



TEAM UP LEARNING COMMUNITY COHORT SYLLABUS

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Learning Community Event Outline

Events	Attendees	CEs	Frequency	Logistics
Forums for All				
<u>Team-Based Care Sessions</u>	<ul style="list-style-type: none"> Executive Sponsors (<i>Select</i>) Project Managers Clinical Supervisors Clinical Champions Behavioral Health Clinicians Community Health Workers Primary Care Providers 	No	<p><i>During Planning Phase</i></p> <ul style="list-style-type: none"> Foundational, 1 session <p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Every quarter, 6 sessions <p>Dates/Times: TBA</p>	<ul style="list-style-type: none"> Synchronous Virtual
<u>Community Dinners</u>	<ul style="list-style-type: none"> Executive Sponsors Project Managers Clinical Champions Clinical Supervisors Behavioral Health Clinicians Community Health Workers Primary Care Providers 	No	<ul style="list-style-type: none"> Annual <p>Date/Time: TBA</p>	<ul style="list-style-type: none"> Synchronous In-Person
Forums for Clinical Staff and Providers				
<u>Virtual Learning Platform</u>	<ul style="list-style-type: none"> Behavioral Health Clinicians Community Health Workers Primary Care Providers Clinical Supervisors <i>Other positions can benefit from modules</i> 	Yes	<p><i>During All Phases</i></p> <ul style="list-style-type: none"> Multiple online modules 30-90 minutes each session 	<ul style="list-style-type: none"> Asynchronous Virtual Registration required
<u>Foundational Trainings- BHC</u>	<ul style="list-style-type: none"> Behavioral Health Clinicians Clinical Supervisors (<i>Day 1</i>) 	*Yes	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Full Day, 3 sessions <p>Date/Time: TBA</p>	<ul style="list-style-type: none"> Synchronous In-Person Registration required
<u>Foundational Trainings- CHW</u>	<ul style="list-style-type: none"> Community Health Workers Clinical Supervisors (<i>Day 1</i>) 	*Yes	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Full Day, 5 sessions <p>Date/Time: TBA</p>	<ul style="list-style-type: none"> Synchronous In-Person /Virtual Registration required
<u>Foundational Trainings- PCP</u>	<ul style="list-style-type: none"> Primary Care Providers 	*Yes	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Ninety minutes, 2 sessions <p>Date/Time: TBA</p>	<ul style="list-style-type: none"> Synchronous Virtual Registration required
<u>BHC Case Consultations</u>	<ul style="list-style-type: none"> Behavioral Health Clinicians 	No	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Every month, 18 sessions First Tuesday of the month 10:00am-11:00am 	<ul style="list-style-type: none"> Synchronous Virtual
<u>CHW Case Consultations</u>	<ul style="list-style-type: none"> Community Health Workers 	No	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Every month, 18 sessions First Tuesday of the month 10:00am-11:00am 	<ul style="list-style-type: none"> Synchronous Virtual
<u>PCP Case Consultations</u>	<ul style="list-style-type: none"> Primary Care Providers 	No	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Every month, 18 sessions Second Friday of the month 8:00am-9:00am 	<ul style="list-style-type: none"> Synchronous Virtual
<u>Early Childhood Alliance & Reflective Consultation</u>	<ul style="list-style-type: none"> Behavioral Health Clinicians Community Health Workers 	No	<p><i>During Implementation Phase</i></p> <ul style="list-style-type: none"> Every month, 18 sessions Second Tuesday of the month 10:00am-11:00am 	<ul style="list-style-type: none"> Synchronous Virtual Registration required

* Continuing Education Credits (CEs) are available based on the number of registrants in each event

