



**SAMHSA-HRSA**  
CENTER for INTEGRATED  
HEALTH SOLUTIONS

**Integrating Primary Care &  
Wellness: Sustaining  
Integrated Care Innovation  
Community**

**UPDATES FROM THE  
FIELD**

# Setting the Stage: Today's Moderator



Madhana Pandian  
Associate

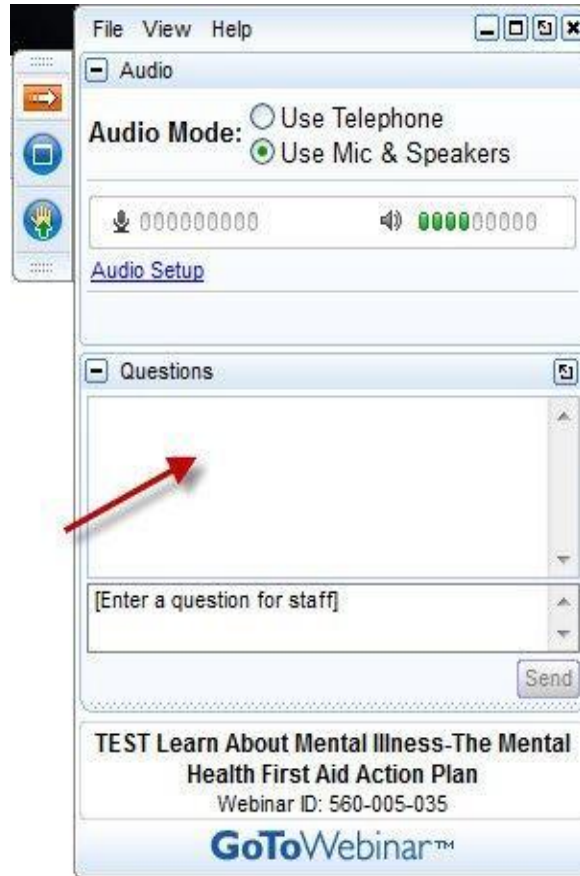
SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar will  
be available on the CIHS  
website:**

**[www.integration.samhsa.gov](http://www.integration.samhsa.gov)**

**Under About Us/Innovation Communities**

# Our format...



## Structure

Short comments from experts  
Specifics from their point of view

## Polling You

Every 20-minutes  
Finding the “temperature” of the group

## Asking Questions

Watching for your written questions

## Follow-up and Evaluation

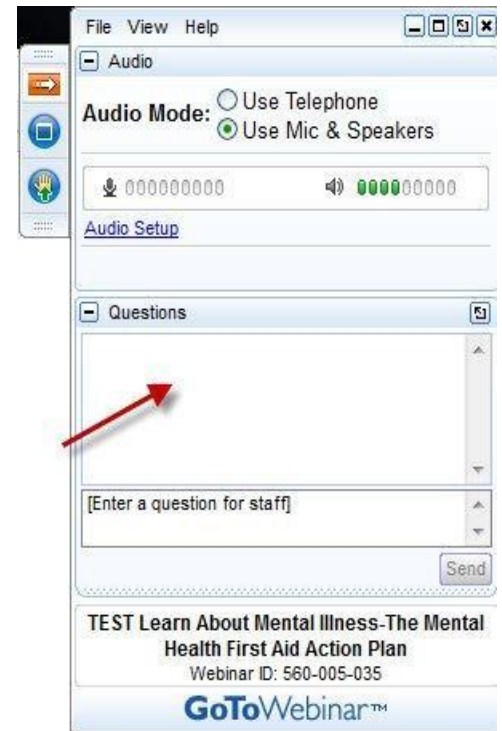
Ask for what YOU want or expect  
Ideas and examples added to the  
AOS Resource Center

# How to ask a question during the webinar



If you dialed in to this webinar on your phone please use the “raise your hand” button and we will open up your lines for you to ask your question to the group. **(left)**

If you are listening to this webinar from your computer speakers, please type your questions into the question box and we will address your questions. **(right)**



# Setting the Stage: Today's Moderator



Brie Reimann  
Deputy Director

SAMHSA-HRSA Center for Integrated Health Solutions

# Overview of Today's Webinar

- Check-in with Teams
- Presentation by Family Preservation Services
- Discussion/Questions
- Next Steps

# Check-in Poll

## How are people doing with your work plans?

- a.) On Target!
- b.) We are very distracted by other things
- c.) Run into some delays/barriers we're working through
- d.) We really need help with...
- e.) We'd like to share that we learned...





