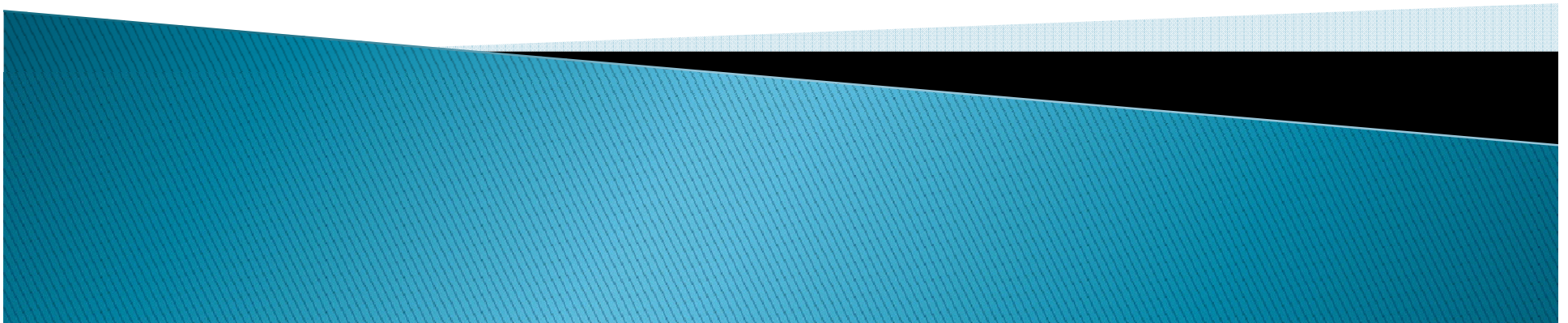




Consumers as Partners in Improving Health

Kathy Bianco, Care Plus New Jersey

Charles Willis, Georgia Mental Health Consumer Network

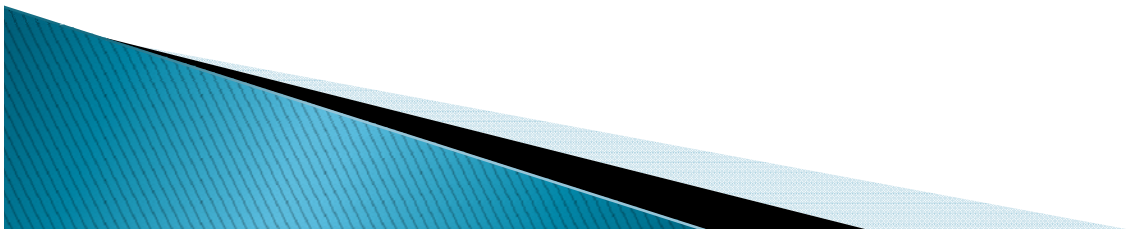


Wellness and Recovery: Defining

▶ What is Wellness?

Care Plus NJ defines the concept of “wellness” as the ability to:

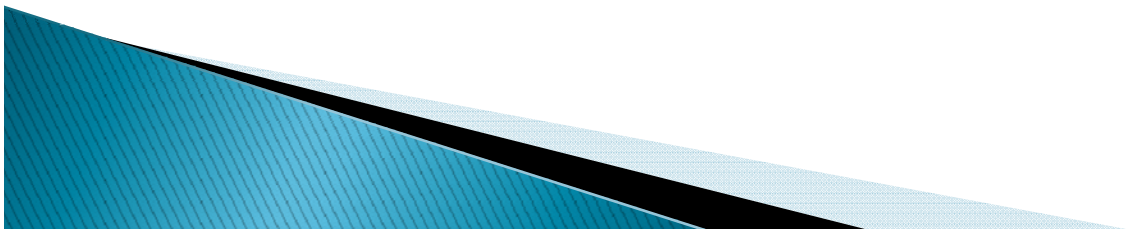
- care for the physical self
- use the mind constructively
- express emotions effectively
- attend to psychological and spiritual needs, and
- achieve educational and vocational goals.



Wellness and Recovery con't.

