- Survey Monkey
- Recruiting resources
- Focus groups
- NACHC and SAMSHA toolkits
- Leadership group best practices
- DISC survey
- EMR administrator and eCW support
- Virginia Oral Health Coalition
- Staff at HWCL and AAHWC

# 6. Action Strategies

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Describe the key action strategies your team used to execute the project:

- PDSA
- Benchmark recruitment
- Meet in small groups
- Utilize EHR more effectively
- Initiate pilot
- Launch roll out
- Re-evaluate

# 7. Team Development

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Describe the team development activities (e.g. team building, training, technical assistance) you used to help equip the team for action.

- Leadership Meetings
- Share Point
- In person, phone and web meetings
- eCW support and EMR manager
- Ropes course





# 8. Testing & Refinement

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Describe how your team refined its planned action strategies based on your experience with implementation:

- Organization size and make up
- Feedback from providers, staff and leadership (discussion/surveys)
- Feedback from outside sources on recruitment
- Team member's research

# 9. Results to Date

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Describe the results of your project to date, and any planned next steps:

- Focus group
- Regional provider dinners
- MHFA for all staff
- PMHNP site visits/ consultation
- Pilot template
- Presentation to providers on behavioral health and dental integration
- Dental/medical integration pilot at one site
- Increased discussion on dental integration
- Increased knowledge of team resources

# 10. Lessons Learned

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Describe your key lessons learned:

- The benefit of multi-disciplinary collaboration
- Communication issues across the organization could be improved with better usage of technology
- Reaffirmation of our initial belief regarding the value of integrated care