# Integrated Care Sustaining Change

## Putting the Pieces Together

Family Preservation Services of North Carolina, Pathways

June 30, 2016



# Family Preservation Services of NC/Pathways

- Pathways provides Behavioral Health services in 37 states nationwide.
- Within NC, we serve approximately 6,600 consumers at 10 different sites across the state.
- We provide a complete continuum of care for children, adolescents, families and adults with mental health needs, substance abuse needs and co-occurring intellectual and developmental disabilities.



# Integrated Care – Gathering Information from Outside Portals

- CCNC Artemis Portal
- CMT ProAct Portal



# Portal Information Outcomes

- Improved provider relationships
- Decrease in high \$\$\$ claim exposure
- Better patient care
- Sharing information
  - Currently working on receiving Primary Care Medical Provider (PCMP) information on all Medicaid consumers (WNC)
  - Identifying “at risk” consumers

# EHR Updates

- **Client Profile Updates**

- Primary Care Medical Provider (PCMP)
- PCMP Agency, PCMP Agency Address, PCMP Phone & Fax
- PCMP Release Expiration
- Date of Annual Physical

- **Contact Types (Clinical Documentation)**

- Integrated Primary Care
- Crisis Response
- Employer
- ED Admit/Hospitalization D/C F/U

- **BMI/BP Tracker**

- Enter Height, Weight, BMI, Systolic and Diastolic
- PCMP information is pulled from Consumer Profile
- Print & fax to Primary Care Medical Provider

General Information

**Consumer Information**

Region: Polk  
 Record #: 123  
 Unique ID: ducd010101  
 Admit Date: 07/23/2012  
 Name Last: Duck  
 Name First: Daffy  
 Name Middle: J  
 Home Phone: Self  
 Cell Phone:  
 Address: 123 Pond Road   
 City: Columbus  
 State: NC  
 Zip: 28722  
 School:

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**Emergency Contact**

Emergency Contact:  
 Emergency Cell:  
 Emergency Address:  
 Emergency City:

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**Integrated Care Information**

Facility Name: Quack Immediate Care  
 Medical Home: Dr. Quackers  
 Facility Address: 1 Lily Pond Way   
 Facility City: Columbus  
 Facility State: NC  
 Facility Zip: 28756  
 Medical Home Phone: 8289874545  
 Physician 02: Fax Number: 8289875454  
 Preferred Hospital: Pondville Memorial

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**PCMP Release Expiration**

Date 30: 02/28/2017

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**Annual Physical**

Text 102: 1/11/2016

**Add Session**

**Consumer Access**  
 Consumer Access PIN: 41987-3

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**MedlinePlus®**

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**Recent Documents**

Form	Document Date	Date Added
Progress Note 2.0	6/2/2016	6/10/2016
Program Intake	6/1/2016	6/10/2016
BMI/BP Tracker	3/22/2016	3/24/2016
BMI/BP Tracker	3/15/2016	3/18/2016
BMI/BP Tracker	3/10/2016	3/24/2016
BMI/BP Tracker	3/7/2016	3/18/2016
BMI/BP Tracker	3/4/2016	3/18/2016
BMI/BP Tracker	3/2/2016	3/18/2016
Doctor Services Note	3/2/2016	3/3/2016
Doctor Services Note	3/1/2016	3/3/2016

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**Scanned Documents**

Scan Documents View Documents

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**Assigned Approval Groups**

Add to Approval Group >>
<< Remove Approval Group

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**Assigned Case Load Groups**

Assertive Engagement  
 COA Audit  
 CST  
 Discharge

Add to Case Load Group >>
<< Remove Case Load Group

**PCMS - Consumers**

[General Information](#) • [Authorization Information](#) • [Documents](#) • [Active File](#) • [Programs \(1\)](#) • [Notes](#) • [Treatment Analysis](#)

**General Information**

**Consumer Information**

Region:	Polk
Record #:	123
Unique ID:	ducd010101
Admit Date:	07/23/2012
Name Last:	Duck
Name First:	Daffy
Name Middle:	J
Home Phone:	Self
Cell Phone:	
Address:	123 Pond Road
City:	Columbus
State:	NC
Zip:	28722
School:	

**Emergency Contact**

Emergency Contact:	
Emergency Cell:	
Emergency Address:	
Emergency City:	

