

DECEMBER 2023

MIMind Memorandum



CONNECTIONS AND CONVERSATIONS HIGHLIGHT 2023 COLLABORATIVE MEETING

The September MI Mind Collaborative meeting generated opportunities for open discussion between providers and provider organization leadership statewide.

St. John's Resort in Plymouth created an "absolutely gorgeous setting for our third annual Collaborative Meeting," said MI Mind Program Manager Heather Omdal, MPH. "Providers offered positive feedback at the end of the afternoon, and were pleased with the speakers, presentation content, discussions, food and the venue. Many expressed their enthusiasm for upcoming Year 2 training, which we previewed at the meeting."

Attendee feedback forms showed a clear preference for additional time to ask questions and engage in discussion, both professional and social, with other MI Mind providers. The MI Mind team will incorporate these suggestions into the September 2024 Collaborative Meeting plans.



VOLUME 1, ISSUE 6

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Support for MI Mind is provided by Blue Cross Blue Shield of Michigan (BCBSM) as part of the BCBSM Value Partnerships program. Although BCBSM and MI Mind work collaboratively, the opinions, beliefs and viewpoints expressed in this newsletter do not necessarily reflect the opinions, beliefs and viewpoints of BCBSM or any of its employees.

MI MIND TRAINING IS ON TRACK FOR ALL COHORTS

Year 1 and Year 2 training have kicked off, and most Site Champions and Administrative Liaisons have completed Module 1. Check the schedule below to be sure you are on track. You can also check your training status via the [MI Mind Partner Portal](#) and sign up for the next Module.

Year 1 Cohort: Site Champion and Administrative Liaison Training

- **Module 1:** Virtual meetings with Site Champions and Administrative Liaisons have been completed. Site Champions should be sure they have completed and submitted their site readiness surveys.
- **Module 2:** Current State and Readiness Assessment training is now available. In this session, we will review the current suicide prevention practices and protocols for your site. Sign up for this one-hour training session on the [MI Mind Partner Portal](#).



*Amanda May, LMSW,
Training Director*



*Sarah Moore, LMSW,
Clinical Quality
Improvement Trainer*

Year 2 Cohort: Site Champion and Administrative Liaison Training

- **Module 1:** Most Site Champions and Administrative Liaisons have completed PDSA and Lethal Means Counseling training.
- **Module 2:** Care Pathway Review training is now available. In this session, we will review suicide prevention care pathways, discuss pain points and determine next steps to strengthen care pathways. Sign up for this training session on the [MI Mind Partner Portal](#).

Questions about training or signing up for a training session? Email the MI Mind team: MIMind@hfhs.org.

RECRUITMENT FOR MI MIND COHORT 3 RAMPS UP

Applications for the third MI Mind cohort are due Friday, Jan. 12, 2024. The MI Mind team will make selections in February and finalize contracts in April 2024. A [pre-application form](#) is available on the MI Mind website.

If providers and practices from your organization are interested in joining MI Mind, please direct them to contact your organization's administrative leadership. As a reminder, practices should meet the following criteria:

- Serve an adult (18 years and older) population
- Support integrated models of behavioral health and primary care
- Retain Physician Group Incentive Program (PGIP) Affiliated Providers: Primary care physicians with Patient Centered Medical Home (PCMH) designation, psychologists, psychiatrists

The MI Mind CQI works with the Blue Cross Blue Shield of Michigan's Health Information Exchange Initiative to retrieve data that Provider Organizations (POs) are already submitting to the Michigan Health Information Network ([MiHIN](#)). The MI Mind Coordinating Center works with Participating POs to prepare for initiative-specific reporting transmitted by EMRs as consolidated clinical Document Architecture (C-CDA) or Physician Payer Quality Collaborative (PPQC) data.

MiHIN uses cases include: Quality Measure Information (QMI); All-Payer-Supplemental (APS); Active Care Relationship Service (ACRS); Consolidated Clinical Document Architecture (C-CDA); and Admission Discharge Transfer Notification (ADT).

For more information about applying to participate in MI Mind, contact Program Manager Heather Omdal, MPH, homdal1@hfhs.org.

