

Fostering Connection and Quality: Improving Behavioral Healthcare Through Collaboration

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The Alliance ACO



A Behavioral Health Accountable Care Organization

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Professional isolation is a growing challenge that impacts provider performance, patient outcomes, and overall care quality.

This session will explore how a targeted collaboration strategy can address isolation among behavioral health providers, foster collaboration and enhance delivery of care.

Today we will:

- Identify the effects of professional isolation: Beyond telework
- Learn approaches to combat professional isolation: Listening with curiosity
- Learn how the Alliance ACO's Provider Office Hours initiative has resulted in connection and quality outcomes



What is Professional Isolation?

A state when a professional individual experiences a sense of isolation from their professional peers, while lacking mentoring and opportunities for professional interaction, collaboration and development.

A multidimensional concept which may be:

Geographic

Social

Ideological

-National Library of Medicine Kutoane, M., Brysiewicz, P., & Scott, T. (2021). Interventions for managing professional isolation among health professionals in low resource environments: A scoping review. *Health science reports*,

“...THE WORST LONELINESS
IS NOT BEING ALONE;
THE WORST LONELINESS
IS BEING SURROUNDED
BY PEOPLE AND STILL
FEELING ALONE.”



Professional
Isolation:
On the Rise?

- Pandemic
- Telework
- Culture of the Profession

Impacts of Professional Isolation



Decreased clinical effectiveness



Increased cognitive overload



Reduced job satisfaction

More Impacts



**Communication
Breakdown**



**Weakened Team
Cohesion**



**Self Reliance
Fatigue**



**Ethical
Dilemmas**



Standard 2.06, Personal Problems and Conflicts, of the Ethical Principles of Psychologists and Code of Conduct (American Psychological Association [APA], 2017) requires psychologists to monitor their personal functioning and to take corrective action **“when they know or should know that there is a substantial likelihood that their personal problems will prevent them from performing their work-related activities in a competent manner”**

Individualism vs Community of practice

Strategies to Reduce Isolation



**Learning
Environment**



**Team Initiatives
or Common
Goals**



**Work-force
Wellbeing**



Team Meetings with Intention: A Learning Environment



**Connection &
collaboration**



**Improve
communication**



**Strengthen team
cohesion**



Learning Environment: Connection

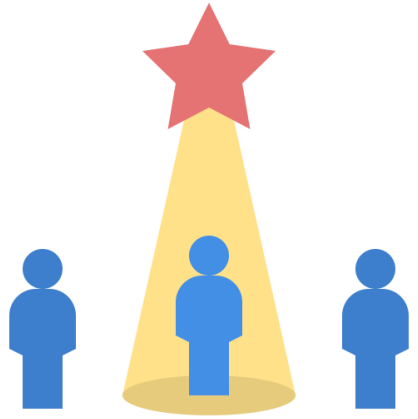


Listen with Curiosity

When we listen with the intent to understand others, rather than with the intent to reply, we begin true communication and relationship building. Opportunities to then speak openly and to be understood come much more naturally and easily.

Stephen R. Covey

quotefancy



Spotlight: Assist vs Steal

Tell your partner about the first day of school that you can remember.

Tell your partner about your first job: when, where, what and looking back, what was good about it?



