

BEHAVIORAL HEALTH INTEGRATION

Strategic Initiative 1.1

Lead: CHO Nilesh Kalyanaraman

Need to know: All staff, especially behavioral health team

Launch: January 2018



WHAT

Behavioral health integration began here at Health Care for the Homeless in early 2016 with the merger of our behavioral health and addictions teams (which had previously operated separately under respective directors) under a single Director of Behavioral Health. The next step is to fully integrate our behavioral health program—and the clinical and administrative processes to support that integration. The integration effort spans single entry intake, a shared treatment plan, client empanelment, data entry, client flow, staffing and billing.

WHY

Merging the behavioral health and addictions teams without overhauling our behavioral health care program limited the integration effort, and the concurrent shift agencywide to a care team model complicated it. Integrated behavioral health care requires an integrated intake, a process with many moving parts that demand extensive planning, coordination and training—activities that reach well beyond the behavioral health team. In short, it became clear that integrating behavioral health care required more than merging two groups of providers. It required a redesign. Now, in the final stretch of 2017, we embark on the second phase of that redesign, with a focus on administrative and clinical processes.

HOW

We will take these steps in the near term to redesign our behavioral health program:

- Launch a single-entry placement assessment for all behavioral health programming
- Further align our behavioral health and addictions treatment approaches to be goal-centered and time-limited
- Move toward a consistent care team structure:

Fallsway model

Each care team will have:

- 1 health behavior specialist
- 2 behavioral health therapists
- The support of additional behavioral health staff who are not on care teams and support the entire Fallsway behavioral health team—they will see walk-ins and unempaneled clients, and engage in group and outreach

West Baltimore, Baltimore County, N. Fallsway sites model

- Care teams at these sites will each have a health behavior specialist.