Watch the MI Mind Recruitment Webinar at your Convenience

Provider organization leaders, practice managers and providers interested in joining MI Mind can learn more about the Collaborative Quality Initiative (CQI) by watching the recruitment webinar. It offers an overview of the MI Mind CQI and details about participation requirements, rewards, timing for new member organizations and a chance to meet the MI Mind team. [View the webinar](#).

VIDEOS MODEL AT-RISK PATIENT COUNSELING

“How should I talk to my patients when they are at risk for suicide? How does that conversation go?”

The MI Mind team heard this question from Primary Care and Behavioral Health providers, and answered by providing two scenario vignettes, now available on YouTube:

- [Screening Patients in Primary Care](#), with Emmanuel Dizon, M.D., Internal Medicine, MI Mind Content Expert
- [Assessing Patients for Suicide Risk in Behavioral Health](#), with Cathy Frank, M.D., MI Mind Program Director

The videos were premiered at the Collaborative Meeting in September, where they generated thoughtful interactions between physicians, therapists, provider organization leaders and the MI Mind team. After you view them, we invite you to give us your feedback. Were they helpful? Are there other scenarios you would like to see modeled in future videos? Send us an email at MIMind@hfhs.org.



Dr. Frank and her “patient” offer a scenario for Behavioral Health providers after the patient has been identified as at-risk, with an assessment and exploration of treatment options.



Dr. Dizon and his “patient” have a conversation from the beginning of the care pathway, as if the patient were identified as at risk for suicide during an appointment for another reason.

MI MIND TEAM WALKS TO RAISE FUNDS TO SUPPORT SUICIDE PREVENTION



The MI Mind team, colleagues, family, friends and pets came together to support suicide prevention at the Out of the Darkness walk.

On Oct. 7, the MI Mind team was joined by colleagues, friends and family, and furry companions for the American Foundation for Suicide Prevention’s Out of the Darkness Community Walk for Metro Detroit. The MI Mind team walked together with team members from the Michigan Spine Surgery Improvement Collaborative ([MSSIC](#)) and colleagues from Henry Ford Health’s Behavioral Health and Research departments. Together, they raised \$500 to support suicide prevention.

Held in downtown Ferndale, the walk is a journey of remembrance, hope and support that raises funds to support suicide prevention research, education, and prevention programming. An annual event, it unites communities, individuals and families, and acknowledges the impact of suicide, prevention and mental health care. [Learn more](#) about the American Foundation for Suicide Prevention and the walk.

'GRATITUDE' TOPS FEEDBACK FROM IHA MEDICAL GROUP PATIENTS AND PROVIDERS



*Danielle Trieskey, LMSW,
IHA Medical Group*

This fall, Danielle Trieskey, LMSW, and her team implemented a soft launch before going live with MI Mind across 30 primary care clinics located in Washtenaw, Oakland, Livingston and Wayne counties. One of two behavioral health managers for Trinity Health's [IHA Medical Group](#), Trieskey is the MI Mind Site Champion for two IHA practices and the secondary Behavioral Health Provider Lead.

"Our two-week soft launch involved a few of our more experienced behavioral health specialists. It was a chance to try out the MI Mind protocols in our clinics and collect data. After we analyzed feedback, we implemented MI Mind across all of our primary care clinics with Behavioral Health support in place," she explains.

IHA uses the Epic electronic record system, which pushes out the PHQ-9 ahead of patient appointments and streamlines the process in the clinic. Their IT team creates reports for smooth patient follow up. MI Mind is working well for the IHA practices, although at first, team members were anxious about making changes.

"We weren't sure how many patients we would need to engage with and how it would be received," recalls Trieskey, "but it's gone better than expected. Patients are surprised we reviewed their PHQ-9 and express gratitude when the behavioral health specialist follows up with them. We have built safety plans and used MI Mind resources to connect patients with higher levels of care."

