

Northern Light Acadia Hospital

Department: Behav Hlth Case Mgmt Program

Position is located: Acadia (Integrated Primary Care Practices-Bangor Area)

Work Type: Full Time

FTE: 40 Hours per Week

Work Schedule: 8:00 AM to 4:30 PM

Summary:

The Integrated Behavioral Health Home Coordinator (IBHC) reports to the Program Manager of the Behavioral Health Home. The IBHC works as part of an integrated multi-disciplinary team with adults who have serious and persistent mental illness and children with serious emotional disturbance. The IBHC provides comprehensive case management services with a set of priorities aimed at; improving mental health, improving medical health (including ascertaining and effectively working with a primary care provider and engaging in preventative and health promotion services); reducing inpatient hospitalizations and emergency department visits; ensuring effective transitions during episodes of more intensive treatment; tracking client progress towards goals; and working within the team structure to continually refine and re-prioritize activities. The IBHC is integrated into departments and settings outside of Acadia Healthcare and will serve as a representative of Acadia and a consultative partner for the integrated practice. The IBHC may be asked to serve as the lead liaison between the integrated location and the Acadia Healthcare Behavioral Health Home. The IBHC may be asked to develop and/or troubleshoot processes and workflows between the integrated location and Acadia and be a key stakeholder in the program development for their assigned site. The IBHC will uphold the highest standards of performance and embrace the values of Acadia Healthcare. The IBHC will take initiative in identifying areas of improvement and solutions for improvement for their integrated location and Acadia partnership.

Responsibilities:

- Understands, and adheres to clinical policies and completes yearly updates in MOAB, iCare, and CPR training.

- Assists internal and external community providers in understanding Acadia's Behavioral Health Home Program and assists in generating new referrals for this service.

- Provides quality driven, cost-effective, culturally appropriate and patient/family-centered services.

- Coordinates and provides access to high-quality health care services.

- Coordinates and provides access to preventative and health promotion services.

- Coordinates and provides access to mental health and substance abuse disorder treatment.

- Coordinates and provides access to care management and care coordination services.

- Recognizes key transitional care points and involves self strategically to ensure that patient successfully completes transitions especially to less intensive levels of care.

- Coordinates and provides access to chronic disease management, including self-

management support to patients and their families.

• Coordinates and provides access to patient and family supports including referrals to community-based social support and recovery services.

• Coordinates and provides access to long-term care supports and services.

• Develops a patient-centered care plan that coordinates and integrates all of a patient's clinical data and non-clinical health care related needs and services.

• Utilizes health information technology and all means of communication to link services, facilitate communication among participating entities, the patient and their family and other, informal supports.

• Contributes to the input of quality data as directed.

• Keeps current all consents, releases, and care plans (SP, MTP, TPU).

• Guarantees the confidentiality of all information accessed regarding clients care.

• Maintains a professional manner when making professional contacts and inquiries.

• Ensures that all work assigned is completed in an accurate, professional and timely manner.

• Maintains BHH census at targeted level.

• Utilizes supervision appropriately and proactively, including risk-management issues.

• Collaborates with members of multi-disciplinary team effectively.

• Documents all necessary clinical notes within a 24 hour period.

• Maintains a clean driving record, notifies supervisor immediately of any problems with driver status and auto insurance coverage (Must carry 100/300).

• Completes a through discharge within 72 hours noting appropriate elements.

• Collaborates with evaluating clinician in preparation for annual summary evaluation ensuring the client meets continued care criteria.

• Presents cases in a concise, accurate manner- both verbally and in writing.

• Effectively identifies client crisis situations and intervenes efficaciously.

• Closely tracks progress of caseload, continuously re-prioritizes activities, and intervenes at key points to assist patient towards goals.

• Maintains and abides by ethical standards set forth by the facility and state licensure.

• Has working understanding of diagnosis and treatment of behavioral health disorders.

• Has a comprehensive understanding of service priorities, costs and quality parameters consistent with the goals of the patient and the behavioral health home.

• Educates patient and family about utilizing appropriate referrals and resources including the behavioral health home and primary care services.

• Completes assigned utilization evaluation tools

• Develop individual service plan

• Assist in maintaining a work environment free from recognized hazards that create a risk or injury to employees, patients or visitors and that all accidents and incidents are reported by employees and properly investigated. When appropriate, assist with the return of all workers with work related injuries and illnesses to gainful employment.

• Works with partner practice to ensure a high quality of communication and coordination takes place between Acadia BHH and the partner site.

• The IBHC is responsible for maintaining clinical documentation consistent with all licensing and regulatory requirements.

• The BHC will perform and assist with the performance of full psychosocial assessments, identification of needs and resources, and development of individual treatment plans and crisis plans.

• Leads the growth strategy for the assigned practice partner

• Works with manager at partner site to ensure successful engagement from partner and steady referrals.

• leads troubleshooting efforts with partner practice to ensure smooth and efficient workflows.

• Works with partner practice to ensure a high quality of communication and coordination takes place between Acadia BHH and the partner site.

• The IBHC may be asked to perform dual documentation in both Acadia's medical record and the integrated location's record.

• Prioritizes BHH billing and services over consultative time for integrated practice while continuing to provide excellent service and quality to practice site.

• The IBHC must have a working knowledge of psychiatric diagnoses and be able to provide appropriate clinical interventions within the scope of their licensure.

• The BHC will perform and assist with the performance of full psychosocial assessments, identification of needs and resources, and development of individual treatment plans and crisis plans.

• The BHC is responsible for coordinating care and maintaining the records on a caseload of assigned clients.

• Perform any duties/or responsibilities assigned by Administrator or Supervisor for which qualified.

Competencies and skills:

Essential:

- Behaves with Integrity and Builds Trust: Acts consistently in line with the core values, commitments and rules of conduct. Leads by example and tells the truth. Does what they say they will, when and how they say they will, or communicates an alternate plan.

- Cultivates Respect: Treats others fairly, embraces and values differences, and co