





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

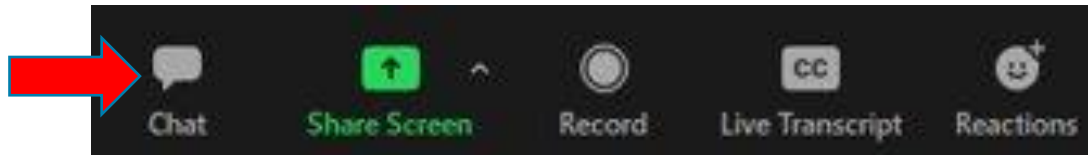


Need help?

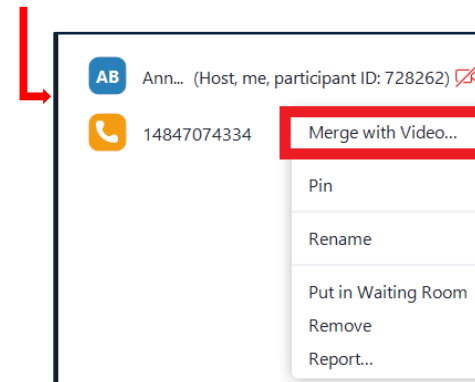
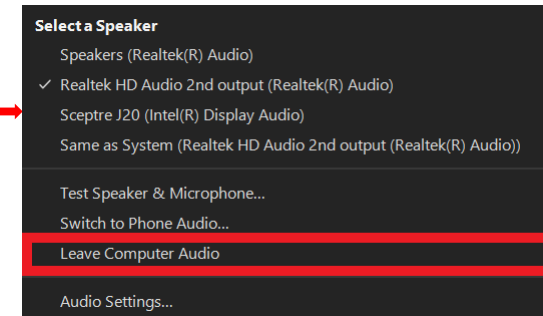
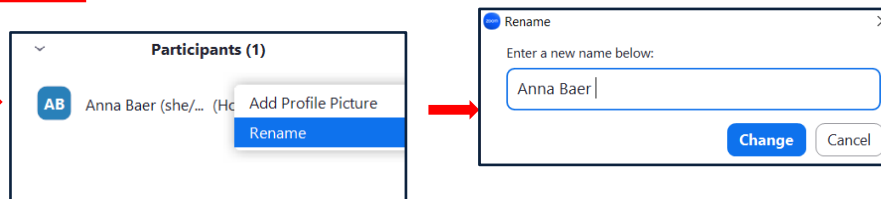
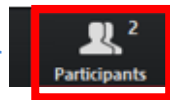
Direct message Anna
if you have any
technical issues

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



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



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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)!





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CalHIVE BHI

Program Overview

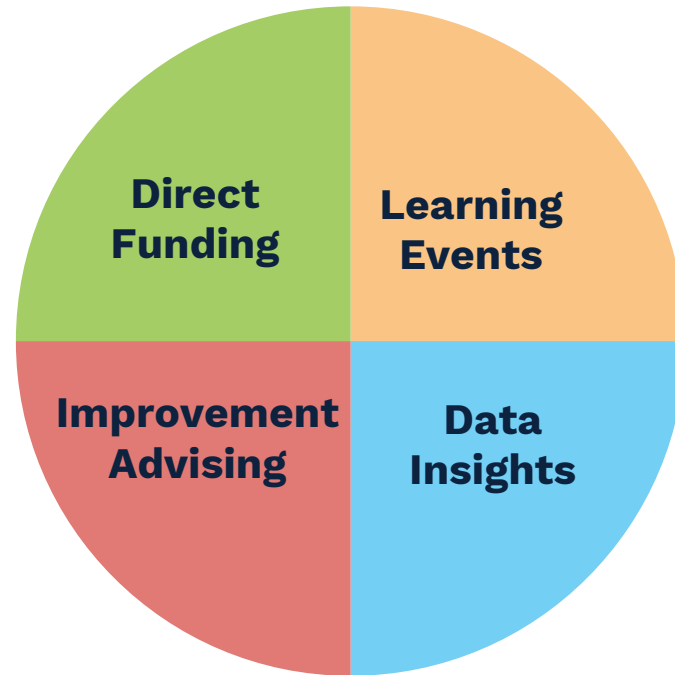
How will CalHIVE BHI support you?

