

**How excited are you for  
Pumpkin Spice Latte season?**



***1 (not excited) – 10 (can't wait!)***

Tuesday, September 10; 11 a.m. – 12 p.m. PT

# Implementation Reality Check

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## CaHIVE BHI Commons



California Quality  
Collaborative

# Tech Tips



## Welcome!

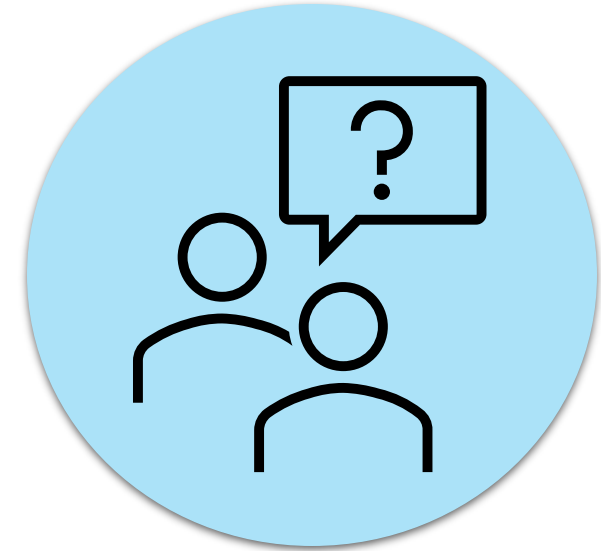
Add your organization to  
your name

Turn on video if possible



## Engaging Today

- Share questions in the chat or come off mute



## Need help?

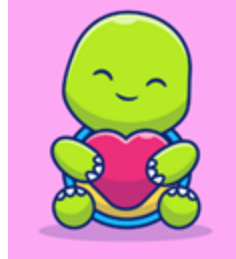
Direct message  
Anna Baer  
if you have any technical  
issues



# Welcome!



**CHINESE  
HOSPITAL  
& CLINICS**



Riverside Family Physicians



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



perlmanclinic++



**SHARP**



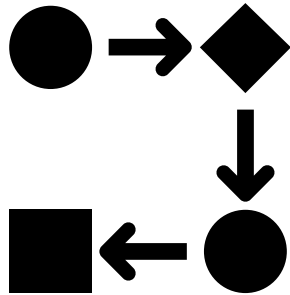
# CalHIVE BHI Values

1. Collaboration around a common goal
2. Trust & transparency
3. Reflect, revise & adjust

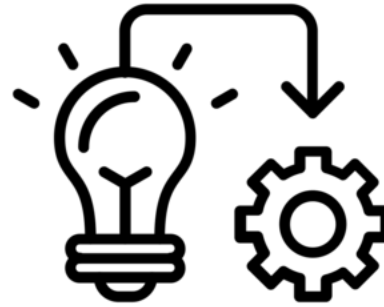


# Our Agenda

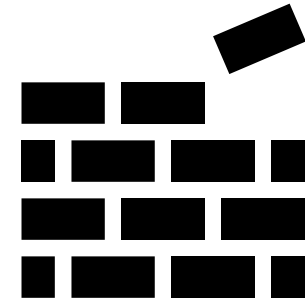
Today, we'll:



Analyze how one organization developed their BHI workflows



Reflect on the Prepare implementation phase



Plan out next steps for your BHI program



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# Implementation Plan Section 8