Events	Attendees	CEs	Frequency	Logistics
Forums for Project and Practice Leadership				
<u>TEAM UP Kickoff</u>	<ul style="list-style-type: none"> • Project Managers • Clinical Champions • Executive Sponsors • <i>All others welcome to attend</i> 	No	<i>During Planning Phase</i> <ul style="list-style-type: none"> • 1 session • Date/Time: TBA 	<ul style="list-style-type: none"> • Synchronous • Virtual
<u>Practice Transformation Meetings</u>	<ul style="list-style-type: none"> • Project Managers • Clinical Champions • Billing Rep (Select) • Relevant and IT Leads (Select) 	No	<i>During Planning Phase</i> <ul style="list-style-type: none"> • Every week, 18 sessions • During Implementation Phase • Every other week, 18 sessions • During Sustainability Phase • Every month, 6 sessions • Dates/Times: TBA 	<ul style="list-style-type: none"> • Synchronous • Virtual
<u>Leadership Workgroup</u>	<ul style="list-style-type: none"> • Project Managers • Clinical Champions 	No	<i>During Planning Phase</i> <ul style="list-style-type: none"> • Every quarter, 2 sessions • During Implementation Phase • Every quarter, 6 sessions • During Sustainability Phase • Every quarter, 2 sessions • Dates/Times: TBA 	<ul style="list-style-type: none"> • Synchronous • Virtual
<u>Revenue & Operations Workgroup</u>	<ul style="list-style-type: none"> • Project Managers • Billing Champions • Clinical Supervisors 	No	<i>During Implementation Phase</i> <ul style="list-style-type: none"> • Every quarter, 6 sessions • Dates/Times: TBA 	<ul style="list-style-type: none"> • Synchronous • Virtual
<u>Supervisor Forum</u>	<ul style="list-style-type: none"> • Clinical Supervisors 	No	<i>During Implementation Phase</i> <ul style="list-style-type: none"> • Every other month, 18 sessions • Fourth Tuesday of the month • 10:00am-11:00am 	<ul style="list-style-type: none"> • Synchronous • Virtual
Optional TEAM UP Offerings				
<u>Speaker Series</u>	<ul style="list-style-type: none"> • Open to all staff and providers at the practice 	No	<i>During All Phases</i> <ul style="list-style-type: none"> • Every month • Third Tuesday of the month • 12:00pm-1:00pm 	<ul style="list-style-type: none"> • Synchronous • Virtual • Registration required
<u>Professional Vitality Sessions</u>	<ul style="list-style-type: none"> • Open to all staff and providers at the practice 	No	<i>During All Phases</i> <ul style="list-style-type: none"> • Every Tuesday • 9:30am-10:00am 	<ul style="list-style-type: none"> • Synchronous • Virtual
<u>Individual Clinical Consultation Service</u>	<ul style="list-style-type: none"> • Behavioral Health Clinicians • Community Health Workers • Primary Care Providers 	No	<i>During All Phases</i> <ul style="list-style-type: none"> • Per request 	<ul style="list-style-type: none"> • Email Outreach

Learning Community Overview

The TEAM UP Learning Community brings clinical staff and practice leadership together through a variety of forums to begin implementing integrated behavioral healthcare. The Learning Community focuses on the whole practice to ensure all roles have the training and support needed to transform the approach to care delivery, as individuals and as teams, for children and families. Most of the activities delineated in this syllabus are required to attend. There are a few optional activities that are designed to complement the training and further support the workforce.

The Learning Community involves in-depth training and practice transformation support, as well as data-driven technical assistance customized to each practice.

► **Clinical Training**

- Designed to expand core knowledge of pediatric behavioral health, including assessment, diagnosis, and treatment. Care team members learn role-specific core competencies and specialized techniques for the integrated primary care setting.

► **Practice Transformation**

- Applies a quality improvement framework to collectively set goals, plan transformation activities, and monitor progress across the Learning Community. Practices receive technical assistance to ensure the model's successful implementation and long-term sustainability.

