Identifying Supervisory Strategies to Improve Provider Adoption of Person-Centered Care Planning in Behavioral Health Services: A Mixed Methods Study

Mimi Choy-Brown
University of Minnesota – Twin Cities

Background

Chasm between the care we provide and the care we want to provide
- Only 33% of patients received minimally adequate mental health treatment
- Only 27% of studies reported adequate rates of adherence to established clinical practice guidelines
- Limited service user access to quality care, service disengagement, and disparities in treatment outcomes

Behavioral health service supervisors have the great responsibility and opportunity to influence quality of care
- Direct care providers are gatekeepers to health care and service coordinators for people seeking services in these settings
- Primarily on-the-job learning with organizations often tasked with training staff
- Direct supervisors oversee direct care provider learning and practice and the administration of the programs

Person-centered care is considered central to the delivery of quality behavioral health services.
- Person-centered care planning (PCCP) operationalized person-centered care for behavioral health services.
- PCCP has a growing evidence base and has already been implemented across mental health systems.

Normalization Process Theory posits mechanisms of the embedding process

Methods

Study Context
- Multi-site randomized controlled trial testing the effectiveness of Person-Centered Care Planning in 14 research sites in two Northeastern States. Research participants (N=273) were employed in these behavioral health service settings providing primarily mental health services.
- Implementation Strategy included 2-day training for supervisors, ongoing technical assistance for 12-months that included two phone calls a month with supervisors and their teams. Supervisors were expected to train their staff members.

Explanatory Sequential Mixed Methods Design (quant → qual)

Quantitative Findings

Qualitative Inquiry

Sample demographics
- Participants (N=14) were from four research sites in one NE state
- Participants were from community support services (N=13), young adult services (N=6), residential (N=6), and outpatient therapy (N=6)
- 11 out of the 12 programs met an acceptable PCCP fidelity
- Majority of sample was female (88.2%), white (66.6%), and held bachelor’s degrees (88.2%)
- On average, participants were 41 years old and had worked at their agencies for 8 years

Results & Conclusions

Filling the Gap: Supervisory Strategies to Improve Adoption

Conclusions
- Frontline supervision is a complex multi-component implementation strategy encompassing social and technical learning elements consistent with NPT.
- A conceptual model detailing critical supervisory mechanisms and potential opportunities to facilitate EBP scale-up and sustainability efforts in routine settings.
- Targeting these supervisory activities holds promise as an effective implementation strategy to build provider buy-in and adoption of new efficacious practices.
- Improve the efficiency and effectiveness of this already embedded, cost-neutral strategy for ongoing quality improvement and workforce development and retention.

Acknowledgements

I want to acknowledge the participating mental health providers and the Person-Centered Care Planning Study Team. This work was supported by NIMH grant F31MH110120-01A1 and supported by NIMH NIMH grants K22MH102280 and K22 MH095252.

References

7. Substance Abuse and Mental Health Services Administration (2013).
9. 2016)