



IBH 2.0:

What's Next?





BEHAVIORAL HEALTH *Leadership*

✓ **VP of Behavioral Health or
Chief Behavioral Health Officer**

vs.


✗ Behavioral Health *Director*
~~manager or supervisor~~

~~Program~~

- ✓ Automated (standing order), clinical pathways
- ✓ Direct Book (all staff)
- ✓ Integrated Consents & ROI

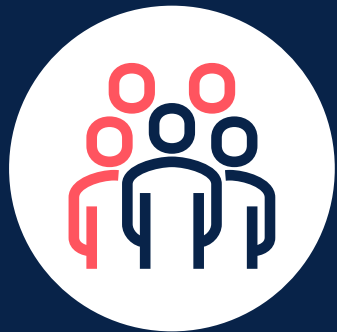
vs.

- ✗ ~~Relying on PCP referrals =~~
- ✗ ~~Formal Internal Referrals~~
- ✗ ~~Separate paperwork silos~~



How many
BH clinicians
Do we need?

What do we know?



60%
of the Medicaid
population have
behavioral health needs

This means at least
1 BH provider to every
2 PCPs.



Using Lay Counselors
is a viable way to get
to this ratio.



Grow your own mental health counselors:

Hire bilingual people with the right characteristics & aptitudes (even without degrees/licenses)





Lay Counselors can do *80% of what a clinician does:*

- Therapeutic Alliance
- Empathic Reflection & Deep Listening
- Cognitive Behavioral Therapy
- Motivational Interviewing
- Substance Use Disorder Treatment
- Supportive Therapy

What is the role of seasoned, licensed clinicians?

To teach, support, grow & develop lay people





*Get out of the 1.0
FTE trap:*

**Offer Counselors
Flexible Schedules &
Part-Time Work**

(4-40 hours a week)



Why does
counseling/therapy
work?



What is the
DoDo bird effect?

Therapeutic Alliance



Asymmetry



Authenticity



Know-nothing mind



Mindful Presence



Non-judgment



**Unconditional
Positive Regard**

What we are fighting against:

- Healthcare (transactional) culture
- Computers in every treatment room
- Overuse of standardized assessments
- Over-focus on diagnosis
- De-humanizing Risk Protocols
- Normalizing concurrent documentation



Protecting the session for the highest quality care:

- Turn off all alerts
- Avoid formal assessments and screening tools
- First sessions, not 'intakes'
- No typing or writing during sessions
- Presence practices
- Know-nothing mind
- Bracket 'business' for the end of the session

Retrain clinicians and staff on handling suicidal thoughts with care





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