

# Integrated Care Training

Southcentral Foundation  
 Nuka Learning and Wellness Center, 4085 Tudor Centre Drive

**Day One: 8 a.m.-5 p.m.**

Integrated care track	
Behavioral health integration track	
Operations / implementation track	

Time:	Topic:	Learning Objective/s: (You will be able to)
8-8:15 a.m.	Breakfast and Welcome	
8:15-9:15 a.m.	Southcentral Foundation Nuka System of Care Overview	<ul style="list-style-type: none"> <li>Understand the vision, mission, operational principles, and goals of SCF.</li> <li>Discuss the general history of SCF's health care transformation.</li> </ul>
9:15-10:15 a.m.	Q&A: Where is Your Organization?	<ul style="list-style-type: none"> <li>Share your organization's journey toward integrated care and/or behavioral health integration.</li> <li>Identify common language between your organization and SCF; explore common roles and responsibilities on integrated care teams.</li> </ul>
10:15-11:15 a.m.	5Dynamics (Simpli5) Assessment Debrief	<ul style="list-style-type: none"> <li>Build personal awareness of your own energies.</li> <li>Examine the 5Dynamics energies in the work cycle and learning preferences.</li> <li>Explore strategies to optimize your ability to apply the right energy at the right time to move through the work cycle effectively.</li> </ul>
11:15 a.m.-12:15 p.m.	Tour of Southcentral Foundation's Anchorage Native Primary Care Center	
12:15 p.m.-1:15 p.m.	Lunch provided	
1-1:15 p.m.	Check-in	
1:15-1:30 p.m.	Course Overview <i>Solveig Johnson RN</i>	<ul style="list-style-type: none"> <li>Define the governing principles of SCF and how they connect with the patient-centered integrated care teams.</li> </ul>
1:30-2 p.m.	Customer-owner's shared stories and experiences	<ul style="list-style-type: none"> <li>Understand how SCF's Nuka System of Care impacts the physician-patient relationship.</li> </ul>

	<i>Anna Leonard, Dawson Hoover, Brenda Metrokin, Feather Neeley</i>	
2-3:30 p.m.	Integrated Care Team Roles in SCF's Nuka System of Care <ul style="list-style-type: none"> <li>Roles and Responsibilities</li> </ul> <i>Dr. Steve Tierney, Brenda Cook RN</i>	<ul style="list-style-type: none"> <li>Describe the basic elements and best practices used for patient-centered care within an integrated care team.</li> <li>Understand how an integrated care team impacts its patients.</li> <li>Evaluate resource utilization within the integrated care team.</li> </ul>
3:30-3:45 p.m.	Break	
3:45-4:45 p.m.	Break Out Session Option 1: Integrated Care Team <ul style="list-style-type: none"> <li>Best Practices</li> <li>Team Tools</li> </ul> <i>Dr. Steve Tierney, Brenda Cook RN</i>	<ul style="list-style-type: none"> <li>Discuss the different team tools used to support the integrated care team.</li> <li>Analyze how HEDIS measures and quality assurance support SCF best practices.</li> </ul>
3:45-4:45 p.m.	Break Out Session Option 2: History of Behavioral Health Integration at Southcentral Foundation <i>Guil Prickette LPC, Melissa Merrick LCSW</i>	<ul style="list-style-type: none"> <li>Describe the strategies used to integrate behavioral health services into the primary care setting.</li> <li>Identify solutions to integrate behavioral health into health care organizations.</li> </ul>
4:45-5 p.m.	Q&A Closing <i>Solveig Johnson RN</i>	<ul style="list-style-type: none"> <li>Identify questions and next steps concerning integrated care</li> </ul>

## Day two: 8 a.m.-5 p.m.

Time:	Topic:	Learning Objective/s: (You will be able to)
8-8:15 a.m.	Check-in	Not requesting CME
8:15-9:45 a.m.	Break Out Session Option 1: The Journey Within: Improved Relationships through Self-Discovery and Reflection <i>Christa Phelps RN, Solveig Johnson RN</i>	<ul style="list-style-type: none"> <li>Reflect on the impact of barriers to providing patient centered care in a team environment.</li> <li>Identify personal barriers and how to maintain wellness in the team environment.</li> <li>Evaluate how improving team dynamics supports collaboration within the medical home.</li> </ul>
8:15-9:45 a.m.	Break Out Session Option 2: Behavioral Health Integration: Levels and Models	<ul style="list-style-type: none"> <li>Describe the different levels of behavioral health services.</li> <li>Define the models to integrate behavioral health services into primary care.</li> </ul>