Team Initiatives: When it helps you, it helps me



**Engage team in
shared goals**



**Tap into areas of
expertise**



**Quality
Improvement
exercises**



Workforce Wellbeing



**Support mental health
and stress management**



**Encourage Work Life
Integration**

The Alliance
ACO
Office Hours



Alliance Office Hours

Weekly ZOOM Drop In

Voluntary

Consistent

Open forum AND topic and project driven

Listening and collaboration

Beta testing for initiatives projects

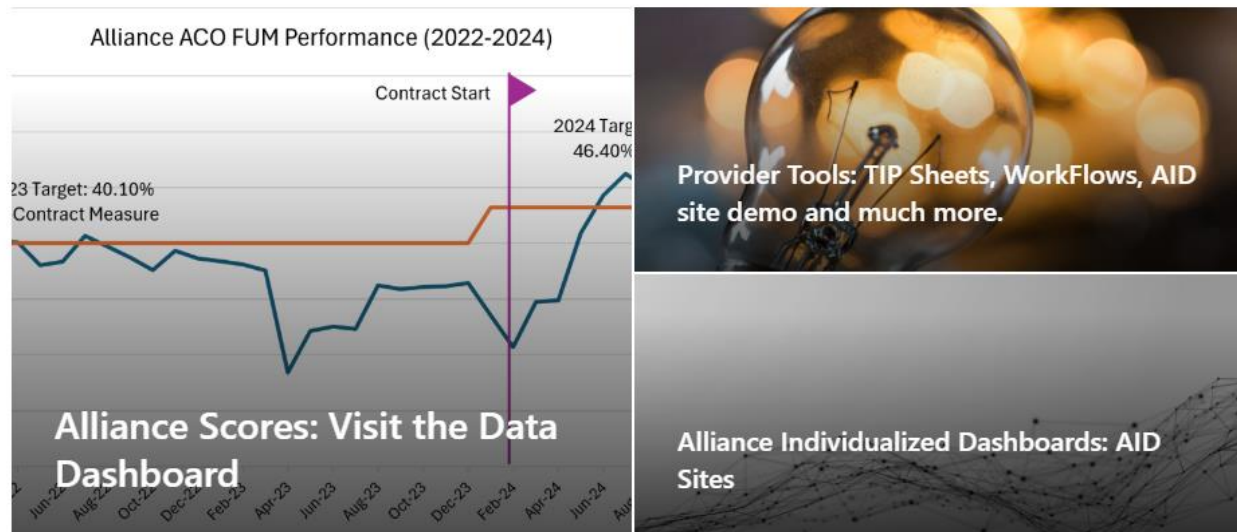


Alliance Office Hours: Listen, Believe, Act, Repeat



Welcome to The Alliance


The Northern Arizona Regional Behavioral Health Alliance ACO, is a collaborative venture that advances wellbeing for members and providers by creating strategic partnerships across northern Arizona.




Alliance Office Hours: Listen, Believe, Act, Repeat


CLINICAL ADVANCEMENT

HEDIS® FUH7 Tip Sheet for Quality Measure Incentive Payment

 Victoria Tewa
Director of Clinical Advancement

Download Tip Sheets:
FUH7 Tip Sheet
FUM7 Tip Sheet

 [FUH7 TIP Sheet PDF](#)

 [FUM7 TIP Sheet PDF](#)

Northern Arizona Regional Behavioral Health Alliance LLC
a Behavioral Health ACO

HOW TO USE THIS TIP SHEET:
Welcome Alliance Partners to the FUH7 TIP Sheet. Here you can find easy and helpful tips to improve your knowledge of the FUH7 HEDIS measure and utilization of allowable follow up codes, which are codes that will help close the FUH7 gap. You will also learn about the Alliance Data Workbook that is provided to you through your agency's individualized dashboard AID site. The FUH7 measure is supported by the following data workbooks located on your AID site:
Alliance Daily Inpatient Census
Alliance NAZ Member Enrollment Roster

Quick Links below will navigate you to specific sections of this TIP sheet and your Individualized Dashboard: AID Site

A printable version of the tip sheet is also linked to the left. If you have questions or suggestions, please drop a comment at the bottom of this page.



Alliance Office Hours: Listen, Believe, Act, Repeat



Alliance Office Hours: Listen, Believe, Act, Repeat

Arizona Public Psychiatry Academy: Early Career Program

The Alliance ACO in partnership with BCBSAZ-Health Choice is **inviting** you to join our inaugural Early Career Psychiatry Academy!

