



INTEGRATIVE BEHAVIORAL HEALTH READINESS ASSESSMENT

Organizational Assessment

Please check the appropriate box.

Leadership	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
Our leadership team...	1	2	3	4
Is aware of health industry trends and changes and how they may impact our facility				
Understands need for systems approach in all aspects of our organization				
Provides ongoing education opportunities for board, internal leadership and managers				
Aligns hospital and medical leadership around values, goals and strategies				
Empowers and motivates hospital employees to achieve performance excellence				
Strategic Planning	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
Our organization...	1	2	3	4
Conducts meaningful strategic planning at least annually				
Involves multiple stakeholders to ensure strategic plans reflect community needs				
Uses a systems framework for planning to ensure a holistic approach				
Communicates the plan organization-wide in easy to understand language				
Patients, Partners and Communities	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree

Our organization...	1	2	3	4
Measures and publicly reports data on patient satisfaction				
Excels at customer services as shown by our comparative results on patient satisfaction				
Engages in partnerships with larger systems or rural networks				
Works collaboratively with other types of providers in our service area to improve transitions of care and care continuity				
Collaborates with public and private organizations in the community to assess and improve health of the population				
<i>Measurement, Feedback and Knowledge Management</i>				
Our organization...	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
	1	2	3	4
Uses a strategic framework to manage information (such as a Balanced Scorecard)				
Evaluates strategic process regularly and shares information organization-wide				
Uses data to improve health and safety of patients in the service area				
<i>Workforce and Culture</i>				
Our organization...	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
	1	2	3	4
Supports development of a workforce that is change ready and adaptable				
Has a strong focus on staff development and satisfaction				

Supports ongoing staff skill building and education				
Has developed a customer/patient focused staff culture				
<i>Operations and Processes</i> Our organization...	Strongly Disagree 1	Somewhat Disagree 2	Somewhat Agree 3	Strongly Agree 4
Has developed efficient business processes and operations in all areas				
Continually improves quality and safety				
Uses technology appropriately to improve efficiency and quality				
Ensures continuous process improvement is embedded in the culture				
<i>Impact and Outcomes</i> Our organization...	Strongly Disagree 1	Somewhat Disagree 2	Somewhat Agree 3	Strongly Agree 4
Regularly documents and assesses outcomes and impact of the care and services we provide				
Reports quality outcomes to federal agencies, community, staff and other stakeholders				
Benchmarks outcomes with peers and internally				
Documents value in terms of cost, efficiency, quality, satisfaction and population health				

Operational Assessment

Check the box that best describes where your critical access hospital (CAH) is regarding each area of operational structure.

Our CAH:	Building Awareness 1	Planning 2	Progressing 3	Sustaining 4
Includes behavioral health in our mission statement and strategy				
Ensures that all patient care staff are competent to address behavioral health issues within their scope of work				
Provides support to all patient care staff on managing their own behavioral health				
Screens all patients for depression				
Screens all patients for anxiety				
Screens all patients for substance abuse				
Includes staff credentialed in behavioral health				
Utilizes tele-health resources for psychiatric and behavioral health needs				
Collects clinical measures related to behavioral health				
Includes behavioral health in our chronic disease management programs				
Addresses behavioral health issues in our transitions of care process				
Provides a variety of educational materials to our patients concerning behavioral health issues				

Maintains an updated list of behavioral health resources in our community				
Invests time and energy building relationships with the behavioral health resources in our community				
Initiates collaborative meetings with behavioral health resources in our community				
Includes behavioral health assessments in our EHR				
Utilizes EHR or other health information technology to coordinate care for behavioral health patients with providers and community partners				
Has completed a behavioral health needs assessment for our community				
Has the resources to address the complexities of the dual diagnosis patient				
Has the resources to address the complexities of pain management.				

Technical Assistance (TA) Needs

I am interested in the following Behavioral Health TA topics	Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4
Operations and Processes				
Care coordination models				
Care coordination tools and resources				
Tools for behavioral health assessments				
Developing referral structures				
Leading change management initiatives				
Collaboration and Outreach with Partners				
Building regional awareness of demographic, socioeconomic and health status characteristics				
Collaborating with community partners, agencies and resources				
Engaging stakeholders during times of change and transition				
Marketing plan development and implementation				
Social media strategies and outreach				
Tools for cross cultural communication				
Strategies for health information exchange				
Measurement, Feedback and Knowledge Management				
Data and health information sharing				
Establishing workflow design, processes and execution				

Balanced Scorecard methodology training and resources				
Determining data collection measures				
Population health management				
Impact and Outcomes				
Best practices and lessons learned				
Engaging payers to foster sustainability				
Return on Community Investment (ROI) statement				
Additional Behavioral Health TA Topics:				