

# INTEGRATION NEWS



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**2011 Summer Quarter Integration Events!**

**July 4:** Happy 4th of July! \*! \*! from the Systems Integration Team—[Debbie, Paul, Bonnie and Vicki](#)

**July 14:** 2nd Annual Putt Your Stuff for Jefferson Center for Mental Health [Click here for more details and to register ONLINE](#)

**August 10:** Suicide Prevention Training, at The Center for Mental Health, Montrose CO. For more info contact, Janey Sorensen: [jsorensen@centermh.org](mailto:jsorensen@centermh.org)

**August 18:** Transitions to Independence Training Webinar. Contact Paul Baranek, at [800-804-5040](tel:800-804-5040) X369722

**Sept 29—Oct 2:** CBHC Annual Conference in Breckenridge <http://www.cbhc.org/annual-conference/2011-conference-registration/>



## Inspiration To Transform Healthcare in America



**Cynthia James**

Transformational Specialist, Teacher, Artist, Author, joins the CBHC Conference as this year's Keynote Speaker.

Transforming Healthcare, to paraphrase Cynthia James, calls us to carry an inspired vision for ourselves, our communities and the people we love; to make a commitment to transforming lives with that vision; and to build community in which to sustain our vision. The work, at times, seems daunting.

Our *Inspired* Vision for transforming healthcare is :

- >Better Health for the entire population
- >Better Care for the individual
- >Better Cost for healthcare services



Our Vision is noble and worthy of our excitement and hard work.

Through education and personal change, Cynthia created the foundation upon which she built programs and classes that integrate traditional, spiritual, creative and transformational processes for change and healing.

Through education and *paradigm* change, we are creating the foundation upon which we are building a new healthcare system, integrating traditional, spiritual, creative and transformational health processes to improve health for all Americans.

As a lecturer, teacher and internationally renowned performing artist, Cynthia James has the ability to

inspire us to believe in our unique individual and organization destiny, vision, purpose; and in our capacity to be of service to our communities and world at large. With the daunting work at hand, we certainly can use the inspiration.

**Cynthia James** graduated from 2 Masters Degree programs, Spiritual Psychology and Consciousness Studies. She facilitates workshops/seminars in corporate and spiritual forums. Author of *What Will Set You Free*, Cynthia lives and thrives in the beautiful mountains of Colorado with her husband Carl. [http://www.cynthiajames.net/wp-content/uploads/2011/02/1-sheet\\_v4.pdf](http://www.cynthiajames.net/wp-content/uploads/2011/02/1-sheet_v4.pdf)

—Vicki Linden, Editor  
*Integration News*

## The National Council 7th Annual Hill Day

Federal policy transforming America's Healthcare requires your voice and your vote. "Each year at Hill Day, hundreds of behavioral health providers, administrators, board members, consumers, and community stakeholders come to Washington for a full day of sessions and workshops on federal behavioral health policy, followed by visits with their elected officials on Capitol Hill to advocate for our field's priorities. You can write to your legislators today opposing budget cuts to [Medicaid] safety net

programs by clicking [this link](#). In addition, The National Council strongly encourages all members to attend Hill Day in Washington, DC,

**You have the most sway over legislative votes.**

July 19-20, where you'll have the opportunity to speak to your legislators and their staff face-to-face about the impact that cuts to Medicaid would have on you, your community, and the individuals you serve. The National Council is working hard in

Washington to fight against these proposed cuts to Medicaid – but it is communications from constituents like you that typically can have the most sway over legislators' votes." In 2010, Colorado had the largest State delegation to attend the National Council's Annual Hill Day.

**The National Council 7th Annual Hill Day, July 19 and 20, 2011** <http://www.thenationalcouncil.org/galleries/policy-file/2011%20Letter%20Writing%20Campaign%20Rules.pdf>



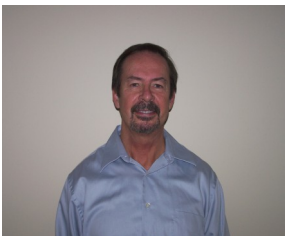
**Randy Ratliff, CEO**  
Larimer Center for Mental Health

**“We are confident that the Clinic will address, head on, the unacceptable mortality rates that plague individuals with mental health and substance use disorders.”**