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

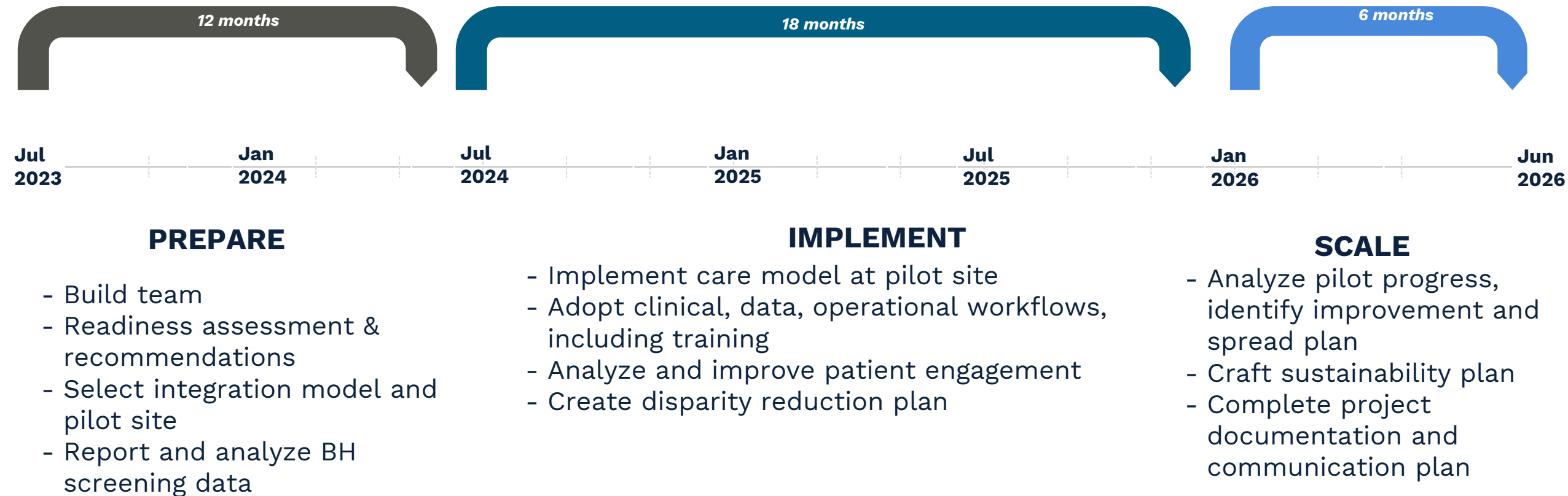
Learning Events

- 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. 8/8 (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
 - Reach out to Anna at 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>Peter Robertson Senior Director, Practice Transformation Advisor</p>	<p>Kristina Mody Associate Director, Practice Transformation CalHIVE BHI Director/Improvement Advisor</p>	<p>Felicia Skaggs Senior Manager, Behavioral Health Integration Improvement Advisor</p>	<p>Julie Geiler CFHA Technical Assistance Associate & Policy Coordinator Clinical Advisor</p>	<p>Daniela Vela Hernandez CFHA Technical Assistance Associate Improvement Advisor</p>	<p>Jose Ordonez Manager, Data Analytics Data Lead</p>	<p>Anna Baer Program Coordinator, Care Transformation Coordinator</p> 

