





Tuesday, July 11, 2023; 11:00am PT

# CalHIVE Behavioral Health Integration Improvement Collaborative

---

CalHIVE BHI Commons  
Kickoff Webinar



California Quality  
Collaborative

# Today's Technology



## Welcome!

Add your organization  
to your name

Turn on video if  
possible



## Join in

Chat in or feel free to  
come off mute to  
contribute



## Need help?

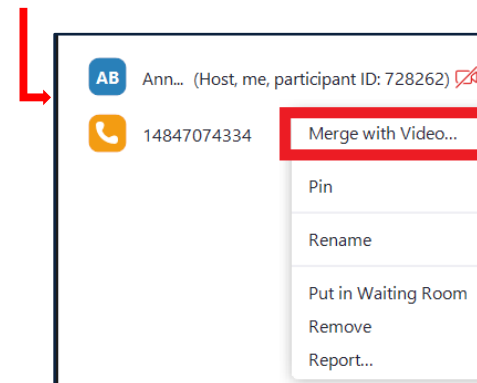
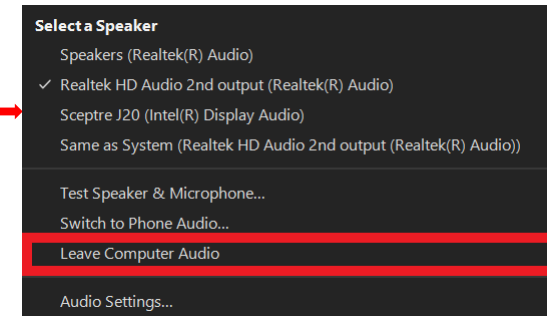
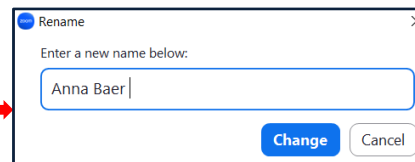
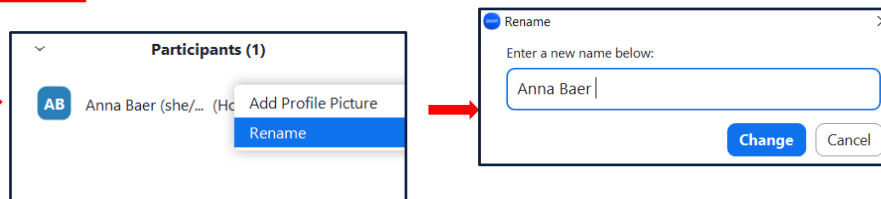
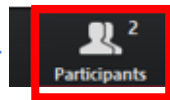
Direct message Anna  
if you have any  
technical issues

# Zoom Tips

- Attendees are automatically **MUTED** upon entry
- Use the **chat box** for questions
- **If you've dialed in, please link your phone to your video/computer**



- Request closed captioning with 'Live Transcript' button
- Direct message **Anna Baer** if you have any technical issues
- **Please update your Zoom display name & organization**



# Welcome!



**CHINESE  
HOSPITAL**



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

San Francisco



Community Memorial  
HEALTHCARE

**SHARP**



Scripps

FAMILY  
CARE  
SPECIALISTS  
MEDICAL GROUP, INC



Riverside Family Physicians

Los Angeles



perلمانclinic++

San Diego



California Quality  
Collaborative

# Engaging Today



## About the CalHIVE BHI Commons

- Definition = resources belonging to a whole community
- Also, what we share in common



## Today's invitation

- Engage via chat
- Turn your camera on if you're able to
- Share with camera or Zoom "Reactions"
- Support colleagues as they are presenting

# Today's Objectives

**By the end of today's webinar, you'll have:**



Reviewed CalHIVE BHI program, including team, key events and terms



Introduced your CalHIVE BHI Team



Begun to build community of CalHIVE BHI teams



California Quality  
Collaborative

# CalHIVE Behavioral Health Integration (BHI) Improvement Collaborative



## Why are we here?

Our patients have **unmet behavioral health needs**.

We currently **don't have capacity to meet the behavioral health** needs of our patients.

We want to **try a new way of delivering care – patient-centered, collaborative and treating the whole person**.

