Bi-Directionality as the Integration Catalyst

April Razo, LAMFT – CEO, Spectrum Healthcare Group
Jessie Peters, FNP-BC – Director of Medical Integration, Spectrum Healthcare Group
Objectives

- Identify components of “Integrative Chemistry”
- Understand bi-directionality as a catalyst for integration
- Identify opportunities for bi-directional learning, staffing, and referral
- Leave with new take-home ideas about integration service delivery
Spectrum Healthcare Group

INTEGRATIVE TIMELINE

2009
Co-located PC Services

2012
Purchased Private Family Practice

2013
Rebranded to Spectrum

2014
IHH Medical Complex

spectrUm healthcare
Basic Chemistry

- Solution (the end result)
  - the mixture of two or more substances
- Solute (the stuff)
  - the substance dissolved in a solution, present in smaller amounts than the solvent
- Solvent (the liquid environment the stuff is in)
  - the component of a solution that is present in the greatest amount, the substance in which the solute is dissolved
- Catalyst (the helper)
  - a substance that enables a chemical reaction to proceed at a faster rate or under different conditions than otherwise possible
  - an agent that provokes or speeds significant change or action
Alkylation

\[
\text{CH}_3\text{OCH}_2\text{CHCH}_3 + \text{BuCl} \xrightarrow{\text{TBAB, 50% NaOH aq.}} \text{CH}_3\text{OCH}_2\text{CHCH}_3 \quad 1)
\]

TBAB : Tetrabutylammonium Bromide

Y. 97%

\[
\text{C}_8\text{H}_{17}\text{Cl} + \text{Na}_2\text{S} \xrightarrow{\text{Bu}_3\text{P} - \text{C}_{16}\text{H}_{30} \text{Br}^- \text{H}_2\text{O}} (\text{C}_8\text{H}_{17})_2\text{S} \quad 2)
\]

Y. 91%

Cyanation

\[
\text{Cl(CH}_2\text{)}_3\text{Cl} + \text{KCN} \xrightarrow{\text{12-Crown-6, CH}_3\text{CN}} \text{NC(CH}_2\text{)}_3\text{CN} \quad 3)
\]

Y. 96.8%

Oxidation

\[
\text{CH}_3\text{(CH}_2\text{)}_7\text{CH} = \text{CH}_2 + \text{KMnO}_4 \xrightarrow{(\text{C}_9\text{H}_{18})_3\text{N}-\text{CH}_3 \text{Cl}^- \text{Benzene - H}_2\text{O}} \text{CH}_3\text{(CH}_2\text{)}_7\text{CO}_2\text{H} \quad 4)
\]

Y. 91%
Integration Chemistry - Solution

- *Solution* (the mixture of two or more substances)

- Our goal!
- Mind and body care
  - Healthier clients
  - A better experience
  - Lower cost
- End product
  - Everyone think it’s a good idea
  - Everyone wants to do it
  - Everyone has ideas how to do it
  - Everyone’s doing it differently
  - Everyone’s trying to figure it out
## Integration Chemistry

<table>
<thead>
<tr>
<th>MINIMAL COLLABORATION</th>
<th>BASIC COLLABORATION FROM A DISTANCE</th>
<th>BASIC COLLABORATION ONSITE</th>
<th>CLOSE COLLABORATION/PARTLY INTEGRATED</th>
<th>FULLY INTEGRATED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate systems</td>
<td>Separate systems</td>
<td>Separate systems</td>
<td>Some shared systems</td>
<td>Shared systems and facilities in seamless bio-psychosocial web</td>
</tr>
<tr>
<td>Separate facilities</td>
<td>Separate facilities</td>
<td>Same facilities</td>
<td>Same facilities</td>
<td>Consumers and providers have same expectations of system(s)</td>
</tr>
<tr>
<td>Communication is rare</td>
<td>Periodic focused communication; most written</td>
<td>Regular communication, occasionally face-to-face</td>
<td>Face-to-Face consultation; coordinated treatment plans</td>
<td>In-depth appreciation of roles and culture</td>
</tr>
<tr>
<td>Little appreciation of each other’s culture</td>
<td>View each other as outside resources</td>
<td>Some appreciation of each other’s role and general sense of large picture</td>
<td>Basic appreciation of each other’s role and cultures</td>
<td>Collaborative routines are regular and smooth</td>
</tr>
<tr>
<td>Little understanding of each other’s culture or sharing of influence</td>
<td>Mental health usually has more influence</td>
<td>Collaborative routines difficult; time and operation barriers</td>
<td>Influence sharing</td>
<td>Conscious influence sharing based on situation and expertise</td>
</tr>
</tbody>
</table>

“Nobody knows my name. Who are you?”  
“I help your consumers.”  
“I am your consultant.”  
“We are a team in the care of consumers”  
“Together, we teach others how to be a team in care of consumers and design a care system.”

(CIHS, 2013)
Integration Chemistry - Solute

• *Solute* (the substance your integration *solution* is made of)
  • What is your integration DNA?
    
    | PC Embedded? | FQHC? | Health Home? |
    | BH Embedded? | Co-Located? | Community BH? |
    | Grant-funded? | Policy changes? | Structural changes? |
    | Hired new staff? | New data? | New technology? |
    | Business decisions? |

• Remember, your *solute* is present in smaller amounts than your *solvent*...
Integration Chemistry - Solvent

- *Solvent* (the substance in which you integration *solute* is dissolved)
  - What is your integration environment?
    - PC heavy?
    - BH heavy?
    - Staff perceptions?
    - Client perceptions?
    - Is integration new for you?
    - Is integration ill-defined?
    - Management perceptions?
    - Community perceptions?

- Remember, your *solvent* is present in greater amounts than your *solute*...
Bi-Directionality as Catalyst

• Bi-Directionality: functional quality in two directions

  • Mind and body care
  • Translating into every area of service delivery, ...as a catalyst
    • a substance that enables a chemical reaction to proceed at a faster rate or under different conditions than otherwise possible
    • an agent that provokes or speeds significant change or action

• Qualities of Bi-Directionality
  • Flexible
  • Sees through two lenses
  • Change agent
Bi-Directional Learning

• Learning how to lead “both ways”
  • Physical and behavioral health teams
  • Behavioral and physical health as businesses
• Learning both cultures
  • Environment
  • Language
• Disciplines learning from each other
  • BH valuing PC, PC valuing BH
  • Psychiatry learning PC, PC learning Psychiatry
• Face-to-face opportunities to learn
  • Huddles
  • Meetings
  • Teaming
  • Trainings
Bi-Directional Staffing

• Centralized scheduling
  • Staff scheduling both directions

• Access to care
  • Staff embodying help, today, both directions

• Bi-directional champions
  • Knows the vision
  • Wears lots of hats
  • Agency awareness, both directions
  • Triages needs and navigates solutions
Bi-Directional Referral

• PC feeding BH, BH feeding PC
  • Screening and Wellness
    • SBIRT
    • AUDIT
    • DAST
    • PHQ
    • DLA
    • GAD
    • Age-specific health promotion

• Every level of staff, inspiring clients toward the “other side”
• Bi-directional trust
The Solution - INTEGRATION

- Ways to change the focus?
- Ways to introduce a bi-directional idea?
- Anticipated anti-catalysts?
- Action steps?
References


Merriam Webster Dictionary, 2015