



## Integrating Behavioral Health and Primary Care

# Self-Assessment Checklist

Integrating behavioral health and primary care refers to care from a practice team of primary care and behavioral health providers, working together with patients and families, using a systematic and cost-effective approach to provide patient-centered care for a defined population. This care may address mental health and substance abuse conditions, health behaviors (including their contribution to chronic medical illnesses), life stressors and crises, stress-related physical symptoms, and ineffective patterns of health care utilization.

### About the Integration Self-Assessment Checklist

The Self-Assessment Checklist for Integrating Behavioral Health and Primary Care (referred to as Integration Self-Assessment Checklist) is based on AHRQ's [Lexicon for Behavioral Health and Primary Care Integration](#), a consensus-based set of concepts and definitions that provides a shared language for understanding and implementing integrated behavioral health in primary care settings. The Integration Self-Assessment Checklist is designed to complement this Playbook so practices can customize their implementation approach for their setting based on their responses. The self-assessment checklist can be used before, during, or after implementation of the integrated program. The checklist includes 37 questions. It will take about 10 minutes to complete in one sitting.

### How to Use the Checklist

The Integration Self-Assessment Checklist helps you understand where your organization stands with respect to all aspects of integrated behavioral health.

- Consider having all members of your Planning and Implementation Team complete the checklist and discuss the responses. Are there certain aspects of integration that are farther along (with more “yes” responses) than others? Are there certain areas within the Checklist that lack consensus, and if so, why?
- As you plan for integrating behavioral health in your setting, use the checklist responses and discussion with the Planning and Implementation Team to identify areas of focus and priority.
- As you continue implementing integration into your setting, use the Integration Self-Assessment Checklist to assess your progress and identify areas for improvement.



## Planning for Integrating Behavioral Health in Your Primary Care Setting

**We have a vision for integrating behavioral health that is shared across the organization.**

☐

No

☐

We are working on it

☐

Yes

**We have a plan to engage leadership, providers, and staff on why integrated care should matter to them.**

☐

No

☐

We are working on it

☐

Yes

**We understand the defining function and clinical approaches and models for integrating behavioral health.**

☐

No

☐

We are working on it

☐

Yes

**We have an implementation plan for integrating behavioral health.**

☐

No

☐

We are working on it

☐

Yes

**We have established an integration planning and implementation team.**

☐

No

☐

We are working on it

☐

Yes

---

» See [Define Your Vision](#) for more information. «

---

## Establish Operational Systems to Support Integration

**We have defined the types of patients who will receive integrated care.**

☐

No

☐

We are working on it

☐

Yes

**We have defined the roles for providers and staff in the integrated care team.**

☐

No

☐

We are working on it

☐

Yes



The workspace in our practice maximizes contact between behavioral health providers and medical providers.

☐

No

☐

We are working on it

☐

Yes

Our appointment scheduling system allows patients to see the integrated care team during a primary care visit through a warm handoff.

☐

No

☐

We are working on it

☐

Yes

Our practice has a common medical record for behavioral health and medical care.

☐

No

☐

We are working on it

☐

Yes

» See [Establish Operational Systems to Support Integration](#) for more information. «

## Plan for Financial Sustainability

We have billing tools or payment systems to get reimbursed for integrated care services.

☐

No

☐

We are working on it

☐

Yes

We have a system for sustained financing of integrated care.

☐

No

☐

We are working on it

☐

Yes

» See [Secure Financial Support for Behavioral Health Services](#) for more information. «



## Collect and Use Data for Quality Improvement

**We systematically collect data on all patients identified to receive integrated care services.**

☐

No

☐

We are working on it

☐

Yes

**We systematically track health outcomes for all patients receiving integrated care services.**

☐

No

☐

We are working on it

☐

Yes

**We use collected data to improve quality of care provided to all patients in need of integrated care.**

*[If your practice does not collect data, please select "N/A."]*

☐

No

☐

We are working on it

☐

Yes

☐

N/A

**We use collected data to improve workflows and processes for delivering integrated care.**

*[If your practice does not collect data, please select "N/A."]*

☐

No

☐

We are working on it

☐

Yes

☐

N/A

» See [Collect and Use Data for Quality Improvement](#) for more information. «

## Educate Patients and Families about Integrated Care

**We have a plan to educate all patients in need of integrated care and their family members on the benefits of integrated behavioral health and primary care.**

