



CoCM Team Best Practices

Kenya Windley, MD

The Team

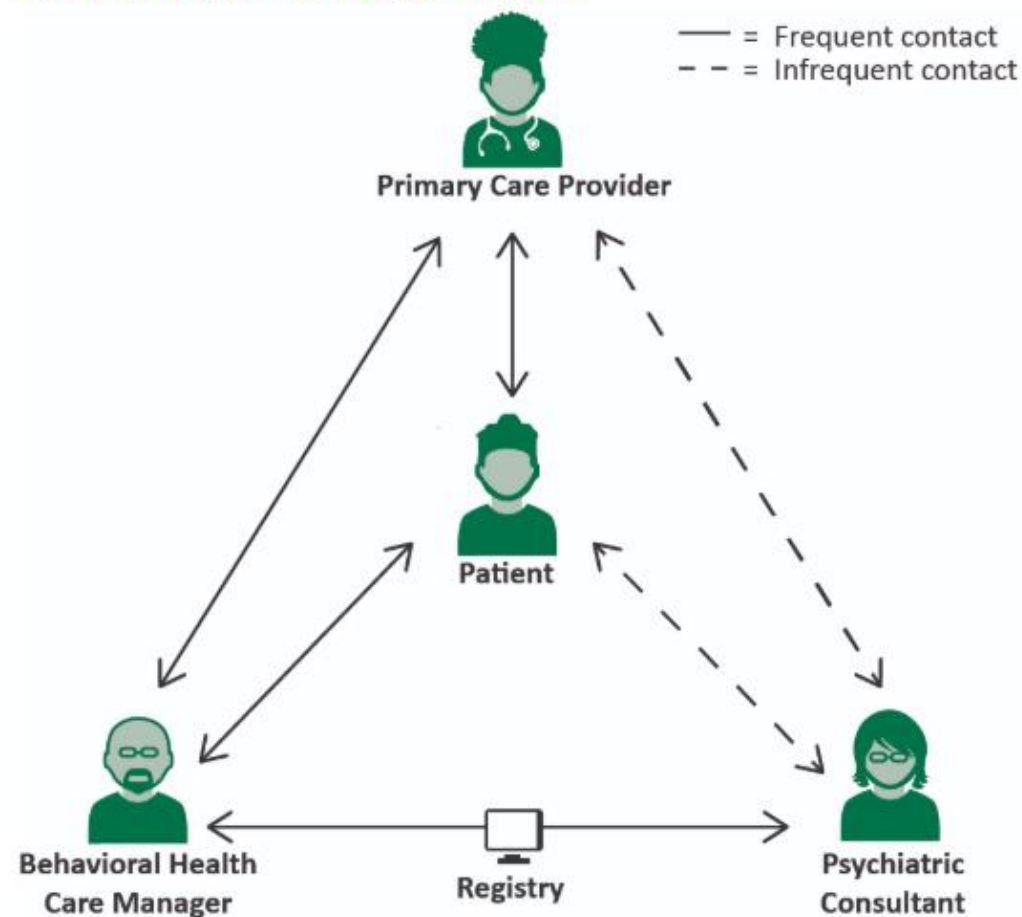


Any disclosures?

Kenya Windley, MD has not a single relevant one to disclose!

Who are the players?

