



Integrating **Primary Care** with
Behavioral Health, Substance Abuse,
and **Wellness**

COHORT 3
ATLANTA, GA

*“If I Knew then What I Know
Now...”*

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FOUR CORNERS: Healthcare Home

The Cobb County Community Services Board (CCSB) and Atlanta based FQHC, Family Health Centers of Georgia, Inc, have partnered to create the Four Corners Project, a client-centered Healthcare Home. Four Corners targets individuals who have a serious mental illness or a co-occurring disorder with emphasis placed on those with a cardiometabolic illness.



The CCSB is considered part of the metropolitan Atlanta area and is the primary provider of public Behavioral Healthcare services in Cobb, Douglas, and Cherokee counties.

The Four Corners Project is located within The CIRCLE, the CCSB's psychosocial rehabilitative facility. The CIRCLE offers an array of psychosocial rehabilitative services utilizing an evidence-based recovery model. Client driven goals guide the individual treatment plans.

Family Health Centers of Georgia, Inc. has partnered with The CIRCLE team to create a client-driven Healthcare Home that provides care management for psychiatric and medical needs in a Behavioral Health setting familiar to clients.

Accomplishments & Successes

Over the course of this project, we have sought to enhance positive health outcomes for people with serious behavioral health illnesses by providing integrated primary care services in a familiar behavioral health setting, thereby removing barriers to equitable awareness, access, treatment and education.

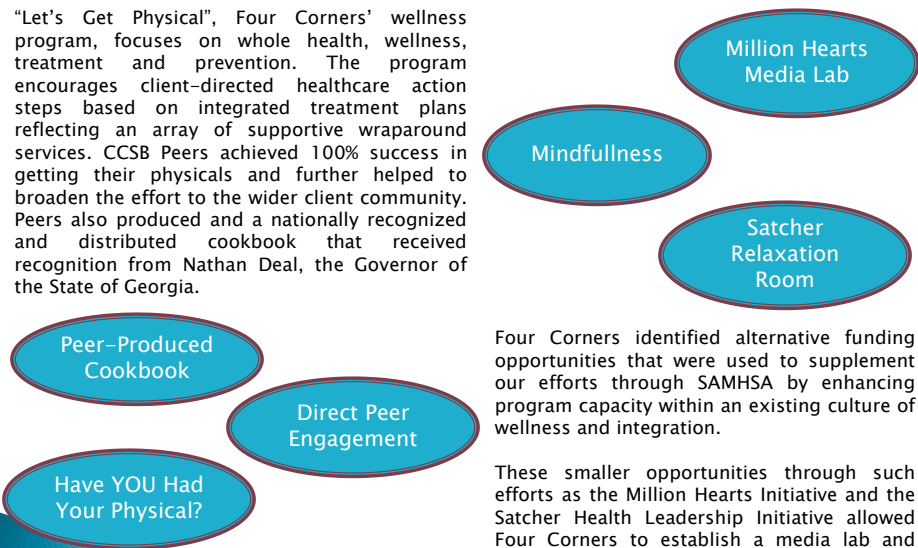
Accomplishments, Impacts and Numbers Served*

Over 3000 clients were screened through self-report questionnaire	Over 1000 clients received primary care services, exceeding project goals by 80%
90% self-reported having no prior PCP or using local ER to meet primary care needs	Over 4000 primary care encounters with a provider were reported
93% expressed a desire to make Four Corners their Healthcare Home	Opened a Fitness Room that served over 160 clients and generated over 2100 individual encounters
Identified unforeseen chronic conditions such as Hepatitis C, Kidney Disease, and COPD	Implemented a Tobacco Reduction program with NRT support that immediately reduced CO (breath) levels by 25%
Significant improvements in cardiometabolic risk factors were broadly seen throughout the program with particular note to hypertension, smoking status (breath CO) and client blood sugar levels	Offered direct client engagement through the CCSB Peer Program and Certified Peer Specialists
	Provided direct referral to additional services such as case management and over sixty adult counseling and skills groups

*As reported from first clients seen under the program in June, 2011 through June 2014.

Accomplishments & Successes

"Let's Get Physical", Four Corners' wellness program, focuses on whole health, wellness, treatment and prevention. The program encourages client-directed healthcare action steps based on integrated treatment plans reflecting an array of supportive wraparound services. CCSB Peers achieved 100% success in getting their physicals and further helped to broaden the effort to the wider client community. Peers also produced and a nationally recognized and distributed cookbook that received recognition from Nathan Deal, the Governor of the State of Georgia.