# What is Integrated Care?

**Integration** is providing “health care services that bring together all of the components that make humans healthy.”

**Integrated care is not intended to replace traditional mental health care.**



# Measuring Integrated Care

Table 1. Six Levels of Collaboration/Integration (Core Descriptions)

COORDINATED KEY ELEMENT: COMMUNICATION		CO LOCATED KEY ELEMENT: PHYSICAL PROXIMITY		INTEGRATED KEY ELEMENT: PRACTICE CHANGE	
LEVEL 1 Minimal Collaboration	LEVEL 2 Basic Collaboration at a Distance	LEVEL 3 Basic Collaboration Onsite	LEVEL 4 Close Collaboration Onsite with Some System Integration	LEVEL 5 Close Collaboration Approaching an Integrated Practice	LEVEL 6 Full Collaboration in a Transformed/ Merged Integrated Practice

## Collaboration

- BH works *with* primary care
- Patients perceive they are receiving care from a specialist who collaborates closely with PCP



## Integration

- BH works *within* primary care
- Patients perceive BH services as part of their health care with PCP

# Diving into CalHIVE BHI

Over the next 3 years we will:

- Collaborate and learn from one another
- Go deep, and tackle tough problems
- Come up for air - celebrate successes together
- Make a splash (and have a lot of fun)!





California Quality  
Collaborative

# CalHIVE BHI

Program Overview

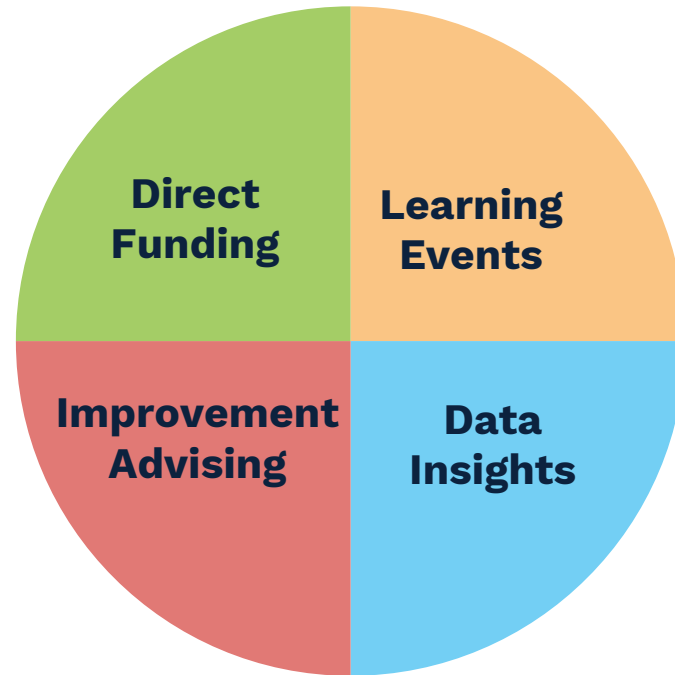
# How will CalHIVE BHI support you?

## Direct Funding

- Up to \$100,000 over 3 years, includes core and performance-based payments to support integration activities

## Improvement Advising

- Regular support from CalHIVE BHI's team of experienced advisors
- **Tailoring of learning events, assignments**
- Curated resources