IHA's primary care providers have expressed a great sense of relief and appreciation. "Our providers have a clear care pathway for their patients' mental health needs, enabling them to focus on additional necessary aspects of care at the appointment. It's reassuring for them to know their patient will receive prompt follow up care," she says. Year 2 training has already begun for IHA providers, and Trieskey anticipates her team will continue to refine their care pathway and learn recommendations to support at-risk populations.

"Our amazing team of clinicians have enjoyed the training and the opportunity to better support their patients' mental health. It's a powerful and humbling experience to wrap that patient in care and be part of their journey to brighter days," she says. "Patient feedback follows a consistent theme: Appreciation and gratitude for our concern, for connecting them with help, and making sure they are all right."

988 LIFELINE: ENCOURAGE PATIENTS TO FOLLOW UP



When referring patients to the [988 Suicide and Crisis Lifeline](#), ask them to follow up with you if they call the hotline. Providers can continue to support patients as they manage the crisis and offer additional connections and referrals, when indicated.

The 988 Lifeline is available 24/7 and offers a cost-free door to care for anyone. It has become a valuable resource providers can recommend to patients and their loved ones during times of crisis.



TECH TIPS FROM THE MI MIND I.T. PROS

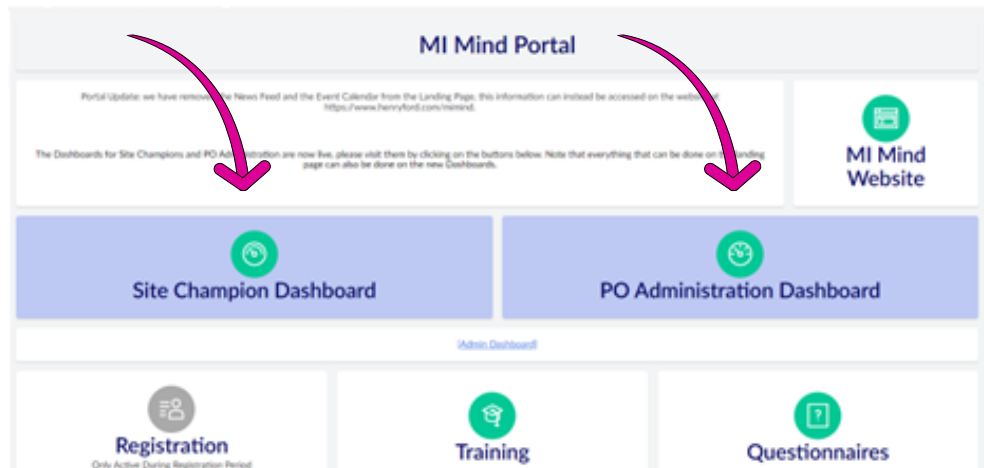
You'll soon be able to Use the MI Mind Partner Portal Dashboards to schedule training. In early 2024, the [MI Mind Partner Portal](#) will transition to a new user interface. Providers and Provider Organization (PO) administrators will schedule training, access documents, find links to external resources and answer MI Mind questionnaires in their Dashboards. Access to these features is currently available through the MI Mind Partner Portal Landing Page. Beginning in early 2024, the information will also be available on the Dashboard, and by April 2024, it will be available only via the Dashboard.



*Jeff Warchall,
MI Mind Senior
Analyst*

How do I use the new setup?

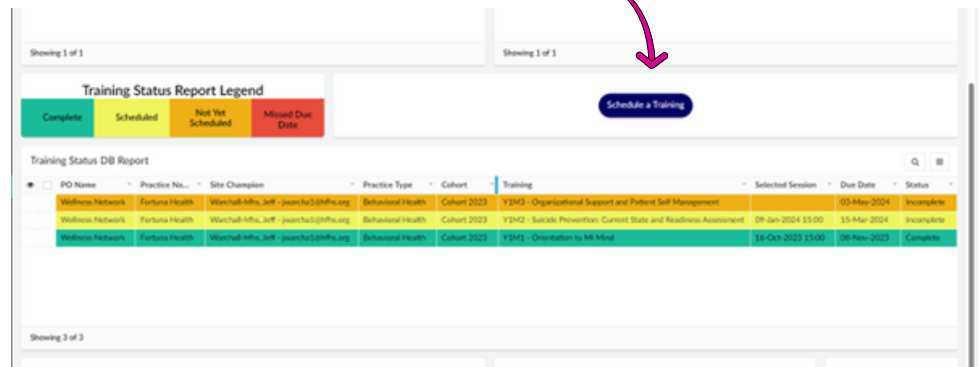
Once the Dashboards are open, we will send you an email. We encourage you to try out the new Dashboards then. To start, you will log into the Partner Portal.



