

COASTAL BEHAVIORAL HEALTHCARE, INC. SARASOTA, FLORIDA

“If I Knew then What I Know Now”



OVERVIEW OF PROJECT MODEL, STAFFING AND WELLNESS ACTIVITIES

- Project: Awarded August 30, 2010
- Model: 4 Quadrant Clinical Integration Model
- Target Population: SMI at least 18 years of age with SMI who are uninsured and those with Medicaid and Medicare in need of services not reimbursed
- Total required admissions: 600

STAFFING

Initial Staffing approved by SAMHSA:

- Director
- ARNP (FQHC)
- RN's2.2 FTE's

Staffing on Jan 1, 2014

- Director
- ARNP
- LPN....1 FTE

WELLNESS ACTIVITIES

Lilly Solutions for Wellness

Cooking Matters for Adults sponsored by ConAgra Foods Foundation and Wal-Mart

Smoking Cessation : sponsored by Tobacco Free Florida

Lake Erie College of Medicine Pharmacy School Interns lectures of Wellness related topics

ACCOMPLISHMENTS AND SUCCESSES

Partnered with:

Two different FQHC's

Lake Erie College of Medicine Pharmacy
School

Obtained Accent Health – waiting room
educational system

No additional secured funding

ACCOMPLISHMENTS AND SUCCESSES

Four year Admission Rate 99.5% of goal

Four year Reassessment Rate 96% of goal

Service Outcome Measure Improvements

- BP systolic 17.2%
- BP diastolic 6.3%
- BP combined 15.8%
- BMI 44.7%



SERVICE OUTCOME MEASURE IMPROVEMENTS

- Waist Circumference 44.2%
- Plasma Glucose 28.6%
- HgbA1c 40.4%
- HDL Cholesterol 32.1%
- LDL Cholesterol 46.4%
- Tri-glycerides 39.3%

OTHER ACCOMPLISHMENTS

Established Health Registries

Created Emergency Room Questionnaire

Provided \$20,000 in dental services through FQHC partner

Promoted Good RX prescription program using coupons to reduce cost of medications

PERSONNEL CHALLENGES

Two different CEO's in 4 years
Two different COO's in 4 years
Lack of support from first FQHC partner
RN staff not motivated to admit patients in excess of grant requirements
Limited intention by first CEO to sustain grant
Complete lack of Access to Board of Directors

TECHNICAL CHALLENGES

No same day billing in Florida
Antiquated electronic medical record
Little to no IS Department support
Unable to analyze data

BARRIERS TO SUCCESS

Integrated Health Care not promoted within community with other providers nor with City and County government

Volume of patients too low to be financially viable

Coastal unable to financially support continuation or sustainability

OUTCOMES

CIHS completed a Florida state-based grantee conference call discussing initiative to bring State stakeholders together in a day long meeting identifying and addressing barriers to integrated care.

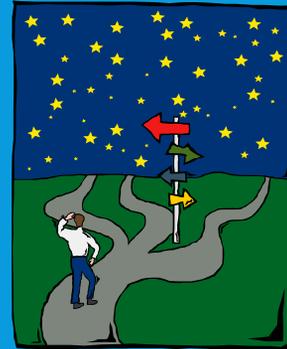
Attendees would include The National Council, State behavioral health association representatives, Medicaid/ Medicare Representatives, AHCA, and primary care and BH HMO's.

MOVING FORWARD: PLANS POST PBHCI FUNDING

Program Closure Set For 9/30/2014

All patients to be transferred to our FQHC partner: Sarasota Health Department

Continue working with National Council to promote Integrated Health Care in Florida.



WORDS OF WISDOM

Volume is one key to financial success and sustainability. 22-28 patients per day every day with funding source is necessary for sustainability.

The **more services** you can provide the more patients will want to remain with you.

Frequent presentations to your Board of Directors is essential.

Change Corporate Mission statement to incorporate integrated health care throughout the organization.

WORDS OF WISDOM

Present your program and successes to City and County government and local hospital organizations

Foster Emergency Room Diversion program

Send out monthly **Newsletter** and announcements to community stakeholders

Promote PBHCI in company wide orientation

Involve BH state wide organizations...don't assume they know about PBHCI and its successes

WORDS OF WISDOM

Use **organizational lobbyists** to help influence and bring Integrated Health Care to legislative level

Increase admissions to the highest level possible

Find as many **community partners** as possible

Start using the **Sustainability Checklist** beginning day one !!

WORDS OF WISDOM: FINAL THOUGHT

Enjoy the 4 years....Integrated Health Care is a remarkably rewarding experience. It may very well be the best experience of your career.

I am saddened that we were not able to sustain the program but I am encouraged that agencies such as the National Council and SAMHSA will continue the fight. One day Integrated Health Care will be common place.