

Providence St. Joseph Health

Providence St. Joseph Health Digital Commons

Articles, Abstracts, and Reports

12-2019

Optimizing Care Teams from the Start

Vanessa Casillas

Ryan Dix

Follow this and additional works at: <https://digitalcommons.psjhealth.org/publications>



Part of the Primary Care Commons

Background

Traditionally, the onboarding plan for a new provider is focused on the new employee. But what happens when the success of your role is largely impacted by the relationships you have with others on the interdisciplinary care team?

Interprofessional relationships are a key element of Behavioral Health Consultant (BHC) success in their role and the earlier they can start being developed the better.

This presentation will identify strategies to help management teams create effective onboarding plans for the BHC that facilitate smooth adoption of integrated principles and launch successful interdisciplinary collaboration across the care team.

Project Aim

- Identify key elements for creating effective onboarding plans for a BHC and Care Team
- Evaluate efficacy of current onboarding process
- Create an onboarding process that maximizes the functioning of a BHC on an interdisciplinary team and the team's ability to incorporate the BHC

Onboarding Plan Design

Our department started in 2010. For the first several years, we were a small team of BHCs embedded in primary care clinics at Providence Medical Group in Portland, Oregon. Since that time, our team has grown to just over 65 Behavioral Health Providers across the Oregon and SW Washington region.

As a new department, we initially lacked a developed infrastructure including a formal onboarding plan for our BHCs and Care Teams. At times this resulted in delayed relationship development for the team, utilization barriers and practice variability.

Our current onboarding plan is a result of BHC feedback, Care Team feedback and system processes.

Additionally, as a department leadership team we have been intentional about responding to feedback and working to create a plan that sets everyone up for success. As such, it is still a work in process.

Onboarding Plan

Clinic Preparation

- PCBH Presentation
 - Education & Training
- Staff survey on comfort/confidence managing behavioral health needs
 - All staff complete
- Provider survey to identify behavioral health needs in the clinic
 - Medical providers complete
- Service Level Agreement
 - Review with BHC & Clinic Leadership
- Meeting with BH Clinical Manager

Pre-Onboarding

- Manual
- Books (List provided)
- Videos (Youtube, other resources)
- CFHA Website/Listserv
- Journals
 - Journal of Clinical Psychology in Medical Settings
 - Family Systems and Health Journal
 - Medical Provider Journals

Onboarding

- 2 weeks
- New Employee Orientation
- Meeting & lunch with department leadership
- Time in home clinic
 - Orient to space, place, people, EMR
 - Meet with clinic leadership – Establish regular meeting time
 - Learn care team roles – who to partner with for what
 - Shadow PCPs
- Time for Shadowing other BHCs

Shadowing

- Shadowing PCPs
 - Clinic workflow, relationship building, identify what the BHC can assist with, etc.
- Shadowing BHCs
 - Modeling, scripting, relationship building, workflows
- Reverse Shadowing
 - Assessment of core competencies, feedback, etc.

Ongoing Training

- Conferences
- Consultation groups
- Outside certificate programs
- Department continuing education

Learnings/Considerations

- Including PCBH self-assessments for the BHC
- Adding PCBH practice readiness clinic assessment
- Adding PCBH care team competency assessment
- Modify the schedule for trainees moving into licensed roles
- Surveying BHCs regarding onboarding experience
- Surveying care team regarding onboarding experience
- Provide additional support to those BHCs and care teams that need it early
- Encourage ongoing shadowing and reverse shadowing