



SAMHSA-HRSA Center for Integrated Health Solutions

Health Education for Staff

Bridgeway Rehabilitation Services
Centerstone of Indiana

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH
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About the Speakers



Michael Swerdlow is a medical anthropologist with a specialization in cross-cultural mental health. Dr. Swerdlow has over 30 years of experience working in developing a wide range of health care programs. He is a Fellow of the American College of Healthcare Executives.



Peggy Swarbrick is the director of CSPNJ Wellness Institute and a Professor at Rutgers School of Health Related Professions. Dr. Swarbrick is a national leader and researcher in wellness and recovery. She has published, presented and developed curriculum in the areas of wellness and whole health, peer delivered models and peer delivered health screenings. She has coordinated an annual wellness conference since 2003.

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Maren Sheese serves the greater Bloomington community as the Director for the PBHCI project, BE Well (Building Exceptional Wellness). She works with direct service staff and program evaluation staff and consults with staff and external community members to address topics around integration. Currently Maren is working with executive leadership on more than ten integrated health projects.



Bob Siegmann is Sr. Vice-President for Healthcare Integration and Collaboration at Centerstone. He manages psychiatric and nursing staff, a variety of integrated health services, and Red Oak Industries. In addition, Bob is currently working with various managed care organizations regarding integrated health projects. He has been with Centerstone and its predecessor non-profits since 1974, much of that within leadership positions.

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Implementing a Staff Health Literacy Education Program

Bridgeway Rehabilitation Services

Elizabeth, NJ

Michael Swerdlow PhD., Peggy Swarbrick Ph.D.

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What is Health Literacy?

We often underestimate the impact of low health literacy. Literacy is more than just the ability to read and do basic math. It also includes the ability to access and evaluate information, as well as “interactive literacy” skills required to really comprehend and use health information.

Impact of literacy as a culture value

Implementing a Staff Health Literacy Program

- ✓ Implications of Bridgeway’s structure for HI program design
- ✓ Why we focused on health literacy?
- ✓ What were our goals?

Our Process

- ✓ Pilot health literacy/wellness promotion projects 2011-2013
 - ✓ What we learned
- ✓ Bringing the program to scale
 - ✓ Train the trainer approach
 - ✓ Train on use of manuals
 - ✓ Use of SIMPLE,
 - ✓ Learning about Healthy Living
 - ✓ Nutrition and Exercise for Wellness and Recovery (New-R)

What Topics Did We Cover?

- ✓ Overview of PBHCI
- ✓ How and why health information especially challenging to understand
- ✓ Tips for teaching people with low literacy

What Topics Did We Cover

- ✓ Health Literacy 101
- ✓ “Ask me three” method
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- ✓ Teach back method
- ✓ Evaluation Exercise—Head, Heart, Feet, Take Away

Building Accountability and Sustainability

- ✓ Include in annual learning goals for current employees
- ✓ Add to job descriptions and performance appraisals—
evaluation rubric
- ✓ On-going support for staff trainers
- ✓ Virtual learning community, internal newsletter

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Lessons Learned and Outcomes

- ✓ What were the outcomes of our pilot project?
 - ✓ Persons served outcomes
 - ✓ Staff feedback and recommendations

- ✓ What did we learn from our Health Literacy Staff Training program?
 - ✓ Staff Evaluation Feedback
 - ✓ Implementation Plan

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Health Literacy Education

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Expanding Integrated Health

How does a CMHC deal with an external environment that is changing dramatically with little certainty on when and how changes will occur and what will be funded?

- Wait until substantial funding is available.
- Do a few things exceeding well.
- Work on many small projects:
 - a) to train staff
 - b) to shift organizational mindset and
 - c) to see what works

Integrated Health Projects

BeWell Primary Care Wrap Around (SAMSHA)

- Excellent patient outcomes

Unity Health Partners

- On-site private practice primary care clinics in our two largest sites

Johnson Nichols Rural Health Clinics

- Moved 2 community health clinics to rural health status
- \$400,000 grant for new blended RHC/CMHC facility

Hospital Engagement Projects

- HealthLINC HIE, Immediate alerts when patients admitted to any hospital bed or the ER at IU Hospital, Bloomington
- Lean Sigma project at Columbus Regional Hospital

Integrated Health Projects

Improving Physical Health of all SPMI Clients

- Health Navigator training for adult/youth case managers
- Advanced training on diabetes, obesity and COPD
- Graphic display of wellness indicators

