

The CENTER for VICTIMS of TORTURE with VERITAS Harvard Program in Refugee Trauma BELLEVUE/NYU PROGRAM FOR SURVIVORS OF TORTURE

**Integrated Behavioral Health Care with Survivors of Torture:**  
*Learning from the data and from each other*

Maria Vukovich, Ph.D.  
Jennifer Esala, Ph.D.  
*The Center for Victims of Torture*

September 29, 2016

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

Today's Presenters



Jennifer Esala, Ph.D.  
Research Associate  
..... CVT .....

Maria Vukovich, Ph.D.  
Research Associate  
..... CVT .....

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



**OKAY!**

We want you to participate!

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

### Webinar Objectives

- ✓ Describe Integrated Behavioral Health Care as it relates to services for survivors of torture
- ✓ Summarize the need for Integrated Behavioral Health Care when providing services to survivors of torture
- ✓ Identify key components of Integrated Behavioral Health Care for vulnerable populations
- ✓ Understand the utility of findings from NCB's Readiness Assessment on Integrated Behavioral Health Care

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

### The IBHC Readiness Assessment



- ✓ Strategic Planning & Development
- ✓ Need for IBHC
- ✓ Infrastructure
- ✓ Care Coordination
- ✓ Program Evaluation
- ✓ Staff & Leadership

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

### IBHC – What is it?



.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

**Integrated Behavioral Health Care is...**

*“the coordination of trauma-informed primary and behavioral health services to provide client-centered care.”*

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



11.3% did not agree

- Torture impacts multiple spheres
- Recognizes mind-body connections
- Impacts of physical, psychological, trauma, emotional, social, cultural, spiritual, chronic stress, motivational and educational factors
- Different disciplines can have competing goals

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

**Section I.  
Need for Integrated Care**

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**27.9%** of respondents indicated that they *strongly agreed* that clients' basic needs are being met

- **68.8%** of programs (<100)
- **21.4%** of programs (101-200)
- **5.6%** of programs (201-400)
- **16.7%** of programs (>400)

.....

National Capacity Building Project

---

---

---

---

---

---

---

---

## Section II. Strategic Planning and Development

.....

National Capacity Building Project

---

---

---

---

---

---

---

---

## Integrated Care Continuum

- **Over 75%** of organizations are on the IBHC continuum

COORDINATED RELEVANT ORGANIZATION		CO-LOCATED RELEVANT PHYSICAL PROXIMITY			INTEGRATED RELEVANT PRACTICE CHANGE
LEVEL 1 Shared Governance	LEVEL 2 Shared Governance in a Division	LEVEL 3 Shared Governance in a Unit	LEVEL 4 Shared Governance in a Program	LEVEL 5 Shared Governance in a Practice	LEVEL 6 Shared Governance in a Practice
Behavioral health services user and/or provider population served					
<ul style="list-style-type: none"> <li>• Behavioral health services are provided</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>	<ul style="list-style-type: none"> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> <li>• Behavioral health services are provided in a separate building</li> </ul>

.....

National Capacity Building Project

---

---

---

---

---

---

---

---

### Impact of Funding

- Impact on ability to deliver integrated care
- Impact of funding gaps

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

### Section III. Infrastructure

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



### Shared Systems

- 81.7% deliver joint services at the same location
- 61.5% shared most systems

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

**Section IV.  
Care Coordination**

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**61%** of respondents consulted across disciplines at least once per week.

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---

- 
- **75%** have a systematic way to consult on treatment plan
  - **91.5%** provide information to each client about diagnosis and treatment
  - **62.9%** engage family members in treatment when possible
- .....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**12.0%** were unsure or disagreed that treatment planning was coordinated across multiple disciplines.

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

**Section V.  
Client Information  
and Program Evaluation**

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**75.0%** stated that they screened for a full range of mental health issues using **clinical assessment tools**.

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**62.6%** of respondents also reported using screening tools to assess **social needs and functioning**.

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**55.0%** of respondents agreed their programs screen for **physical health symptoms**.

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



Over **25.0%** of clinical staff were unsure or disagreed that care was coordinated based on assessment data.

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



**Section VI.  
Staff and Leadership**

.....  
National Capacity Building Project

---

---

---


---

---

---

---

---



**Responding to IBHC**

**86.7%** of staff and  
**68.7%** of leadership  
made changes to workflow and systems for  
IBHC

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



**Staff response to IBHC**

- Learn new systems and technology
- Flexibility around travel
- Engage in training and learning
- Modify protocols

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



### Leadership response to IBHC

- Evaluate current practices
- Create opportunities
- Engage in case consultations
- Cultivate relationships
- Advocate for expansion

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



### Experienced Challenges

- System change
- Hosted environments
- Morale and cohesion
- Time constraints
- Decision making
- Translating ideas into implementation

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---



### Learn from Each Other

- Questions
- Ideas
- Resources
- Experiences
- Challenges

.....  
National Capacity Building Project

---

---

---



---

---

---

---

---

  Discussion Question

- How have staff and leadership in your organization been challenged by changing systems, team communication, decision-making, or working with a hosted environment to deliver integrated care services?
- Were there any solutions? Or how do you think it could be resolved?

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---

**Thank you!**

Jennifer Esala, PhD [JEsala@cvt.org](mailto:JEsala@cvt.org)  
Maria Vukovich, PhD [MVukovich@cvt.org](mailto:MVukovich@cvt.org)

.....  
National Capacity Building Project

---

---

---

---

---

---

---

---