COLLABORATIVE CARE TEAM

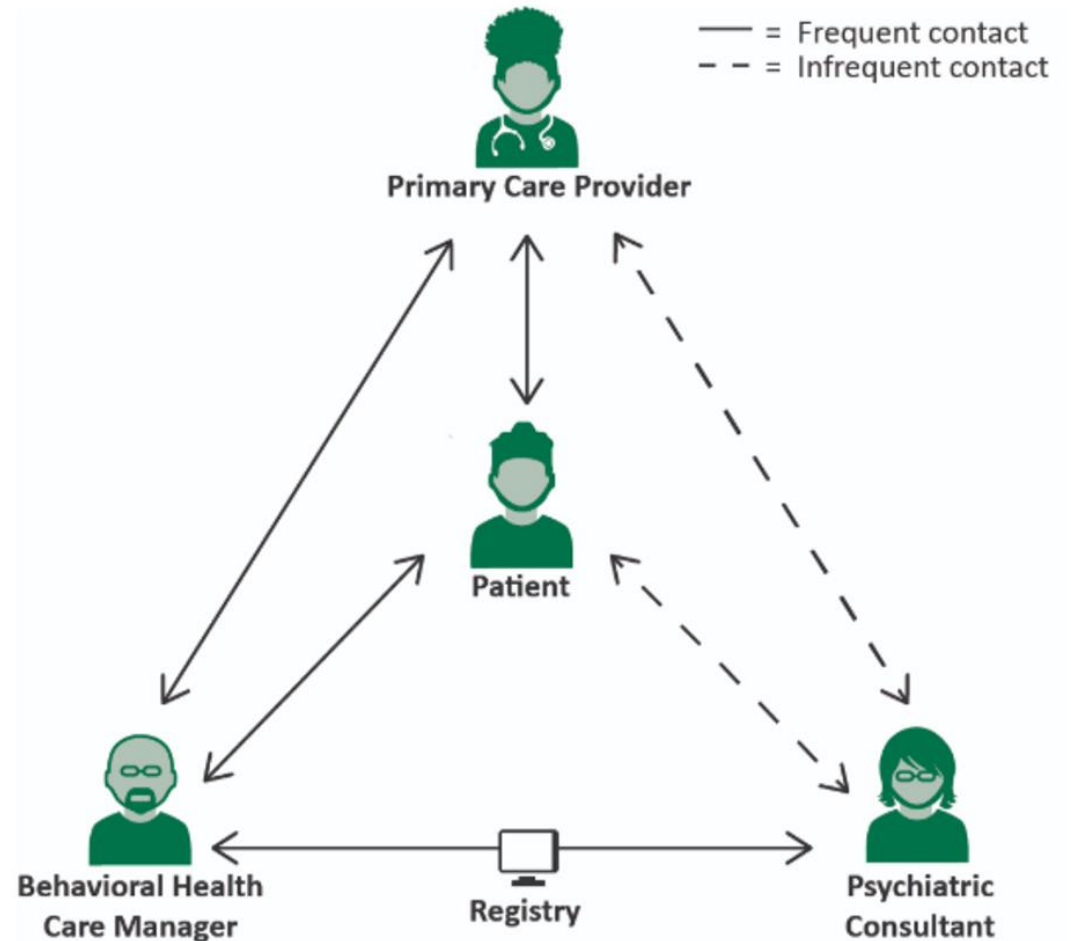


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What makes this work well?

- Clearly defined roles
- Shared goals
- Structured communication
- Culture of mutual respect
- Continuous improvement

