

## **Organizational Change in Behavioral Health and Primary Care Organizations**

### **Travis County Community Healthcare Clinics/Austin Travis County MHMR**

#### Discussion Outline/Notes

#### I. Leadership/Management/Administration

- Travis Community Healthcare Clinic (TCHC) leadership made a strategic decision to partner with the local mental health authority for Austin Travis County/ATCMHMR
- A cooperative/collegial relationship by leadership of both agencies lead to creation of mutually designed contract for integrated behavioral health services
- The fostering of an open and inclusive management approach creates opportunities for constructive dialogue and willingness to modify approaches for both agencies in creating sound/responsive clinical services

#### II. Clinical Management/Operations

- From creation of the IBH services a spirit of openness and flexibility to change was established. Both agencies had very limited to no experience with this model of services delivery.  
(Example: When the services were first initiated the consultation model being utilized the "50-minute psychotherapy hour." It was quickly realized that this model was creating issues of access, capacity and responsiveness to client/clinic/PCP needs.
- Integration enhanced by inclusion of behavioral health provider staff into clinic operations through providing office space, computer/email/EMR thereby improving access and responsiveness to clinic behavioral health needs
- Inclusion of behavioral health staff in clinical peer review process, Health Disparities Collaborative Teams, and other clinical quality assurance efforts, JCAHO accreditation preparation

#### III. Systems Enhancement

- Experience gained in serving client population led to the Healthcare District extending 340-B medications pricing to clients being currently served by the TCHC and ATCMHMR. This provided an opportunity for substantial savings to ATCMHMR's medication budget and facilitated serving a larger number of consumers.
- National Council on Community Behavioral Healthcare awarded TCHC/ATCMHMR awarded a Primary Care-Mental Health Collaborative Care Project to improve care and services to delivery to the consumers of services. As result clients with more acute/complex clinical needs are more readily referred to ATCMHMR for specialty care. Conversely, clients of ATCMHMR are being provided the opportunity to transition their care to a primary care clinic and to be followed the clinic based behavioral services as needed.