

Is Your Practice Ready to Launch Collaborative Care?

Milestones Checklist to Evaluate Your Practice Team's Readiness

The questions and select resources below can help you to determine if your practice is ready to launch Collaborative Care or update your current integrated care strategies.

1. Do you have the involvement and organized support of key senior leadership and clinic leadership?
2. Are Primary Care Providers (PCPs) and other medical providers well informed and involved? Do you have a primary care champion involved in planning and training?

Resource: <https://aims.uw.edu/resource-library/pcp-champion-role-description>

3. Is a staffing plan in place for Behavioral Health Care Managers (BHCMS) and other providers? Are these staff hired or under contract? Is there dedicated space for integrated staff to meet with patients? If planning to offer mostly telephone-based services, is there a plan in place for close communication and regular “face time” for BHCMS with their primary care teams and patients?

Resource: <http://aims.uw.edu/collaborative-care/team-structure/care-manager>

4. Is a psychiatric provider hired or under contract for consultation & other services? Does your organization have a plan for how you will provide or access these services on site or virtually (i.e., through telemedicine)? Does your psychiatric provider have access to your Electronic Health Record & your behavioral health registry?

Resource: <http://aims.uw.edu/collaborative-care/team-structure/psychiatric-consultant>

5. Do you have a behavioral health registry in place to track clinical outcomes and patient progress? Many programs have launched with simple registry tools like a spreadsheet or the AIMS Caseload Tracker while they evaluate other IT options.

Resource: <https://aims.uw.edu/collaborative-care/implementation-guide/plan-clinical-practice-change/identify-behavioral-health>

6. Does leadership have a preliminary plan in place to finance and sustain your program over time, including plans to generate revenue to support staffing & resources?

Resource: <https://aims.uw.edu/resources/billing-financing>

7. Do your program lead(s) and/or behavioral health supervisor(s) have enough time and resources to adequately support practice change and implementation?

8. Is there a plan in place to offer evidence-based brief behavioral interventions and psychotherapies to patients? Psychiatric medications alone may not be the most effective nor preferred by some patients.

Resource: <http://aims.uw.edu/collaborative-care/behavioral-interventions>

9. Do you have a reliable, well-tested workflow in place for behavioral health screening? Is your screening workflow described in writing, a diagram or otherwise reflected in clinic protocols and staff training materials?

Resource: <https://aims.uw.edu/resource-library/measurement-based-treatment-target>

10. Do you have a protocol and plan in place to manage a patient who is at risk of suicide?

Resource: <https://aims.uw.edu/resource-library/suicide-prevention-protocol>