

AtlantiCare

Taking You Well Into The Future

COMPREHENSIVE WELLNESS CENTER

1401 Atlantic Avenue, Suite 2300
Atlantic City, NJ 08401
609-572-8200

Primary Population of Focus

Hispanic Under-Insured Males have been identified as a primary focus for the Comprehensive Wellness Center:

- 24% of local population speaks languages other than English in the home
- 16% of the local population is Spanish speaking
- Community Hispanic census is 60/40 Female to Male while service census is 60/40 MALE to female
- Internal trending demonstrated increasing medical issues affecting mental health treatment for this population
- County Uninsured rate approaching 16%
- Emergency Department Utilization ranked New Jersey the 14th highest utilizer in the Country
- Only 10% of local medical providers accept Medicaid

The AtlantiCare logo features the word "AtlantiCare" in a bold, sans-serif font. The "A" is blue, and the "t" is red. The remaining letters "lantiCare" are blue. A white wavy line is positioned above the logo.

Location! Location! Location!!!

- Placement in an under-served area of Atlantic City
- Bus Route Directly in front of building
- Public and County resources in immediate vicinity
- Other services in the facility include:
 - Specialized medical care services
 - Pharmacy
 - Laboratory
 - Rehabilitation
 - Financial services
 - and internal medicine

Implementation Practices

- Focus on having Bi-lingual (Spanish) speaking staff
 - Spanish speaking Medical provider
 - Spanish speaking mental health staff (psychiatry and clinical) on-site
- How is this population utilizing your services?
 - Outpatient Behavioral Health Services, including psychiatry, offered at same location as medical services
 - Clients able to access lab services and low cost pharmacy services at same address

Implementation Practices (continued)

- AtlantiCare Behavioral Health is part of a large local hospital system so we are able to leverage this for the benefit of our client population
 - Coordination of Care
 - Early identification of Emergency Department usage allowing for faster follow up
 - Coordination with local Crisis and Psychiatric Screening Services

- In September we start a group on “Food and your Mood” to assist with obesity issues related to this population and the overall recognition that poorer populations tend to eat more un-nutritious foods.

Implementation Practices (continued)

- Dedicated Care Management staff assists clients
 - Enroll in available insurance services including Medicaid and Medicare
 - Arrange other necessary medical appointments
 - Develop transportation plans for future appointments

- AtlantiCare has successfully implemented all 14 CLAS standards into our practices.
 - We provide our Bill of Rights and Grievance procedures in multiple languages.
 - A language line is available providing over a hundred different languages to meet the needs of the community served.
 - Staff education has a required annual module on cultural diversity.

Challenges and Barriers

- Have you heard of **SuperStorm Sandy!!!!**
 - Large portion of community displaced
 - Travel availability reduced
- State Regulations
 - Department of Health regulations made it prohibitive to co-locate medical in a behavioral health site
- Limited availability of qualified Bilingual Staff

Challenges and Barriers (continued)

- WE WILL OVERCOME
 - Able to move PBHCI into a location already licensed by Department of Health
 - Garnered State Division of Mental Health and Addiction Services to support project
 - DMHAS license granted for Department of Health licensed facility
 - Working on Addictions license for same location
 - Received strong and continuing support from Hospital System to accelerate providing medical services
 - Continuing recruitment of Bilingual staff
 - Population are now beginning to return to living circumstances inhabited prior to the storm

Data & Collection Measures

- Multiple Electronic Health Records
 - Psychiatric EHR
 - Medical EHR
- Strong established Medical EHR allows for monitoring health gains over time
- Able to modify Psychiatric EHR to include TRAC questions
- Established Quality team
- Able to build reports in both Medical and Psychiatry EHR's
 - Population comparisons available
 - Service comparisons available

Successes to Date

- Already seeing improved linkages to
 - Medicaid and Medicare coverage
 - General Assistance
 - Financial assistance
 - Availability to Medical specialty services timeframes improved
- Improved compliance with lab testing
- Improved medication compliance – Pharmacy in building
- Multiple cases of identification of previously unknown medical conditions
- Increases in Bilingual staffing

Looking Ahead

- Will be adding another 20 hours of medical provider time to the schedule.
- Will be hiring a peer specialist.
- Developing additional wellness groups focusing on holistic approaches that incorporate personal well-being of the mind and body.
- Will be hiring another care manager to assist with linking clients to needed financial and other medical services.
- Develop gender and cultural specific wellness groups for our population focus.