

CCBHC-E National Training and Technical Assistance Center

*CCBHC Optimizing Data through Measurement Informed Care (MIC)
Learning & Action Series*

July 16, 2024

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

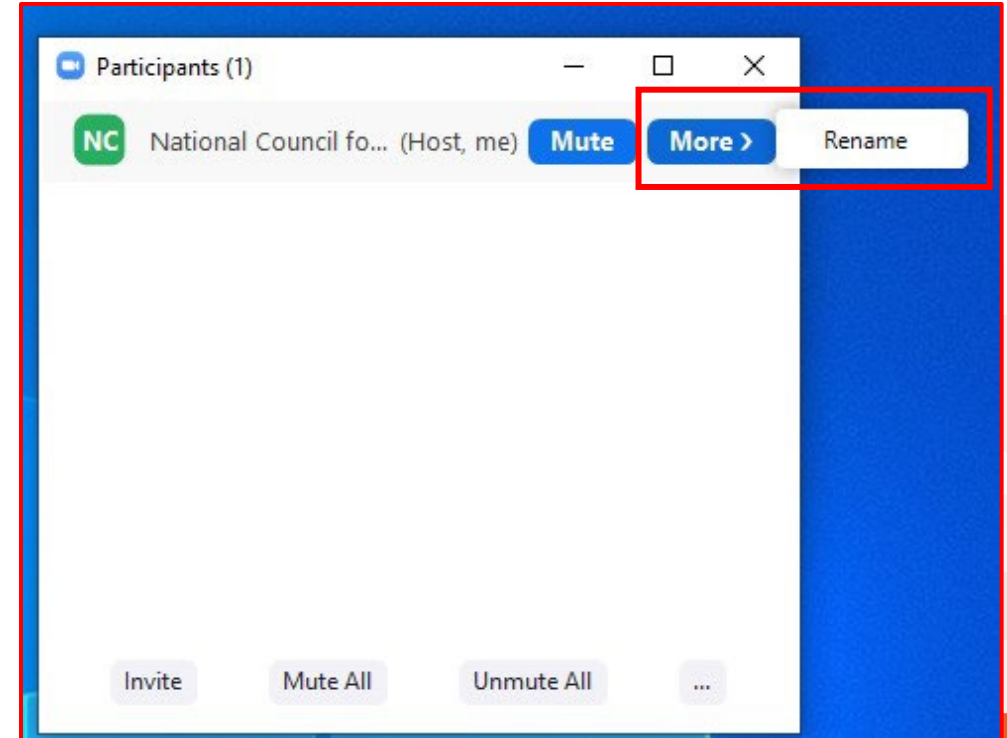
Acknowledgements and Disclaimer

This session was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).



Logistics

- **Please rename yourself so your name includes your organization.**
 - *For example:*
 - **Roara Michael, National Council**
 - *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Roara Michael, National Council**