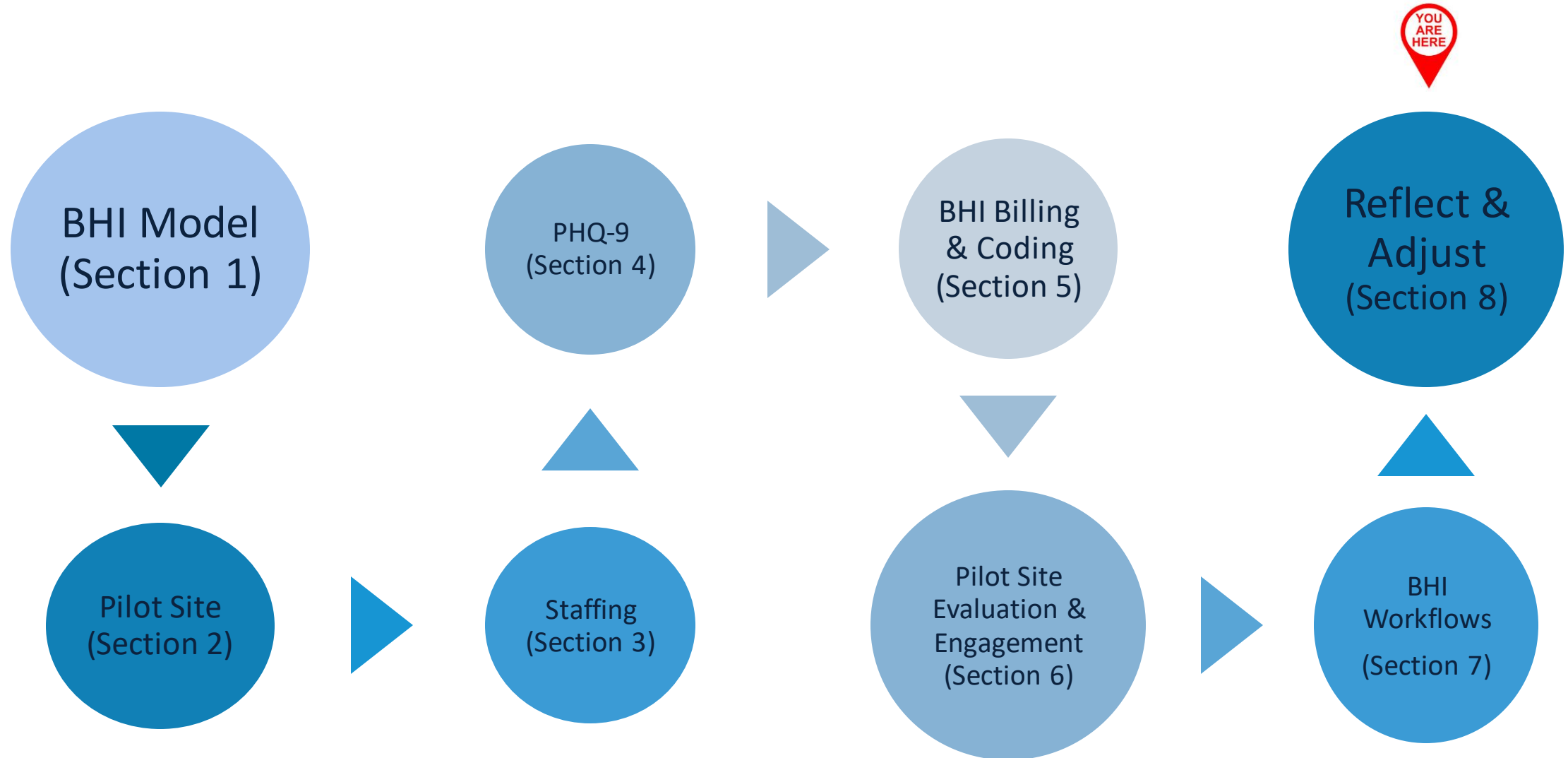
# Checking In

In the chat, in 3 words or less, share a win you've had in your BHI work





# Implementation Plan



# Implementation Plan – Section 8

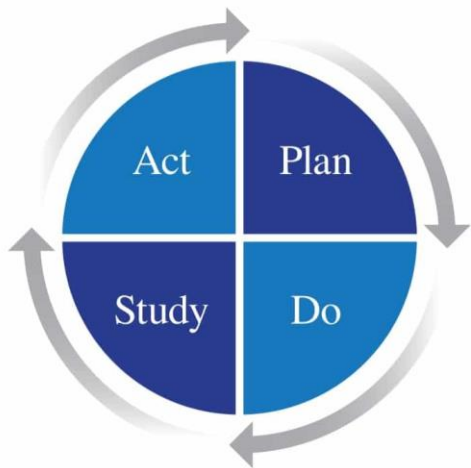


Reflect &  
Adjust  
(Section 8)

## Section 8 → PDSA Cycle in action

An opportunity to look closely at your pilot BHI program and identify opportunities to improve

- **Connect to CalHIVE BHI resources** (e.g., IMAT, Learning Events) to continue optimization
- Enhance **how the work is being accomplished** (e.g., Team Roles, Ownership, Buy-In, Process)



# Implementation Plan – Section 8



- Section 8 – Due to your IA **December 16**
- IAs will support you through this process in IA meetings



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# Implementation Reality Check BHI Workflow (Section 7)

