New Hampshire Primary Care Behavioral Health Workforce
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GETTING STARTED

Abstract
Working to enhance the primary care behavioral health workforce in New Hampshire has been an opportunity to build statewide collaboration for enhanced integration, to recontextualize the roles on the primary healthcare team, and to create new pathways for growing the future workforce. The work of New Hampshire Primary Care Behavioral Health Workforce Initiative can be a resource to efforts to build the workforce in other states and nationally.

New Hampshire PCBH Workforce Development Plan: Plans, Goals and Objectives

Main Goals:
• Improve competency and quality of care
• Increase size of current Integrated Primary Care Workforce
• Improve ability of practices to create integrated workforces

Strategies
• Create lists of available training opportunities
• Create training modules for both Integrated Primary Care facilitators and students
• Create a web portal
• Create career ladders

Main Objectives:
• Improve ability of current workforce and future workforce to be oriented to PCBH
• Improve communication between workforce efforts in New Hampshire
• Obtain access to quality and affordable post-degree PCBH training and coaching

DELIVERABLES

Demand for Behavioral Health Clinicians

2015-2016 – New Hampshire Primary Care Behavioral Health Workforce Assessment

<table>
<thead>
<tr>
<th>Substance Abuse Counselors, Care Managers, BHCs Needed</th>
<th>Number of Positions</th>
<th>Years Needed</th>
<th>Tier Name</th>
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<tbody>
<tr>
<td>Health Coach</td>
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<td>Basic Programs</td>
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<tr>
<td>Navigator</td>
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<td>3</td>
<td>Basic Programs</td>
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<td>Patient Advocate</td>
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<td>Patient Educator</td>
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<td>Community Health Worker</td>
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<tr>
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This is the current workforce, the a current demand for an increase in the workforce and the projection of the demand in 5 years in the surveyed FQHCs and Rural Health Centers.

Current Primary Care Behavioral Health Training Pathway

2017-2018 - Create a website to offer links to training resources for Behavioral Health Clinicians

The current behavioral health clinician career pathway depicts the most common pathways to becoming a BHC. A BHC will either receive placement as a BHC as a part of their graduate training (e.g., internship or other substantial experience, sometimes with additional coursework) or post-degree training.

PCBH Workforce Strategic Plan

Statewide representative groups constructs the 2016-2017 New Hampshire Primary Care Behavioral Health Workforce Improvement Plan

The NHPCH Workforce Initiative focuses on training the current PCBH workforce, the future workforce, and improving the integrated primary care leadership and workforces as a means of attaining our goal of improving competency and quality of care in the behavioral health workforce.

Proposed Primary Care Behavioral Health Career Ladder

2018-2019 - Visualize and collect resources to grow some of the future workforce within primary care sites

The proposed primary care behavioral health career ladder shows common entry roles from which medical assistants, community health workers and medical interpreters can train to be Care Enhancers. Care Enhancers can train to be licensed BHCs without having to leave their employment for schooling. This ladder creates opportunity, workforce growth, and increased diversity for behavioral health services in primary care.

MOVING FORWARD

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References


The completed products of the NHPCHWF initiative will be placed on the New Hampshire Primary Care Behavioral Health Workforce Portal, an online resource that can be accessed through the QR code located below.

OR Code

The data from this initiative is intended to provide insights into the needs of the healthcare team, and to create new pathways for growing the future workforce. The work of the New Hampshire Primary Care Behavioral Health Workforce Initiative can be a resource to other states and nationally.