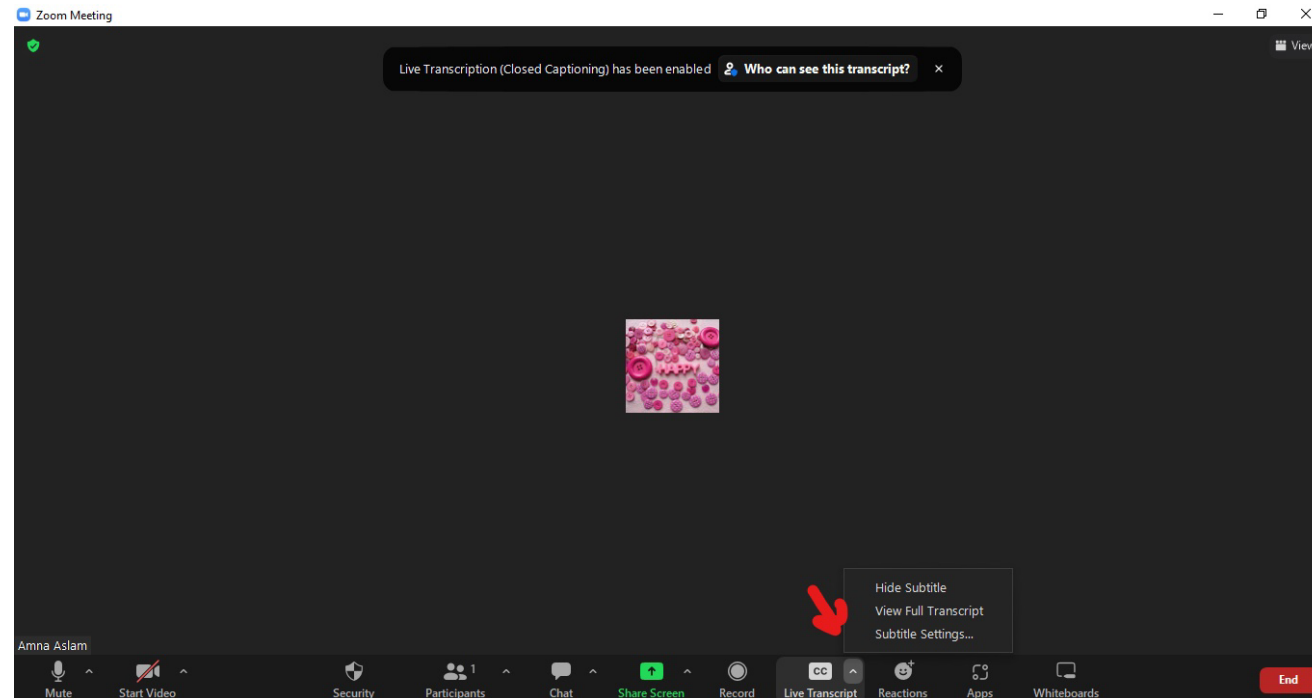


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How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



Today's Session: Slides and Recording

Slides and the session recording link will be available on the [CCBHC-E NTTAC website](#) under “Training and Events” > “Past Events” within 2 business days.

The screenshot shows the website interface for the CCBHC-E National Training and Technical Assistance Center. On the left, a navigation menu is visible with the following items: About Us, Resources, Training & Events (highlighted with a red arrow), Learning Communities, On-Demand Modules/Lessons, Learning and Action Series, and Request Training/Assistance. The main content area is titled "Calendar of Events" and includes a search bar, "Start Date" and "End Date" filters, and a "Select Event" dropdown menu. The "Select Event" dropdown is open, showing "Future Events" and "Past Events" (highlighted in blue), with an "Apply" button below it. A red arrow points from the "Past Events" option to the "Apply" button.



Learning Series Curriculum

Date	Topic
May 14	Understanding Measurement-informed Care
June 18	Implementing and Optimizing Measurement-informed Care
July 16	Sustaining Measurement-informed Care



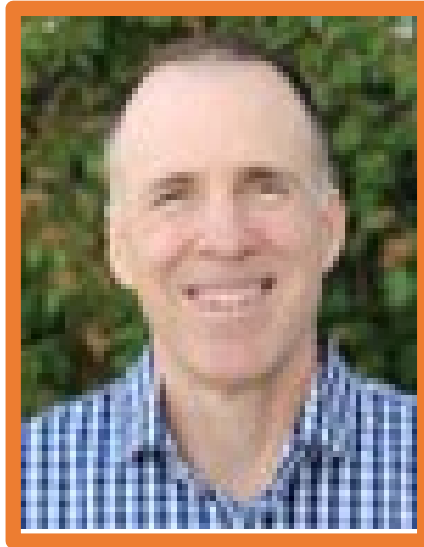
Today's Agenda



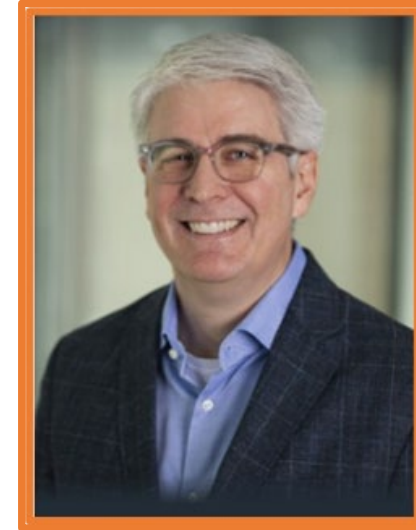
- Review Purpose of Optimizing Data Learning Series
- Key processes and structures necessary to sustain MIC
- Important considerations in selecting measures
- Common challenges and associated solutions MIC sustainability
- Group Discussion