## Integrated Technical Assistance

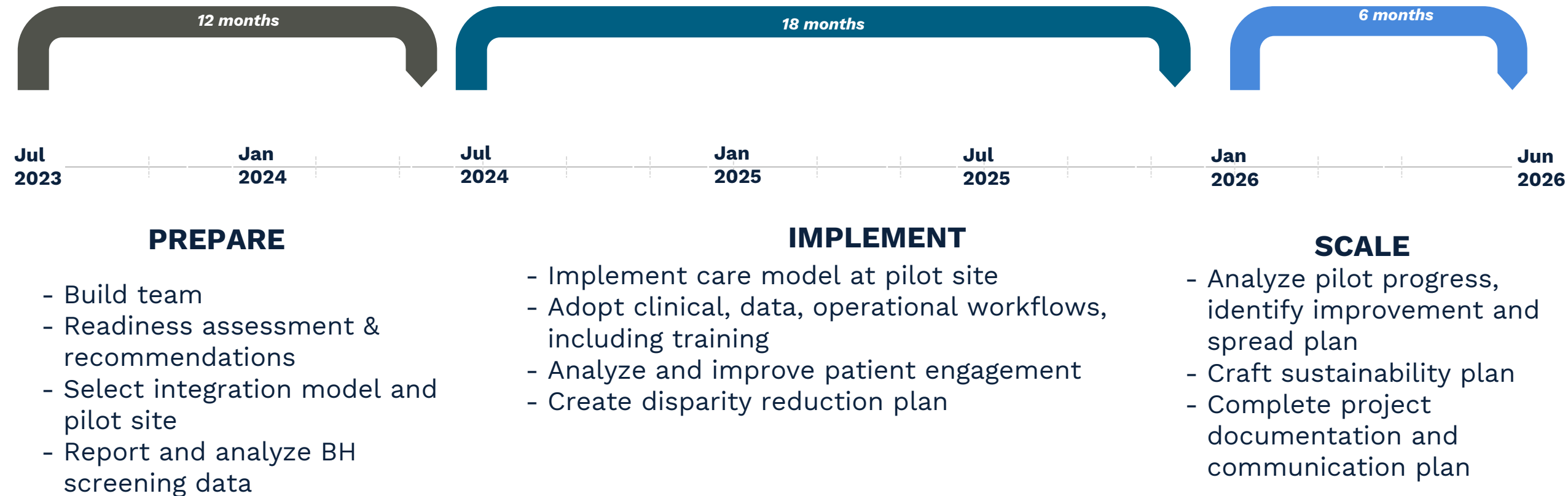
## Learning Events

- Monthly learning webinar
- Monthly peer sharing webinar
- Annual convening
- **Learning-centered content**, mix of peer sharing and expert presentations

## Data Insights

- Quarterly measurement data submitted
- Assistance to build and optimize data collection systems to support integration
- **Access to analysis and insights** on data being reported and impact of work

# CalHIVE Behavioral Health Integration (BHI) Improvement Collaborative Timeline



# Our Learning Areas



- **Project planning:** project management and quality improvement activities



- **Patient family engagement:** feedback from patient and families



- **Workforce:** recruitment, hiring, retention and training



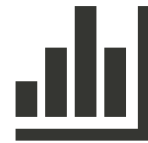
- **Health IT:** electronic health records, registries, privacy and security



- **Clinical/care model:** operational workflows and clinical decisions



- **Financing:** funding and financial planning



- **Data/reporting:** performance measurement and quality reporting



- **Sustainability:** creating standard work; spreading pilot



- **Health equity:** addressing disparities in care and outcomes



# Q3 2023 Sprint: Integration Model

## JULY

### Improvement Advising

- Complete Implementation Milestone Assessment Tool, Needs Discussion, establish regular meetings

**Tues. 7/11 (11-12)**

### CalHIVE BHI Commons – July Kickoff Webinar

- Review CalHIVE program; welcome PO teams

**Friday, July 21** – Enrollment File Submission Deadline

**Friday, July 28** – Measurement File Submission Deadline

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

## AUGUST

### Improvement Advising

- Review IMAT and Needs Discussion Results

**Tues. 8/8 (11-12)**

### CalHIVE BHI Commons – Integration Concepts and Models (Part 1)

- Review BHI models; understand how to select one

**Tues. 8/22 (11-12)**

### CalHIVE BHI Commons – Implementation & Staffing (Part 2)

- Identify BH roles & relationship to models

**Tues. 8/29(11-11:30)**

### [OPT] Webinar - Convening Preparation

- Prepare for Sept. 12 convening

## SEPTEMBER

### Improvement Advising

- Document BHI model (via Implementation Plan); discuss possible pilot site

**Tues. 9/12 – S. CA**

### CalHIVE Annual Convening: Connect, Create & Commit

- Connect with teams & cohort, work on integration model

**Thurs. 9/21 (11-12)**  
**Test 2 Data Cycle Webinar**

**Thurs. 9/28 (1-2)**

### [OPT] BeeKeeper's Corner - Staffing

- Access tools for staffing, hiring and recruitment

**By. Fri. 9/29**

### BHI Implementation Plan – Integration Model

- Complete Implementation Model determining integration model, including staff

# Learning Events & Curriculum



- Monthly Learning Webinars
  - Required – CalHIVE BHI Commons
  - Optional – CalHIVE BHI Beekeeper's Corner
  - Webinars will be recorded and materials posted
- Annual In-Person Convening
  - CalHIVE BHI – Network Convening
  - Tuesday, September 12; San Diego
- Tools & Assignments
  - Assignments – e.g., BHI Implementation Plan, IMAT
  - Curated resources – e.g., Collaborative Family Healthcare Association (CFHA) support



