

A CULTURE OF TEAM-BASED CARE

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Durham VA Health Care System



- [Durham VA Medical Center](#)
- [Blind Rehabilitation Outpatient Clinic](#)
- [Brier Creek Dialysis Clinic](#)
- [Greenville, North Carolina](#)
- [Hillandale Road Clinics I and II](#)
- [Morehead City Community-Based Outpatient Clinic](#)
- [Raleigh I, North Carolina](#)
- [Raleigh II, Outpatient Clinic](#)
- [Raleigh III CBOC](#)

COUNTIES SERVED

- | | | | |
|-----------|------------|-------------|-------------|
| •Alamance | •Edgecombe | •Nash | •Washington |
| •Beaufort | •Franklin | •Orange | •Wake |
| •Bertie | •Granville | •Pamlico | •Wilson |
| •Carteret | •Greene | •Person | |
| •Caswell | •Halifax | •Pitt | |
| •Chatham | •Hyde | •Rockingham | |
| •Craven | •Johnston | •Vance | |
| •Durham | •Martin | •Warren | |

Outpatient Programs

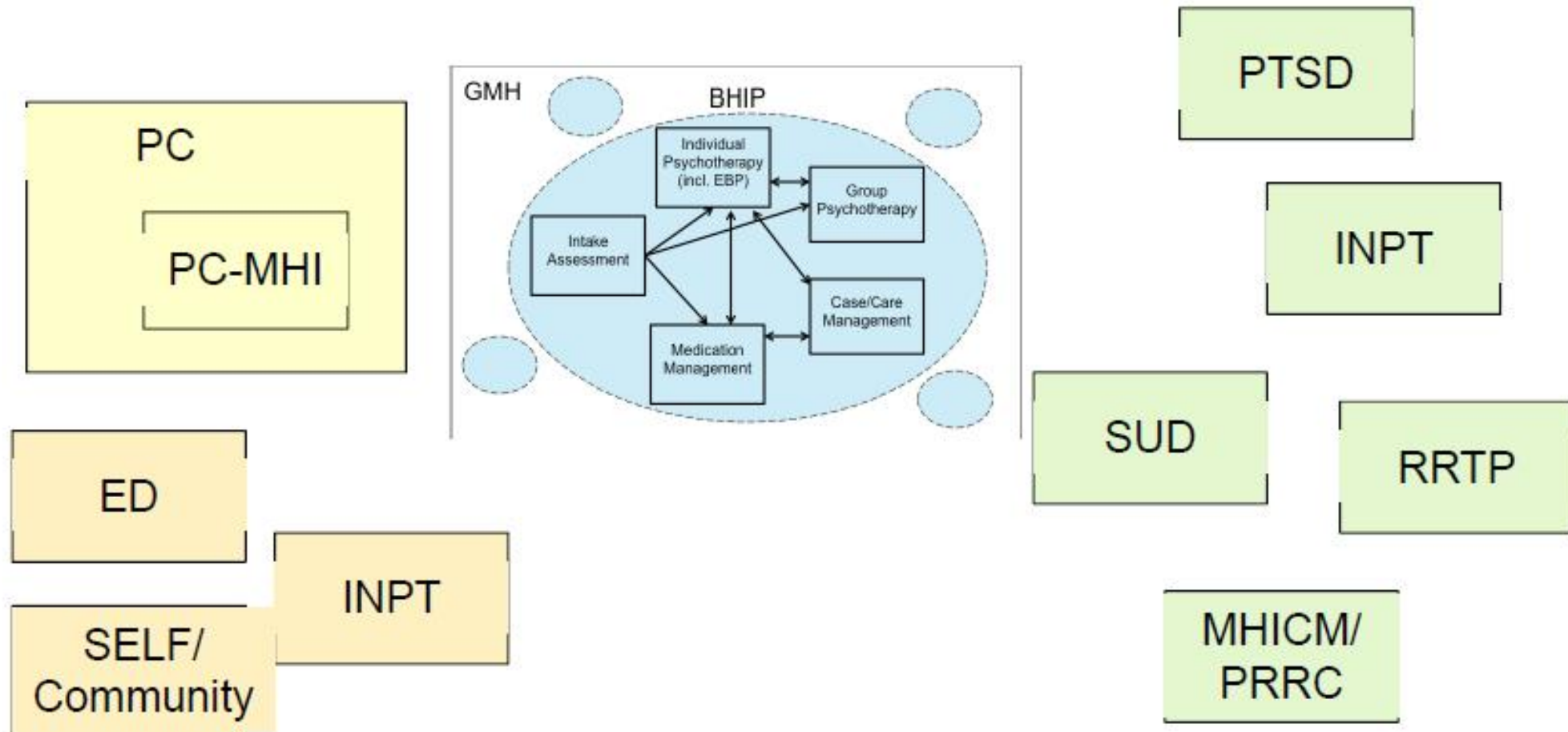
- Mental Health Clinic (general)
- Psych. Emergency Care Clinic
- PTSD Clinical Team
- Women's MH Clinic
- Military Sexual Trauma Service
- OEF/OIF/OND Clinic
- Traumatic Brain Injury Services
- Neuropsychiatry Clinic
- Geropsychiatry Clinic
- Behavioral Medicine Services
- Mental Health Access Clinic
- Substance Use Disorders
- Intensive Outpatient Program
- Suicide Prevention Services
- Pain Clinic
- Primary Care-Mental Health Integration Team
- Sleep Psychology Clinic
- Compensated Work Therapy (Supported Employment, Vocational Rehabilitation)
- Homeless Program
- Home-Based Primary Care MH
- Outpatient Electroconvulsive Therapy
- Palliative Care Program
- Outpatient consult/liaison services
- MH Compensation & Pension Services
- Psychosocial Rehabilitation & Recovery Center
- Integrated Community Mental Health Recovery (Mental Health Intensive Case Management)