**“The strategy of the Systems Integration Department (SID) is to provide education and resources on accessing services; identify possible barriers to treatment; and encourage an open dialogue with ACF facilities.”**

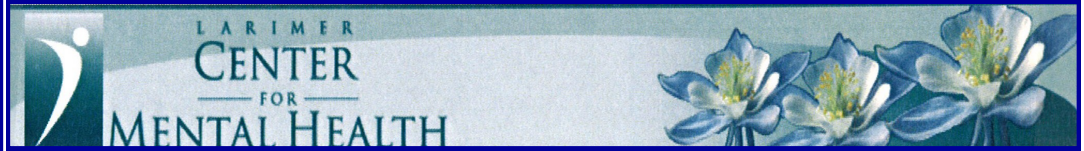
—Debbie Keairnes, Director, Systems Integration Department

For information about CHP educational opportunities, please contact:



**Education Coordinator**  
**Paul Baranek**  
800-804-5040 X369722

## FEATURING



Every Quarter, SID features Integrated Healthcare at CMHCs. Look for your MHC in the *Integration News!*

It is finally happening! The idea that started as a “pie in the sky” dream is about to become a reality. In early August, Larimer Center for Mental Health (LCMH), in partnership with Sunrise Community Health Center, will open the **Sunrise Larimer Center Clinic**.

The Clinic is a true model of integration and collaboration. Funded by a three-year grant from The Colorado Health Foundation, the grant allows Loveland Community

Health Center to place a medical team inside Larimer Center for Mental Health’s Loveland office. The Clinic will have three exam rooms, as well as a lab for routine tests. LCMH clinicians and case managers have already begun generating referrals, by identifying consumers who have unmet medical needs. We are confident that the Clinic will address, head on, the unacceptable mortality rates that plague individuals with mental health and substance use disorders.

In addition to this project with Sunrise Community Health, which serves south Larimer County,

LCMH has been busy developing our relationship with Salud Family Health to the north and west. We have expanded our behavioral health specialist’s time at Salud in Estes Park, and are continuing to advance our partnership at the Murphy Center for Hope to provide health services to our homeless and near homeless consumers there.

### For more information contact:

Mary Beth Swanson, LCSW  
Development Specialist  
Larimer Center for Mental Health  
(970) 494-4253 (office)

[marybeth.swanson@larimercenter.org](mailto:marybeth.swanson@larimercenter.org)

## INTEGRATION SPECIALIST TEAM WORKING FOR YOU

### ACF MI-WAIVERS

Outreach to Assisted Care Facilities (ACF’s) in the Colorado Health Partnerships (CHP) area has been a top priority of the Integration Specialist Team, since January, 2011. The Department of Health Care Policy and Finance (HCPF), has identified ACF’s in the CHP area that have a number of MI-Waiver members who need mental health services but who are not receiving needed services. The Systems Integration Team has

worked in collaboration with the Quality Dept and Office of Member and Family Affairs Dept at ValueOptions (VO) on this outreach. The goal is to increase the percentage of ACF, MI-Waiver, eligible members and help them access important mental health services. Once an Integration Specialist has met with the ACF Administrator, the VO Office of Member and Family Affairs follow up with letters to eligible members. The letter provides information on how to access mental health care.

**SID outreach to Assisted Care Facilities in your Mental Health Center area is available by contacting Vicki Linden: 719-244-9718**



## LEARN LAB TRAINING

Many exciting training opportunities are underway through the LEARN Lab. Parent Advocate Training has begun with good parent turn out, in the Aspen-Pointe and Axis Health System areas.

More of these trainings are scheduled in Grand Junction and Durango. The DHS trainings are ongoing with new trainings scheduled in Pueblo and other areas of the State. We are working among BHO’s to bring training on the *Transitions to Independence Proc-*

*ess Program*, an evidence-based program to help youth transition successfully to adulthood from the youth-serving system in Colorado.

Trainings in the NBHP and FBHP areas are facilitated by the Integration Specialists Team.

Additionally, we are beginning to spread our training efforts to the independent provider network by easily-accessible Training Webinars. The first Webinar is scheduled for August 18, 2011.

This summer, many licensed clinicians will be dealing with the new



Colorado continuing education, professional development, State requirements. LEARN Lab Representatives and the Education Coordinator stand ready to assist you and answer your questions about those requirements.