# Improvement Advising



- Regular Improvement Advising meetings
  - Application of learning events and assignments
  - “Shoulder to shoulder support”
- Implementation Milestone Assessment Tool (IMAT)
  - Comprehensive needs assessments to identify strengths and opportunities
- Needs Discussion
  - Drives conversation around your organization’s needs
- Box Folders
  - Your team’s personal folder (agendas, assignments)



# Data & Reporting



- [Reporting & Measure Guidance](#)
  - Technical Specifications Manual
  - Enrollment and Measurement File Templates
  - Data Reporting Timeline
- Data Support
  - Quarterly Data Webinars – required for data leads/teams
  - Quarterly Office Hours – optional for data peer sharing, networking and trouble-shooting
- Analysis & Visualization
  - Network and PO Measure Performance – Learning events & IA calls
  - Honeycomb (Q4 2023 – Q1 2024) – Tableau’s Data Dashboard
- Cycle Test 1 Submission Deadlines
  - Friday, July 21 – Enrollment File
  - Friday, July 28 – Measurement File



# CalHIVE BHI Newsletter & Website



- CalHIVE BHI Connect
  - Monthly newsletter highlighting learning events and upcoming milestones in the improvement collaborative
- [CalHIVE BHI Website](#)
  - Visit for program calendar, webinar recordings, and data reporting materials
- Meeting invitations
  - All learning events (Commons webinars, optional Beekeeper's Corner and BeeHIVE sessions, data webinars, optional data office hours) will come from [cqcinfo@pbgh.org](mailto:cqcinfo@pbgh.org)
  - Reach out to Anna at [abaer@pbgh.org](mailto:abaer@pbgh.org) for any questions



California Quality  
Collaborative

# CalHIVE BHI

Meet the Teams!



# Team Introduction: **CalHIVE BHI**



- Organization Background**
- California Quality Collaborative / Collaborative Family Healthcare Association CalHIVE BHI Team
  - Technical Assistance Organization
  - All over California (and Ohio)



<p><b>Peter Robertson</b> Senior Director, Practice Transformation <b>Advisor</b></p>	<p><b>Kristina Mody</b> Associate Director, Practice Transformation <b>CalHIVE BHI Director/Improvement Advisor</b></p>	<p><b>Felicia Skaggs</b> Senior Manager, Behavioral Health Integration <b>Improvement Advisor</b></p>	<p><b>Julie Geiler</b> CFHA Technical Assistance Associate &amp; Policy Coordinator <b>Clinical Advisor</b></p>	<p><b>Daniela Vela Hernandez</b> CFHA Technical Assistance Associate <b>Improvement Advisor</b></p>	<p><b>Jose Ordonez</b> Manager, Data Analytics <b>Data Lead</b></p>	<p><b>Anna Baer</b> Program Coordinator, Care Transformation <b>Coordinator</b></p> 

# Team Introduction: Chinese Hospital

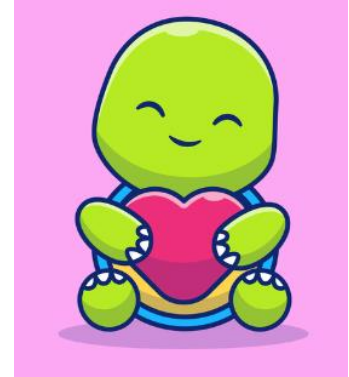


**CHINESE  
HOSPITAL  
& CLINICS**

## Organization Background

- Name: **Chinese Hospital & Clinics**
- Org Type: **Hospital / Health System**
- Location: **San Francisco and Daly City**