COLLABORATIVE CARE TEAM



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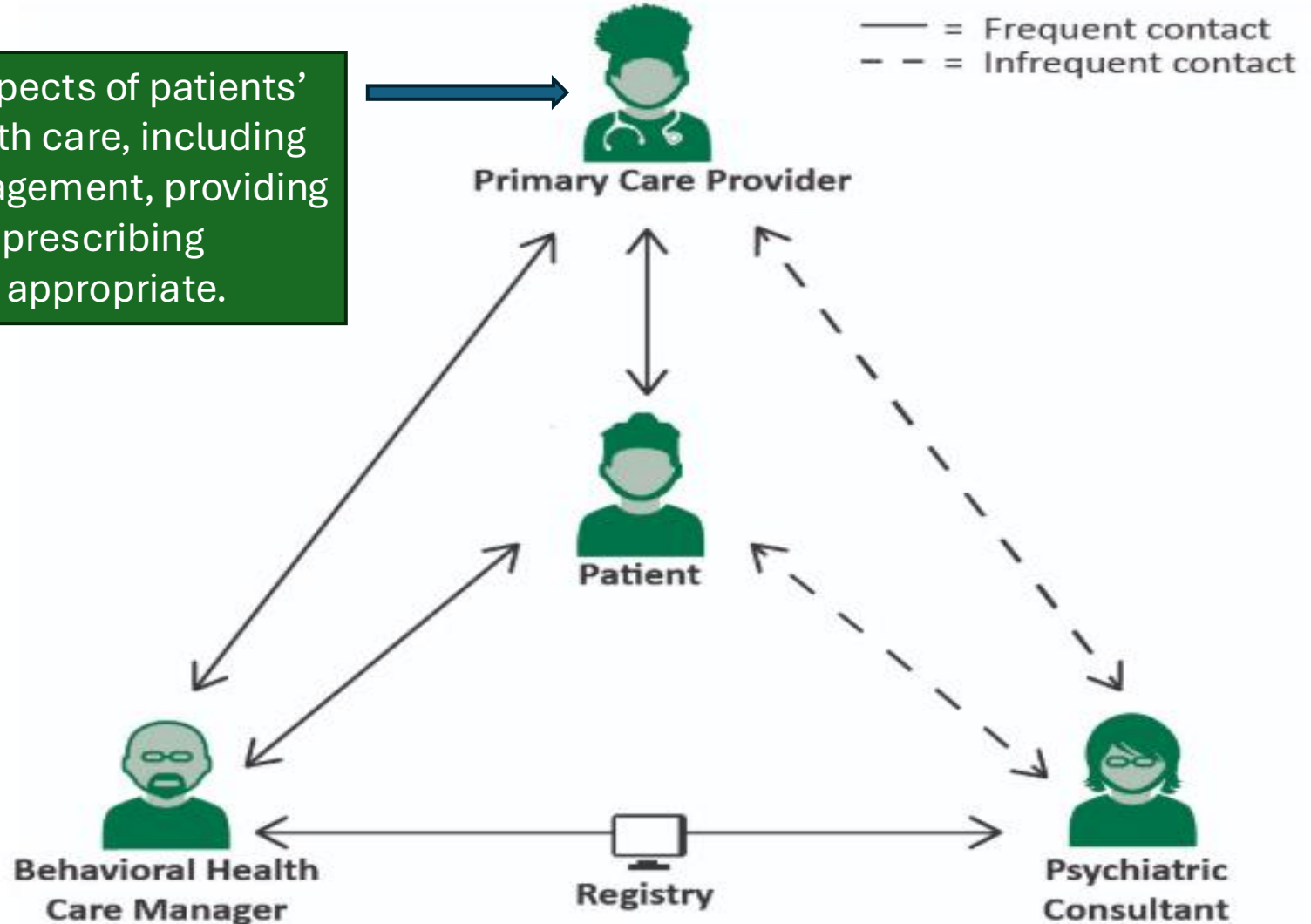


