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Development & Re-Development of Implementation Plans

Overview of the Process of Change

SAVANNAH, GA 14-16 June 2010

3CM®
Three Component Model

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Primary Care Champion

To train others, you will be more convincing if you have actually used the tools and can speak from experience.

- ★ Use PHQ-9 and PCL yourself- *All Sites*
  - ★ To help when you suspect the Dx
  - ★ To monitor response of those in treatment
- ★ Get feedback / education from Behavioral Health Champion- *All Sites*
- ★ Consider modest screening trial with your patients- *New Sites*
- ★ Consider trying a one week follow up call with two or three patients- *New Sites*

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Behavioral Health Champion – New Sites

- Review evidence base for treatments of Major Depression and for PTSD, e.g.
  - VA guidelines
    http://www.oqp.med.va.gov/cpg/MDD/MDD_Base.htm
    http://www.oqp.med.va.gov/cpg/PTSD/PTSD_Base.htm
  - PubMed Clinical Queries
    http://www.ncbi.nlm.nih.gov/PubMed/
  - Cochrane Library
    http://www3.interscience.wiley.com/browse/?subject=MEDI

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Behavioral Health Champion

- What are the behavioral health resources available for evidence-based psychotherapy for depression and PTSD?
  - On site: In primary care? Specialty care?
  - Off site
- What is suicide/violence protocol (SOP)? How should PCMs/Care Facilitators activate/access?
- Review evidence based treatments for Major Depression and for PTSD

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Implementation Team – New Sites

- Identify members of team in addition to Champions
  - RN Care Facilitator
  - Administrative Assistant
- Set regular meeting times
- Make initial plan for screening procedure
- Adapt R-MIT procedures rather than re-invent
- Space & Storage: Care Facilitator, Administrative Assistant, forms, folders, etc.

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Learn how to teach it (New & Active Sites)

- Need experience to briefly train others (medics, clinic staff, command)
  - Re-watch web-based training program
  - PowerPoints available from web site
- Practice motivating PCMs to promptly participate in web-based training program
  - Critique from a colleague
  - Academic detailing follow-up
- Ongoing support through the Respect-Mil Implementation Team (R-MIT)

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Clinic Preparation

- Phased implementation
- Know your clinics
  - Barriers?
  - Engage lead clinician/opinion leader
- Start with most receptive
- Even within clinics, use phased implementation
  - Ideally 10 and no more than 20 PCMs at a time
- When and where will PCMs do web-based training?
  - What is internet access in clinic/at home?
  - Academic detailing to those with <70% scores
  - Clerks, Medics, need separate live intro

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Problem Solving

- Anticipate and problem solve barriers
- Establish 5 min RESPECT-Mil report in regularly occurring staff meetings
- Make a list (potential or known):
  - E.g. Staff who oppose; medical record; space; lack of continuity of care; staff turnover
- Brainstorm solutions
- Consult with R-MIT
- Academic detailing
- Booster sessions

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Goals & Monitoring

- Make a list of key indicators for progress
- Set reasonable initial and final targets
  - Proportion of PCMs trained with 70% pass rate in 2 months
  - Screenings completed per week
  - RESPECT-Mil referrals
  - Behavioral Health referrals
  - Proportion of trained PCMs referring
- Keep Command briefed

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Subsequent Phases

- ★ Proceed to next clinics
- ★ Repeat above procedures
- ★ Apply lessons learned
- ★ Complete all clinics' implementation
- ★ Anticipate turnover training; incorporate into new orientation

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Before you begin

- Consider special challenges at your site
  - Recent suicide
  - Particularly problematic leader (work threatened, stigma)
  - Geographic isolation
  - Large, pending deployment
- Make plans to minimize impact or take advantage

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Team Assignments for Afternoon – Site descriptions

- ★ List implementation team
- ★ List number of Service Members, primary care clinics and clinicians
- ★ Describe Behavioral health resources

- ★ 1 Strength and 1 Weakness of site- *new*
- ★ 1 Barrier/solution, lesson learned- *active*

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Team Assignments for Tomorrow – Implementation Plan

New Sites

- ★ Prioritize how you will phase implementation
- ★ How will you capitalize on 1 Strength or 1 Weakness of site

Active Sites

- ★ How will implementation be completed or maintained
- ★ 1 Barrier anticipated and possible solutions

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Questions - Answers

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