Circular Leadership Approach to Transformational Change in the Integrated Care Workplace

Christine Axford, COO
Berks Counseling Center

Rebecca Hartman, Evaluation Director
OVERVIEW

• PRACTICAL EXPERIENCE OF LEADERSHIP MODEL
• KEY ELEMENTS OF MODEL & ITS USEFULNESS
• WHAT WORKS – CULTURAL SHIFTS
• IMPLEMENTATION – CHALLENGES AND REWARDS
The MODEL – a short story
Traditional Leadership Models

- Leader
- Subordinates
- Everyone Else
Shared Leadership

I'm moving to a shared leadership model.

Each of you will take on one piece of the leadership role.

What's my piece?

Let's see. I have you down for something called... blame.
Berks Counseling Center
Integrated Care Project Client Experience Model
Person Centered Healthcare Home

- Common Ground for Client Decision Making
- Primary & Specialty Healthcare
- Prevention & Wellness
- Peer Support
- Family & Social Supports
- Care Coordination
- Cultural Competent Care
- Behavioral Healthcare

Integrated Care Project Client Experience Model
Person Centered Healthcare Home
Patient Centered – Leadership Model

- Trust and Collaboration
- Vision
- Building Consensus
- Accountability
- Creativity
- Work Planning
Leadership Core Competencies

- Motivation
- Self-Esteem
- Decision Making
- Commitment
- Interpersonal Awareness
- Empathy
WHY IT WORKS

• Meeting the acute, preventive and chronic care needs of at risk population

• Training and using peers, health navigators, and community health workers to impact improved health outcomes of patients

• Training staff in case to care management for routine and complex patients including those at risk for co-morbid chronic health conditions

• Emphasizing and integrating culturally competent care in effort to reduce health disparities
LEADERSHIP IN ACTION

- Health Home coordination
  - Chief Operating Officer, Behavioral Health Directors, evaluator
  - Integrated behavioral and physical health patient care
  - Shared leadership in management team meetings
  - Giving employees ownership of workplace environment
  - Finding champions
  - Worksite wellness and employee engagement
  - Health Huddles
Examples – Decision Support Center
Decision Support Center
Examples – ACT

“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.”
Examples – Wellness Center
Examples – Wellness Center
Examples – Employee Engagement “Pink Out Breast Cancer Awareness”
Examples – Community Outreach
LEADERSHIP IN ACTION

- Participation in learning collaboratives – CCBH Behavioral health home expansion project; Trauma Informed Care; Tobacco Cessation and Cancer Screening; Substance Use Disorder and Integrated Care, etc.
- Creation of evaluation processes and reporting measures
- Effort and work with state planning phase of Certified Community Behavioral Health Clinic
- Board leadership in strategic planning efforts
- Community outreach and engagement
Resources

- Steps in building integrated team
- Templates and assessment tools
Our Message

- HEALTH
- WHOLE
- HOPE