**Integrated Care Information**

Facility Name:	Quack Immediate Care
Medical Home:	Dr. Quackers
Facility Address:	1 Lily Pond Way
Facility City:	Columbus
Facility State:	NC
Facility Zip:	28756
Medical Home Phone:	8289874545
Physician 02: Fax Number:	8289875454
Preferred Hospital:	Pondville Memorial

**PCMP Release Expiration**

Date 30:	02/28/2017
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**Online Forms Entry**

Wednesday, June 22, 2016

 Click for Help

**BMI/BP Tracker**

Enter Data for New Form Entry and Press 'Process Form':

Region:	Polk
LME Name:	Smoky
Agency Address:	94 White Drive, Columbu
Name First:	Daffy
Name Middle:	J
Name Last:	Duck
Unique ID:	ducd010101
Record #:	123
Medicaid #:	
Primary Insurance:	Self
Secondary Insurance:	NCHC
DOB:	1/1/2001
Age:	15
Height (inches):	24
Weight (lbs):	8
BMI:	
Systolic Pressure:	110
Diastolic Pressure:	78
PCMP Name:	Dr. Quackers
PCMP Phone#:	8289874545
PCMP Fax #:	8289875454
Staff Name:	
Date Recorded:	

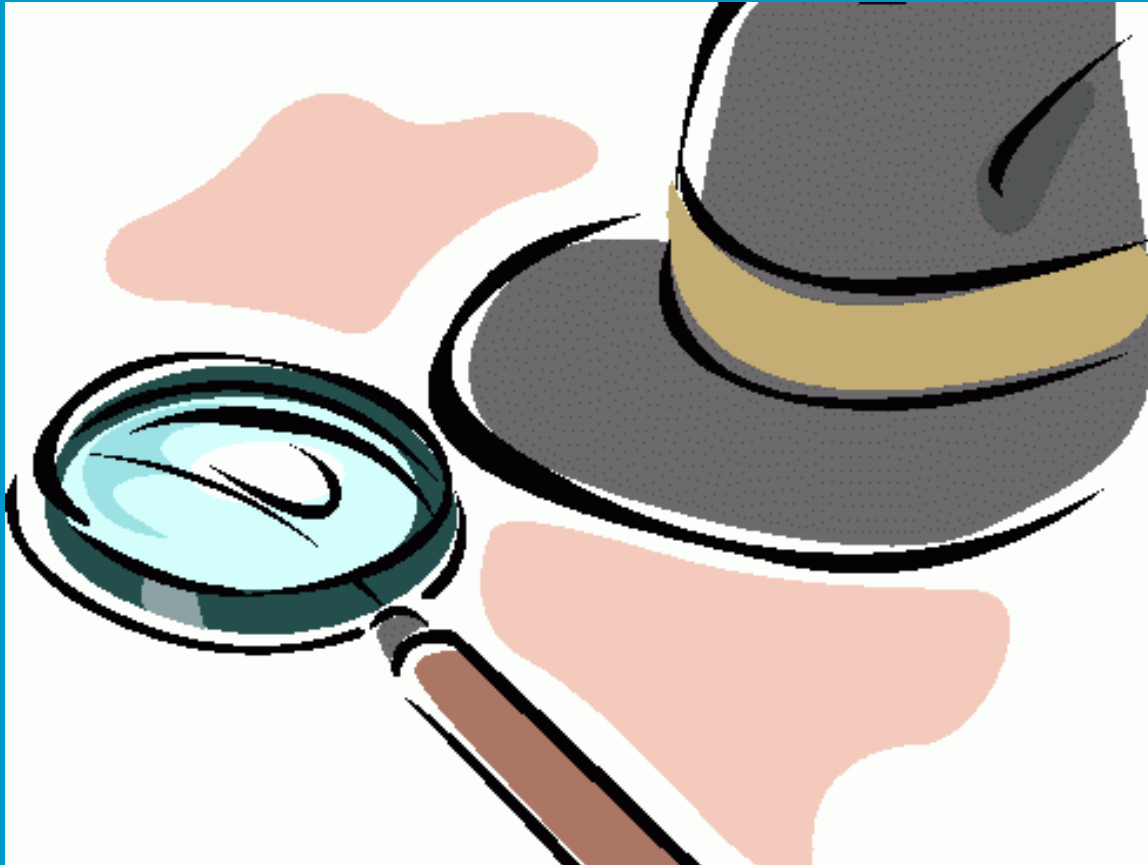
## Sample Med Appt. Work Flow #1 (Think Dr. Office)

