

If We Only Knew:

What We Learned from **an Integrated Complex Care Initiative**

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A photograph of three business professionals in an office setting. A woman on the left, wearing a patterned jacket, is shaking hands with a man in the center who is wearing glasses and a tan jacket. A woman on the right, wearing a green jacket, is also smiling and looking towards the group. The background features a window with a potted plant and a desk.

**Select Organizations Based on
*Readiness & Willingness***

**Ensure Measures
Match the Target
*Population & the
Initiative Aims***



A woman with glasses and a blue shirt is shown from the chest up, looking slightly to the right. She is holding the hands of another person whose hands are visible in the foreground. The background is a soft, out-of-focus indoor setting. The text is overlaid on the left side of the image.

Concurrently Focus on
Developing *Integrated*
Behavioral Health Services



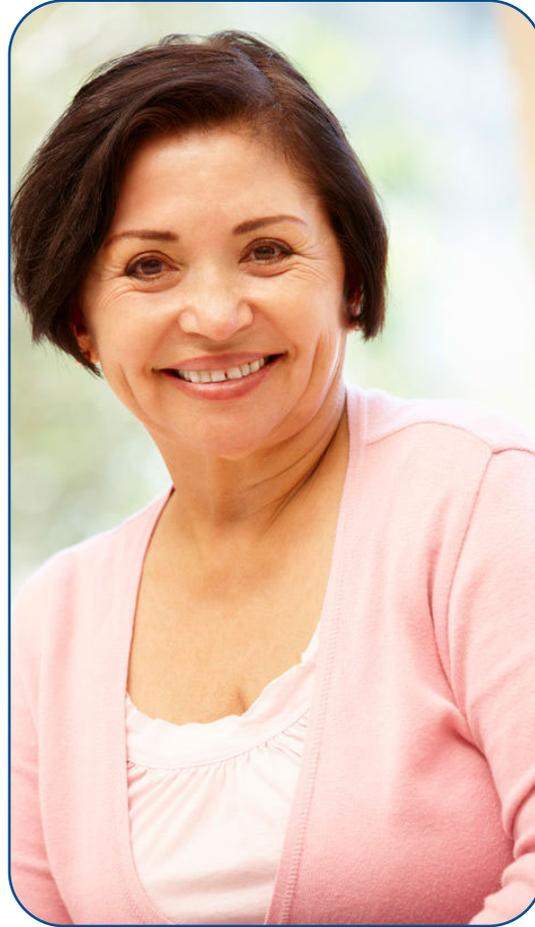
**Hire &
Configure
the Team for
*Success***

A group of four people (two women and two men) are standing on a grassy hillside, looking out over a vast landscape at sunset. They are all facing away from the camera, and their arms are around each other's shoulders, suggesting a close-knit team. The sun is low on the horizon, creating a warm, golden glow and a lens flare effect. The background shows rolling hills and a clear sky. The overall mood is one of camaraderie and achievement.

Develop
Connected Teams
to do the *Best Work*



Elevate the Role of the *Practice Coach*



**Engage in Team &
Patient Experience,**
a Parallel Process