Curricula exist within VA to train behavioral health providers to receive warm handoffs. No known curriculum exists for the providers who initiate the handoff. We developed one.

INTRODUCTION

- In 2017, VA began the process of requiring that all BH providers who practice in the integrated primary care setting receive training on how to conduct warm handoffs with fidelity to the PCMHI model.

- The VA National PCMHI Competency Training Program aims to provide "PCMHI team members hands-on training for delivery of services in co-located, collaborative care and care management," focusing on “training in the nine interprofessional competencies outlined by SAMHSA.”

- That curriculum has focused exclusively on developing the PCMHI provider’s competencies in this area, not the providers who initiate the handoff. We were unable to identify any such curriculum having been developed for providers in the VA setting.

NEW CURRICULUM DEVELOPMENT

- Created by CoEPCE Curriculum Workgroup, an interprofessional team of CoEPCE faculty from all sites. Developed over course of one year, largely via teleconference.

- Content derived from multiple sources:
  - Curriculum previously developed at CoEPCE sites
  - Modifications of National PCMHI Competency Training
  - Original content developed by workgroup
  - Competencies derived from Interprofessional Education Collaborative (IPEC) Core Competencies for Interprofessional Collaborative Practice.
  - Goal was to provide a off-the-shelf, comprehensive curriculum that included didactic, reflective practice, and workplace learning modalities and an evaluation tool.

INTERPROFESSIONAL WARM HANDBOFF COMPETENCIES

1. Provide patient-aligned care that is consistent with the ethical standards of your profession.
   - 1.1 Able to develop a trust/respect relationship with patients, families, other team members, and communities.

2. Use the knowledge of one’s own role and other professions to assess and address the health care needs of patients and to promote and advance the health of populations.
   - 2.1. Be able to explain roles and responsibilities of all professions engaging in warm handoffs.

3. Communicate with patients, families, caregivers, communities, and professionals in health and other fields in a responsive and responsible manner that supports a team approach to the promotion and maintenance of health and the prevention and treatment of disease.
   - 3.1. Choose communication tools/techniques to facilitate discussions/feedback that enhance team function.
   - 3.2. Communicate information, listen, and encourage ideas/opinions of patients, families, and team members.

HANDOFF TOOLKIT CONTENTS

1. A comprehensive list of recommended teaching strategies that can be tailored to the learner’s proficiency level.
2. A formal competency evaluation tool that assesses developmental progress in acquiring these competencies.
3. A competency worksheet to be used in the clinic for real-time assessment and feedback.
4. Didactic content in Microsoft PowerPoint format
5. A set of printable/shareable documents informational documents for interprofessional learners.

Where do we go from here?

Funding for CoEPCE has ended, but we’re just getting started with this. Would you like to collaborate with us as a pilot site?

- E-mail: joshua.ruberg@va.gov
- Or scan the QR code to the left

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