

Workforce Development: Key Considerations for Training and Orientation in Integration Efforts

Training and orienting staff to their new roles in integrated behavioral health and primary care organizations can be particularly important to the success of the integration efforts.

Here are four best practices for training and orienting staff to advance integration of primary care and behavioral health.

At Tri-County Mental Health Services in Maine, staff receive ongoing training in topics such as: Behavioral Health Homes, the Wagner Chronic Care Model, Motivational Interviewing, Adverse Childhood Experiences, Community Care Teams, Smoking Cessation Training, and others. These trainings are delivered as presentations, videos, modules, and workshops, with guest speakers coming from across the region.

TIPS TO ENGAGE ALL STAFF IN INTEGRATION EFFORTS	EXAMPLES
Develop both structured and flexible approaches to training and development to meet staff needs and to engage staff.	<ul style="list-style-type: none"> • Convene all-staff meetings for new programs when everyone needs to learn the same new content. • Create asynchronous e-learning resources for less time-sensitive or more established information.
Develop opportunities for joint problem solving and training.	<ul style="list-style-type: none"> • Hold joint case study review with a multidisciplinary team of primary care, behavioral, and substance abuse providers. • Create a mechanism for bi-weekly or monthly sessions where providers discuss several cases that are representative of common issues (e.g., substance abuse, obesity, diabetes) that would involve both behavioral health providers and primary care providers. • Identify opportunities for case reviews, through shared trainings, observation, or case studies that will be useful to all providers.
Ensure staff orientation addresses integration and the role of behavioral health in supporting health outcomes for clients.	<ul style="list-style-type: none"> • Include statistics about your population’s physical and behavioral health status to promote understanding and shared responsibility. • Share success stories to demonstrate the importance of this work.
Engage in cross-site observations to increase understanding between primary care and behavioral health providers.	<ul style="list-style-type: none"> • Create cross-observational opportunities to increase understanding between providers.

The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to ensure that beneficiaries enrolled in both Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This brief is intended to support health plans and providers in integrating and coordinating care for Medicare-Medicaid enrollees. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to www.resourcesforintegratedcare.com. Please submit any feedback on this brief or topic suggestions for other briefs to RIC@Lewin.com.

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