EVERY THURSDAY
12:00-1:00pm



ACADEMY LEADERS

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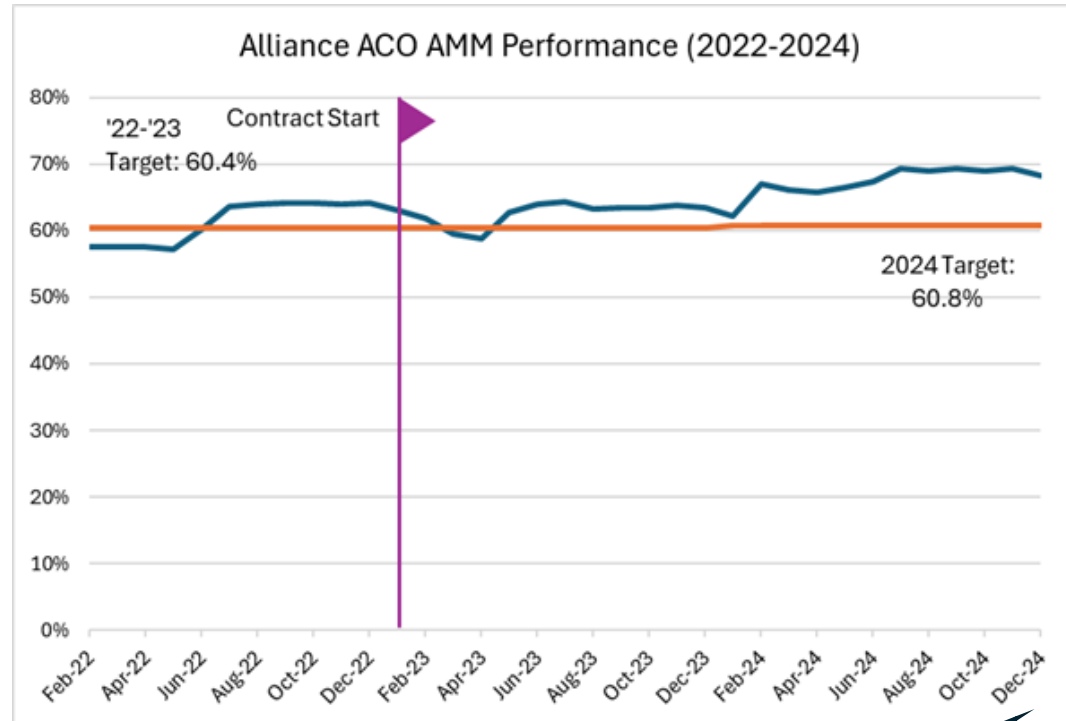
JOIN US!

Zoom Link:
<https://us02web.zoom.us/join/register/AFlpG30VTIax9TGwefX7zg>

Questions? Contact:

