

Table 1: Key practices extracted from the country case studies^a

Formalized Partnerships between and within organizations to specify respective responsibilities, assure access, provide 'greased' referral mechanisms, information sharing arrangements, and financial expectations.
Population Management/Predictive Modeling* to efficiently target intervention efforts.
Effective Communication* through the use of electronic records (while maintaining separate, private records for sensitive information such as psychotherapy notes), with all providers having ready access to clinical status and behavioral health and general health treatment plans.
Care Management with Relentless Follow-Up as the "glue" that combats fragmentation by coordinating and/or providing the multiple services across provider entities
Clinical Registries for Tracking and Coordination* for effective care management and measurement-based care implementation with continuous tracking of outcomes and monitoring of care processes
Decision Support for Measurement-Based, Stepped Care* providing evidence-based pathways for action-oriented systematic longitudinal measurements and strategies for treatment intensification
Access to Evidence-Based Psychosocial Services through expanding specific, intensive provider training and supervision with fidelity assessment that documents provider competence
Self-Management as Part of a Recovery Framework* to activate consumer participation in managing both behavioral and general medical conditions building upon strengths and resources and empower support network mobilization.
Linkages with Community Organizations/Resources providing such "non-health" services as housing, vocational, child care) and other critical local institutions (e.g., schools, faith-based organizations, correctional facilities)
Ongoing Systematic Quality Measurement and Improvement* to assure continuing advancement in implementation and effectiveness

^aMany elements also have technology-relevant features (indicated with an asterisk*).