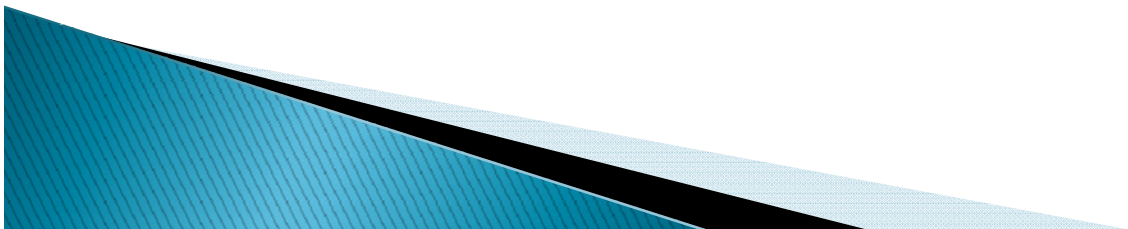
▶ What is Recovery?

- A process of working towards awareness and independence.
- Includes monitoring and coordination of physical and mental healthcare.
- Includes education and skill development through individualized, strength-based, and culturally sensitive individual and group sessions.
- Addresses aspects of nutritional and physical wellbeing
- Educational activities are designed to maximize or improve health outcomes.
- Success depends on a team effort between Care Plus and the client.



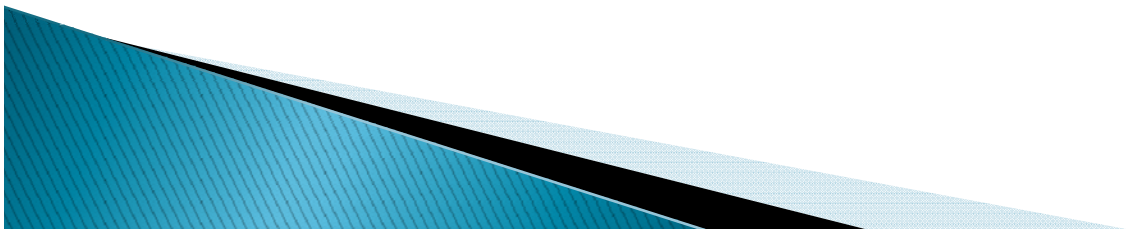
Primary Care Needs

- ▶ CPNJ had been tracking the medical needs of this population for many years.
- ▶ Over the past 15 years have tried different methods of primary care coordination.
- ▶ Relationships within the community with Primary Care Providers.



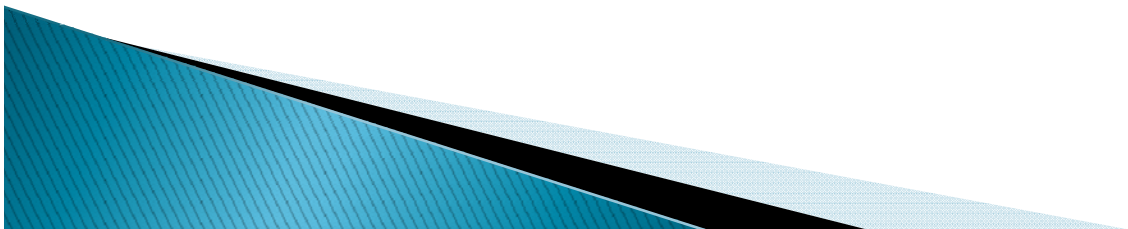
CPNJ

- ▶ Medical conditions
 - Cancer – multiple types and recurrences
 - Diabetes – insulin and non insulin dependent
 - Cardiac Problems
 - Hypertension
 - Arrhythmias
 - Aortic Aneurism
 - Kidney disease
 - Liver disease
 - Lung disease
 - Incontinence – bladder and bowel
 - Surgical interventions – knees, hips, breast, throat, etc
 - Hyponatremia acute and chronic



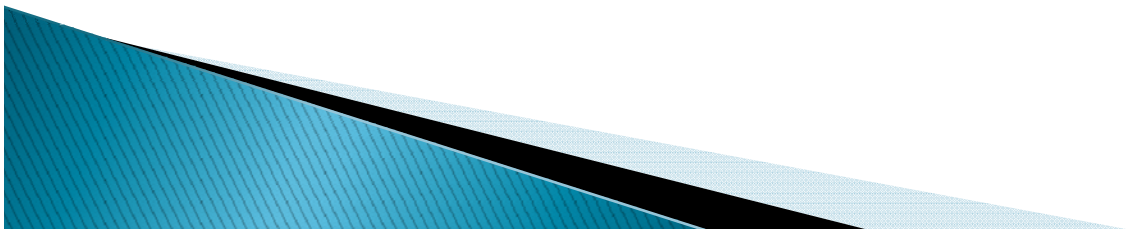
Care Plus NJ, Inc

- ▶ Recipients of SAHMSA grant funds for Primary and Behavioral Health Care Integration
- ▶ Received award September 2009
- ▶ Began treating consumers medically February 2010