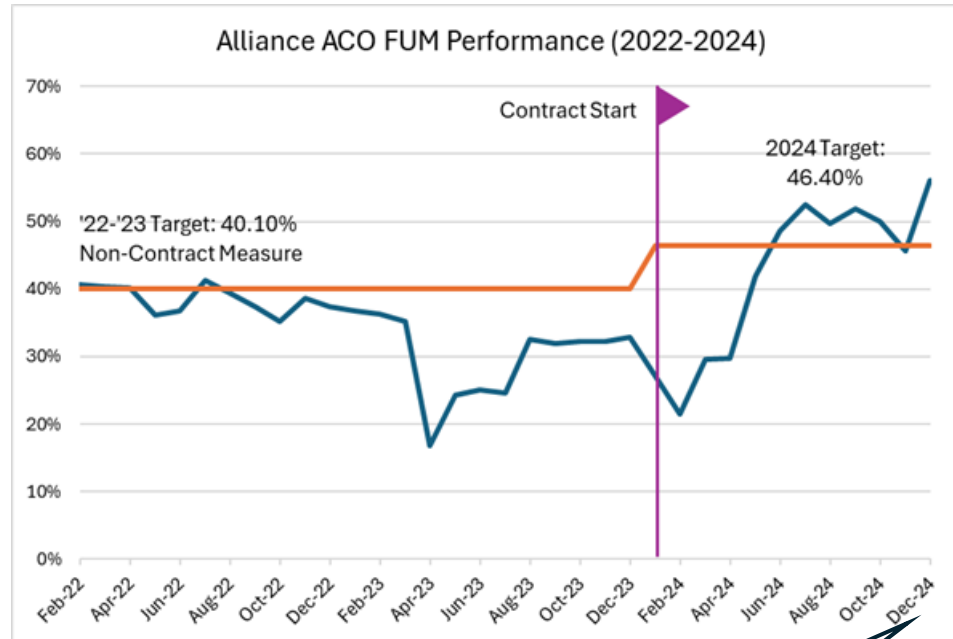
Jennie.McMillian@narbha.org

Quality Results



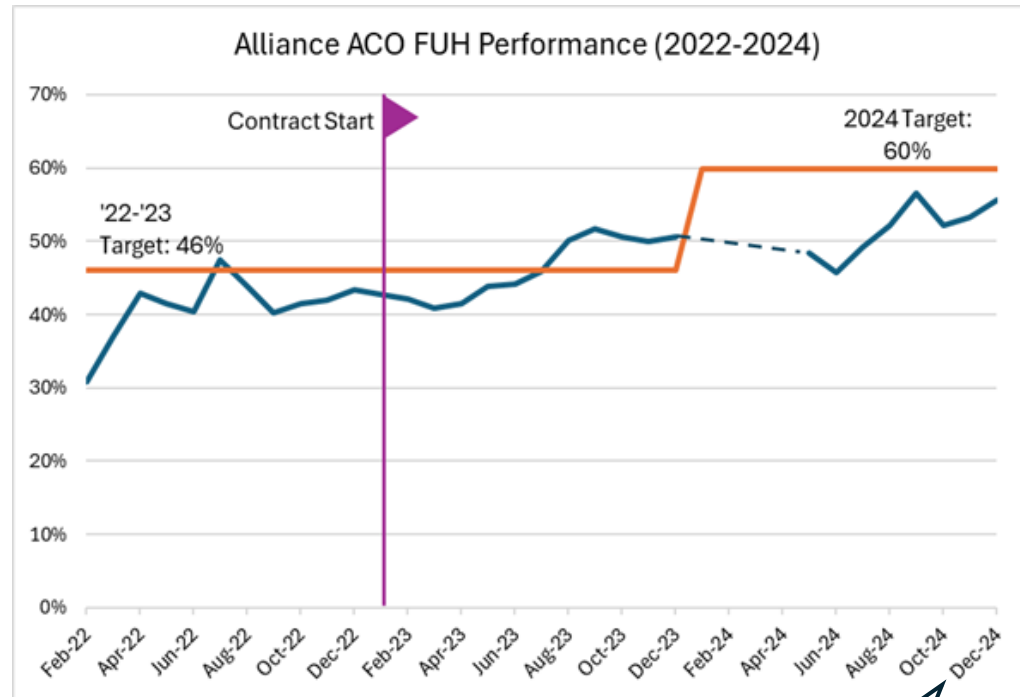
68.3%
+7.5 pts
higher than
target

Quality Results



56.11%
+9.71 pts
higher than
target

Quality Results



55.61%
-4.29 pts on
the goal, but
+5 pts ahead
of 2023

What are Providers saying?

100%

of respondents say Alliance office hours has **helped reduce professional isolation.**

feel it's a **supportive space for asking questions** and sharing knowledge.

