Overview

The evidence is clear: team-based behavioral healthcare improves outcomes and satisfaction for individuals with mental health conditions. However, healthcare teams do not develop naturally and require targeted support to form, function effectively, and be sustained. Using common facilitation techniques and common measures, this QUERI Program will enhance and inform team-based care for Veterans with behavioral health conditions. Specifically, this program will advance VA’s knowledge of how team-based behavioral healthcare can be improved through the use of implementation facilitation strategies, with anticipated improvements in Veteran outcomes. Data will be relevant and responsive to priorities set forth in the VA Blueprint for Excellence for team-based care of Veterans to be personalized, proactive, and patient-driven.

QUERI for Team-Based Behavioral Health will work to improve coordination, quality, equity, and outcomes of team-based care for Veterans with behavioral health conditions. For this QUERI Program, team-based care is defined as treatment provided through interdisciplinary VA clinical teams and across disciplines (e.g., Mental Health and Primary Care). Specific objectives include:

- Understand and enhance coordination, quality, equity, and outcomes of care for Veterans treated within interdisciplinary VA treatment teams and via shared care across healthcare disciplines;
- Advance measurement-based care delivery strategies that enhance personalized, proactive, and patient-driven care for Veterans; and
- Advance implementation science by developing, evaluating, and refining new tools and resources to support the use of facilitation to implement clinical programs and practices that are responsive to VA priorities.

(over)
Project Summaries

- **Project 1.** The goal of this quality improvement program is to implement a Telemental Health network through a Clinic-Based Telehealth Operations Manual and Telemental Health supplements in rurally located community-based outpatient clinics in VISN 20.

- **Project 2.** Using a hybrid effectiveness-implementation design, investigators in this study will test the impact of a Replicating Effective Programs (REP) and Blended Facilitation strategy for implementing Behavioral Health Interdisciplinary Programs based on an evidence-based collaborative care model in VA general mental health clinics.

- **Project 3.** This study will evaluate the effectiveness of External Facilitation and local team-based quality improvement strategies for increasing the use of measurement-based care to determine how best to implement patient-reported outcome measures.

- **Project 4.** The goal of this quality improvement program is to integrate a randomized implementation trial and evaluation into the pilot to implement Peer Specialists in VA PACTs via External Facilitation.

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  - Public Health
- Mental Health Operations
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