

Heritage Behavioral Health Center Decatur, Illinois Cohort III

“If I Knew then What I Know Now...”

Overview

- Our Project is based on Barbara Mauer’s Person Centered Health Care Home
- We have a primary care center embedded in our Behavioral Health Center.
- Exercise and Self-Management groups are provided
- We are Staffed with:
 - Nurse Practitioner-FQHC Employee
 - 1 RN & 1 LPN Care Manager
 - 1 Non Nurse Care Manager
 - Health and Wellness Coach

Accomplishments & Successes

- We are **partnering with a FQHC** with whom we have worked collaboratively for several years.
- **Sustainability includes our continued partnership.**
 - FQHC-Nurse Practitioner, RN Care Manager, Clerical
 - Behavioral Health- Nurse Care Manager, Health & Wellness Coach
- **We have been featured in the local News Paper at several times.**
- **We were one of 6 sites visited by RAND to identify what we were doing that attributed to our success.**
- **We were one of the sites that did the SAMHSA Cost Analysis project**
- **We received the HIT grant.**
- **We were featured in an article by Patient Care Person Centered Health Care Homes Journal**

Outcomes/Statistically Significant

Weight-Related Variables	Baseline Mean	24-Month Mean	Statistical Significance
Weight (in kilograms) – (n=95)	96.2	94.6	p = .040
Waist Circumference (in cm) – (n=89)	110.8	107.9	p = .003
Body Mass Index - (n=95)	33.4	32.8	p = .030

Blood Pressure Variables (n=96)	Baseline Mean	24-Month Mean	Statistical Significance
Systolic Blood Pressure	124.93	119.78	p = .003
Diastolic Blood Pressure	79.42	75.35	p = .001

Outcomes

Blood Chemistry Variables*	Baseline Mean	24-Month Mean	Statistical Significance
HDL Cholesterol – 24 clients	31.8	32.7	p=.701
HDL Cholesterol – 16 male clients	31.7	29.5	p=.253
HDL Cholesterol – 8 female clients	32.1	39.0	p =.193
LDL Cholesterol – 13clients	144.2	114.8	p=.000
HgbA1c - 39 clients	7.30	7.03	p=.227
Plasma Glucose - 32 clients	160.5	150.8	p=.619
Triglycerides –30 clients	334.2	247.5	p=.141

Accomplishments & Successes

- Met goal for number of admissions at 100.4% last report
- Reassessment Rate of 99%
- Many of the outcomes are showing statistically significant improvements (weight, B/P, Cholesterol, LDL, HDL, Triglycerides)
- We have reduced the number of emergency department visits

Outcomes and accomplishments

- We have successfully merged the two cultures of primary care and behavioral health care into a functional integrated care team.
- We have an active wellness program.
- We draw labs at the clinic to increase compliance testing
- We are respected by physicians in the community, and have no problem making referrals to specialists.

Challenges and Outcomes

Initially, there was no Electronic Health Record at our partnering FQHC.

- We transported manual medical records across town each clinic day.

When the FQHC did implement an EHR, there was not enough support for us at the off site clinic.

The computer system would crash, there were no manual records to rely on, so it was difficult to run a clinic.

Initially Laboratory Tests were drawn off-site.

Compliance with testing was low.

Challenges and Outcomes

3. Partnering FQHC had a full turnover of Top executive staff 6 months ago.

- Policies and Procedures and relationships changed.

4. Having difficulty increasing clinic hours due to lack of mid level resources available to our FQHC.

- Continuing to work on a solution.

5. State did not allow billing for physical health in a behavioral health environment.

- Solved the issue by acquiring a change of scope for FQHC, and billing through them.

Moving Forward

- ❖ **We will continue with the embedded primary care clinic at the Behavioral Health Center**

Current Plans; The Nurse Practitioner, RN Care Manager, and Clerical person will be hired by the FQHC. Billing for their services will be processed through the FQHC.

Current Plans: The Behavioral Health Nurse Care Manager and the Health and Wellness Coach will be billed through mental health Medicaid Mental Health.

- ❖ **We are currently negotiating with managed care entities to sell the package of behavioral and wellness services we offer. Results are yet to be seen.**

What I Wish We'd Done Differently

- **Would have integrated treatment plans immediately.**
- **Would have continued meetings with Case Management to keep them updated on successes and outcomes.**
- **Would have drawn laboratory tests on site from the beginning.**
- **Would have terminated a problem employee from our partnering FQHC in a more timely manner.**

Words of Wisdom: Tips for Success

- **Take time to choose your team. Get the right mix of people to do the job.**
- **Have frequent meetings with the Behavioral Health Staff so they adapt and understand the concept of integrated physical health and behavioral health care.**
- **Review outcomes, and use them to make program changes.**
- **Trial and Error is the norm when starting up. Don't be afraid to try something new.**