► **Timeline**

- Practices participate in the Learning Community in cohorts together for a period of 30 months. The 30-month timeline has three distinct phases:
 - Planning (6 months)
 - Active Implementation (18 months)
 - Sustainability (6 months)
- Most of the forums and activities occur during the 18-month Active Implementation phase.

This syllabus outlines the core forums and activities required for staff and providers at participating practices. There is also an outline of TEAM UP offerings that are considered optional or supplemental. Included is an introduction of each forum, as well as a table further specifying which activities are applicable for each role.

Forums for All

Team-Based Care Sessions

Overview

Team-Based Care Sessions combine clinical training and practice transformation content to support full integration of team-based care within the practice. Sessions include a mix of foundational didactic content, team breakout sessions for care planning and quality improvement, and group discussion for peer-to-peer learning.

All roles on the project and clinical care team are intentionally included in these sessions to ensure cross-collaboration and equitable engagement in team building. Team-Based Care Session topics are designed to promote implementation of TEAM UP model components and include:

1. Role development and team collaboration
2. Creation of trauma-informed environments
3. Racial justice in healthcare
4. Promotion of early childhood mental health
5. Identification and management of autism spectrum disorder
6. Identification and management of attention-deficit/hyperactivity disorder
7. Identification and management of anxiety and depression

Participants

Team-Based Care Sessions engage all members of the practice's team, both project leadership and clinical members. Minimally, Executive Sponsors (select), Project Managers, Clinical Champions, Clinical Supervisors, and two representatives from each of the core clinical roles (PCPs, BHCs, CHWs) are asked to attend.

Structure and Timing

Team-Based Care Sessions are 90 minutes and held virtually. They begin during the Planning Phase with one session on team-based care within the TEAM UP model and then run quarterly through the Active Implementation period. There are 7 Team-Based Care Sessions in total.

Community Dinners

Overview

Community Dinners celebrate the accomplishments of every participating practice. They offer a rare opportunity to gather colleagues from across practices in person and foster relationship development and community building. While practices are asked to come to Community Dinners ready to present an area of their TEAM UP work, the emphasis is on connection and enjoyment.

Participants

Community Dinners are meant to engage all members of the practice's team, both leadership and clinical members. Executive Sponsors, Project Managers, Clinical Champions, Clinical Supervisors, and representatives from each of the core clinical roles (PCPs, BHCs, CHWs) are expected to participate. Practices are encouraged to invite others from their team to attend.

Structure and Timing

Community Dinners are held annually in person from 5:00 to 7:30pm. Agendas typically follow a format that includes a welcome and reception, buffet dinner, shared learning activities, and closing recognitions.

Forums for Clinical Staff and Providers

Virtual Learning Platform (VLP)

Overview

TEAM UP hosts a [virtual learning platform](#) of courses that enhance foundational behavioral health knowledge around assessing, screening, and caring for children and families in the primary care setting. Learners can access courses on their own time and obtain continuing education credits.

Examples of courses:

1. Caregiver Stress
2. Identification and Management of Autism Spectrum Disorder in Primary Care
3. Navigating the Special Education System in Massachusetts
4. Depressive Disorders

Participants

Courses are designed to meet the needs of a range of learners, including but not limited to BHCs, PCPs, CHWs, and Clinical Supervisors. Courses have been accredited by medical and social work boards to meet the continuing education requirements for multidisciplinary learners.

Structure and Timing

Learners enroll on the virtual platform and establish a dashboard to track individual course progress.

Courses are completed asynchronously and can be self-paced throughout the initiative.

Role-Focused Foundational Training

Overview

Through partnership with federally qualified health centers, as well as a team of child and adolescent mental health specialists, TEAM UP has built a unique training series to prepare practitioners for the work of integrated behavioral healthcare.

For each core role on the integrated primary care team (CHWs, BHCs, and PCPs), there are foundational skills that are required to meet the needs of a diverse pediatric patient population.

