

Total Wellness San Mateo County, California Cohort III

“If I Knew then What I Know Now...”

Overview

- Shared facilities: co-location of FQHC primary care (PC) services at two County outpatient behavioral health (BH) clinics; PC, BH and wellness teams all on same floor
- Close collaboration & integration: weekly joint staff meeting of PC & BH, joint clinical meetings twice/week, and regular all med staff meeting
- Single point of reception: same for all BH & PC patient arrivals; one protocol for waiting area risk management of all patients
- Some shared systems such as accessing patients' lab results, shared-drive record keeping and communicating via primary care EHR
- Nurse care coordination: every client is assigned and followed by a master-level behavioral health nurse
- Peer wellness coaches: provides wellness group activities and individual coaching
- Array of wellness services: diabetes management class, nutrition education group (Total Nutrition), weight management group (Well Body), smoking cessation group (Ash Thinkers & Ash Kickers), physical activities group, and WRAP on Wellness group (Wellness Recovery Action Plan). Some of these groups have adopted evidence-based practices

Staffing

Behavioral Health & Recovery Services (BHRS) staff:

- Project Director
- Unit Chief
- Nurse Care Managers
- Health Educators
- Community Worker
- Peer Coaches
- Data Assistant

Primary Care staff:

- Supervising Physician
- Nurse Practitioner
- Medical Assistants
- Patient Service Assistant

Accomplishments & Successes

Partnerships

- Partner with San Mateo Medical Center, FQHC, to expand primary care capacity to serve exclusively BHRS clients
- Partner with two major San Mateo's consumer-run organizations (Voices of Recovery and Heart & Soul) to provide employment for eight peer wellness coaches to serve PBHCI project clients

Health Improvement

- High outcome improvements for all PBHCI clients in cholesterol, fasting glucose, and BMI indicators
- Named "High performing grantee" by the National Council with Fasting Blood Glucose (51% improvement) and Cholesterol (58% improvement) in the top 5% among all grantees
- Missing data rate has been kept low at 20% for all baseline and 13% for all reassessment (TRAC report 7/3/14)

Accomplishments & Successes

Promotion of Integration

- Presentation on Total Wellness model for larger community:
 - “Integrated Care: A Roadmap for the Future Workforce” organized by CiMH, CalSWEC & IBHP
 - “How an Individual Moves Through the Service System” at the SAMHSA Regional Conference Spring 2013
 - “Integrated Healthcare: Total Wellness,” EQRO State Audit
 - “Financial Sustainability” for SAMHSA PBHCI webinar
 - “Integrated Healthcare: Total Wellness,” San Mateo Medical Center Hospital’s Board
 - “Total Wellness: Integrating Care, Promoting Wellness & Fostering Recovery” at the MHSAC Committee
- Related presentations included:
 - “A Peer Experience Panel” at CiMH Care Coordination Collaborative Learning Session
 - “Connecting Substance Use to PBHCI with Medication Assisted Treatment” at the SAMHSA Annual Grantee Meeting
 - “San Mateo’s Medication Assisted Treatment” at the SAMHSA Regional Conference Spring 2014

Accomplishments & Successes

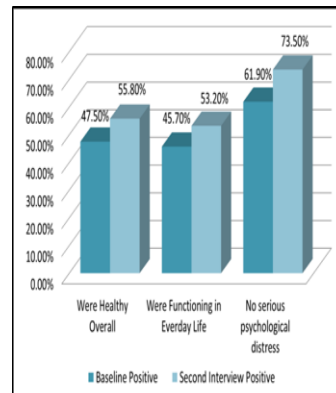
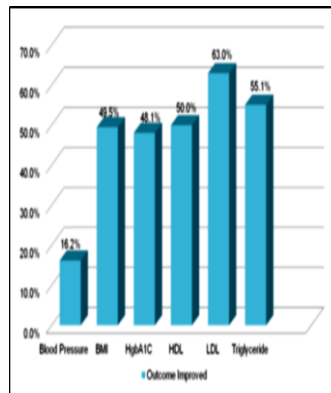
Program Promotion

- Site visits from multiple Bay Area PBHCI Grantees, various County Mental Health Divisions, and Stanford Department of Psychiatry
- Active member of the California Association of Social Rehabilitation Agencies’ (CASRA) Advisory Committee on Peers in Integrated Settings
- TW awarded for the Honorable Mention for 2013 County STARS Award for outstanding program performance
- A Total Wellness peer wellness coach was awarded for the County’s 2014 Consumer Hall of Fame

Funding

- Has secured MHS (Mental Health Services Act) funds for FY 2014-2015

Outcome Improvements



Challenges

- Cultural shift in care approaches & putting aside “our silo ways” for integrated team approach
- Clarity and definition of some PBHCI members’ role
 - Role of BHRS nurse care manager
 - Role of the team leaders for PC and BH staff
- Documentation & billing of integrated services according to Medi-Cal standards
- Different EHR systems & health databases between PC and BH
- Improving SPMI’s motivation to engage in wellness activities
- Developing skill sets for a stable peer workforce

Moving Forward

- Continue integration of PC & BH at current two sites
- Expand wellness services and care coordination to entire San Mateo County to four additional sites
- Identify additional funding sources

Words of Wisdom: What I Wish We'd Done Differently

- Reinstate the Total Wellness PC-BH steering committee
- Actively engage & motivate primary care to take initiative in this partnership– both PC & BH as equal stakeholders
- Strengthening the PC & BH partnership with positive patient outcomes shared across the board early on

Words of Wisdom: Tips for Success

- Equal involvement from the leadership of Primary Care & Behavioral Health systems of care
- Use blended funding streams from the start
- Develop good workflows that work for both teams
- Involve Quality Management Dept. to establish documentation standards early on
- Select staff that can flexibly learn new integration practices
- Maintain persistence and patience with our clientele