WORKFORCE IMPLICATIONS OF BEHAVIORAL HEALTH INTEGRATION

ALLISON ABAYASEKARA, MA
VP, TRAINING & PROGRAMS
ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

- National Health Service Corps
- Resources
- Training
- Networking
BPHC NATIONAL COOPERATIVE AGREEMENTS

Community Health Center Inc.

Association of Clinicians for the Underserved

Pipeline & Team-Based Care

Recruitment & Retention

www.healthcenterinfo.org

http://www.chcworkforce.org
STAR$^2$ CENTER

SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION

www.chcworkforce.org
FREQUENT BEHAVIORAL HEALTH WORKFORCE QUESTIONS
...AND MORE!

- Psychiatrists
- Psychiatric Nurse Practitioners
- Licensed Clinical Psychologists
- Licensed Clinical Social Workers
- Psychiatric Social Workers
- Family Therapists
- Licensed Professional Counselors
- Substance Abuse Counselors
WHO COUNTS AS BEHAVIORAL HEALTH?

Type of Care

Role on Team
HOW DOES INTEGRATED CARE ACTUALLY WORK?

- Work flows
- EHR
- Staff Roles
- Appointments
- Etc…
HOW DO YOU PAY FOR THIS WORK?

- Same-day appointments
- Non-licensed staff
- Training requirements
HOW DO YOU RECRUIT AND RETAIN?

- Recruitment resources
- Defined roles
- Qualified applicants
- Training for HR
- Training for clinicians
COMPREHENSIVE APPROACH TO SOLUTIONS
TRAINING ON INTEGRATED CARE MODEL

- Staff roles
- Cross medical-counseling training
- Strategies for documentation
- Informed consent and other issues
- …and more!
SHARE BEST PRACTICES

Reduce isolation

Based on work, not title

Address “gray areas” of care
EXPLORE POLICY ROADBLOCKS

- Licensure requirements
- Education/training on billing
- Prescribing authority
DEVELOP BH-SPECIFIC WORKFORCE STRATEGIES

- Job descriptions
- Core competencies
- Health professions training
- Sourcing
- Interview strategies
WHAT IS YOUR R&R PLAN FOR BEHAVIORAL HEALTH WORKFORCE?
MAKING SENSE OF A WORLD OF OPTIONS

A strategy is a specific process with identified metrics.

A plan is a structure that links multiple strategies together.
A PLAN BY ANY OTHER NAME…

Track Successes

Identify Failures

Innovate with Data

Ensure Alignment with Goal
TRADEMARKS OF A FORMAL WORKFORCE PLAN

- Written-down
- Regularly evaluated
- Connected to larger organizational benchmarks
RECRUITMENT & RETENTION PLANS

Coordinate Community Plans

Priorities

Recruiting Firm

Social Media

Contracts

Engagement

Team

Budget

Advertising

Screening/Interview Process

Onboarding
PRIORITIES: DEFINE THE NEED

Integration Competencies
Career Length
Experience
Interpersonal Skills
Team Fit
INTEGRATION COMPETENCIES

Integration Competencies

- Teamwork
- Care Coordination
- Practice-Based Learning
- Quality Improvement
INTERPERSONAL SKILLS
SPECIFIC TEAM FIT

What are the strengths of your current team?

What are the challenges in your current team?

What experiences should a new person bring?

What hasn’t worked in the past?
EXPERIENCE

- Interprofessional Training
- Non-Traditional History
- Experience in Org
<table>
<thead>
<tr>
<th>Career Length</th>
<th>Beginner</th>
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<tbody>
<tr>
<td></td>
<td>• Exposure to Concepts</td>
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<tr>
<td></td>
<td>• Limited workload</td>
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<tr>
<td>Mid-Career</td>
<td>• Interest in Leadership</td>
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<tr>
<td></td>
<td>• A lot to balance</td>
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<tr>
<td>Experienced</td>
<td>• Mature skill set</td>
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<td></td>
<td>• Need to “unlearn” things</td>
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ONBOARDING

Coaching
Mentorship
Ongoing Training Plan
Manager Support
COACHING

Pace

Scope

Expectation
MENTORSHIP

**Internal**
- Role on Team
- Processes & Judgement

**External**
- Helpful Especially if Isolated
- Ongoing Learning
ONGOING TRAINING PLAN

Integrated Care at Your Org

EHR Support

Process Adjustments

Team Engagement
MANAGER SUPPORT

Training on Integrated Care

Support for Management Across Disciplines

Time to Engage with Staff
MOVING FORWARD
RESOURCE: R&R DATA PROFILES

- Produced annually for each health center
- Reviews nationally-available data sets to track and contextualize R&R elements
- Updated profiles coming soon in Tableau!
- Learn more here: https://chcworkforce.org/star-C2%B2-center-individual-recruitment-retention-data-profiles
RESOURCES: RECRUITMENT & RETENTION PLAN TEMPLATE

- Assists health centers in developing a written R&R plan
- Can/should be tailored to behavioral health staff
- Includes archived webinar & tools
- [https://chcworkforce.org/acu-rr-plan-template-resources](https://chcworkforce.org/acu-rr-plan-template-resources)
Excel tool to help you identify the costs of separation, vacancy, recruitment, and onboarding

Helps you adequately plan and invest in behavioral health staff

https://chcworkforce.org/star%232-center-financial-assessment-tool
RESOURCE: BURNOUT ASSESSMENT TOOL

- Assessment & recommendations for identifying and addressing burnout
- 7 questions, 5-10 minutes to complete
- [https://chcworkforce.org/star%C2%B2-center-burnout-assessment-tool](https://chcworkforce.org/star%C2%B2-center-burnout-assessment-tool)
STAR² CENTER SUPPORT

- Tools & Reports
- Webinars (Now: Burnout & Compensation)
- Self-Paced Courses
- Individual Technical Assistance
- …and more in our Resource Library!
QUESTIONS?

Image by RobinHiggins from Pixabay
STAY IN TOUCH!

Chcworkforce.org
aabayasekara@clinicians.org
844-ACU-HIRE