

# Bi-Directionality *as the* Integration Catalyst

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# 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

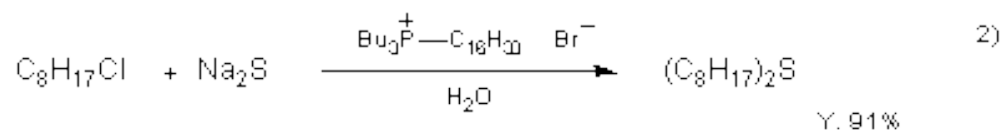
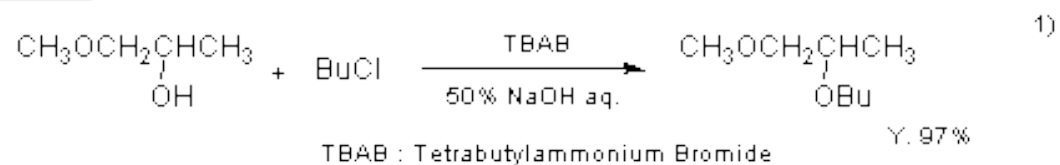
## INTEGRATIVE TIMELINE



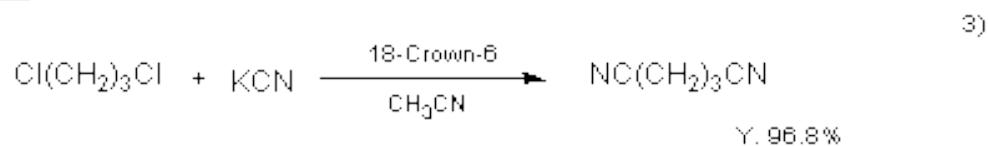
# Basic Chemistry

- 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

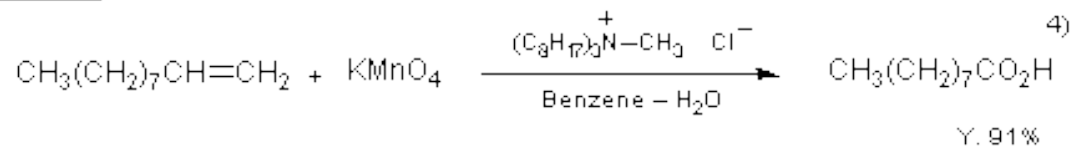
### Alkylation



### Cyanation



### Oxidation



# 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

MINIMAL COLLABORATION	BASIC COLLABORATION FROM A DISTANCE	BASIC COLLABORATION ONSITE	CLOSE COLLABORATION/ PARTLY INTEGRATED	FULLY INTEGRATED
<ul style="list-style-type: none"> <li>» Separate systems</li> <li>» Separate facilities</li> <li>» Communication is rare</li> <li>» Little appreciation of each other's culture</li> </ul> <p><i>"Nobody knows my name. Who are you?"</i></p>	<ul style="list-style-type: none"> <li>» Separate systems</li> <li>» Separate facilities</li> <li>» Periodic focused communication; most written</li> <li>» View each other as outside resources</li> <li>» Little understanding of each other's culture or sharing of influence</li> </ul> <p><i>"I help your consumers."</i></p>	<ul style="list-style-type: none"> <li>» Separate systems</li> <li>» Same facilities</li> <li>» Regular communication, occasionally face-to-face</li> <li>» Some appreciation of each other's role and general sense of large picture</li> <li>» Mental health usually has more influence</li> </ul> <p><i>"I am your consultant."</i></p>	<ul style="list-style-type: none"> <li>» Some shared systems</li> <li>» Same facilities</li> <li>» Face-to-Face consultation; coordinated treatment plans</li> <li>» Basic appreciation of each other's role and cultures</li> <li>» Collaborative routines difficult; time and operation barriers</li> <li>» Influence sharing</li> </ul> <p><i>"We are a team in the care of consumers"</i></p>	<ul style="list-style-type: none"> <li>» Shared systems and facilities in seamless bio-psychosocial web</li> <li>» Consumers and providers have same expectations of system(s)</li> <li>» In-depth appreciation of roles and culture</li> <li>» Collaborative routines are regular and smooth</li> <li>» Conscious influence sharing based on situation and expertise</li> </ul> <p><i>"Together, we teach others how to be a team in care of consumers and design a care system."</i></p>

# 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
  - Triage 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

Heath B, Wise Romero P, and Reynolds K. A Standard Framework for Levels of Integrated Healthcare. Washington, D.C.SAMHSA-HRSA Center for Integrated Health Solutions. March 2013.

Merriam Webster Dictionary, 2015