► Core Skills for CHWs

- CHWs sharpen their tools, such as:
 - Motivational interviewing
 - Problem solving
 - Improving engagement
 - The working alliance with families
- They also learn about common behavioral health conditions, such as depression, anxiety, and ADHD, and explore their role in caring for families living with those diagnoses.
- In the spirit of equipping CHWs to both be responsive to their evolving field as well as to maintain wellness, the training days will cover:
 - Health education
 - Advocacy
 - Professional sustainability
- CHWs join BHCs for the fifth and final day of their foundational series to focus on caring for families with young children (ages 0-5).

► Transdiagnostic Approaches for BHCs

- The Transdiagnostic Approach distills components within:
 - Cognitive-behavioral therapy
 - Dialectical-behavioral therapy
 - Psychodynamic therapy

- These are responsive to a range of diagnostic presentations, from mild to severe, and are flexible enough to adapt to an integrated behavioral health context. Techniques include:
 - Psychoeducation
 - Motivational Interviewing
 - Emotion Regulation
 - Behavioral Activation
 - Caregiver Coaching and Support
 - Cognitive Restructuring and Reappraisal
 - Therapeutic Exposure
 - Interpersonal and Communication Skills
 - Assessments and Screening
- The training days combine didactic and case-based learning with an emphasis on applying skills to scenarios that mirror those that may arise within pediatric primary care practices.
- ▶ **The PCP within Behavioral Health Integration**
 - PCPs will gain exposure to integrated models of care within pediatric medical homes and explore skills and approaches to shift their practice.
 - These initial training sessions will introduce the use of:
 - Broadband and secondary behavioral health screeners
 - Consider diagnostic processes
 - Treatment pathways for behavioral health concerns and problems
 - How to collaborate with other members of the care team to best support the behavioral health needs of children and families

Participants

These training series are designed to meet the unique needs of each core care team role for BHCs, PCPs, and CHWs, as well as the Clinical Supervisors.

Structure and Timing

Foundational training sessions will be held for each of the core roles on the integrated care team (CHW, BHC, PCP). These sessions are progressive and should be attended in full. They will be offered twice annually, once in the fall and once in the spring.

- ▶ **CHWs**
Five full days of training- three in-person and two virtually, the last of which is shared with the BHCs.
- ▶ **BHCs**
Three full days of in-person training, the last of which is shared with the CHWs.
- ▶ **PCPs**
Two ninety-minute virtual sessions, offered in the Spring and Fall of each year.

Role-Focused Consultation

Overview

Upon completion of the foundational trainings, all roles will join monthly virtual case consults for the duration of the active implementation period.

- ▶ **CHW Consultation**
 - CHWs from each practice will have the opportunity to share a case and receive support and feedback from peers. Discussions are facilitated by a clinical provider, and templates are used to organize and enhance case conceptualization and reflective skills.
- ▶ **BHC Consultation**
 - BHCs from each practice will have the opportunity to share a case and receive support and feedback from peers. Discussions are facilitated by a clinical provider, and templates are used to organize and enhance case conceptualization, differential diagnoses, treatment selection, and provider critical self-reflection.

► PCP Consultation

- PCPs from each practice will join a psychiatrist-led forum to share cases and questions related to complex care, medication initiation, change, and management, and use of the integrated team. Monthly sessions are intended to support comfort and confidence in treating common behavioral health concerns within the primary care setting and recognizing when to bridge toward external resources.

Participants

These consultations are designed to meet the unique needs of each core care team role: BHCs, PCPs, and CHWs.

Structure and Timing

Case Consultations will be held for each of the core roles on the integrated care team (CHW, BHC, PCP) on a monthly basis for the duration of the active implementation period.

► CHWs

Case consultations fall on the first Tuesday of each month, 10am-11am.

► BHCs

Case consultations fall on the first Tuesday of each month, 10am-11am.

► PCPs

Case consultations fall on the second Friday of each month, 8am-9am.

