

# COLLABORATIVE CARE: A step-by-step guide to implementing the core model

## Lay the foundation

Understand the landscape of integrated care, available options, and why you want CC training

Understand the five principles of CC and how they apply to your organization

Create a shared vision, including which conditions and populations to treat, and ensure buy-in from all stakeholders.

Identify your CC Champions.

Assess your organizational capacity for change and your practice readiness

### Outcomes

Leadership and clinical team with strong advocates for CC

Organization-wide understanding of the five principles of Collaborative Care

Unified vision of why you want Collaborative Care and how it complements your overall mission and quality improvement efforts

An understanding that CC is a new way to practice medicine and an openness to doing things differently

## Plan for Clinical Practice Change

Build your care team and decide who is going to do what

Create a Clinical Workflow

Make an action plan, including addressing administrative needs

Identify a population-based tracking system

Develop a funding plan mapped to populations and conditions

### Outcomes

All team members in place and ready for training

Clinical flowchart and detailed action plan for clinical team

Population-based tracking system identified

Plan to address space, resource, and other administrative needs

Plan to merge CC monitoring and reporting outcomes into existing quality improvement plan

Clear idea of how CC will be funded

## Train your Clinical Team

Care Team training and/or Care Manager training

Psychiatric Consultant training (if separate)

Primary Care Provider training (if separate)

Administration/Leadership training (if separate)

Training in chosen population-based tracking system

### Outcomes

Qualified and prepared leadership team, providers and staff

Functional knowledge of Collaborative Care

Proficiency in evidence-based interventions appropriate for primary care

## Launch your Care

Patient education

Be prepared to address unanticipated challenges. They are normal and **will** occur.

Begin monitoring implementation process and clinical outcomes

### Outcomes

Engaged patients and families

All patients being treated enrolled in a tracking system

Care team collaborating effectively despite cultural differences between medical and mental health providers

## Nurture your Care

Monitor implementation process and clinical outcomes and merge into existing quality improvement plan

Revisit vision, Flowchart, and Action Plan

Post-launch training and implementation support, as needed

Expand CC services to additional sites, conditions, and populations

Revisit the five principles of CC every six months

### Outcomes

Regularly scheduled program monitoring

Clinic leadership supporting care team

Advanced training

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