Share-Out: Chinese Hospital – Rain Zhang



**CHINESE  
HOSPITAL**

# Pilot Site CoCM Implementation

- Interdisciplinary Team Coordination
  - Referrals from physicians, LMFT, clinic staff
- Enrollment Strategies
  - Utilization of registry
- Patient Feedback
- Provider Feedback
- Operational Challenges
  - Billing





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# Implementation Plan

Progress, Resources & Reflection

# CalHIVE BHI 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

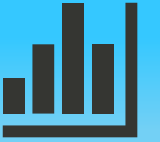


- **Sustainability:** creating standard work; spreading pilot



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

# Area: Pilot Site Evaluation & Measurement



## Action Steps

- ✓ Defined pilot site measurement (*Section 6 Measures*)
- Run data and track progress on measures
- Share with leaders/stakeholders

## Resources – Upcoming CalHIVE BHI Support

- Q4 2024 – IA calls to provide feedback on Pilot Site Measures specifications (process & financial)
- Q4 2024 – definition of CalHIVE BHI Process Measures for future reporting (process & financial)

## Reflection – Work Ahead

1. What metrics or key performance indicators (KPIs) are being used to evaluate the success of the integration program? [*IMAT 6.1 and Section 6 Measures*]
2. How effectively has data been collected, analyzed, and utilized to monitor program performance? [*IMAT 6.1*]
3. Are there any areas where data collection and reporting could be leveraged for:
  - sustainability? [*IMAT 7.1, 8.1*]
  - health equity? [*IMAT 9.1*]
4. How has the implementation of the behavioral health integration program affected patient outcomes and satisfaction? [*IMAT 6.1 and Section 6 Measures*]



# Area: BHI Billing & Coding and Sustainability



## Action Steps

- ✓ Reviewed BHI Billing and Coding document with teams
- Started dropping bills and claims, reviewing denials & errors
- (Re)-engage Revenue Cycle team

## Resources – Upcoming CalHIVE BHI Support

- Wed. 9/18: Cal-IN Meeting – BHI Financing
- October: Revised BHI Billing and Coding Sheet
- Tues. 10/8: CalHIVE BHI Commons: BHI Revenue Cycle Successful Practices

## Reflection – Work Ahead

1. What strategies are established to ensure the long-term sustainability of your behavioral health integration program? *[IMAT 8.1]*
  - How can your organization strengthen sustainability strategies?
2. What strategies are established to support BHI revenue cycle, track BHI claims, and follow-up on denials? *[IMAT 7.1, Section 6 Measures]*



## Action Steps

- ✓ Improved PHQ-9 workflows
- Roll out screening for all patients
- Analyze opportunities for additional screenings – GAD-7, DAST, AUDIT, SBIRT
- Identify how/what other orgs are doing

## Resources – *Upcoming CalHIVE BHI Support*

- September: CalHIVE BHI Tableau self-serve analytics
- October: Revised BHI Billing and Coding Sheet
- Tues. 10/27: CalHIVE BHI BeeHIVE: Data Trends & Improvements

## Reflection – Work Ahead

1. What strategies are established to ensure PHQ screening has been rolled out to all patients? [IMAT 5.2]
2. Are there opportunities to incorporate additional screenings at your organization? i.e.: GAD-7, DAST, AUDIT, SBIRT [IMAT 5.2]

# Area: Pilot Site Engagement & Training



## Action Steps

- ✓ Rolled out education to train staff and providers
- Gather feedback from staff and providers

## Resources – Upcoming CalHIVE BHI Support

- Tues. 11/12: CalHIVE BHI Commons – Monitoring and Process Improvement

## Reflection – Work Ahead

1. What feedback has the staff provided about the integration program, and how does your organization incorporate staff feedback into its processes? *[IMAT 3.2]*
2. What initiatives have been implemented to ensure ongoing staff engagement and professional development? *[IMAT 3.1]*
3. How does your organization incorporate diversity, inclusion, and equity in ongoing staff development? *[IMAT 9.1 & 9.2]*

# Area: Pilot Site Planning



## Action Steps

- ✓ Identified defined roles for treatment team
- Identify roles for accountability and oversight
- Plan for future expansion

## Resources – Upcoming CalHIVE BHI Support

- Ongoing review in IA meetings
- Tues. 11/12: CalHIVE BHI Commons – Monitoring and Process Improvement

## Reflection – Work Ahead

1. How have you defined roles within your BHI program, including oversight? *[IMAT 3.1]*
2. Who is responsible for overseeing change management, leading project management efforts, and leading project management meetings? *[IMAT 1.1]*
3. What has the CalHIVE BHI Project Team learned from implementation challenges that can inform future strategies? *[IMAT 1.1]*

# Workflow: Opportunities

1. Refine workflows
  - Simplify
  - Difference between a workflow and SOPs
2. Clarifying different programs
  - PCBH and BH; BHI and ECM; Therapy and CoCM
  - Leverage swim lane template
3. Language – Consistent Lexicon
  - Ctrl +F > Replace
  - Avoid “therapy” in context of BHI
  - Highlight team role
4. Leveraging technology
  - Use of documentation templates, which codes



# Reflection time



Look back at your **Section 7: BHI Workflows** and think about one change that you want to work on.

