**Section 8: Reflect & Adjust**

* Objective: After the implementation phase, it's crucial for the organization to reflect and assess the effectiveness of the behavioral health integration program.
* Due by Monday, December 16 to your Improvement Advisor.
* Resources: Resources are on the CalHIVE BHI website (Learn)

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| **Area** | **Team Response** |
| *General pre-reading: Your IMAT* |  |
| *Pre-Work:*   * *Review and make updates to Section 7: BHI Workflows* * *Look back at Sections 3, 6 and 7 to help reflect on the work that has been done and respond to the questions below.* |  |
| **BHI Workflows**   1. How are you monitoring fidelity to your workflows? 2. How are you making improvements? What is the schedule? 3. How might you make improvements to the documentation of the workflows? 4. How are you mapping BHI with pre-existing programs within your organization (boundaries)?    1. What are one to two programs you would map to in the future (i.e.: disease management, diabetes registry)? |  |
| *Pre-Work:*   * *Review and make updates to Section 6: Pilot Site Evaluation & Engagement* |  |
| **Pilot Site Evaluation & Measurement**   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:    1. sustainability? *[IMAT 7.1, 8.1]*    2. 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]* |  |
| *Pre-Work:*   * *Review and make updates to Sections 5: BHI Billing & Coding* |  |
| **BHI Billing & Coding and Sustainability**   1. What strategies are established to ensure the long-term sustainability of your behavioral health integration program? *[IMAT 8.1]*    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]* |  |
| *Pre-Work:*   * *Review and make updates to Section 4: PHQ-9* |  |
| **Screening**   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]* |  |
| *Pre-Work:*   * *Review and make updates to Section 3: Staffing and Section 6: Pilot Site Engagement* |  |
| **Pilot Site Engagement and Training:**   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]* |  |
| *Pre-Work:*   * *Review and make updates to Section 1: BHI Model and Section 2: Pilot Site* |  |
| **Pilot Site Planning**   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]* |  |

**Section 8: Action Plan**

Considerations for developing the Action Plan:

* This is a space for your team to identify next action steps needed to move forward with the pilot program. Add additional rows as needed.
* Look at the questions raised during the implementation plan section above.
* Understanding these questions and your responses will provide insight into what needs to be addressed in your Action Plan.
* What issues or concerns do they bring up?
* Keep in mind that all tasks do not have to be completed by Monday, December 16.

| *Due Date* | *Lead & Task* |
| --- | --- |
|  | * Lead: * Task: |