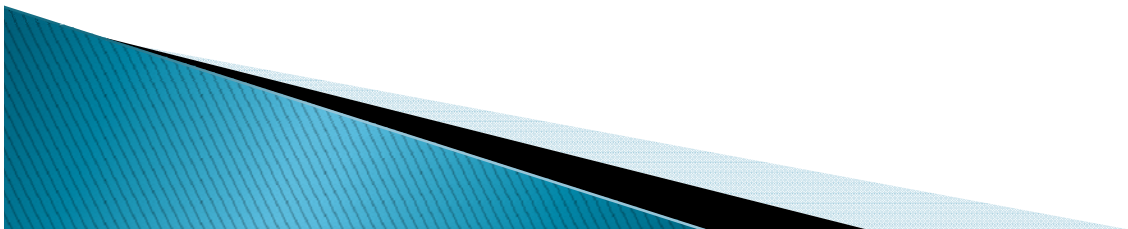
CPNJ Integrated Care

- ▶ Individuals who are being treated for a SPMI
 - Enrolled in CPNJ behavioral health program
 - May be engaged in substance use disorder programming as well.
 - All are at varying points in the “wellness continuum”



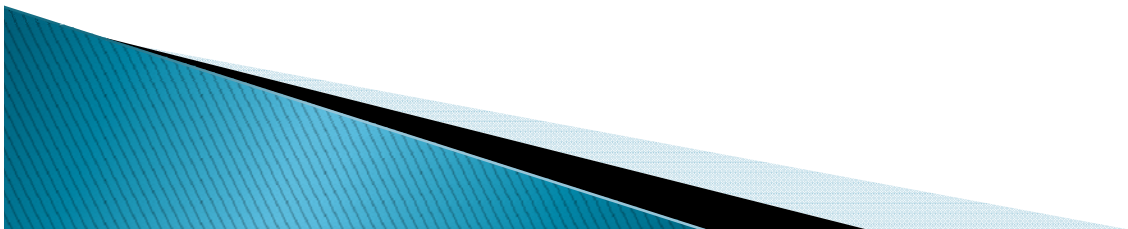
Program Team

- ▶ Collaborating Physician
- ▶ Family Nurse Practitioner
- ▶ RN Case Manager
- ▶ Peer Counselor
- ▶ Diabetes Educator
- ▶ Nutritionist
- ▶ Administrative Support



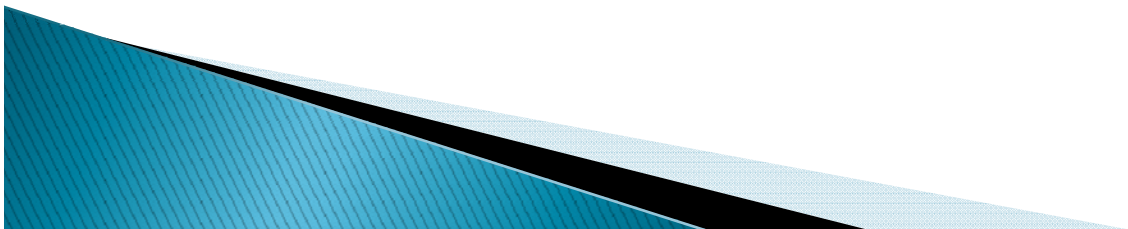
Orientation to Behavioral Health

- ▶ Ensure an understanding of behavioral health practice and system of care.
- ▶ Cross training on “both sides”.
- ▶ Develop an understanding of the set of issues facing this group of individuals.



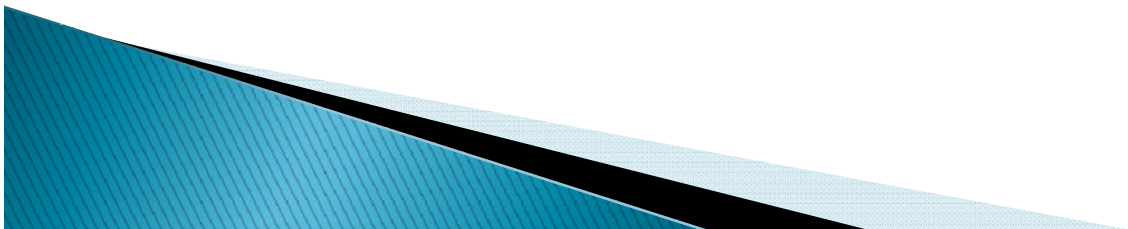
Engaging Consumers.....

