**Western PA**

**PCMH Learning Network Session**

**Tuesday, August 16**

**8:30 a.m. to 4:00 p.m.**

**DoubleTree by Hilton Pittsburgh-Cranberry**

**910 Sheraton Drive Mars, PA 16046**

**Learning Objectives:**

* Describe how to become a certified, billable Tobacco Cessation Counseling provider or how to refer patients to Tobacco Cessation Counseling providers in your region
* Describe best practices for receiving Integrated Care Plans (ICPs) and using this information to improve care coordination and outcomes for patients with serious mental illness
* Describe how and when to refer patients to the Physical Health MCOs’ Special Needs Units (SNUs)
* Discuss standard work for integrating mental healthcare and follow-up in primary care settings

**Agenda:**

8:00 a.m. to 8:30 a.m. – **Registration & Continental Breakfast**

8:30 a.m. to 8:45 a.m. – **Welcome** –Robert Ferguson, MPH, Chief Policy Officer, Pittsburgh Regional Health Initiative (PRHI)

8:45 a.m. to 9:45 a.m. – **Presentation: Tobacco Cessation Counseling Services** – Diana Mihalcik, Tobacco Prevention and Control Program Manager, Adagio Health

9:45 a.m. to 10:00 a.m. – **Break**

10:00 a.m. to 10:45 a.m. – **Panel: Examples of How PCMHs, MCO Special Needs Units (SNUs), and the Behavioral and Physical Health Integrated Care Plan (ICP) Program Collaborate to Improve Whole Person Health**

Panelists:

* Pamela L Hess, BA RN CRRN CCM, Telephonic Nurse Care Manager, UPMC Community Medicine, Inc
* Jess Phillips, UPMC Health Plan

10:45 a.m. to 11:00 a.m. – **Break**

11:00 a.m. to 12:00 p.m. – **Working Session: How to Refer Patients to Special Needs Units (SNUs) and Coordinate Whole Person Care with Integrated Care Plans (ICPs) to Improve Outcomes** – Facilitated by Carol Frazer, LPC, Jen Condel, SCT(ASCP)MT, Pauline Taylor, and Robert Ferguson, PRHI

*During this working session, the PRHI facilitators will review a case scenario and guide a discussion to capture the current and future condition workflow for how the PCMH and MCO ICP/SNU teams work together to connect patients to physical health, behavioral health, and social services.*

*MCOs: please be prepared to discuss:*

* *How does your MCO send the ICPs to PCMHs?*
* *If this process involves obtaining consents at the MCO-level to share information for care coordination purposes, which consent forms are used and for what purposes?*
* *Does your MCO SNU team have a process for closing the loop on referrals from PCMHs?*

*PCMHs: please be prepared to discuss:*

* *When you receive the ICP Plan, what actions and roles does this trigger to help patients follow-up on referrals to behavioral health treatment and community services?*
* *How and when do you call the MCO SNU hotlines for your patients? What has been your experience when you make this referral and how have the SNUs helped your patients?*

12:00 p.m. to 1:00 p.m. – **Lunch**

1:00 p.m. to 1:45 p.m.– **Presentation: Why and How to Establish Roles and Competencies within Primary Care Settings to Follow-up and Care for Mental Health** – Angela Kypriotis, MSW, LCSW, Manager Behavioral Health and Social Services, Allegheny Health Network

1:45 p.m. to 2:00 p.m. – **Break**

2:00 p.m. to 3:00 p.m. – **Working Session: How to Integrate Mental Healthcare in Primary Care Offices** –Facilitated by Carol Frazer, LPC, Jen Condel, SCT(ASCP)MT, Pauline Taylor, and Robert Ferguson, PRHI

*PCMHs: please be prepared to discuss:*

* *How does your PCMH introduce and describe the depression screen to patients either verbally, on the electronic screening form, or on the paper screening form?*
* *What key messages and patient education materials do your providers use when reviewing positive depression screening results with patients?*
* *What is your PCMH’s process and protocols for screening for and responding to suicide risk? Based on the regional sessions in the spring, what changes is your team considering?*
* *How is your integrated care team configured (including credentials/type of provider and roles)? What challenges has your PCMH encountered and what has worked well?*
  + *If your PCMH team includes a behavioral health consultant or care manager, what is their standard work?*
  + *If your PCMH teams includes a consulting psychiatrist, what is their standard work?*
* *How does your PCMH team track the outcomes of the mental health treatment plan to inform adjustments to the care plan (e.g., contact frequency, treatment type such as psychotherapy and/or pharmacotherapy, medication changes, community services/supports, etc.). As a follow-up to the spring sessions, how is your team incorporating the Response and Remission measures into this process?*

3:00 p.m. to 3:15 p.m. – **Break**

3:15 p.m. to 4:00 p.m. – **Key Takeaways, Next Steps, & Wrap up**

*The PCMHs will have an opportunity to reflect and report out on their key takeaways, and complete the* [*Depression Screening and Follow-up Survey*](https://www.surveymonkey.com/r/W9D3TM8) *for July 2022 to help prioritize next steps.*