Electronic Health Coach

- Development of electronic guide for health coaching and patient self management

Technology Enabled Care

- Providing clients with Fit-bits and Smart Phones (HIPPA-chat)

Telehealth

- Expansion of tele-psychiatry capabilities to 11 locations
- Beginning work on tele-med

Integrated Health Projects

Collaboration with MCOs

- MDWise paying for HEDIS measures
- Opened up "JIVA" claims data
- Placed full time RN complex case manager on site

FQHC/RHC Integration

- Therapists placed at 5 FQHCs and RHCs

Indiana Medicaid Waiver for co-morbid patients

- Behavioral Health and Primary Care Coordination program

Miscellaneous

- Client exercise/nutrition training at on-site staff gym
- Chantix study on smoking cessation with SPMI
- Hepatitis C grant with IU School of Public Health

Taking Lessons Learned from PBHCI Grant

- Identification of people with a need
- Wrap-Around Care Model
- Motivational Interviewing
- Focus on modifiable risk factors
- Teach while engaging in gentle physical activity
- Documentation (connect mental and physical health)
- How to integrate internally?

Health Home: One Stop Shop

- Services across a continuum, “holistic approach”
- Train all Rehab Specialists to be “health literate”
- Use of Health Indicator Flow-sheet
- Make resources accessible (intranet)
- Hospital Alerting
- Behavioral and Primary HealthCare Coordination
- Value Based Outcome initiatives

Implementing Health Coaching Services

- Train 20-25% of adult rehab specialists to become health coach specialists
 - Matrix Supervision Model
- Training Program Goals:
 - Basic health issues leading to early death SPMI
 - Teach self-management skills (behavior modification)
 - Reduce reliance on ED and hospital services
 - Technology-enabled care
 - Triple Aim: care, health, cost

eHealthCoach

- Virtual recovery engagement center – www.v-recover.com
- Electronic Recovery Oriented Systems of Care (EROSC)
 - Personal recovery coaching; substance abuse
- eHealthCoach (personal health coaching)
 - train & standardize processes for health coaches
- Core Functions/Features centered around: disease states associated with early mortality in adult SPMI population

MDWise JIVA

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(Note: This is a Test Site. Data entered here will not be migrated to Production.) | [Legends](#) | [Dashboard](#) | [Memory List](#) | User: Test, Tammy

Jiva TM | [Nurse](#) | [WorkList](#) | **Episode Intake** | [Manage Episodes](#) | [Call Tracking](#) | [Provider](#)

Demographics

Name: [Mouse, Mickey](#) | DOB(Age): 01/01/2009 (4) | Address: - | Client(TPA): Select Health | Product Type: Medicaid (Medicaid Program of MI)

Sex: - | Employer: Select Health | Effective Date: 01/01/2007

Member ID: 123456789 | E-mail: - | Phone: - | Group Name: [HIP>Select Health](#) | Term Date: -

Member

Episode

Group: [Ungroup](#) | [Program](#)

- (CM) - 06/17/2013
- Diabetes m... (IP) - 07/10/2013
- (CM) - 06/18/2013
- Diabetes m... (OP) - 04/10/2013
- Diabetes m... (OP) - 04/08/2013
- Diabetes m... (BH-OP) - 04/08/2013
- Depressive... (BH-OP) - 12/17/2012

Activity (3)

| Date | Activity |
|---------------------|---------------------------------------|
| 06/18/2013 10:33 AM | Assess and encour... |
| 06/24/2013 11:55 AM | Initial Assessment... |
| 07/10/2013 10:22 | Discharge Planning |

Gaps in Care

No Gaps in Care Found

Medications

| Name | Source | Qty. | Fill Date |
|-----------------|-------------|------|-----------|
| SODIUM CHLORIDE | Claims Data | | |

Medical History

No data currently exists.

Problem

| Problem | Category | Date |
|------------------------------------|-----------|------------|
| Activity Intole... | Education | 06/18/2013 |
| Nutrition: Alle... | GERD | 06/17/2013 |
| Self Management | Cancer | 06/17/2013 |

Lab Data

No lab data found.

ir: 5.2.5A Powered by **Jiva**



Centerstone:

Creating a Partnership that Accelerates Integrated Care

**SAMHSA-HRSA
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Spencer Integrated Health Clinic

*Seamlessly Blending Behavioral and
Physical Health Care*



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