- Consumer arrives & confirms PCMP info
- Admin collects Height, Weight, BMI & BP
- Records information on slip of paper & hands to provider
- Provider initials paper & puts in basket for data entry  
(Admin. insures this happens)
- CMT Data Entry person gathers slips regularly and enters into CMT within 5 days
- CMT Data Entry person completes BMI/BP Tracker in PCMS
- CMT Data Entry person prints BMI/BP Tracker & faxes to PCMP



## Sample Med Appt. Work Flow #2 (Think Dr. Office)

- Consumer arrives & confirms PCMP info
- Admin collects Height, Weight, BMI & BP
- Admin completes BMI/BP Tracker in PCMS immediately
- Admin prints BMI/BP Tracker & faxes to PCMP minimally by end of day
- Provider reviews BMI/BP Tracker in PCMS during visit
- CMT Data Entry person runs PCMS report based on BMI/Tracker & enters data in CMT



## Process Inspection

Monthly Reporting: Data Completion and Compliance

Quarterly Metrics Review

Future Pay for Performance

# PCMP Inspection & Trending

	CENSUS			PARTIAL INFORMATION						COMPLETE INFORMATION					
	4/18/2016	5/9/2016	6/15/2016	4/18/2016	5/9/2016	6/15/2016	% 4/18/16	% 5/9/16	% 6/15/2016	4/18/2016	5/9/2016	6/18/2016	% 4/18/2016	% 5/9/2016	% 6/18/2016
Asheville	2047	2074	1961	1081	1093	1495	52.81%	52.70%	76.24%	14	62	150	0.68%	2.99%	7.65%
Charlotte	351	367	381	22	32	54	6.27%	8.72%	14.17%	0	1	8	0.00%	0.27%	2.10%
Durham	359	369	333	19	32	46	5.29%	8.67%	13.81%	0	0	0	0.00%	0.00%	0.00%
Green River	1982	2034	1619	384	384	287	19.37%	18.88%	17.73%	0	0	0	0.00%	0.00%	0.00%
Magnolia House	165	176	178	64	75	76	38.79%	42.61%	42.70%	0	0	0	0.00%	0.00%	0.00%
PK Asheville	468	488	515	52	58	146	11.11%	11.89%	28.35%	0	1	27	0.00%	0.20%	5.24%
PK Green River	323	293	266	8	9	9	2.48%	3.07%	3.38%	0	0	0	0.00%	0.00%	0.00%
PK Rutherford	256	248	181	44	50	49	17.19%	20.16%	27.07%	0	0	0	0.00%	0.00%	0.00%
Polk	215	233	239	51	65	64	23.72%	27.90%	26.78%	0	0	0	0.00%	0.00%	0.00%
Rutherford	1070	1098	992	560	577	502	52.34%	52.55%	50.60%	0	0	0	0.00%	0.00%	0.00%

# BMI Tracker/Med Services Inspection

	April Med Services	April Medicaid Med Services	April BMI/BP Trackers
Asheville	260	138	163
Charlotte	28	23	21
Durham	70	40	0
GVR	112	41	70
PK Ashe	65	13	20
PK GVR	20	3	11
PK Ruth	17	9	10
Polk	42	25	13
Ruth	301	154	178

# Training and Chart Audit Tool

<b>INTEGRATED CARE PROJECT</b>			
REGION:	DATE:		
Any City, USA	5/18/2016		
<b>EQUIPMENT SETUP:</b>			
Satisfactory	Yes		Notes:
<b>USAGE CORRECT:</b>			
Satisfactory	Yes		
<b>TRAINING PROVIDED:</b>			
Provided	Yes		Observed staff obtaining BP, weight and height done. Jane will make sure all staff are obtaining BP correctly.
<b>UPDATED CONSENT FOR TREATMENT &amp; ACKNOWLEDGEMENTS ON FILE:</b>			
Unique Client Identifier			Notes:
123456	Yes		Consent dated 4/26/16
345678		No	Consent dated 3/31/15
<b>PRIMARY CARE COMMUNICATION FORM IN PLACE:</b>			
Unique Client Identifier	Primary Care Info Form	Release of Information	Proof of Documents Faxed
123456	Yes	Yes	Yes
234567	Yes	Yes	No fax to primary care physician noted in chart
345678	No	No	No - Receives primary care from the ED
<b>BP AND BMI RESULTS FAXED TO PRIMARY CARE PROVIDER:</b>			
Unique Client Identifier			Notes:
123456	Yes		
234567		No	
345678		No	Receives primary care from the ED
<b>CCNC PORTAL BEING RUN ON INTAKE:</b>			
Unique Client Identifier:			Notes:
123456		No	This is a focus of the Any City office. Target date is set for mid June.
234567		No	
345678		No	

