

COURSE: COLLABORATIVE CARE



This course aims to align professionals on the Collaborative Care Model, including its core concept and methods of implementation. Throughout its five modules, this course uses a selection of learning tools such as live filmed role plays, instructive animations, and interactive assessments. After finishing this course, you should be able to summarize key concepts and practices of the collaborative care model, discuss effective administrative and clinical planning strategies to implement the model, and analyze the required components of incorporating the collaborative care model interventions into a primary or specialist care setting. With the support of subject matter experts, printable resources, and supplemental videos, Collaborative Care will prove an invaluable asset to your practice.

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COURSE OVERVIEW

ESTIMATED COURSE LENGTH: 2 hrs. 47mins.

CE CREDITS: 3.50 continuing education hours for social workers, psychologists, physicians, and nurses / 2.75 continuing education hours for counselors and marriage and family therapists.

TARGET AUDIENCE:* Nurses, behavioral health clinicians, case managers, psychiatrists, primary care physicians, and nurse practitioners

LEVEL OF INSTRUCTION: Intermediate

INSTRUCTIONAL METHOD: Self-paced; interactive; hybrid of audio, text, video, and learning checks

ACCESSIBILITY ACCOMMODATIONS: Closed captioning of all audio and video components. *In order to request further accessibility accommodations, please email support@psychhub.com.*

REGISTRATION: To enroll in this or any other Psych Hub course, go to lms.psychhub.com, click “Log In” to create a new account or access your existing account, return to lms.psychhub.com to access a list of courses, click the title of the course in which you are interested, and follow the instructions on the page.

**Disclaimer: This course is intended for the professionals listed above in the target audiences. The education provided in this course is one step toward competency in using the clinical intervention(s) described, but it should be combined with additional supervision, consultation, and/or training. Completion of this course does not give you permission to consider the specific populations, treatment approaches, or clinical concerns as within the scope of your practice capabilities. It is recommended that you consult the appropriate jurisdictions, licensing bodies, and professional code of ethics relevant to your specific licensure type to determine further action needed prior to implementing any of these clinical interventions or treating any of the clinical concerns or presenting issues depicted in the course.*

COURSE COMPONENTS

- Course modules: 5 modules consisting of a mixed media approach with roleplays, video interviews with subject matter experts, animation explainer videos, knowledge games, and more
- Supplementary PDFs: downloadable PDFs expanding on relevant course topics
- Refresher videos: provider videos to highlight key concepts & course related videos to be shared with clients to enhance learning and improve therapeutic experience

LEARNING OBJECTIVES

After completing this course, you will be able to describe and employ the following:

1. Summarize key concepts and practices of the collaborative care model of incorporating behavioral health treatment in a medical care setting to improve patient outcomes.
2. Discuss effective administrative and clinical planning strategies to implement the model.
3. Analyze required components of incorporating the collaborative care model interventions into a primary or specialist care setting, including measurement- and evidence-based care and interdisciplinary collaboration and consultation.

MODULE OVERVIEWS

MODULE 1: WHAT IS COLLABORATIVE CARE?

The basics of collaborative care, including how to plan for it, align members of the collaborative care team, and the principles that make the programs successful.

MODULE 2: THE TEAM AND THE COLLABORATIVE CARE MODEL WORKFLOW

The different team members and the workflow that makes collaborative care an effective model.

MODULE 3: KEY REQUIREMENTS AND ESSENTIALS FOR SUCCESS

How treatment in Collaborative Care should be informed by measurement-based care, and well communicated between all team members and the patient.

MODULE 4: MEETING THE NEEDS OF ALL PATIENTS

key ways you can meet the needs of diverse patients, such as being aware and respectful of the intersecting aspects of a patient's identity and preparing to manage complex cases.

MODULE 5: IMPLEMENTATION OF COLLABORATIVE CARE

Common barriers to implementing the collaborative care model, and key solutions for overcoming them in your personal collaborative care workflow.

COURSE AUTHORS

To submit questions or comments for course authors, email ce@psychhub.com.

