



Managing the Care Continuum Setting the Stage for Successful Change

In Drug Medi-Cal Organized Delivery System (DMC-ODS) Substance Use Disorder (SUD)
Programs in the Fresno County Behavioral Health System of Care

June 6, 2019

8:30 AM Check-in

9:00 AM – 4:00 PM

COURSE AGENDA

TIMES	TOPIC
8:30 AM-9:00 AM	Registration and Check-in
9:00 AM-9:30 AM	Welcome <ul style="list-style-type: none"> • Overview of the Training Objectives
9:30 AM-10:00 AM	The Why, The What, and The Good Stuff <ul style="list-style-type: none"> • Summarize the changes required to clinical, operational, and financial processes • Identify which areas are most problematic for your agency
10:00 AM-10:15 AM	BREAK
10:15 AM-11:00 AM	Navigating Change <ul style="list-style-type: none"> • Identify the 4 methods of quality • Recognize and address the feeling and thinking components of change • Develop an understanding of the importance of being purposeful in implementing change
11:00 AM-12:00 PM	Leading in Times of Change <ul style="list-style-type: none"> • Practice Initiating Change Using Kotter’s 8-Step Model • Share strategies for dealing with common roadblocks • Utilize a method of brainstorming that includes all the people involved
12:00 PM-1:00 PM	LUNCH

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TIMES	TOPIC
1:00 PM-2:15 PM	<p>Understanding the Inter-related processes of great finance and great customer flow.</p> <ul style="list-style-type: none"> • Describe the relationship between capacity, flow, and billing • Create a flow chart • Describe three crucial time-based metrics • Identify Value – Critical to Quality requirements • Identify strategies to manage capacity and flow
2:15 PM-2:30 PM	BREAK
2:30 PM-3:30 PM	<p>Understanding the Inter-related processes of great finance and great customer flow. (Continued)</p>
3:30 PM-4:00 PM	Review, Next Steps, and Completing Evaluations
4:00 PM	Adjourn

The County of Fresno Department of Behavioral Health (DBH), has partnered with the California Institute for Behavioral Health Solutions (CIBHS) to provide trainings to help guide participants through the process of transforming their current business practices, increase financial stability, improve clinical practices and enhance operational support and procedures.