

X. Training and Technical Assistance



Opportunities:

Implementing the behavioral health home initiative, and providing behavioral health care that is integrated with medical care, requires a shift in culture and practice. To facilitate these shifts in care, and support the BHH teams, a variety of training, technical assistance, and professional development opportunities will be provided on an ongoing basis.

Implementation Sessions:

DMHAS and the ASO will provide implementation sessions for the purpose of guiding successful implementation efforts at each BHH, and to provide direction and support as issues arise. Sessions are geared toward assisting BHH Directors in the work they are doing and issues they may be facing, but other BHH team members are encouraged to attend.

To view past implementation session notes, visit: <http://www.ctintegratedcare.com/providers/prv-events.html>.

Statewide Learning Collaborative:

CT Partners for Integrated Care will establish a statewide learning collaborative, and provide follow-up technical assistance, to assist BHH designated provider agencies with transforming service delivery. Learning collaborative activities will be designed to assess, engage, and offer education on the six core behavioral health home services, and provide a forum to share lessons learned. The goals are to identify the Behavioral Health Home models with the greatest potential for desired outcomes, review best practices, and overcome barriers and challenges to successful implementation. Each Behavioral Health Home designated provider agency's ability to successfully implement organizational change and transformational approaches are key to the success of the overall Behavioral Health Home program. These meetings provide opportunities for education, collaboration, and resource sharing. Topics will be based on surveys and/or work group recommendations.

BHH designated provider agencies will be asked for feedback after each learning collaborative event or technical assistance consultation in order to improve the process and ensure that their learning needs are being met.

BHH Webex Meetings:

CT Partners for Integrated Care will host BHH webex meetings. These virtual meetings will present providers with the opportunity to receive training on new data available on the reporting platforms, ask questions related to reports and/or data, and receive information on the best ways to use available reports and/or data. The structure of the BHH webex meetings will depend on the needs of the providers.

Specific Topic Training:

Provided by DMHAS, the CT Partners for Integrated Care, or outside training partners, on an as needed basis after initial training completed. Training options have included:

- BHH Services and Coding
- Missouri Facilitating Healthcare Training
- Nurse Training

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Professional Development:

As part of a comprehensive professional development plan, BHH designated provider agencies will have access to the following resources:

- Web links to Professional Integration Certificate Programs to inform BHH staff of the opportunities available learn more about integrated services.
- An integrated practice assessment tool and clinical screening tools from the Beacon Health Options web site. The integrated care TOOLKIT can be found at <https://www.achievesolutions.net/achievesolutions/en/integratedcaretoolkit/Home.do>, and the Integrated Practice Assessment Tool (IPAT) at <http://ipat.valueoptions.com/IPAT/>. The IPAT is an online tool enabling tracking of development along the continuum of integration across time and builds off the SAMSHA-HRSA standard framework for Levels of Integrated Healthcare.
- Coordination with universities nursing programs and others regarding potential internships opportunities and field placement in BHH setting.

Technical Assistance:

Technical assistance (TA) may include on-site or web-based training or consultation on specific topics. TA will be provided to any BHH designated provider agency who requests it, or for whom the Departments determine technical assistance to be necessary. Special needs or questions can be requested and addressed by calling 1-844-551-2736.

CT Partners for Integrated Care will also provide on-site, telephonic, or e-mail technical assistance to ensure BHH implementation and performance are progressing as planned.

Resources:

Online Basic Medical Terminology Resources, Health Tips, Facts Sheets, and Self Management Videos:

A catalog of reviewed and valid websites and other resources can be found on the BHH website at www.ctintegratedcare.com.

Integrated Healthcare Certificate Programs:

A listing of the professional certificate training programs can be found on the BHH designated provider agencies resources page on the BHH website at www.ctintegratedcare.com