Clearly defined roles

- Patient
- PCP
- BHCM
- Psychiatric consultant

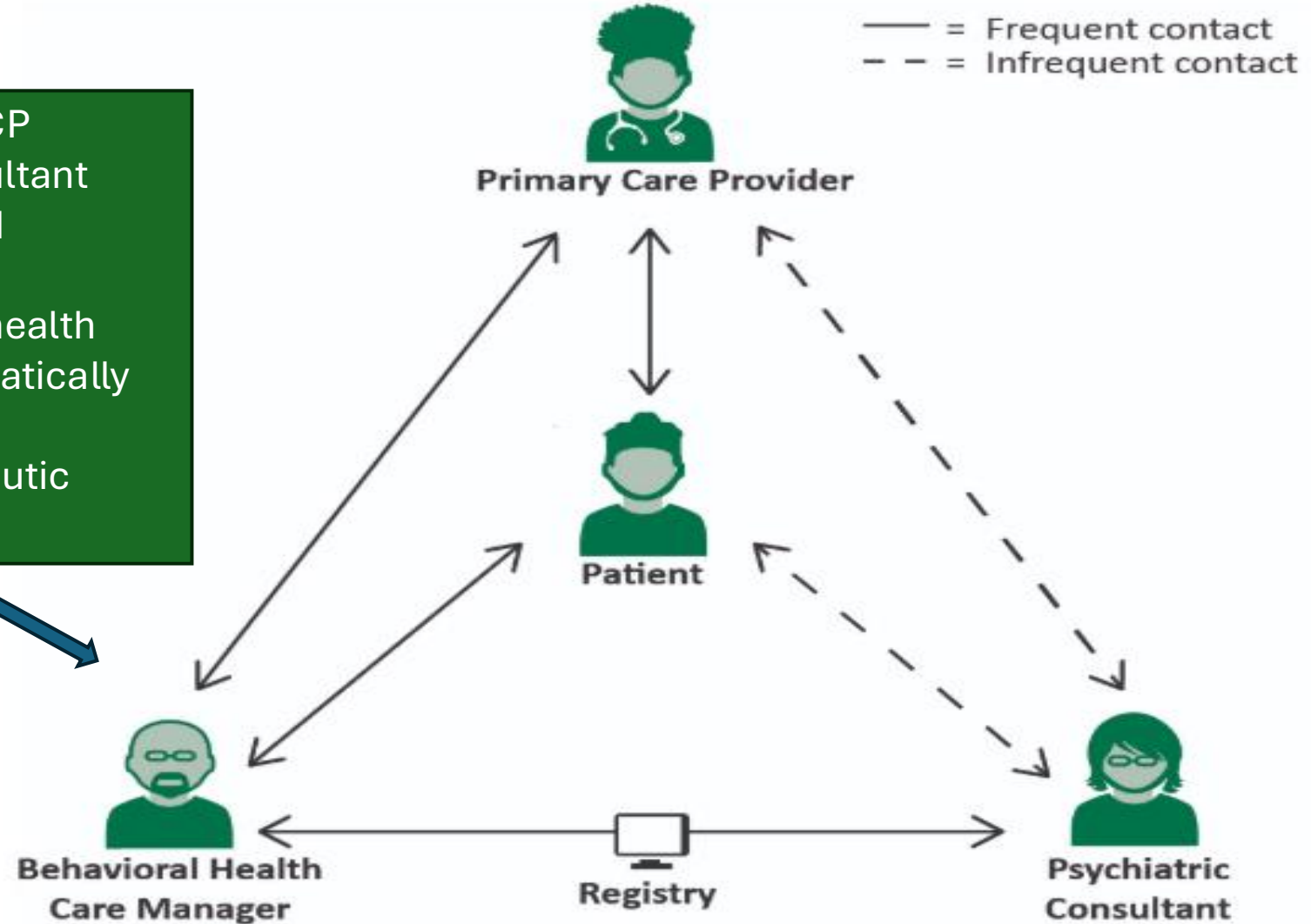
COLLABORATIVE CARE TEAM

Oversees all aspects of patients' behavioral health care, including facilitating engagement, providing education, and prescribing medications as appropriate.