Take a moment to write it down and be ready to **discuss** with your IA in your next meeting.

# Moving Forward

- ❑ Ongoing: review resources on [CalHIVE BHI/Learn](#)
- ❑ Leverage CFHA Membership Resources (see [video tour](#))
  - ❑ Search / ask question on Gaggle
  - ❑ Attend Special Interest Group meetings [SIGs]
- ❑ Review Billing & Coding sheet (updated version to be released in October)

## Document Improvements

- ❑ Section 8 – released TODAY, due December 16

# Q3 2024 Sprint: Implementation Go-Live!

## JULY

### Improvement Advising

- Review CalHIVE BHI individual data trends
- Collect questions around BHI billing and coding

### Tues. 7/16 (11-12) CalHIVE BHI Commons

#### Patient/Family Engagement for BHI

- Highlight fundamentals of patient family engagement for BHI
- Prioritize opportunities for education, including surveys, resources, brochures, handouts

### Fri. 7/19– Cycle 1 Data due

- Measurement reporting periods:
- 2/1/2023 – 1/31/2024; 3/1/2023 – 2/29/2024; 4/1/2023 – 3/31/2024

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

## AUGUST

### Improvement Advising

- Review and update Section 6 & Section 7: BHI Workflows for improvements

### Tues. 8/13 (11-12) CalHIVE BHI Commons Virtual Site Visit

- Hear from operational leader experienced in BHI
- Review lessons for improving culture and buy-in for BHI, including staff development
- Identify takeaways for BHI spread and sustainability

### Tues. 8/27 (11-12)

#### [OPT] CalHIVE BHI BeeHIVE: Model Office Hours

- Host peer connections around integration model (PCBH/CoCM)

## SEPTEMBER

### Improvement Advising

- Access CalHIVE BHI self-service data analytics

### Tues. 9/10 (11-12) CalHIVE BHI Commons

#### BHI Implementation Reality Check

- Hear peer updates on two CalHIVE BHI pilot sites, including training, education, addressing staff barriers

### Wed. 9/11 (11-12)

#### [OPT] CQC Public Webinar: Readiness for Behavioral Health

- [Register Here](#)

### Thurs. 9/12 (12-1) – Data Webinar: Cycle 2

### Wed. 9/18 (12-1)

#### [OPT] CFHA/CQC Cal-IN Meeting

- Connect and learn from integrated peers



# Q4 2024 Sprint: Reflect and Adjust

## OCTOBER

### Improvement Advising

- Collaborate on Section 8 (BHI Workflows, Evaluation & Measurement, BHI Billing & Coding and Sustainability)

**Thurs. 10/3 (12-1) – Data Office Hours: Cycle 2**

### Tues. 10/8 (11-12) CalHIVE BHI Commons

#### BHI Revenue Cycle Successful Practices

- Share practices and lessons learned around BHI revenue cycle, including codes, training approaches and monitoring processes
- Troubleshoot current practices

### Fri. 10/11 – Cycle 2 Data due

Measurement reporting periods:

- 5/1/2023 – 4/30/2024; 6/1/2023 – 5/31/2024;  
7/1/2023 – 6/30/2024

### Tues. 10/22 (11-11:45) [OPT] CalHIVE BHI BeeHIVE: Data Trends & Improvements

- Review CalHIVE BHI Tableau dashboard
- Identity drivers for improvement

## NOVEMBER

### Improvement Advising

- Collaborate on Section 8 (Screening, Pilot Site Engagement and Training)

### Tues. 11/12 (11-12) CalHIVE BHI Commons Monitoring and Process Improvement

- Highlight tools and processes to monitor BHI implementation fidelity (post go-live and ongoing), and how to incorporate improvements

### Wed. 11/13 (11-12) [OPT] CQC Public Webinar: Behavioral Health Integration Lessons Learned

- [Register Here](#)