## TEAM MASCOT



Jiami Wu  
Director of Clinics

**Executive  
Sponsor**



Rain Zhang  
Clinic Supervisor

**Project Lead**



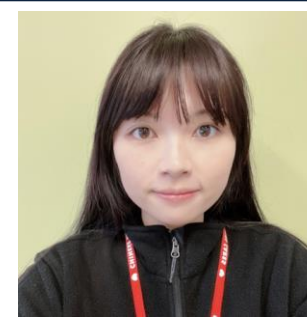
Dr. Scott Huang  
Medical Director

**Clinical Leader**



Dr. Henry Poon,  
LMFT  
Director of Mental  
Health Services

**Behavioral  
Health Lead**



Kaier Guan  
Care Coordinator

**Operations  
Manager**



Abel Lai  
IT Director

**Technical Expert  
(Health IT)**



Ruby Li  
Clinic Operation  
Coordinator

**Quality/  
Performance  
Measurement  
Lead**



# Team Introduction: Riverside Family Physicians



Riverside Family Physicians

## Organization Background

- Riverside Family Physicians
- Primary Care
- Riverside, CA



Dr. Tarek Mahdi

- President
- **Executive Sponsor**



Dr. Benjamin Mahdi

- COO
- **Executive Sponsor**



Dr. Kacie Paik

- Director of Population Health
- **Clinical Leader**



Nestor Sanchez

- LMFT BH Clinician
- **BH Lead**



Rosie Moreno

- Behavioral Health
- **Operations Manager**



Nancy Zepeda

- QI Lead
- **Technical Expert**



Harnael Sandhu

- Director of Business Development
- **Project Lead**



Wendy Torres

- Program Administrator
- **Project Lead**








# Team Introduction: Sharp Rees-Stealy



## Organization Background

- Sharp Rees-Stealy Medical Centers
- Multi-specialty medical group
- San Diego



						
Andrea Snyder Vice President Health Services <b>Executive Sponsor</b>	Trung (Andy) Dang, MD Chief Medical Officer <b>Clinical Leader</b>	Janet Appel Director Population Health <b>Behavioral health lead</b>	Sara Pouliot Director Data Analytics <b>Quality/perfo rmance measurement lead</b>	Ashton Harris Lead MSW <b>Operations Manager</b>	Scott Heimer Project Manager <b>Project Lead</b>	Aasif Parekh Project Coordinator <b>Technical expert</b>

# Team Introduction: **Scripps Health**










## Organization Background

- Scripps Health
- 5 Hospitals, 30+ Ambulatory locations
- San Diego, CA

## TEAM MASCOT



						
<p><b>Vicki Diamond</b> Director, Population Health</p> <p><b>Project Lead</b></p>	<p><b>Denise Coyle, MD</b> FP Physician</p> <p><b>Clinical Leader</b></p>	<p><b>Gurinder Dabhia, MD</b> Pediatric Physician</p> <p><b>Clinical Leader</b></p>	<p><b>Leslie Reynolds, NP</b> Nurse Practitioner</p> <p><b>Clinical Leader</b></p>	<p><b>Jessica Guevara, RN</b> Director, Clinic Operations</p> <p><b>Operations Manager</b></p>	<p><b>Amanda Schena</b> Director, IS Info. Mgmt.</p> <p><b>Technical Expert</b></p>	<p><b>Kathy Wright</b> Manager, IS Info. Mgmt.</p> <p><b>Quality/ Performance Lead</b></p>







# Team Introduction: Family Care Specialists



## Organization Background

- Family Care Specialists Medical Group/Altas
- Medical Group
- Los Angeles, CA



					
<p><b><u>Dr. Hector Flores, MD</u></b>  <b>Medical Director</b>  <b>Role: Executive sponsor</b> – provides strategic alignment to organization’s goals; ensures accountability; able to resource project</p>	<p><b><u>Carmen Perez, MSW, MBA</u></b>  <b>Manager, Behavioral Health Integration</b>  <b>Role: Project lead</b>– manages project day-to-day; ensures milestones are on track</p>	<p><b><u>Geny Zapata, PsyD</u></b>  <b>Director, Behavioral Science Education</b>  <b>Role: Behavioral health lead</b> – understands behavioral health workflows and processes</p>	<p><b><u>Reiner Carrera</u></b>  <b>Systems Administrator</b>  <b>Role: Technical expert (health IT)</b> – has knowledge of current technical systems and ability to make changes</p>	<p><b><u>Cristina Rosales, PA-C</u></b>  <b>QI Manager</b>  <b>Role: Quality/performance measurement lead</b> – leads quality improvement processes; has knowledge of organizational performance; able to access patient feedback data</p>	<p><b><u>TBD</u></b>  <b>Role: Operations manager</b> – coordinates clinical treatment; works closely with patients</p>