☐

No

☐

We are working on it

☐

Yes

**We educate all patients in need of integrated care and their family members on the benefits of integrated behavioral health and primary care.**

*[If your practice does not have a plan to educate patients and family members, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

» See [Educate Patients and Families About Integrated Care](#) for more information. «



## Obtain Behavioral Health Expertise and Build a Culture of Integration

We have identified the type of behavioral health services we need for our practice.

☐

No

☐

We are working on it

☐

Yes

We have trained our primary care and behavioral health providers to work as a team to provide integrated care.

☐

No

☐

We are working on it

☐

Yes

We have a culture of collaboration and teamwork in our practice.

☐

No

☐

We are working on it

☐

Yes

Behavioral health providers are available during primary care visits .

☐

Never

☐

Sometimes

☐

Usually

☐

Always

>> See [Obtain Behavioral Health Expertise and Build a Culture of Integration](#) for more information. <<

## Establish Protocols to Identify Patients Who Could Benefit from Integrated Care

We have developed a protocol to identify patients who could benefit from integrated care.

☐

No

☐

We are working on it

☐

Yes

We use the established protocol to identify patients who could benefit from integrated care.

*[If your practice does not have an established protocol, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

>> See [Establish Operational Systems to Support Integration](#) for more information. <<



## Tailor the Care Team to Meet the Needs of Patients Identified for Integrated Care

We have developed a process for creating an integrated care team matched to the needs of the identified patient.

☐

No

☐

We are working on it

☐

Yes

We use the established process to create integrated care teams matched to the needs of identified patients.

*[If your practice does not have an established process, please select N/A.]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

» See [Tailor the Care Team to Meet the Needs of Identified Patients](#) for more information. «

## Develop Shared Care Plans for Patients in Need of Integrated Care

We have developed a protocol for creating shared care plans for patients in need of integrated care.

☐

No

☐

We are working on it

☐

Yes

The shared care plan is located in a single medical record.

*[If your practice does not create shared care plans, please select "N/A."]*

☐

No

☐

We are working on it

☐

Yes

☐

N/A

We engage our patients when creating the shared care plan.

*[If your practice does not create shared care plans, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

Primary care and behavioral health providers both work from the shared care plan.

*[If your practice does not create shared care plans, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

» See [Develop a Shared Care Plan](#) for more information. «



## Build Patient Understanding of Setbacks and How to Deal with Them

We have developed a plan to educate integrated care patients who have improved to recognize signs of a setback and manage it.

☐

No

☐

We are working on it

☐

Yes

We use the established plan to educate integrated care patients who have improved to recognize a setback and manage it. *[If your practice does not have an established plan, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

We monitor all integrated care patients who have improved to quickly identify signs of a setback.

☐

Never

☐

Sometimes

☐

Usually

☐

Always

» See [Build Patient Understanding of Setbacks and How to Deal With Them](#) for more information. «

## Track Patients Identified for Integrated Care and Monitor Their Outcomes

We have developed a protocol to quickly identify integrated care patients who are not improving with treatment.

☐

No

☐

We are working on it

☐

Yes

We use the established protocol to quickly identify integrated care patients who are not improving with treatment. *[If your practice does not have an established protocol, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

We use the established protocol to adjust the care plan for integrated care patients who are not improving. *[If your practice does not have an established protocol, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A



**We have developed a plan to identify integrated care patients who do not adhere to the follow-up schedule.**

☐

No

☐

We are working on it

☐

Yes

**We use the plan to identify integrated care patients who do not adhere to the follow-up schedule.**

*[If your practice does not have a plan, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

**We use the plan to reach out to integrated care patients who do not adhere to the follow-up schedule.**

*[If your practice does not have a plan, please select "N/A."]*

☐

Never

☐

Sometimes

☐

Usually

☐

Always

☐

N/A

---

>> See [Track Patients and Monitor Their Outcomes](#) for more information. <<

---