Early Childhood Alliance and Reflective Consultation

Overview

TEAM UP's Early Childhood Alliance is a multidisciplinary learning space to:

1. Increase practitioner comfort and confidence in working with families with young children (ages 0-5)
2. Increase fluidity in using a culturally responsive, relational approach to engagement and care
3. Develop knowledge and awareness around the impact of trauma, stress, attachment, development, and sociocultural factors in working with caregiver-child dyads

The first six months involve didactic and case-based presentations, focusing on topics such as attachment and attunement, chronic stress and trauma, and physiological and social-emotional development in early childhood.

Twelve months of reflective consultation follows the six-month series, to build critical self-reflection skills and strengthen the ability to provide patient-centered care. Reflective consultation has a proven track record of mediating provider stress and burnout and supporting professional fulfillment.

Participants

This forum is especially geared toward BHCs and CHWs, recognizing the opportunities for dyadic work with families with young children and enhancing the unique contributions of each care team role. PCPs and other care team members are also welcome to attend.

Structure and Timing

The Early Childhood Alliance convenes on the second Tuesday of each month, 10am-11am. Upon completion of the initial six months of didactic training, participants will meet for a subsequent twelve months of reflective consultation, using the same designated time slot.

Forums for Project and Practice Leadership

TEAM UP Kick-Off

Overview

The TEAM UP Kick-Off welcomes all new practices to the TEAM UP Learning Community and communicates expectations for the project period. The Kick-Off will provide an opportunity for leadership across participating practices to meet the TEAM UP Training Team and one another, review key timelines and milestones, and establish goals for each phase of work.

Participants

TEAM UP Project Managers, Clinical Champions, and the practice's Executive Sponsors are expected to attend the TEAM UP Kick-Off. Practices are welcome to invite others from their team to attend.

Structure and Timing

The TEAM UP Kick-Off is scheduled for 90 minutes during the first month of the Planning Phase and is held virtually.

Practice Transformation Meetings

Overview

Practice Transformation (PT) Meetings provide technical assistance to individual practices in their implementation of the TEAM UP Model. PT Meetings are led by TEAM UP Practice Facilitators and run through the duration of the project. These meetings have three main goals:

1. Planning for implementation of TEAM UP model components
2. Utilization of data for implementation evaluation and practice improvement
3. Monitoring progress towards defined project milestones and deliverables

Participants

TEAM UP Project Managers and Clinical Champions are expected to attend PT Meetings regularly. Additional team members, such as the IT Lead or Billing Rep may be requested as needed.

Structure and Timing

PT Meetings are one hour and are held virtually. They begin in the Planning Phase and run through the entirety of the 30-month project period.

During months 1-3 of the Planning Phase, PT Meetings are scheduled weekly to facilitate start-up and orientation.

In months 4-6 of the Planning Phase, PT Meetings will move to every other week. Meeting frequency will shift to monthly through both the Active Implementation and Sustainability Phases. PT Meetings are scheduled individually with each practice to accommodate practice leadership schedules.

Leadership Workgroup

Overview

The Leadership Workgroup convenes project leadership to:

1. Review data
2. Discuss implementation barriers and facilitators
3. Facilitate a collective process of continuous quality improvement

While agendas are set by the TEAM UP training team, the Leadership Workgroup is designed to be a space for peer-to-peer learning and discussion. As such, project leadership at each practice will be asked to come to workgroup meetings prepared to share out on their team's ongoing work and identified priorities.

Participants

TEAM UP Project Managers and Clinical Champions are expected to attend Leadership Workgroup meetings regularly. Additional team members may be requested as needed.

Structure and Timing

Leadership Workgroup meetings are scheduled quarterly for 90 minutes and are held virtually. They begin in month 3 of the project and run through the remainder of the 30-month project period. There are a total of 10 Leadership Workgroup meetings.