Today's Presenters



Jim Zahniser, PhD
Partner & Chief Leadership Officer
TriWest Group



Jeff Capobianco, PhD
Sr. Consultant & Subject Matter Expert
National Council for Mental Wellbeing



What do we mean by Sustainability?

Sustain (from **Latin sus-**, meaning "up," plus **tenēre**, meaning "to hold")

- ✓ To Maintain
- ✓ To Keep Going
- ✓ To Hold up
- ✓ To Provide
- ✓ To Nourish
- ✓ To Uphold a Judgement
- ✓ To Experience an Impact
- ✓ To Aid or Comfort
- ✓ To Vindicate
- ✓ Keep a Program in Place
- ✓ Keep staffing in Place
- ✓ Keep Services in Place
- ✓ Bill for Services
- ✓ Find Funding
- ✓ Keep Agreements
- ✓ Keep Relationships
- ✓ Keep Attitudes & Behaviors



Ongoing MIC Capability Development & Maintenance = Sustainability

Organizational mechanisms that reinforce, communicate, and share the importance of data informed decision making.

Analytical techniques to gain insights from data and inform decision-making.

Management and governance of data and metadata.



Applications, data platforms and infrastructure to support data management, data governance, and analytics.

Human capital programs required to develop talented and trained data personnel.

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The Four R's of Sustainability

✓ Research

- Regularly review your own data, the literature, industry benchmarks, and best/evidence-based approaches being used in the field to deliver care

✓ Reassess

- Based on your research reassess how care is delivered at your agency to find opportunity areas and areas to celebrate/convey your value proposition



The Four R's of Sustainability

✓ Redesign

- Based on your assessment finds engage in quality improvement in the areas needing redesign (e.g, technology, training/competency, culture, data capture, analysis or use, etc.)

✓ Reiterate

- Continuously re-engage stakeholders (e.g., staff, clients, community members, policy makers, and payers) to show them your value proposition through qualitative and quantitative data

The Result of Effective Sustainability Approaches

1. All Staff fully understand and act to ensure the organization's values, mission, and vision are achieved through using measurement informed care
2. Data are used as a benign contributor to the understand and improvement of care, the client's health literacy and engagement, business processes, and organizational strategy
3. The CCBHC's Value Proposition describing its efficiency and effectiveness is leveraged to enhance funding and change policies to improve care

Questions for GRAND Mental Health

- What are the key areas of MIC that require continual attention to maintain?
- How does GRAND update and resource its MIC tools and workflows including infrastructure and training?
- How do you maintain staff competence related to MIC service provision?
- How do you maintain client engagement in the use of data to inform their recovery?

Resources:

- Data Use Organizational Self Assessment

New MIC Report

Advancing Measurement-informed Care in Community Behavioral Health

Authors: Henry Chung, MD, Deborah Scharf, PhD, Joe Parks, MD, Jeff Capobianco, PhD, Vamika Mann, MA, Alexandra Plante, MA, and Sarah Neil, PhD

Corresponding Author: Henry Chung, HChung@Montefiore.org

Available now! <https://www.thenationalcouncil.org/resources/advancing-measurement-informed-care-in-community-behavioral-health/>

CCBHC-Expansion Grantee National Training and Technical Assistance Center

We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



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Questions or Looking for Support?



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Slides, recordings and session resources will be available on our [New Grantee Learning Community webpage](#) approximately 2 days following each session

➔ thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/

