



CASE STUDY: Building a Workforce for Whole-Person Health, the Integrated Care Academy

THE CHALLENGE

As integrated care models gained momentum, one of our managed care organization (MCO) clients identified a critical gap: professionals across behavioral and physical health systems lacked shared training. Behavioral health staff needed more knowledge of chronic physical conditions, while primary care providers needed tools to address behavioral health needs. Peers and families also needed support to engage meaningfully in care.

THE SOLUTION

The MCO launched the Integrated Care Academy (ICA) - a robust, modular training program designed to upskill the entire care team. The curriculum includes:

- 30+ courses across behavioral health, physical health, and integrated care topics
- Targeted learning for peers, family members, case managers, technicians, and clinicians.
- Flexible delivery via e-learning, webinars, and in-person workshops

KEY FEATURES

- Foundational Knowledge: Chronic disease self-management, system of care orientation, primary care basics
- Taught behavioral health to physical health professionals: Depression, schizophrenia, PTSD, substance use
- Taught physical health to behavioral health professionals: Diabetes, COPD, heart failure, HIV/AIDS
- Taught integrated practice skills: SBIRT, population health, bedside manner, peer/family engagement

OUTCOMES

- Standardized training across disciplines
- Increased confidence in managing co-occurring conditions
- Stronger collaboration between behavioral and physical health providers
- Empowered peers and families as active care partners