EMILY ST. AMANT, MA, LPC-MHSP, AS - AUTHOR

COUNSELING RESOURCES & CONTINUING EDUCATION SPECIALIST, AMERICAN COUNSELING ASSOCIATION

Emily is the Counseling Resources & Continuing Education Specialist at the American Counseling Association. Emily previously served as the Senior Clinical Manager at Psych Hub, helping to bridge the gap between research and academia to the practical real-life application of theory and therapeutic interventions. She assisted the team throughout the content development process by reviewing and creating content to ensure it would resonate with her fellow clinicians and be beneficial to all audiences. Emily is a licensed professional counselor, mental health service provider. She completed her Master's in Counseling with an emphasis in Mental Health at MidAmerica Nazarene University. She is a Tennessee counseling licensure board approved supervisor and has been designated as a mandatory pre-screening agent. Before joining Psych Hub, she gained many years of experience in the mental health and substance use treatment field, much of which was spent serving as a therapist to a diverse caseload in a community mental health setting. She also has experience in crisis counseling and assessment, intake evaluations for level of care placement, outpatient and inpatient treatment, and utilization review.

MATTHEW MICLETTE, MPH, MS, RN - CONSULTANT

HEAD OF CLINICAL OPERATIONS, NEUROFLOW; EXECUTIVE DIRECTOR, ACTION TANK

Matt Miclette is the Head of Clinical Operations at NeuroFlow, tasked with the digital health and direct clinical services strategy of the company. Matt is also the Executive Director and co-founder of the nonprofit Action Tank, a military veteran, and a psychiatric and mental health board certified registered nurse. During his tenure in the U.S. Army, he provided direct patient care for service members that sustained physical and psychological trauma during deployments to Iraq and Afghanistan. After his service, Matt was involved in developing and evaluating mental health and substance use disorder policies at the Leonard Davis Institute of Health Economics and as a member of the Philadelphia Mayor's Opioid Task Force. Matt earned a Master of Public Health and Master of Science in Social Policy from the University of Pennsylvania and Bachelor of Science in Nursing from the University of Vermont.

CHRISSEY MCKINNON, MSW, LMSW - REVIEWER

BEHAVIORAL HEALTH CARE MANAGER, RESPONSE SERVICES COORDINATOR, NEUROFLOW

Chrissy is a Licensed Master Social Worker (TX license #105972) with experience in providing mental health treatment in interdisciplinary community health centers, addiction treatment programs, and the county probate court. She is a Pat Tillman Scholar and military spouse. Chrissy is currently working as a Response Services Coordinator and Behavioral Health Care Manager for NeuroFlow.

FAITH BEST, LCSW, LISW - REVIEWER

CLINICAL SERVICES MANAGER, NEUROFLOW

Faith Best, MSW, LCSW is the Clinical Services Manager at NeuroFlow where she supervises the Response Services and Collaborative Care service teams. She has previously worked in mobile crisis, pediatric mental health treatment and foster care youth independent living.

CONTINUING EDUCATION INFORMATION

This continuing education activity is provided through a collaboration between Psych Hub and AffinityCE. Through this collaboration, this activity will provide continuing education for physicians and nurses; through Psych Hub's independent accreditation, this activity will provide continuing education for psychologists, marriage and family therapists, social workers, and counselors.

For inquiries regarding CE policies related to CMEs or CNEs, please contact ce@affinityced.com.

For inquiries regarding CE policies related to CEs for psychologists, marriage and family therapists, social workers, and counselors, or for more information on Psych Hub's continuing education programs, email ce@psychhub.com.

DISCLOSURES

Matt Miclette is an employee at Neuroflow and receives equity in the company.

Psych Hub receives financial support from organizations in the healthcare industry, but these entities do not control or direct course content. Psych Hub and AffinityCE staff as well as planning and review committees have no relevant financial interests to disclose. Psych Hub's Conflict of Interest Policy can be found in the footer of lms.psychhub.com.

COMMERCIAL SUPPORT

No commercial support was provided for this activity.

CONTINUING EDUCATION ACCREDITATIONS

ACCREDITATION COUNCIL FOR CONTINUING MEDICAL EDUCATION (ACCME)



This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of AffinityCE and Psych Hub. AffinityCE is accredited by the ACCME to provide continuing medical education for physicians. AffinityCE designates this live activity for a maximum of 3.50 hour of AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

AMERICAN NURSES CREDENTIALING CENTER (ANCC)



Nurse CE is provided for this program through collaboration between Psych Hub and AffinityCE. AffinityCE is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). This activity provides 3.50 contact hour of nurse CE credit.

AMERICAN PSYCHOLOGICAL ASSOCIATION (APA)



Psych Hub is approved by the American Psychological Association to sponsor continuing education for psychologists. Psych Hub maintains responsibility for this program and its content.

Psychologists completing this course receive 3.50 continuing education credits.

