

Together2Goal®

AMGA Foundation
National Diabetes Campaign

May 2019 Webinar at Work

"Putting T2G webinars into practice"

Webinar: ["Mental Health Integration and Diabetes Management"](#)

Speakers: Brenda Reiss-Brennan, Ph.D., APRN (Intermountain Healthcare) and Mark Greenwood, M.D. (Intermountain Healthcare)

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Summary: Team-based Mental Health Integration (MHI) focuses on normalizing mental and behavioral health as routine medical care through unified, connected team interactions. MHI provides an evidence-based, team approach and tools for caring for patients and families with multiple chronic conditions. A standardized clinical and operational team that incorporates mental health as a complementary component of wellness and healing can increase clinical outcomes and lower costs.

Essential Integrated Elements:

- 1) Leadership & Culture - champions establishing a core value of accountable and cooperative relationships
- 2) Clinical Workflow - engages patients and families on the team and matches their complexity and needs with the right level of support
- 3) Information Systems - utilizes EMR, EDW, registries, dashboard, etc. to support team communication and outcome tracking
- 4) Financing & Operations - projects, budgets, and sustains team FTE to measure the return on investment
- 5) Community Resources - involves our community partners to help us engage our population in sustaining wellness

Implementation Tips:

Staff are able to properly address mental health concerns with adequate care team training, intuitive technology that facilitates team-based care, and consultative services available for both primary care providers and patients. Primary care clinics with "routinized" MHI and team-based care display:

- Physicians who are engaged by embracing MHI development, normalizing mental health, and participating in NCQA accreditation

- Care coordination for chronic diseases with established, routine workflows and protocols
- Knowledge of all team roles with consistent use of standard assessment and decision support tools
- Communication through EMR
- Patient engagement in care planning
- Family and community outreach

Team Discussion:

1. Do we have a leadership and culture that supports mental health integration?

2. How does our clinical workflow integrate mental health? What role do mental health providers play in our accountable diabetes care team?

3. What information systems do we have in place to support mental health integration (e.g. EMR, EDW, registries, dashboard, etc.)? How can we better utilize these systems?

4. How are our finance and operations structured to support mental health integration?

5. How do we leverage community resources to engage our population in managing mental health? What other community partners can we engage?

Additional Notes:

Next Steps:

- _____
- _____
- _____
- _____

Additional Resources:

- [Mental Health Provider Directory List](#) (American Diabetes Association)