Behavioral Health is Essential To Health

Prevention Works

Treatment is Effective

People Recover
MAI-CoC Virtual Community of Practice
Staff Retention: Sustaining Integrated Care – It is MY Job

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Disclaimer and Disclosure:

The views, opinions and content expressed in this presentation do not necessarily reflect the views, opinions or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA) or the U.S. Department of Health and Human Services (HHS).

Disclosure:
The presenter, Ann Hogan, has no financial conflicts of interest to disclose.
Introduction to the Virtual CoP webinar

WELCOME to our virtual CoP webinar format

• This session is a 30 minute on-demand COP webinar
• After viewing the webinar please follow the link to provide immediate feedback
• You will have access to an online Question and Answer (Q&A) chat session - designed to follow up on the topics covered in this CoP
  • Submit your questions online and check for daily answers!
Ann Hogan, M.Ed., SHRM
Certified Senior Professional in Human Resources

Ann has over 25 years’ experience in the Human Resources field, including: training, employee relations, benefits and compensation management, conflict resolution, and employee development and strategic planning.
Today’s Agenda

1. Know what elements to include in a position description
2. Develop performance evaluations, compensation, and training using the position description as a guide
3. How to use the position description when developing interview questions so that the best candidate for the position is selected
Why Develop Position Descriptions?

- Identifies what the responsibilities are of the position
- Establishes both manager and employee expectations
- Serves as a tool to determine if the position is exempt or non-exempt
How to Develop Position Descriptions

- Perform job analysis
- List job tasks by priority of what the job entails
- Include what the position actually does
- Be specific, yet allow for flexibility
Patient Centered Integrated Behavioral Health Care Job Descriptions

◆ Resources at SAMHSA
https://www.integration.samhsa.gov/workforce/recruitment-retention#hiring

◆ Integrated Behavioral Health Principles and Tasks from the AIMS Center http://aims.uw.edu/

◆ Principles of Care and Core Components & Tasks http://aims.uw.edu/
Integrated Care Examples based upon Patient-Centered Integrated Behavioral Care Principles and Task Tool

◆ Essential Duties examples:
  ◆ Collaborates consistently and effectively with primary care providers using shared care plans for patients
  ◆ Consistently screens patients for behavioral health problems using valid instruments
  ◆ Develops and regularly updates bio-psychosocial treatment plans for all patients
  ◆ Resource: AIMS Center [http://aims.uw.edu/](http://aims.uw.edu/)
Content to Include in Position Description

- General description of duties
- Reporting structure
- Fair Labor Standards Act
- Essential functions of the position
- Competencies
Content to Include in Position Description

Knowledge

Skills

Abilities

Education requirements

Date
Using the Position Description as a Interview Guide

- Develop questions by reviewing the essential roles of the position
- What is most important to perform in the position?
- Determine what you need to gather from the candidate
- Make sure the questions reflect what you need to know – practice them with someone prior to interviewing a candidate
STAR Interview Technique

1. Use a **Situation** when asking the interview question.
2. What is the **Task**?
3. What **Action** do they take?
4. What is the **Result**?
Developing Performance Evaluations from Position Descriptions

Create performance evaluation tools
- Determine how performance is going to be measured
- Use items that are concrete vs. variable
- Make sure employees know what is being measured from the beginning
- A performance evaluation should not contain any surprise information
Today’s Review

1. Elements to include in a position description
   - SAMHSA
   - AIMS Center
   - Resources

2. How to Develop
   - Performance evaluations
   - Compensation
   - Training
   - Interview Questions
Next Steps…

After this webinar—

• Please follow the link to provide feedback on this virtual webinar
  https://www.surveymonkey.com/r/FeedbackSurvey2018VirtualCoPWebinar

• Participate in the online Q&A chat session with Ann Hogan by contacting Jamie Weinstein, jweinstein@mayatech.com
Recordings & Slides for the *Staff Retention CoP webinar* is available on the CIHS website:

Additional Questions

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Additional Comments?
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integration.samhsa.gov
For More Information & Resources

Visit www.integration.samhsa.gov or e-mail integration@thenationalcouncil.org
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