You'll see two large gray buttons as shown at left. Site Champions can click on "Site Champion Dashboard." PO Administrators can click on "PO Administration Dashboard."

What can I access in the Dashboard?

You will have access to several reports and buttons you can explore. The example at right (using a fictitious practice, "Fortuna Health") shows how the Training Status Report will look. All of the trainings a practice is required to complete in 2024 are color coded by the current status.



The screenshot shows a "Training Status Report" for a fictitious practice named "Fortuna Health". The report includes a legend for training status: Complete (green), Scheduled (yellow), Not Yet Scheduled (orange), and Missed Due Date (red). Below the legend is a table with columns for PO Name, Practice No., Site Champion, Practice Type, Cohort, Training, Selected Session, Due Date, and Status. A pink arrow points to a "Schedule a Training" button in the top right corner of the report area.

PO Name	Practice No.	Site Champion	Practice Type	Cohort	Training	Selected Session	Due Date	Status
Wellness Network	Fortuna Health	Warchall, Jeff	Behavioral Health	Cohort 2023	Y3M1 - Organizational Support and Patient Self Management	09-Jan-2024 13:00	03-Mar-2024	Incomplete
Wellness Network	Fortuna Health	Warchall, Jeff	Behavioral Health	Cohort 2023	Y3M2 - Suicide Prevention, Current State and Readiness Assessment	15-Jan-2024 13:00	15-Mar-2024	Incomplete
Wellness Network	Fortuna Health	Warchall, Jeff	Behavioral Health	Cohort 2023	Y3M3 - Orientation to MI Mind	15-Jan-2023 13:00	06-Nov-2023	Complete

The report shows the practice has successfully completed Module 1: Orientation to MI Mind and has scheduled Module 2 for Jan. 9, 2024. However, in this example, they have not yet scheduled Module 3, but can easily do so by clicking on the "Schedule a Training" button.

The Dashboards are expected to be open by February, and we will send you an email message when they are ready. You can then check the Training Status Reports for the practices to which you are assigned and fully schedule them for the year by following the steps outlined above.

Questions?

If you have any questions now or when the new Dashboards are open, email mimind@hfhs.org with your question and a member of the MI Mind Tech Team will contact you.



DO YOU KNOW ABOUT THE COMPACT ACT?

*Information is courtesy of

VA  U.S. Department of Veterans Affairs
Veterans Health Administration

For more information visit:
<https://www.henryford.com/-/media/files/henry-ford/campaigns/miminds/compact-act-detroit-va>

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What is the COMPACT Act?
Section 201 of COMPACT Act states that the VA will provide, pay for and reimburse for emergent suicide care for eligible individuals at VA medical facilities and at non-Department facilities.

Who is eligible?
Eligible individuals include all Veterans regardless of eligibility for VHA health care benefits (includes OTH discharges).

What is Emergent Suicide Care?
Emergent suicide care includes inpatient or crisis residential care for no more than 30 days and/or outpatient medical and mental healthcare for no more than 90 days.

Caring for a Veteran in Crisis?
Contact VA's emergency care reporting portal by calling 844-724-7842 or report through the website at <https://EmergencyCareReporting.CommunityCare.va.gov>.