ASSOCIATION OF SOCIAL WORK BOARDS (ASWB)



Psych Hub, #1750, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Psych Hub maintains

responsibility for this course. ACE provider approval period: 08/20/2021 – 08/20/2024. Social workers completing this course receive 3.50 clinical continuing education credit

CALIFORNIA ASSOCIATION OF MARRIAGE AND FAMILY THERAPISTS (CAMFT)



Course meets the qualifications for 2.75 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. Psych Hub is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and LEPs. Psych Hub maintains responsibility for this program/course and its content. CAMFT Approval #1000074.

NATIONAL BOARD OF CERTIFIED COUNSELORS (NBCC)



Psych Hub has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 7051. Programs that do not qualify for NBCC credit are clearly identified. Psych Hub is solely responsible for all aspects of the programs. Counselors completing this course receive 2.75 continuing education hours.

CE CREDIT CALCULATION

ACCME, ANCC, APA & ASWB CREDIT CALCULATION

Continuing education credits for physicians, nurses, psychologists, social workers, and marriage and family therapists are calculated by averaging pilot test times, rounded down to the nearest quarter hour. This allows for inclusion of interactive elements (e.g., assessments) and learner variance. However, regardless of pilot test times, the number of continuing education credits will never exceed 2 hours more than the combined video and voiceover length.

Average Pilot Test Length: **3 hours 49 minutes**

CAMFT CREDIT CALCULATION

Psych Hub shall award continuing education credit hours on the basis that one continuing education credit is equal to one hour of instructional time. A continuing education hour is defined as a 60-minute hour. Continuing education credit shall be awarded only for instructional time. Lunch and other breaks shall not be included in the total time awarded for continuing education credit. Courses will be a minimum of one continuing education hour, in one block of time.

Combined Video and Voiceover Length: **2 hours 47 minutes**

NBCC CREDIT CALCULATION

Continuing education hours for counselors are calculated by summing the length of all course videos and voiceover, rounded up to the nearest quarter hour. This does NOT include time taken to complete interactive elements of the course.

Combined Video and Voiceover Length: **2 hours 47 minutes**

TIMED COURSE OUTLINE

Since the course is interactive and each learner will proceed at their own pace, timing is not exact. These are approximations based on average pre/post-test time of pilot testers as well as the run-time of course videos and voiceover. This course does not have to be completed in one session.

COURSE ACTIVITIES FOR CE CREDIT (\geq 2 HOURS 47 MINUTES)

- Pre-Course Assessment (~5 minutes) [EXCLUDED FROM ACTIVITIES FOR NBCC & CAMFT CREDIT]
- Introduction:
- Module 1: What is Collaborative Care? (~29 minutes)
- Module 2: The Team and the Collaborative Care Model Workflow (~54 minutes)
- Module 3: Key Requirements and Essentials for Success (~23 minutes)
- Module 4: Meeting the Needs of All Patients (~22 minutes)
- Module 5: Implementation of Collaborative Care (~40 minutes)
- Post-Course Assessment (~11 minutes) [EXCLUDED FROM ACTIVITIES FOR NBCC & CAMFT CREDIT]

COURSE ACTIVITIES NOT FOR CE CREDIT

- Participant Evaluation (~10 minutes)
- Modified Practice Attitudes Scale (~5 minutes)
- (OPTIONAL) Supplementary Videos for Learner and Learner's Clients
- (OPTIONAL) Written assignment to earn Psych Hub Certification

COURSE COMPLETION REQUIREMENTS

To complete the course, learners must do the following:

- Take the pre-course assessment (no score requirements)
- Review all modules
- Take the post-course assessment (passing score: 85% or higher*)
- Complete the course evaluation

**Learners may attempt the post-course assessment up to three times to earn a passing score. If a learner does not earn a score of at least 85% on their third attempt, they will not receive credit for the course.*

OBTAINING CERTIFICATES OF COMPLETION

After completing the pre-course assessment, reviewing all modules, completing the post-course assessment with a score of at least 85%, and completing the participant evaluation, learners will automatically receive a certificate of completion.

ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS

Psych Hub's Grievance Policy, which includes information on filing grievances, requesting a refund, and requesting accessibility accommodations, can be found by clicking [here](#) or navigating to the footer of lms.psychhub.com.

SYSTEM REQUIREMENTS

Accessing this course requires an internet connection. The following technology can be used for access:

OPERATING SYSTEMS

- Windows 7/8/10, any edition
- macOS 10.6 and above
- Any phone or tablet with an internet browser

INTERNET BROWSERS

Any standard internet browser (i.e. Chrome, IE, Firefox, Edge, Safari)

PSYCH HUB CONTACT INFORMATION

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