

COMMUNITY HEALTH AND COUNSELING  
SERVICES  
MACHIAS, MAINE  
COHORT III



“IF I KNEW THEN WHAT I KNOW NOW...”

WELLNESS  
INTEGRATION NOW

Overview



- \*Model is connection and collaboration with external primary care
- \*Staff include a nurse care manager, case managers, peer support, program manager, program directors, administrative technician
- \*Wellness activities have included walking groups, tobacco cessation groups, diabetes education, painting, knitting, healthy eating

## Accomplishments & Successes



- Increased communication with area primary care
- Community involvement
- Wellness Groups
- Client response: “I have more energy-less depressed”
  - “I am feeling better about myself”
  - “WIN has changed my life and made me like myself again!”

## Challenges



- Building the program as we provided services
- Unable to hire mid-level provider
- Transportation to Wellness activities
- Getting participants to enroll and be reassessed
- Lack of resources and isolation of participants
- Geographical size of Washington County
- Electronic Medical Record rollout
- Hiring peer support
- Culture change

## Outcomes



- **Improved overall health**
  - After 18 months of enrollment, participants show an improvement
- **Improved functioning in every day life**
- **Improved levels of depression**
  - 6 to 12 months after enrollment participants show a noticeable reduction in depression

## Moving Forward



- In April 2014, the state of Maine implemented Behavioral Health Homes.
- Each client in the BHH has a team of a nurse care manager, a case manager, and a peer support person.
- Coordination and collaboration is done with the primary care provider
- Focus is on both physical health and mental health concerns

## Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently



- Better communication within the office
- Used peer support earlier in the program
- Provided more structure for staff

## Words of Wisdom: Tips for Success



- Listen to the voice and wisdom of the client as to what they need for success
- Communicate with all internal staff as to the goals of the program
- Keep all staff informed
- Get to know staff at local primary care physician's office as they are all a great resource
- Celebrate all successes
- Believe in what you are doing!

## Accomplishments & Successes



- Community involvement
- Sustainability through the Maine Care Behavioral Health Home
- Peer groups and peer support of each other
- Team work within the agency
- Increased communication and coordination