## DECEMBER

### Improvement Advising

- Complete Section 8 (Reflect and Adjust)

### Wed. 12/4 (12-1) [OPT] CFHA/CQC Cal-IN Meeting

- Connect and learn from integrated peers

### Tues. 12/10 (11-12) CalHIVE BHI Commons Hello 2025, Goodbye 2024

- Celebrate wins and accomplishments of 2024
- Preview 2025 program milestones and events

### Thurs. 12/12 (12-1) – Data Webinar: Cycle 3

### By Mon. 12/16 BHI Implementation Plan: Section 8 (Reflect and Adjust)

- Due to IA

Improvement Advising

Webinars

In Person Events

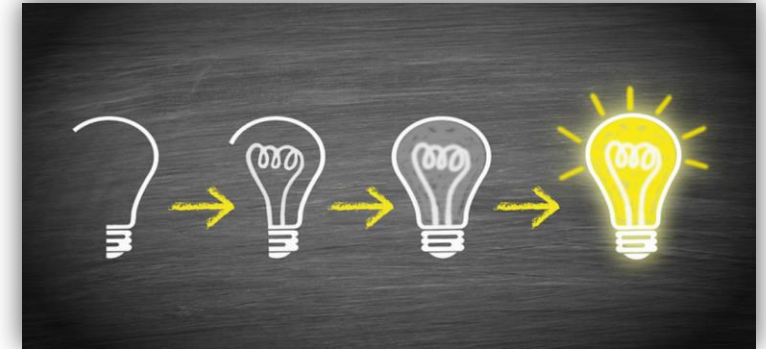
Data / Reporting

Assignments

# 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]*

- Analyze how one organization developed their BHI workflows
- Reflect on the Prepare implementation phase
- Plan out next steps for your BHI program

# Reminder

Join the optional Cal – IN Peer Group Meeting next Wednesday, September 18, 12 p.m. – 1 p.m. PT.

We will discuss BHI financing and share findings from a recent CQC BHI financing interview series.

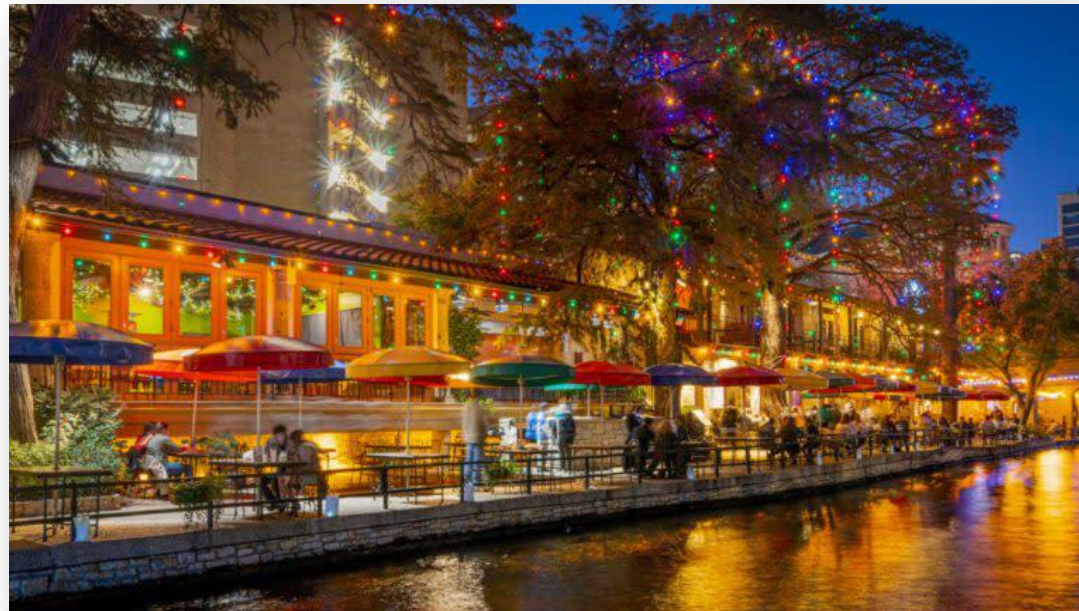


# Collaborative Family Healthcare Association Conference

## Reminder!

[Register](#) today for the 2024 CFHA Conference in San Antonio

Join our California / CalHIVE BHI Meetup on Thursday, October 24 at 6 p.m. in San Antonio. More details to follow!



# Thank you!

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# CalHIVE BHI Program Timing & Implementation “Launch”