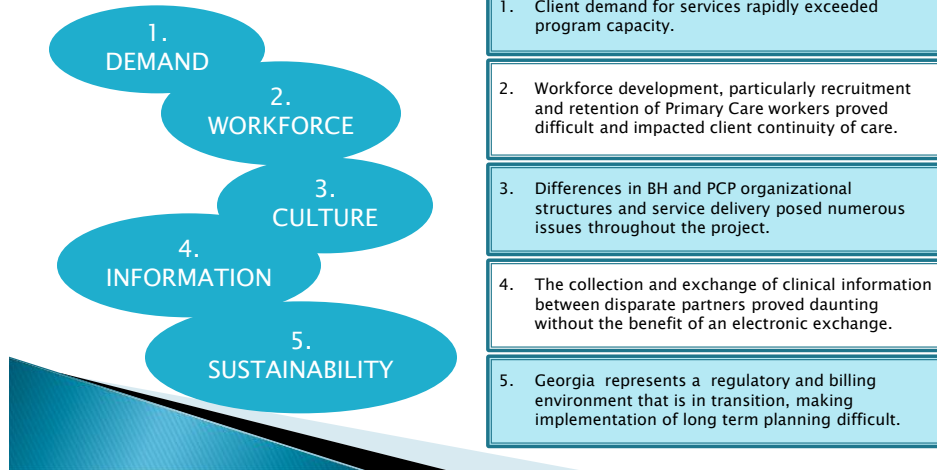


Four Corners identified alternative funding opportunities that were used to supplement our efforts through SAMHSA by enhancing program capacity within an existing culture of wellness and integration.

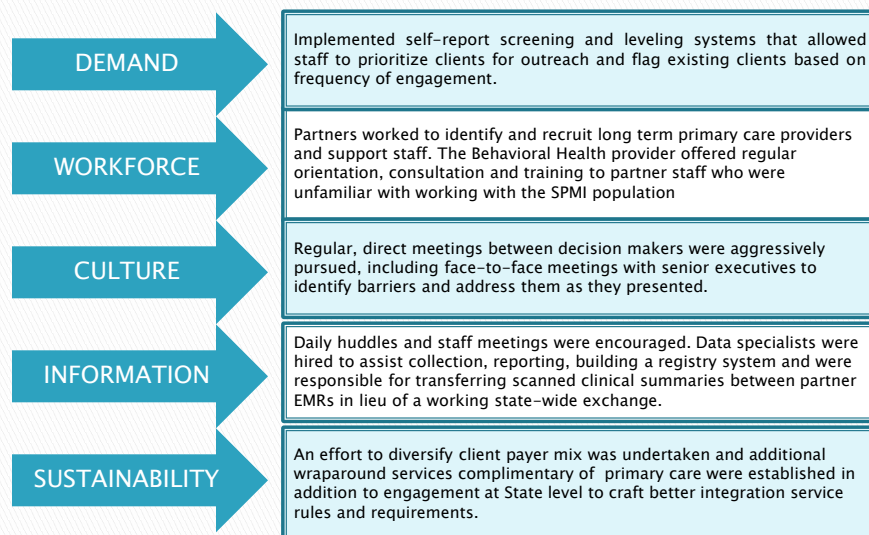
These smaller opportunities through such efforts as the Million Hearts Initiative and the Satcher Health Leadership Initiative allowed Four Corners to establish a media lab and relaxation room supervised by Certified Peer Specialists

Challenges & Outcomes

As is expected with a project of this breadth, all manner of challenges and barriers confronted project staff, often testing their ingenuity to find better ways to deliver better service and outcomes to the target population. Most of these challenges can be categorized under the following headings:



Challenges & Outcomes



Moving Forward

The long term goal of the Four Corners Project is to build a sustainable model for clinical sources. Conscious of this fact, the project has sought or continues to seek to:

Continue to build a broad client base that represents a mix of payers by linking consumers with appropriate need to a CCSB benefits specialist.

Engage State leadership to promote integration and to help identify and define sustainable services .

Fully incorporate Georgia's new Peer Support Whole Health and Wellness billable service into our integration initiative.

Seek additional community partnerships, including specialty services.

Add additional wraparound services that compliment primary care by expanding case management, health education services, and specific wellness groups such as tobacco reduction support and HTN Living skills.

Words of Wisdom:

Many lessons, large and small, have been learned by the Four Corners staff over the implementation of this project. Here a few items considered key advice to new grantees

- ▶ **Identify Your “Champions.”** Project buy-in among senior leadership is a prerequisite for success.
- ▶ **Outline Clear Objectives & Expectations.** When establishing community partnerships, it is vital that everyone settle upon common language, goals, and expectations to avoid confusion.
- ▶ **Don't Do Everything At Once.** Focus on annual goals and build your program layer-by-layer.
 - ▶ **Try New Things.** Some ideas will work, and some will not – you'll never know which unless you take the risk and try.
 - ▶ **Don't Be Afraid To Fail.** If something does not work, stop doing it. Study it. Change it. Evaluate it.

Words of Wisdom: Tips for Success

- ▶ **Cultivate Your Results.** “If it is worth asking, it is worth tracking” – invest in your registry. Nothing changes minds faster than demonstrating outcomes.

- ▶ **Be Flexible.** You WILL run into challenges and barriers. Confront them, study them and be flexible enough to develop a solution.

- ▶ **Hire Well.** Take the time to find the right people for the right position. Identify the key skills needed and recruit those people.
 - ▶ **Invest In Peers.** Peers and Certified Peer Specialists represent a valuable and unique resource that can provide direct outreach, motivation and support through all facets of the program.

 - ▶ **When In Doubt, Ask.** Question about the budget? Call Sal. Question about resources? Call your CIHS contact. Question about the program? Call your GPO. Need help? Talk to other grantees, ask for technical assistance, whatever it takes to keep moving.