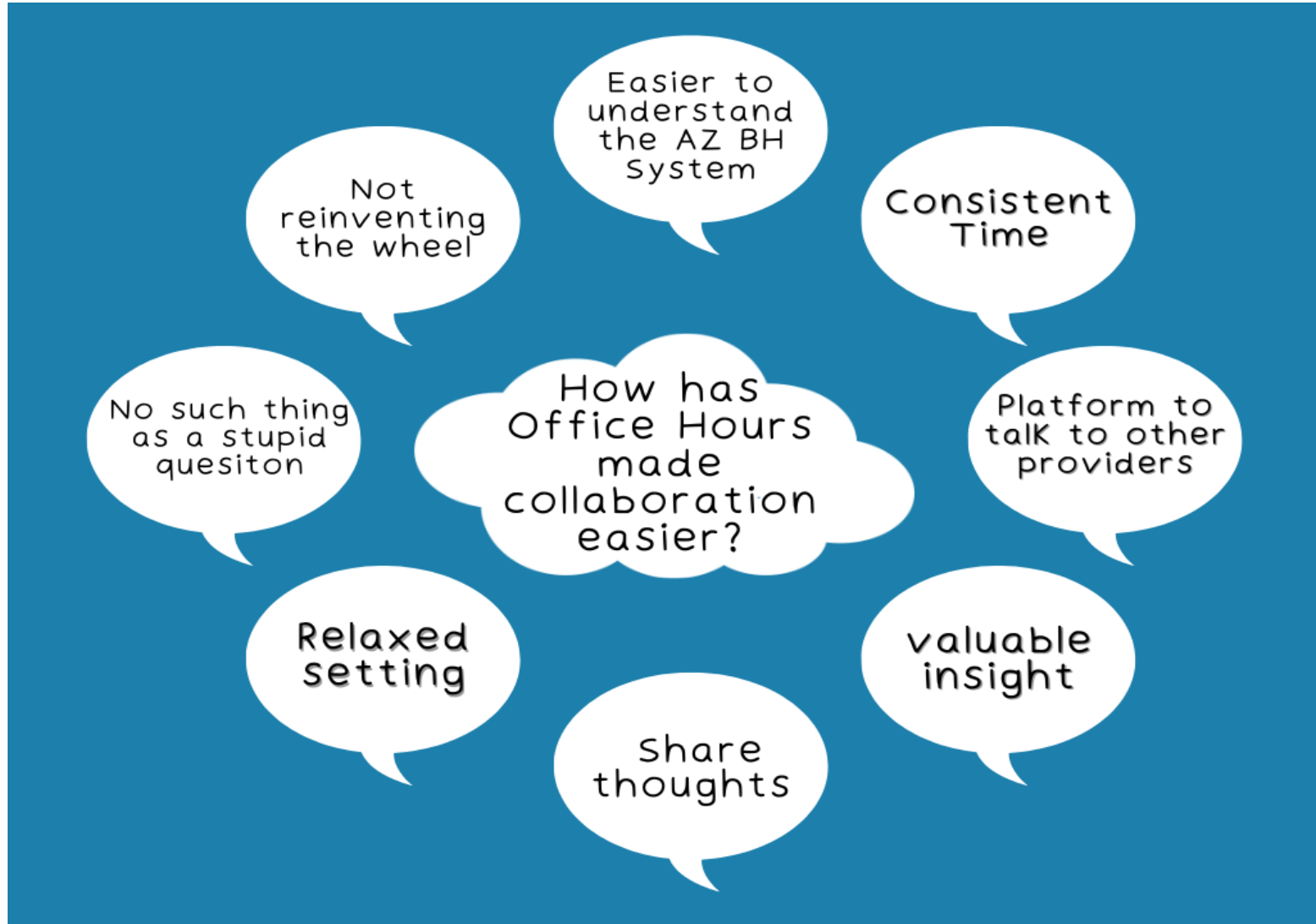
believe their **insights have directly influenced** Alliance data and improvement projects

What are Providers saying?

87%

are interested in
incorporating **wellbeing
and resiliency** topics as
part of Office Hours

"I really appreciate the Alliance, It is a safe space to ask questions and not feel judged for wanting to understand and improve."



Yes, I think my voice is appropriately weighted by the team

I feel like my voice is being heard

My thoughts are being acknowledged by the group

Does your voice have weight in shaping resources?

The Alliance team works together, listens and respects feedback

The Alliance team does a wonderful job making sure everyone has a chance to be heard

Great Group!
Great
Collaboration!

Lets have
stakeholders come
once a quarter

I feel comfortable
emailing or
discussing ideas

My favorite
weekly
meeting!

What else
would you like
to say about
Office Hours?

Wonderful learning
experience

The Alliance team
is always open to
questions.

I am able to share
ideas and
experiences

What would you like me to hear?

References

- Kutoane, M., Brysiewicz, P., & Scott, T. (2021). Interventions for managing professional isolation among health professionals in low resource environments: A scoping review. *Health science reports*, 4(3), e361. <https://doi.org/10.1002/hsr2.361>
- American Psychological Association
<https://www.apa.org/news/press/releases/2012/03/well-being>
- UNM Health Sciences Project ECHO <https://projectecho.unm.edu/>
- Society for the Advancement of Psychotherapy
<https://societyforpsychotherapy.org/competence-ethical-practice-and-going-it-alone/>