- ▶ Consumers are comfortable in the behavior health setting.
- ▶ RN Care Manager
 - Flexible availability
 - Must understand full set of needs
 - Visible and approachable
 - Liaison to the County Hospital – Credentialed to go onto units both medical and psychiatric.
 - Works closely with other Case Management Staff.



Engaging Consumers.....

- ▶ Coordination of care is more important than any individual element of care.
 - Consumers feel more comfortable when they participate in a full discussion of their plan of care plan with both disciplines together. Especially if they are anxious about an aspect of care.
 - Interactions do not need to be long, brief “touch base” consults convey interest and concern.



Engaging Consumers.....

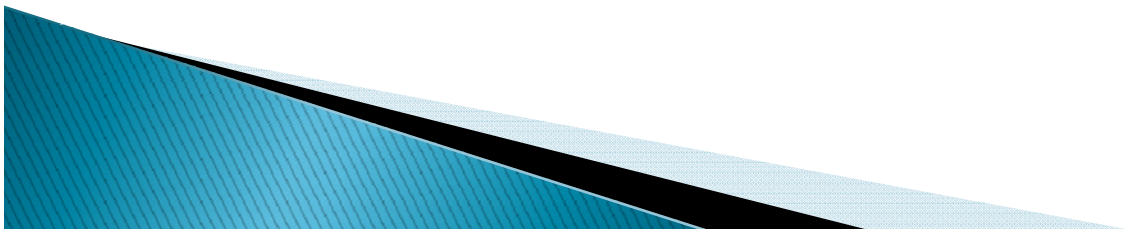
Staff must understand how to:

- ▶ Convey respect toward the individual and the decisions they make.
- ▶ Understand that this is not a person with a “cluster of symptoms”.
- ▶ Develop an understanding of each individuals likes and dislikes, interests and hobbies
 - TV shows
 - Animals
 - Sports teams
 - How they like their coffee



Engaging Consumers.....

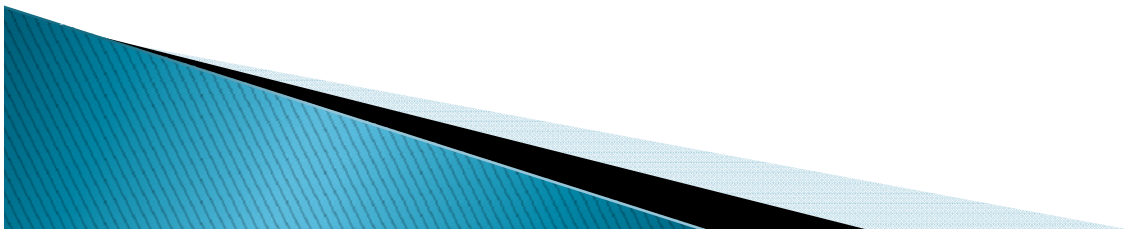
- ▶ Consumers need to trust the medical staff and believe they will be well served by accepting services.
- ▶ Need to believe this is an opportunity for them to feel better.
- ▶ Interactions should not always be problem focused.
- ▶ Consumers need to be given an opportunity to partner in their care.



Engaging Consumers.....

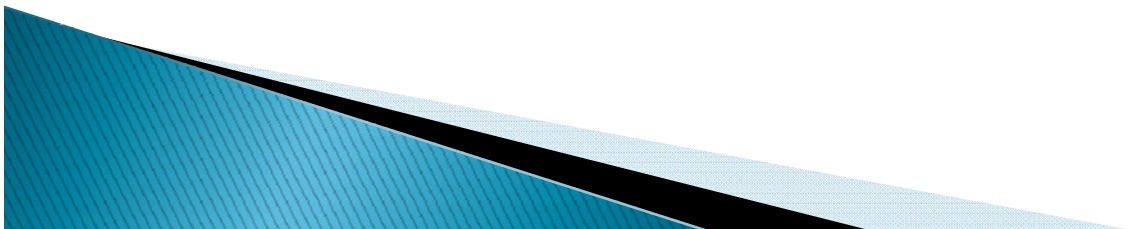
▶ Family Nurse Practitioner

- Must be visible and approachable by other staff and consumers.
- Flexible understanding that there are many different ways to get to a positive outcome.
- Help consumers feel welcomed and comfortable.
- Understands that every meeting is an opportunity to help someone move toward wellness.



