

# Integrated Care

*Integrated Care is the collaboration between behavioral health and primary care providers to ensure the most effective and informative care for the consumer. Integrated care focuses on consumers and family members as partners in the healthcare process.*

## Integrated Healthcare Identifies Nine Core Competencies:

- 1. INTERPERSONAL COMMUNICATION:** the ability to establish rapport quickly and to communicate effectively with consumers of healthcare, their family members and other providers.
- 2. COLLABORATION & TEAMWORK:** the ability to function effectively as a member of an interprofessional team that includes behavioral health and primary care providers, consumers and family members.
- 3. SCREENING & ASSESSMENT:** the ability to conduct brief, evidence-based, and developmentally appropriate screening and to conduct or arrange for more detailed assessments when indicated.
- 4. CARE PLANNING & CARE COORDINATION:** the ability to create and implement integrated care plans, ensuring access to an array of linked services, and the exchange of information among consumers, family members, and providers.
- 5. INTERVENTION:** the ability to provide a range of brief, focused prevention, treatment and recovery services, as well as longer-term treatment and support for consumers with persistent illnesses.
- 6. CULTURAL COMPETENCE & ADAPTATION:** the ability to provide services that are relevant to the culture of the consumer and their family.
- 7. SYSTEMS ORIENTED PRACTICE:** the ability to function effectively within the organizational and financial structures of the local system of healthcare.
- 8. PRACTICE-BASED LEARNING & QUALITY IMPROVEMENT:** the ability to assess and continually improve the services delivered as an individual provider and as an interprofessional team.
- 9. INFORMATICS:** the ability to use information technology to support and improve integrated healthcare.