# Team Introduction: San Francisco Health Network




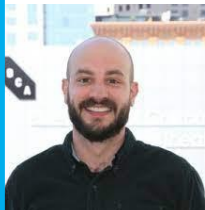


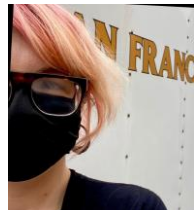


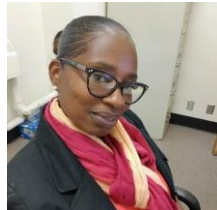


San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

## San Francisco Health Network

- Community of clinics, hospitals and programs
- San Francisco, CA



									
Saba Shahid Director of PBCH Executive Sponsor	Paul Glantz Health Program Coordinator Project Lead	Joseph Pace Chief Medical Officer Clinical Leader	Rachael Cleo Assistant Director of PCBH Behavioral Health Lead	Megan Stevenson Health Program Coordinator Data Lead	Natasha Lalani Epic Ambulatory Project Director Technical Expert (Health IT)	Rita Perez Primary Care Behavioral Health Manager	Danielle Guidry Coordinator of Primary Care Behavioral Health	Blake Gregory Director of Population Health & QI	Hamilton Holt Medical Director of Primary Care Behavioral Health

# Team Introduction: **Community Memorial Healthcare**



## Organization Background

- Community Memorial Healthcare
- Two Hospitals, 22 outpatient clinics, over 3500 employees
- Ventura County



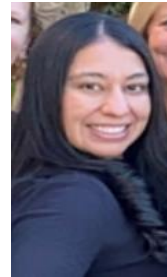
Maureen Hodge  
High Risk Manager,  
LCSW  
Lead  
**Executive Sponsor**



Chris Lee  
Patient Navigator-  
LCSW  
**Clinical Leader**



Jackie Valles  
BHI LCSW  
**Clinical Leader**



Mayra Medina  
BHI  
Coordinator  
**Project Lead/Operations Manager/ Behavioral Health Lead**

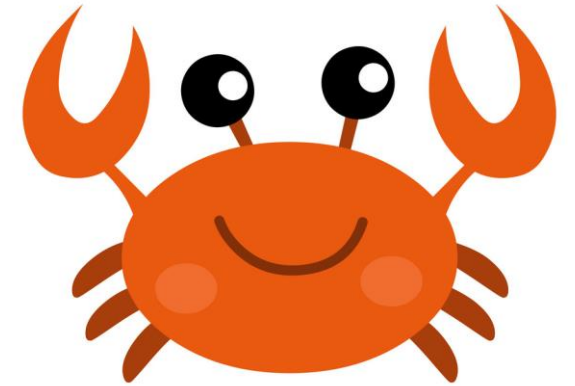


Jennifer Najjar  
Quality-Data  
**Technical Expert /Quality/Performance Lead**

# Team Introduction: Pomona Valley Hospital Medical Center



- Organization Background
- Pomona Valley Hospital Medical Center
  - Not-for-profit community medical center
  - Pomona, California



				
<p><b>Jon Berends</b> VP-Ambulatory Services</p> <p><b>Executive sponsor</b></p>	<p><b>Samira Ali, MD</b> Resident Physician</p> <p><b>Project Lead</b></p>	<p><b>Daniel Blocker, PhD, LMFT</b> Director of Behavioral Health</p> <p><b>Clinical Leader &amp; Behavioral Health Lead</b></p>	<p><b>Darlene McPherson, DNP</b> Director of Clinical Operations</p> <p><b>Operations Manager &amp; Quality/ performance measurement lead</b></p>	<p><b>Calvin Ky</b> Analyst, SR Data Decision Support</p> <p><b>Technical expert (health IT)</b></p>



California Quality  
Collaborative

# CalHIVE BHI

Wrapping Up



# Sharing out



I am excited to be able to meet others/network and learn from one another in this process!

Collaborating and learning from other teams

Increasing accessibility for our patients

Where are you most excited to dive in next?

learning from others and growing in this BHI space.

eventually expanding what we offer to better support our patients and preparing residents in training to learn the integrated model

Creating a learning collaborative and advocating for access together!