Revenue and Operations Workgroup

Overview

The Revenue and Operations Workgroup provides practices with tools and strategies to set up the systems necessary to adopt and sustain integrated behavioral healthcare.

Similar to the Leadership Workgroup, the Revenue and Operations Workgroup serves as a space for peer-to-peer sharing with facilitation by the TEAM UP training team. Each session will focus on a defined topic area(s) with orientation to relevant tools and guidance followed by structured practice report and discussion. Topics include:

1. Common CPT codes for integrated care
2. Caseload management
3. Productivity focused on sustainability
4. Clinical capacity building
5. Scheduling

Participants

TEAM UP Project Managers, Billing Champions, and Supervisors are asked to attend Revenue and Operations Workgroup meetings regularly. Practices are welcome to invite others from their team to attend.

Structure and Timing

Revenue and Operations Workgroup meetings are scheduled quarterly during the Active Implementation Phase for 60 minutes each and are held virtually. There are 6 Revenue and Operations Workgroup meetings in total.

Supervisor Forum

Overview

In this forum, supervisors convene with counterparts across practices to reflect upon challenges, questions, and concerns. Discussions are progressive

1. Tracking clinical and workflow issues
2. Implementation barriers
3. Workforce support and sustainability
4. New ideas and initiatives, and other timely topics

Agendas are generally driven by the supervisors themselves, and the forum is facilitated by a member of TEAM UP's training team.

Participants

Clinical supervisors from every TEAM UP site should be in attendance.

Structure and Timing

Every other month, on the fourth Tuesday, 10-11 am. While meetings tend to be topic-driven, there is time and opportunity for supervisors to raise spontaneous issues and concerns.

Optional TEAM UP Offerings

Speaker Series

Overview

The Speaker Series emerged in direct response to the Covid-19 pandemic, when clinical practices were overhauled suddenly, and a pressing need arose to gather (remotely) for shared expertise, wisdom, and new developments in the field.

This monthly forum features speakers whose experience and expertise are germane to current events and issues as well as needs of the behavioral health and human service field.

Topics range from comprehensive trauma treatments to early childhood programming approaches to assessing intimate partner violence to historical and cultural considerations in screening practices. The aim is both skill- and resource-building for interdisciplinary healthcare professionals.

Participants

As in the longstanding tradition of grand rounds, the TEAM UP Speaker Series is free and open to all as a professional development and fulfillment opportunity.

Integrated care team members (BHCs, CHWs, PCPs) are encouraged to attend. All other healthcare professionals and those interested in the human service field are welcome to join.

Structure and Timing

The Speaker Series meets on the third Tuesday of every month from 12pm – 1pm. A content area expert(s) presents on a particular topic, followed by a discussion, which is facilitated by a moderator.

Professional Vitality Sessions

Overview

To support professional vitality and resist burnout, TEAM UP protects space for healthcare professionals to restore, offer and receive support, and focus on wellness. It is a drop-in forum, involving both facilitated discussion as well as wellness activities.

Participants

All health and human service professionals are welcome and encouraged to attend.

Structure and Timing

This forum meets every Tuesday, from 9:30am to 10am. As a drop-in space, attendees are invited to come as often or as infrequently as they are able.

Individual Clinical Consultation

Overview

Members of the training team are available for one-on-one consultation and role-focused support as needed. Clinical consult topics can range from:

1. Questions regarding assessment, diagnosis, and treatment
2. Use of a particular psychotropic medication
3. Administration of behavioral health screening tools
4. Application of therapeutic modalities
5. Treatment planning
6. Thinking through a difficult case

Participants

Consultations are available to all clinical and administrative staff at participating practices.

Structure and Timing

Contact information for members of the TEAM UP training team can be found on the Consultation Flyer; outreach may occur via phone or email at any time. When you leave a message or send an email, please include preferred time and method of receiving a message and exclude protected health information (PHI).

Of note: this is not an emergency service. In the event of an emergency, please continue to use your established crisis structures.