Where Does BHIP Fit Within the MH Continuum of Care?

PRIMARY

SECONDARY

TERTIARY



Durham VA Psychosocial Rehabilitation and Recovery Center (PRRC)

Vision: We envision a world where all people enjoy self-directed, meaningful lives.

Mission: We inspire hope, teach skills, and provide support to empower Veterans with Serious Mental Illness to achieve self-chosen and meaningful lives in the community.

What? Patient-center, team-based care to help people recover.

FY18 Staffing (Total 4.65FTEE):

1 Occupational Therapist
1 Peer Support Specialist
.15 Psychiatrist
2 .25 Psychologists
1 Social Worker
1 Social Worker Director

Additional Trainees:
PSR Fellowship

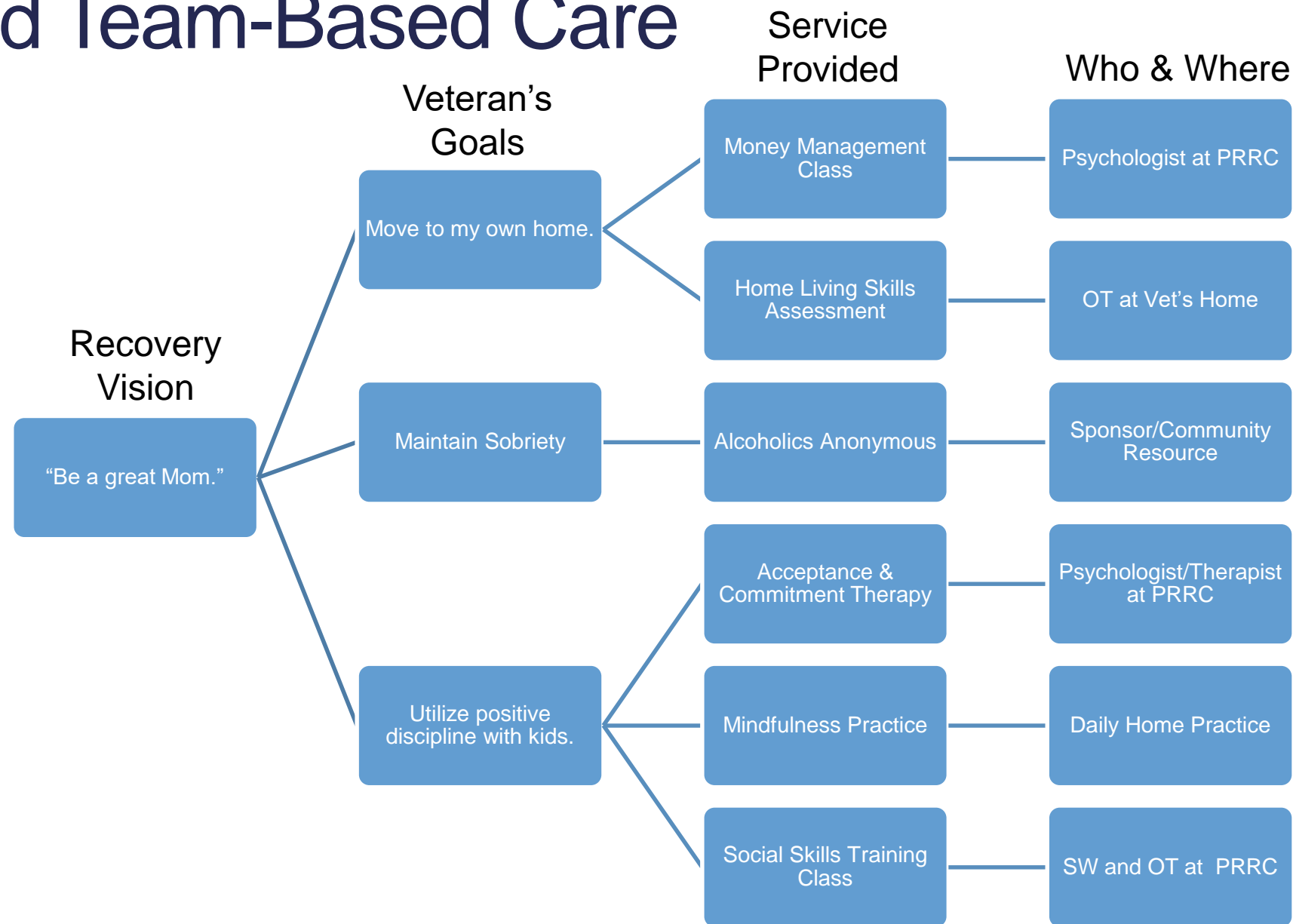
No dedicated Administrative Support



Psychosocial Rehabilitation Teams:

Selected Professions	Sample of Interventions
Chaplaincy	Pastoral Counseling, Clinical Interviewing
Nursing	Psychopharmacology, Psychoeducation, Health & Wellness Training
Occupational Therapy	Functional Assessment, Functional Skills Training, Community Integration
Peer Support	Personal Empowerment, Orientation to VA & Community Resources, Community Integration
Psychiatry	Diagnosis, Psychopharmacology, Psychoeducation
Psychology	Diagnosis, Cognitive & Neuropsychological Assessment, EB psychotherapies
Social Work	Psychosocial Assessment, Engaging VA and Community Resources, EB psychotherapies
Vocational Rehabilitation	Supported Employment, Supported Education, Functional Skills Training

Individualized Team-Based Care



Interprofessional Fellowship on Psychosocial Rehabilitation and Recovery

Clinical Experiences

1. PRRC
2. MHICM
3. SUD Clinic

Structured Learning

1. Individual Supervision
2. PSR Fellowship Weekly Consultation
3. Clinical Team Meetings
4. PSR Seminar Series
5. Psychology Seminars
6. Hub Site Seminars
7. Scheduled Trainings

Dissemination Project

1. Project conceptualization, design and execution.
2. PSR Seminar Presentation
3. PRA Presentation

Six Trainees:

- 2 Social Workers
- 2 Psychologist
- 1 Occupational Therapist
- 1 Chaplain
- (Psychiatry, Nursing, Vocational Rehab)

What makes our team work?

- Weekly team meetings
- Annual Retreat and/or Annual Meeting
- Participatory decision-making whenever practical
- Ideas are consistently requested and welcomed
- Biweekly programmatic supervision for staff with Director
- Frequent day-to-day consultation
- Clear, simple policies that everyone understands
- Clear role delineation
- Solid foundational and ongoing learning about disciplines – PSR Fellowship
- Learning culture – frequent trainings, lectures and supervising fellows – PSR Fellowship
- Frequent contact with other clinic staff to plan training – PSR Fellowship
- Service Menu
- Relationship with discipline communities at facility to maintain unique identify
- Strong connection to mission, values, and goals of the program
- Co-leading groups
- Frequent back-up with challenging individuals
- Celebrating one another's learning, clinical and personal wins
- Responsiveness to conflict – direct, immediate, and respectful
- Gratitude and team identify
- Having the right people on our bus

Team Development Measure

Team Development Measure Items		
All team members feel free to share their ideas with the team.	1	Communication
All team members participate in making decisions about the work of the team.	2	
The team openly discusses decisions that affect the work of the team before they are made.	3	
All team members feel free to express their feelings with the team.	4	
Team members say what they really think.	5	
Regardless of the topic, communication between the people on this team is direct, truthful, respectful, and positive.	6	
All individuals on this team feel free to suggest ways to improve how the team functions.	7	
When team problems arise the team openly explores options to solve them.	8	
Team members say what they really think.	9	
The team handles conflicts in a calm, caring, and healing manner.	10	
Information that is important for the team to have is openly shared by and with all team members.	11	
Team members talk about other team members behind their back.	12	
The team practices tolerance, flexibility, and appreciation of the unique differences between team members.	13	
In the team there is more of a WE feeling than a ME feeling.	14	
There is no confusion about what the work is that the team should be doing.	15	Roles and Goals
There is no confusion about how to accomplish the work of the team.	16	
Roles and responsibilities of individual team members are clearly understood by all members of the team.	17	
The goals of the team are clearly understood by all team members.	18	
I enjoy being in the company of the other members of the team.	19	Cohesion
This team is a personally meaningful experience for me.	20	
The work I do on this team is valued by the other team members.	21	
I am allowed to use my unique personal skills and abilities for the benefit of the team.	22	Team Primacy
All team members place the accomplishments of the team ahead of their own individual accomplishments.	23	
All team members define the goals of the team as more important than their own personal goals.	24	

Use this tool to:

- Identify opportunities and areas for teamwork growth
- Evaluate team development after a major staff turnover or other team disruptive event
- Promote discussion among team members at a staff retreat or annual gathering
- Encourage a dialogue of problem-solving ways to improve team development
- Assess team functioning in conjunction with an outcomes measure of services provided