COMPACT ACT AIMS TO REDUCE VETERAN SUICIDE

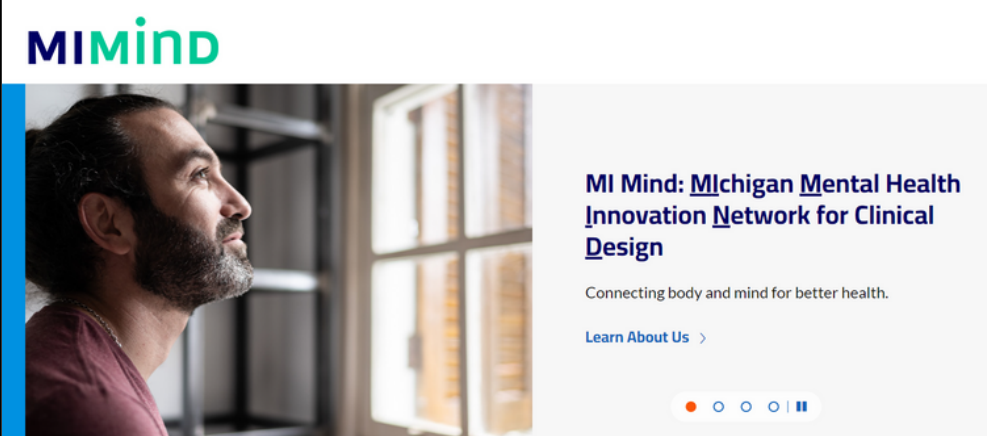
At no cost to them, veterans experiencing acute suicidal crisis can receive immediate medical care at a non-VA facility. The COMPACT Act was developed to reduce Veteran suicide by expanding access to cost-free care.

Veterans can call 911 or go to the nearest emergency room when in crisis. The VA will provide treatment or cover the costs for treatment. Veterans do not have to be enrolled in VA health care.

Please share this information with patients who are veterans to ensure they are aware of cost coverage and options for crisis care.

[Learn more](#) from the Detroit VA.

VISIT THE MI MIND WEBSITE FOR PROVIDER AND PATIENT RESOURCES



MIMIND

MI Mind: Michigan Mental Health Innovation Network for Clinical Design

Connecting body and mind for better health.

[Learn About Us >](#)

Be sure to visit the MI Mind website and explore the resources and materials available for you and your patients. You'll find:

- Patient scenario videos, housed on the [Tools & Materials page](#)
- [Past issues of The Mem](#)
- Bios and photos of the [MI Mind team](#)
- Handy links to the [MI Mind Partner Portal](#)
- [MI Mind Partner Portal tips](#) that can save you time
- [Resources for patients and support persons](#)

COMING IN 2024: PATIENT MATERIALS IN MULTIPLE LANGUAGES

Providing materials in a patient's first language optimizes health outcomes and advances health equity. In 2024, the MI Mind team will provide a variety of patient handouts in Spanish, Arabic, Chinese, Bengali, French and Hindi.

According to Gabrielle Benton, LLMSW, MPH, MI Mind Program Coordinator, "Provider Organization leadership and the MI Mind team understand that to serve our communities effectively, it is imperative that our materials are translated into patients' preferred languages. Offering our providers and their teams up-to-date mental health and suicide prevention materials will improve access and equity when it comes to suicide prevention in Michigan."



Once translated, the documents below (currently available in English) will be posted on the [Tools & Materials](#) page of the MI Mind website for easy access by providers and patients:

- [If you are thinking about suicide, read this first](#)
- [Crisis and Suicide Prevention Hotlines](#)
- [Preventing Suicide: Tips for Parents](#)
- [Understanding and Helping Someone Who is Suicidal](#)
- [Creating a Safety Plan](#)
- Printable Crisis Cards will be available on the MI Mind website with translated text



Read future issues of The Mem and follow us on social media for updates on availability of the translated materials.



HAPPY HOLIDAYS

THE MI MIND TEAM WISHES ALL OUR PROVIDERS AND PROVIDER ORGANIZATION LEADERS A HAPPY AND RELAXING HOLIDAY SEASON.

CONTACT US

To reach the MI Mind team, email MIMind@hfhs.org, One Ford Place, Suite 5E, Detroit, MI 48202.

The MI Mind Memorandum is a newsletter for providers participating in the MI Mind Collaborative Quality Initiative (CQI). If you have questions or suggestions for *The Mem*, please contact Program Manager Heather Omdal, homdal1@hfhs.org.