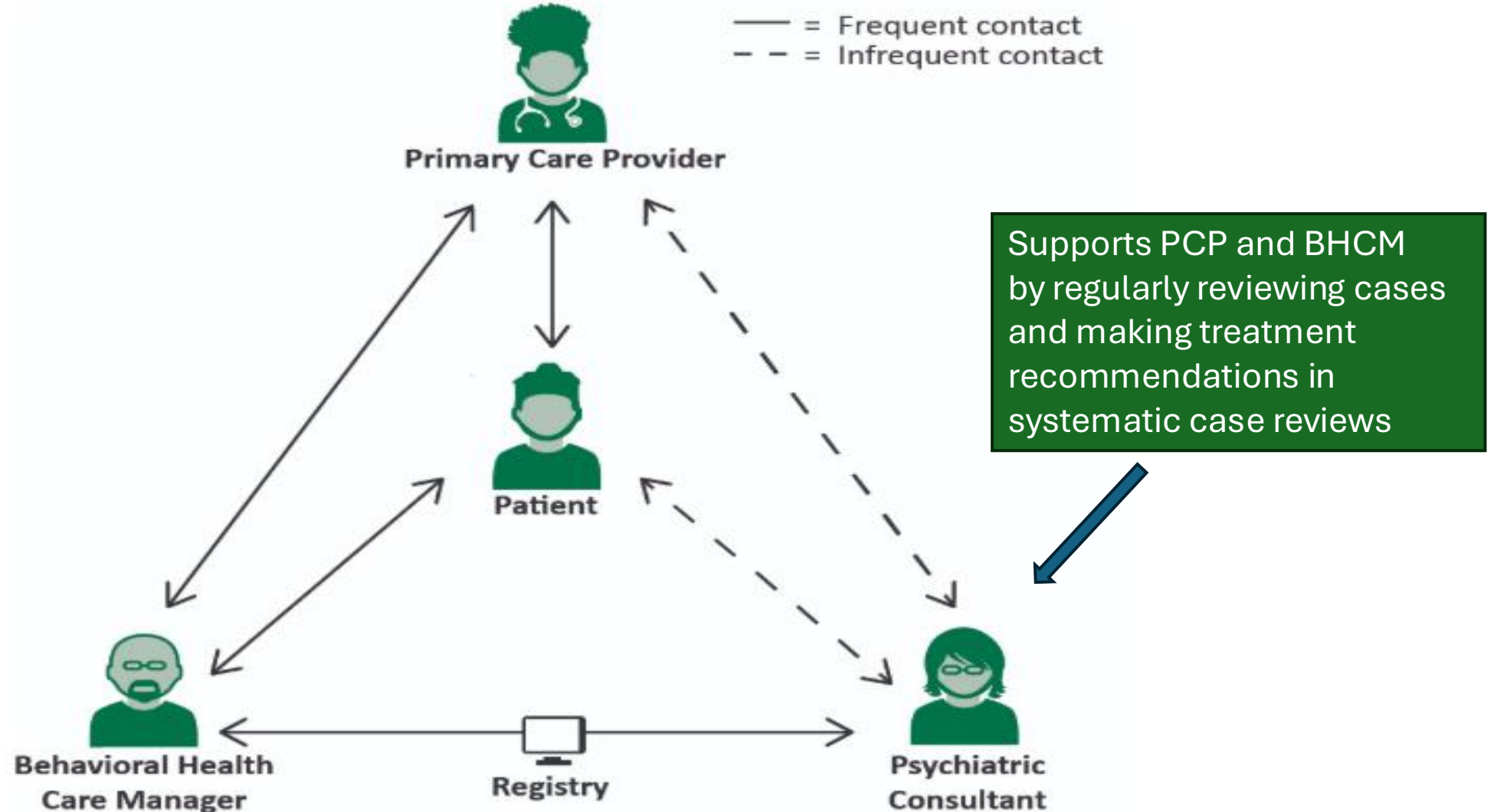


COLLABORATIVE CARE TEAM

Works closely with PCP and psychiatric consultant to manage a caseload of patients, performs validated behavioral health assessments, systematically tracks progress, provides brief therapeutic interventions



COLLABORATIVE CARE TEAM





Shared goals

- Patient-centered outcomes – primary focus
 - Identify specific response targets utilizing evidence-based measurements at the individual level and at the clinic/population level
 - Determine if there are any adjustments required due to population types and geographic nuances
- Competencies and knowledge-base of each team member



Structured communication

- Engage in regular systematic case reviews
 - Identify specific date and time and maintain consistency
- Utilize a shared EHR and patient registry
- Identify which communication channels to use for urgent questions or issues that may arise and need to be addressed outside of the case reviews



Culture of mutual respect

- Allows for shared-decision making
- Recognizes the contributions of each team member
- Supports each team member in closing knowledge or competency gaps without judgment



Quality improvement

- Develop and implement a care team monitoring plan
 - Utilize satisfaction surveys
- Review, re-evaluate, and adjust metrics on a regular basis
- Support ongoing training



What's been
your
experience?