Engaging Consumers...

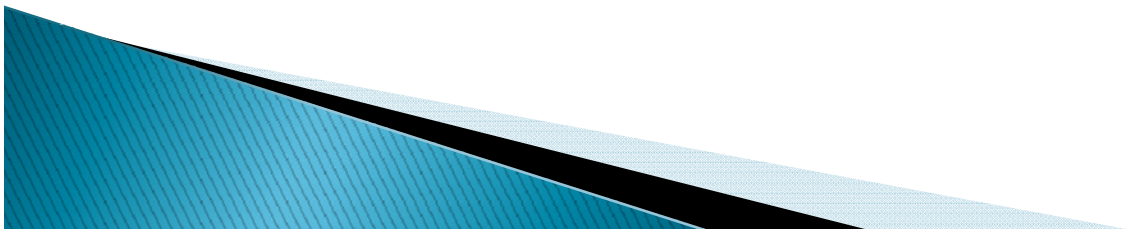
- ▶ Collaborating M.D.
 - Follows consumers in need of medical hospitalization on the Community Hospital inpatient medical units.
 - This ability increases trust not only with consumers but with staff learning about the program.
 - Strong advocate for those struggling with a mental illness.
 - Approachable to both consumers and other staff.
 - Enjoys teaching.



Engaging Consumers...

▶ Peer Counselor

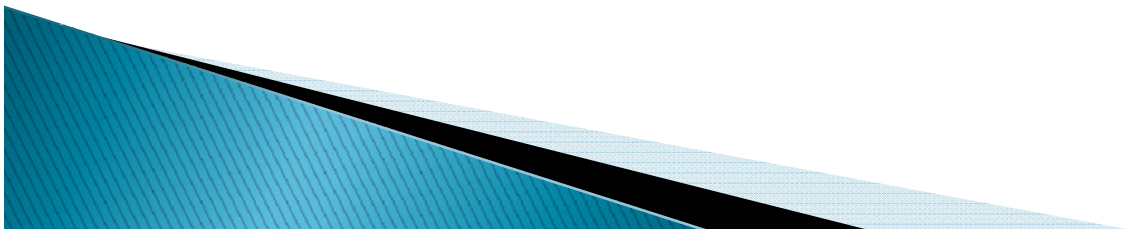
- Develops WRAP plans with consumers.
- Chairs the consumer committee which provides program feedback and suggestions.
- Meets with consumers who may be hesitant about health care needs.
- Touches base with program staff frequently.



Engaging Consumers...

▶ Diabetes Educator

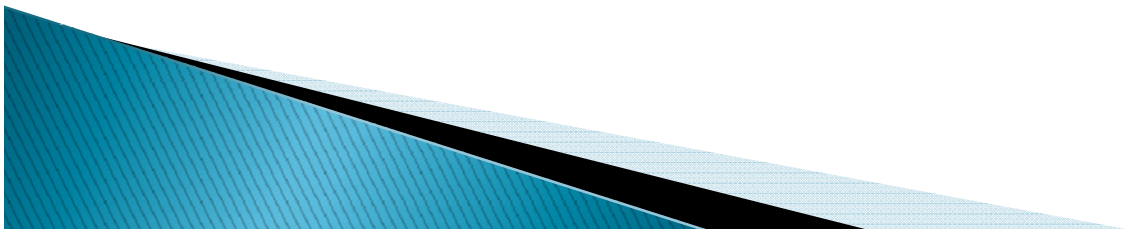
- Meets individually and in groups with those struggling with diabetes.
- Tremendous support for the NP.
- Teaches all aspects of managing diabetes medication, blood sugars, glucometers etc..
- Keeps the conversation going after the consumer is seen by the NP.
- Is visible and approachable.
- Works out of a “Wellness Room” which has a scale, wellness posters, hand outs, a treadmill etc.



Engaging Consumers....

▶ Nutritionist

- Meets with consumers individually and in groups.
- Assists with a food preparation group which focuses on preparing affordable and healthy meals.
- Groups are very well attended. Often provides healthy snacks, giving people an opportunity to try out different options.
- Works out of the “Wellness Room” which has a scale, wellness posters, hand outs, a treadmill etc.



What are our next steps....

- ▶ Completion of licensing of the program by NJDHSS.
- ▶ Implementation of billing.
- ▶ Renovation completion to house program staff in a contiguous area.
- ▶ Integration of primary care into the EMR.
- ▶ Ongoing exploration of funding to ensure sustainability.