	<i>Guil Prickette LPC, Melissa Merrick LCSW</i>	<ul style="list-style-type: none"> <li>• Discuss pros and cons of utilizing different levels and models within current systems.</li> </ul>
9:45-10 a.m.	Break	
10 a.m.-Noon	Break Out Session Option 1: The Journey Within Continued <i>Christa Phelps RN, Solveig Johnson RN</i>	<ul style="list-style-type: none"> <li>• Discuss how relational styles influence provider-patient interactions.</li> <li>• Demonstrate effective relational styles to promote optimal practice management.</li> <li>• Explain the impact of empathetic practices in an integrated work team environment.</li> <li>• Create clinical scenarios that require empathetic techniques to resolve.</li> </ul>
10 a.m.-Noon	Break Out Session Option 2: Behavioral Health Integration: Levels and Models Continued <i>Guil Prickette LPC, Melissa Merrick LCSW</i>	<ul style="list-style-type: none"> <li>• Explore gaps in current system of behavioral health care for incoming and existing patients.</li> <li>• Discuss the financial impact of various levels and models.</li> <li>• Define benefits of behavioral health integration within the health care system.</li> <li>• Analyze strategies for managing change within the workforce.</li> </ul>
Noon-1 p.m.	Lunch provided	
1-2:45 p.m.	Q&A Integrated Care Team Panel <i>Dr. Georgia Kubic, Stephanie Janke RN, Roni Phillips CMA, Samantha Painter CMS, Emily Wood BHC</i>	<ul style="list-style-type: none"> <li>• Explain how best practices are implemented in an integrated care team.</li> <li>• Provide examples of how each discipline supports patient-centered care through advocacy and inquiry.</li> <li>• Discuss strategies for overcoming challenges in the patient-centered team environment.</li> <li>• Identify strategies to optimize HEDIS data to improve panel management and patient outcomes.</li> </ul>
2:45-3 p.m.	Break	
3-5 p.m.	Compassion Fatigue <i>Jennifer Gessert LPC</i>	<ul style="list-style-type: none"> <li>• Define compassion satisfaction, compassion fatigue, and burnout.</li> <li>• Examine the signs and symptoms of compassion fatigue and burnout.</li> <li>• Develop a toolbox to help prevent or recover from compassion fatigue and burnout.</li> <li>• Identify available resources to promote wellness and improve resiliency amongst the integrated care team.</li> </ul>

**Day three: 8 a.m.-5 p.m.**

<b>Time:</b>	<b>Topic:</b>	<b>Learning Objective/s: <u>The Learner will or will be able to:</u></b>
8-8:15 a.m.	Check-In	
8:15-9:45 a.m.	Change Management <i>Kristi Brenock-Leduc, Solveig Johnson RN</i>	<ul style="list-style-type: none"> <li>• Discuss the impact of change on clinical practice management.</li> <li>• Demonstrate aspects of communication needed to foster professional leadership.</li> <li>• Explain the multiple levels of resistance and identify how it presents within the health care system.</li> </ul>
9:45-10 a.m.	Break	
10 a.m.-Noon	Break Out Session Option 1: Simulated Lab Practice <i>Dr. Georgia Kubic, Stephanie Janke RN, Roni Phillips CMA, Samantha Painter CMS</i>	<ul style="list-style-type: none"> <li>• Recognize common challenges in delivering healthcare and work to overcome them.</li> <li>• Apply best practices to integrated care team scenarios within the simulation lab setting to support the health care system.</li> <li>• Identify how communication between the patient, families, and medical homes contribute to quality of life and health care outcomes.</li> <li>• Recognize the role of empathy when partnering with patients, families, and health care system.</li> </ul>
10 a.m.-Noon	Break Out Session Option 2: Mapping Change <i>Guil Prickette LPC, Melissa Merrick LCSW</i>	<ul style="list-style-type: none"> <li>• Identify recruitment strategies.</li> <li>• Analyze team structures and oversight for in-coming behavioral health staff.</li> <li>• Understand how incorporating behavioral health staff will impact the integrated care team.</li> <li>• Apply integration strategies within the learners current healthcare system.</li> </ul>
10 a.m.-Noon	Break Out Session Option 3: Implementation Logistics and Operations <i>Olivia Lorenzo, Dr. Steve Tierney, Mike Hirst</i>	
Noon-1 p.m.	Lunch provided	
1-3 p.m.	Break Out Session Option 1: Alaska Native Perspectives	<ul style="list-style-type: none"> <li>• Recognize the importance of story and cultural perspectives in patient-centered practice.</li> </ul>

	<i>Dr. Donna Galbreath</i>	<ul style="list-style-type: none"> <li>• Describe strengths of the primary population served by the health care system.</li> <li>• Identify impact of historical trauma on the Alaska Native people and health care utilization.</li> <li>• Reflect on personal biases and how they impact the provider-patient relationship.</li> </ul>
1-3 p.m.	Break Out Session Option 2: Brief Interventions New Horizons and Next Steps Resistance to Change Advanced Integration <i>Guil Prickette LPC, Melissa Merrick LCSW</i>	<ul style="list-style-type: none"> <li>• Identify barriers to integrating behavioral health services into primary care.</li> <li>• Discuss the potential scope of practice for newly integrated behavioral health staff.</li> <li>• Define advanced integration.</li> <li>• Evaluate the best practices when managing complex patients within enhanced integration.</li> </ul>
3-4:45 p.m.	Breakout Session Option 1: 5 Dynamics	
3-4:45 p.m.	Breakout Session Option 2: Close out and next steps <i>Guil Prickette LPC, Melissa Merrick LCSW</i>	
4:45-5 p.m.	Closeout and evaluations	