



NorthCare Oklahoma City Cohort 3

"If I Knew then What I Know Now..."



OVERVIEW

Model: Partnership with FQHC (Variety Care)

Our project staff :

- APRN as primary provider 4 days per week
- MD 2 days per week
- LPN
- Medical assistant working with each provider
- Receptionist
- Behavioral health case manager/clinic coordinator
- RSS staff in clinic daily to do NOMs and teaching wellness classes
- Project Director



Accomplishments & Successes

We have served 1,297 individuals for a total of 12,472 health clinic patient visits

Wellness Groups offered weekly include:

- WRAP (Whole Health Action Management)-- Peer Led
- WHOLE (Whole Health Optimizing Lifestyle and Environment)-- Peer Led
- Smoking Cessation—Peer Led
- Women's sexuality and health class

Individual Peer Recovery Support services available to all consumers



Accomplishments & Successes

- "I love that this clinic is right here by my program. When I have an issue or a problem then I can get in and get seen the same day. I had a problem with my female stuff and I talked to Katrina and the doctor saw me an hour later. It lets me able to focus on my recovery when I know my health is okay." ~DL
- "I saw the old doctor and I was put on pain medicine for my back. After talking to the new doctor, I see that I have had an addiction to them and was taking them to feel good and not to make my back better. I have had issues with other drugs before and talking to the new doctor has helped me a lot in seeing that this is another addiction of mine. I look forward to working with him to be healthy again." ~TW
- "I had prostate cancer. The clinic found it and I went to the cancer doctor. I am doing well now but I know that if I had not had this clinic then they never would have found the prostate cancer." ~DC



Challenges & Outcomes

- **Maintaining a consistent provider in the clinic**

We have had 4 different nurse practitioners over the course of the grant. This has been difficult in terms of availability for new consumers. And, more importantly, is difficult on the consumers getting to know and trust a different provider.

- **Consumers following through with Lab orders**

We set up a lab draw on site which improved obtaining labs significantly

- **Individuals requesting health clinic services with a sole focus of obtaining pain medication.**

This continues to be an issue. When pain medication is not prescribed they often do not return for their follow up visit



Moving Forward

- Oklahoma is in the process of submitted a state plan amendment for the creation of health homes in the community mental health centers
- We are also working closely with our FQHC partner on sustainability. Both agencies remain committed to continuing this project in the future



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

- Use the TRAC reports to help guide NOMs and improve reassessment rate (specifically the Service Notification Report)
- Have an on-site lab draw station from the start. We did this two years into the grant.



Words of Wisdom: Tips for Success

- Embrace the different cultures in a partnership there is so much to learn from each other
- Take time to breathe before reacting—it normally isn't as big of a deal as it seems
- Have peer support staff embedded and active in the health clinic













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