Helping more patients



# Upcoming Calendar

## JULY

### Improvement Advising

- Complete Implementation Milestone Assessment Tool, Needs Discussion, establish regular meetings

**Tues. 7/11 (11-12)**

### CalHIVE BHI Commons – July Kickoff Webinar

- Review CalHIVE program; welcome PO teams

**Friday, July 21** – Enrollment File Submission Deadline

**Friday, July 28** – Measurement File Submission Deadline

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

## AUGUST

### Improvement Advising

- Review IMAT and Needs Discussion Results

**Tues. 8/8 (11-12)**

### CalHIVE BHI Commons – Integration Concepts and Models (Part 1)

- Review BHI models; understand how to select one

**Tues. 8/22 (11-12)**

### CalHIVE BHI Commons – Implementation & Staffing (Part 2)

- Identify BH roles & relationship to models

**Tues. 8/29(11-11:30)**

### [OPT] Webinar - Convening Preparation

- Prepare for Sept. 12 convening

## SEPTEMBER

### Improvement Advising

- Document BHI model (via Implementation Plan); discuss possible pilot site

**Tues. 9/12 – S. CA**

### CalHIVE Annual Convening: Connect, Create & Commit

- Connect with teams & cohort, work on integration model

**Thurs. 9/21 (11-12)**  
**Test 2 Data Cycle Webinar**

**Thurs. 9/28 (1-2)**

### [OPT] BeeKeeper's Corner - Staffing

- Access tools for staffing, hiring and recruitment

**By. Fri. 9/29**

### BHI Implementation Plan – Integration Model

- Complete Implementation Model determining integration model, including staff

# CalHIVE BHI Network Convening – September 12

## Connect, Create & Commit

Teams will deepen relationships with their team and cohort, work on the organization's BHI integration model and develop a vision statement for BHI.

### [Register Here!](#)

- **When?** Tuesday, September 12
- **Where?** The Westgate Hotel, San Diego, CA
- **Who's invited?** Up to seven members of your CalHIVE BHI team is encouraged to come!
- **Cost?** Free to attend



# Feedback please!

1. Today's webinar was useful for me and my work *[select one]*
  - Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
2. Of the topics we covered today, what was especially helpful? *[select multiple]*
  - Reviewed CalHIVE BHI program, including team, key events and terms
  - Introduced your CalHIVE BHI Team
  - Begun to build community of CalHIVE BHI teams



## Program Advisor



**Peter Robertson**  
Senior Director,  
Practice Transformation

[probertson@pbgh.org](mailto:probertson@pbgh.org)

## Improvement Advisors



**Kristina Mody**  
**CalHIVE BHI Director**  
Associate Director,  
Practice Transformation

[kmody@pbgh.org](mailto:kmody@pbgh.org)

## Program Administration



**Michael Au**  
Senior Manager,  
Care Transformation

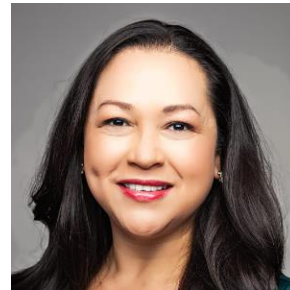
[mau@pbgh.org](mailto:mau@pbgh.org)

## Clinical Advisor



**Julie Geiler**  
CFHA Technical  
Assistance Associate &  
Policy Coordinator

[jgeiler@cfha.net](mailto:jgeiler@cfha.net)



**Daniela Vela  
Hernandez**  
CFHA Technical  
Assistance Associate

[dvhernandez@cfha.net](mailto:dvhernandez@cfha.net)



**Anna Baer**  
Program Coordinator,  
Care Transformation

[abaer@pbgh.org](mailto:abaer@pbgh.org)

## Data Reporting



**Jose Ordonez**  
Manager,  
Data Analytics

[jordonez@pbgh.org](mailto:jordonez@pbgh.org)



**Felicia Skaggs**  
Senior Manager,  
Behavioral Health  
Integration

[fskaggs@pbgh.org](mailto:fskaggs@pbgh.org)



**Erika Lind**  
Manager,  
Care Transformation  
Events and Learning

[elind@pbgh.org](mailto:elind@pbgh.org)