

The Indian Health Service (IHS) TeleBehavioral Health Center of Excellence in collaboration with the IHS Clinical Support Center (Accredited Provider) presents:

Behavioral Health Integration Webinar Series

## Cultivating a Positive Clinic Culture in Integrated Care Environments

*Continuing Education in Behavioral Health*

To Register: [https://ihs.gov.zoomgov.com/webinar/register/WN\\_08f7nOnwREajOlt60mZwkA](https://ihs.gov.zoomgov.com/webinar/register/WN_08f7nOnwREajOlt60mZwkA)  
September 24, 2026, | 12:00 pm EST, 11:00 am CST, 10:00 am MST, 9:00 am PST, 8:00 am AKST

Duration: 1 hour

### Presenter:

Cynthia E. Guzmán, PhD, MSCP, Behavioral Health Consultant, Sister Sky and Bianca Alba, MPH, Sister Sky

### Description:

Creating a strong clinic culture is not just about productivity, it is about people. In integrated care environments, where medical, behavioral health, and community-centered approaches intersect, workplace culture directly impacts patient outcomes, staff retention, communication, and overall well-being.

In this webinar, participants will explore what it truly means to cultivate a positive clinic culture rooted in collaboration, empathy, psychological safety, and equity. Drawing from public health principles and real-world experiences, this session will highlight practical strategies for fostering team connection, improving interprofessional communication, navigating workplace challenges, and building environments where both staff and patients feel seen, supported, and valued.

### Outcomes/Objectives:

1. Identify key components of a positive clinic culture within integrated care settings and explain how workplace culture impacts staff well-being, patient experience, and health outcomes.
2. Apply practical communication and people-centered strategies that strengthen interprofessional teamwork, psychological safety, and employee engagement in clinical environments.
3. Evaluate opportunities to integrate public health and equity-centered approaches into everyday clinic operations to foster more inclusive, supportive, and sustainable care environments.

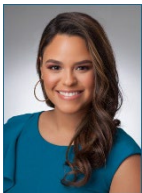
### Content Level:

Intermediate

### Target Audience:

Target audience for training is clinical professionals, behavioral health specialists, and addiction specialists.

### About the Presenter



Cynthia E. Guzmán, PhD, MSCP, is a licensed psychologist who has devoted her career to addressing health disparities in underserved communities, primarily in Indian Country. She has experience with program design, development, and implementation of programs that address co-occurring disorders as well as primary care/mental health integration. Aside from clinical work and the supervision of other trainees, Dr. Guzmán considers herself a servant leader and enjoys consulting with other tribes seeking to advance tribal healthcare in their communities, as well as providing trainings on behavioral health approaches from an indigenous perspective.



Bianca Alba, MPH, is a public health professional with 15+ years of experience working across federal agencies, including the Health Resources and Services Administration (HRSA) and the Centers for Disease Control and Prevention (CDC). Her work spans infectious disease response, program management, and health equity initiatives across the United States and the Caribbean. A bilingual leader and published author, Bianca is passionate about community-driven public health and building programs that effectively reach and serve diverse populations.

### Instructions for Obtaining Continuing Education Credit:

To receive a certificate of continuing education you must:

- Electronically register for the session.
- Participate in the entire live 1 hour activity. No partial credit will be given.
- Complete the online evaluation by **October 8, 2026**. You will be able to print your certificate after completing the evaluation.

### ACCREDITATION:



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, IHS Clinical Support Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



IPCE CREDIT™

This activity was planned by and for the health care team, and learners will receive 1.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

### Physicians

The IHS Clinical Support Center designates this live activity for 1 hour of *AMA PRA Category 1 Credit™* for each hour of participation. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Nurses

This activity is designated 1.0 contact hour for each hour of participation.

### Physician Associates



The IHS Clinical Support Center has been authorized by the American Academy of Physician Associates (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 1.0 AAPA Category 1 CME credit. PAs should only claim credit commensurate with the extent of their participation.

### Social Workers



As a Jointly Accredited Organization, the IHS Clinical Support Center is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.0 clinical continuing education credit.

### Psychologists



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP) and the IHS Clinical Support Center. The IHS Clinical Support Center maintains responsibility for the content of the program. Psychologists completing this course receive 1.0 continuing education credit.

### Counselors

Many state Counselor boards (including the various types of addiction counselors, mental health counselors, etc.) accept either APA or ASWB approval. See these approvals under Psychologists and Social Workers. Please check with your board to be sure.

### Attendance

Participants can select a certificate of attendance, enabling participants to register with licensing boards or associations that have not been preapproved for credits. To apply for credit types not listed above, participants should use the procedure established by the specific organization from which they wish to obtain credit.

Accreditation applies solely to this educational activity and does not imply approval or endorsement of any commercial product, services or processes by the CSC, IHS, the federal government, or the accrediting bodies.

**Disclosure Statement:** As a jointly accredited provider of continuing education, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, reviewers and all others who are in a position to control the content of this educational activity are required to disclose the existence of all financial relationships with ineligible companies within the prior 24 months. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. All those who are in a position to control the content of this educational activity have completed the disclosure process and have indicated that they do not have any relevant financial relationships or affiliations with any manufacturers or commercial products to disclose.

There is no commercial interest support for this educational activity.

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<https://zoom.us/support/download>

### **Requirements for Zoom**

If you plan to join virtually, you must have a computer with broadband Internet access. For the best experience viewing the videos, use Microsoft Edge or Google Chrome. If you have trouble viewing this training on-line, check your system to make sure you have the appropriate hardware and software.

### **Privacy Policies**

Before you begin the training, you can review the IHS Privacy Policy (<https://www.ihs.gov/privacypolicy/>).

You can also review the Qualtrics Privacy Policy for details on how user information submitted in the evaluation is protected. <https://www.qualtrics.com/privacy-statement/>

### **Recording**

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### **Calendar**

<https://www.ihs.gov/teleeducation/webinars/>

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### **Questions & Technical Assistance**

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