# Work Flow Inspection Tool

INTEGRATED CARE PROJECT		
REGION:	DATE:	
Any City, USA	5/18/2016	
REGIONAL WORKFLOW FOR PRIMARY CARE COORDINATION:		
Able to identify 1 primary office they are working on the model with?	Yes	Notes: XXX Pediatrics
REGIONAL WORKFLOW FOR ED ADMIT FOLLOW-UP:		
How are you building relationships with the hospitals?		Notes: Staff recently trained ED Social Worker, XX and her team in Care Coordination. FPS has two additional trainings coming up with Behavioral Health and her team and Social Workers and their team in the ED. WW and VV of FPS attend the monthly Buncombe County Crisis Provider Meeting with representatives from the hospital that includes Physicians, Behavioral Health supervisor, Social Work Supervisor as well as representatives from MCM, NDC, SMC, DSS, RHA, BCSO, APD and October Road. WW has a regular meeting to discuss FPS's development towards an integrated care model. In addition, WW is on the ED Discharge and Communication Education committees for the Buncombe Crisis Group. He has met to discuss strategies for the community's most vulnerable populations.
How are you being notified by the hospitals whenever they have a client of FPS in their ED?		The hospital engages the Any City office by three methods. One of the methods is through the Any City's office's centralized referral process and coordinator. If the client is already engaged with FPS for services, the hospital notifies the ACTT and CST Supervisor. The hospital is now calling the Peer Support Supervisor, for Assertive Engagement. The FPS staff are training the hospital staff to now call the supervisor on duty at FPS if they can not get a live person on the phone.
What other activities are you doing with the hospitals, i.e. Assertive Engagement, Peer Support? Explain the process of how this works.		Once a call has been made for Assertive Engagement, the supervisor or an identified Peer responds directly to the hospital. If there is an immediate need for an assessment, and the client can not be transported to FPS, a therapist is
Observations:		identified to respond. If FPS is currently engaged or identified as open with the client, the identified CST team member or ACTT team member will respond for Assertive Outreach.
1) Clients waiting for appointments appeared comfortable		
2) Office staff very friendly and inviting		
3) Client privacy noted		
4) Charts neat and organized		
5) Wait time for clients < 5 minutes		
6) Office environment clean comfortable		
7) Staff very accommodating by retrieving selected files quickly		

# Spring into Health Day

## Stations:

- Physical Exercise
- Nutrition
- Dental Hygiene
- Smoking Dangers
- Hand Washing
- Effects of Stress
- BP & BMI Measurements

## Set Up and Details:

- All Day Event (PSR)
- Split into groups
- 30 minutes/station
- Scavenger Hunt Activities sheet
- Door prizes
- Certificates for each participant

# Spring into Health Day

## What Worked:

- Scavenger Hunt
  - Engaged
  - Informal, relaxed, fun environment
  - Large amount of information
- Staff Engagement
- Physical Environment
- BP & BMI Data Collection
- Positive Feedback

## What Didn't Work:

- Review time per station
- More staff & equipment for BP & BMI measurements
- Client testimonials separate from groups
- Scavenger Hunt sheet distracting



# Integrated Care Puzzle Complete



# Questions/Discussion



## Next Steps

- July Webinar Topic “Sustaining Change”
- Be on the Lookout for an Evaluation Email!
- Coaching is Available Just Ask!

# Webinar Schedule

Webinar Number	Date	Time
July #7	Jul. 28	3 – 4pm
August #8	Aug. 25	3 – 4pm

# Listserv

Look for updates from:  
sustaining\_integration\_ic

**Thank you for joining us today!**

**Please take a moment to provide feedback by completing the survey at the end of today's webinar.**

If you have additional questions/comments please send them to:

Jeff Capobianco - [jeffc@thenationalcouncil.org](mailto:jeffc@thenationalcouncil.org) and  
Madhana Pandian - [madhanap@thenationalcouncil.org](mailto:madhanap@thenationalcouncil.org)