Team Introduction: Chinese Hospital

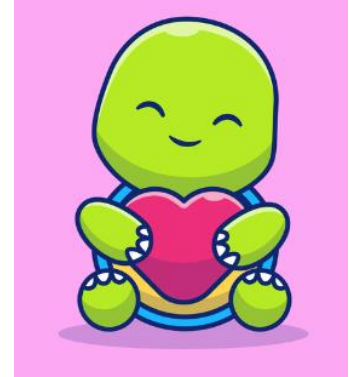


**CHINESE
HOSPITAL
& CLINICS**

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



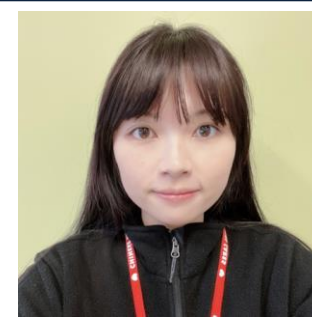
Dr. Scott Huang
Medical Director

Clinical Leader



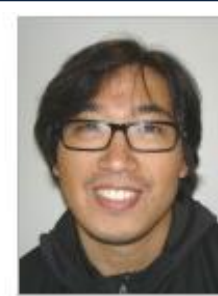
Dr. Henry Poon,
LMFT
Director of Mental
Health Services

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

Team Introduction: **Scripps Health**










Organization Background

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

TEAM MASCOT



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







Team Introduction: Family Care Specialists



Organization Background

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



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



Megan Stevenson
Health Program
Coordinator
Data Lead



Natasha Lalani
Epic Ambulatory
Project Director
Technical Expert (Health IT)

Team Introduction: **Community Memorial Healthcare**

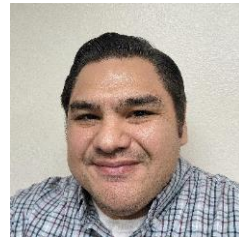


Organization Background

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



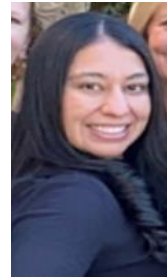
Maureen Hodge
High Risk Manager,
LCSW
Lead
Executive Sponsor



Chris Lee
Patient Navigator-
LCSW
Clinical Leader



Jackie Valles
BHI LCSW
Clinical Leader



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

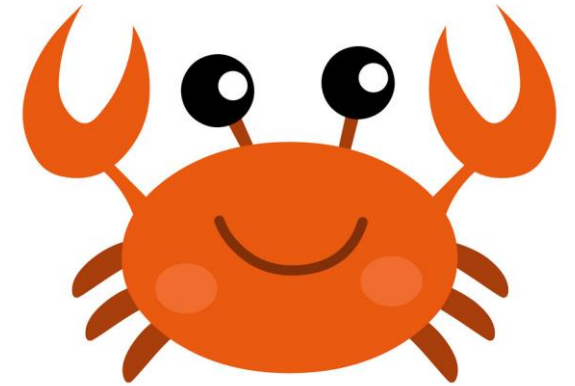


Jennifer Najjar
Quality-Data
Technical Expert /Quality/Performance Lead

Team Introduction: Pomona Valley Hospital Medical Center



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



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



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CalHIVE BHI

Wrapping Up

Sharing out



Where are you most excited to dive in next?

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

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[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

Improvement Advisors



Kristina Mody
CalHIVE BHI Director
Associate Director,
Practice Transformation

kmody@pbgh.org

Program Administration



Michael Au
Senior Manager,
Care Transformation

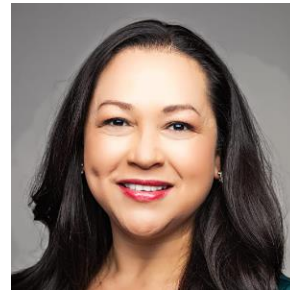
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Clinical Advisor



Julie Geiler
CFHA Technical
Assistance Associate &
Policy Coordinator

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**Daniela Vela
Hernandez**
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Erika Lind
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Events and Learning

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