—Paul Baranek, Education Coordinator,  
800-804-5040 X369722

—Vicki Linden, Integration Specialist,  
719-244-9718





Every Quarter an Expert will be answering your questions. Integrated Healthcare has called us to task to stay on the informational cutting edge as we move into a new era in healthcare service delivery. There are barriers to overcome and new risks to be taken.

We welcome this Quarter's Expert,

Pamela Linden, MBA, Linden Consults, LLC

*"Linden Consults, LLC is actively engaged in building a legacy of learning. Transferring necessary skills and knowledge to assist clients in effectively identifying and solving future challenges through organizational learning, adaptation, and reflective insight."*



Northeast Behavioral Health Partnership, LLC



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## ASK THE EXPERT PAMELA LINDEN, MBA



Your Mission is Our Passion©

**QUESTION: Spring Quarter, the front-page article of *Integration News* was *Riding the Wave into our Future*. Describe how we can enjoy riding the wave of Cultural Change, towards implementation of Integrated Healthcare, and not be overwhelmed by its size and magnitude.**

Riding the wave of cultural change and enjoying it? What a seemingly impossible idea. You might think, "I don't even know what 'organizational culture' means. That's just a made-up catchword everyone pretends to know." A working definition of organizational culture is needed. So here goes: *Organizational culture is commonly held values and beliefs, expressed through actions or norms, learned and acquired through socialization.* As such, organizational culture provides the map guiding group members' actions, interactions, perceptions, and cognition. Culture frames how problems are viewed and the best way to solve them. For an organization to 'work' everyone must share the same basic assumptions.

Organizational culture, then, grows from basic assumptions formed from prior ways of dealing with external and internal pressures. Organizational culture is the way things work, the way things are, and the ways we behave. No wonder cultural change is frightening, stressful, and resisted. Cultural change interferes in the daily activity stream, leads to anxiety, uncertainty, and instability. In spite of that, however, effective leader-

ship, at every level, can form and develop a changed culture and can foster transformation, enabling adaptive responsiveness to current and future, external and internal pressures.

What is required of leadership during this cultural change? First, managing culture change is not a one-time event; it is an on-going, proactive, adaptive process. A basic understanding and acceptance of the inevitability of change is needed. Incremental changes take place constantly and research

***"Leading culture change requires faith in basic human goodness; a view that actions count and the world is manageable; facilitation of the free flow of accurate and relevant information; a fostering of diversity and connections between diverse systems and people; and honoring of reality gained from experience."***

shows that deep-seated, basic change occurs every five years or less. This means leadership needs to identify future cultural forces coming to bear on the organization and plan ahead. Successfully dealing with cultural shifts requires leaders who are aware of the organization's strengths and weaknesses and who can recognize and learn from both success and failure. Cultural change, then, requires on-going learning.

Learning-leaders model a learning culture which rewards proactive problem-solving and is committed to the learning process, both individual and collective. Leading culture change requires faith in basic human goodness; a view that actions count and the world is manageable, facilitation of the free flow

of accurate and relevant information, a fostering of diversity and connections between diverse systems and people, and honoring of reality gained from experience.

As organizational culture shifts from re-action and control to pro-action, participation, and adaptive response, the wave of change can be ridden. New skills will be learned and mastered. Rather than being overwhelmed, riding the wave of cultural change will be a challenge the organization is prepared to meet.

Downey, D., Galbraith, J., Kates, A. (2002). *Designing dynamic organizations*. New York, AMACOM.

Schein, E. (2004). *Organizational culture and leadership* (3rd Ed.). San Francisco, CA., John Wiley & Sons, Inc..

Pamela Linden earned an MBA from Regis University in 1992. She has worked in the private, not-for-profit, and government business arenas over the past 30 years. Pamela is a change-process consultant for Linden Consults, LLC, and will complete a PHD in *Organization and Management* from Capella University in 2012.

E-mail: [lindenconsults@live.com](mailto:lindenconsults@live.com)

**Send your Questions For The Expert to the**

***Integration News***

Editor, Vicki Linden

[IntegrationNewsSIDNewsletter@valueoptions.com](mailto:IntegrationNewsSIDNewsletter@valueoptions.com)

### Systems Integration Department (SID)

#### Mission

The mission of the Systems Integration Department is to improve quality of life by innovatively bringing together resources, systems and strategies for behavioral health.

#### Vision

Our vision is to be the national standard for systems integration.