

Integrated Healthcare



Behaviorally Enhanced Health Care Home



Shaping Healthy Communities. Shaping Healthy Communities.

Greg Jensen, LCSW, ACSW, Vice President for Behavioral Health Services
Lone Star Circle of Care
Department of Psychiatry and Behavioral Health
512-686-0207 ext. 10135
gjensen@lscctx.org

Providing holistic care by
diagnosing and treating physical
AND mental conditions



Integrated Care: Why Do It?

- **Persons with serious and persistent mental illness die, on average, 25 years earlier than the general population**
(Parke J et. al., Morbidity and Mortality In People With Serious Mental Illness, National Association of State Mental Health Program Directors Medical Directors Council, 2006)
- **60% of premature deaths for those with schizophrenia are due to cardiovascular, pulmonary and infectious diseases**
(Parke J et. al., Morbidity and Mortality In People With Serious Mental Illness, National Association of State Mental Health Program Directors Medical Directors Council, 2006)
- **Treatments of mental illness are effective 60%-80% of the time. This rate meets or exceeds success rates for cutting edge treatment for heart disease.**

Why Do It?

- **Better Outcomes/Improved Functioning: Independent three-year process and outcome evaluation** (Dr. Toni Watt, Texas State University. Commissioned by St. David's Community Health Foundation, 2008) :
 - Statistically significant decrease in depression symptoms (32%) that remained constant over two, three and six month period.
 - Self-report measures showed patient's physical health, daily living activities performance, ability to socialize improved significantly.
 - Treating BH illnesses does not cost the overall health system more money. While there was an initial increase in costs, from 6-21 months post treatment, the costs remained stable.

Goal

- Stop vulnerable persons with serious mental illness from getting caught in a revolving door of poor quality, expensive and inefficient care:
 - **CRISES**
 - **EMERGENCY ROOMS**
 - **HOSPITALIZATIONS**
 - **INVOLVEMENT IN CRIMINAL JUSTICE SYSTEM**

Integrated Care: Solution

An Institute of Medicine report in 2005 concluded that the **only way** to achieve true quality (and equality) in the health care system is to **integrate primary care with mental health care and substance abuse services.**

(Institute of Medicine, “Improving the Quality of Health Care for Mental and Substance-Use Conditions: Quality Chasm Series”, November 1, 2005.)

Integrated Care: Why Primary Care?

- Most people with mental disorders are diagnosed and treated by their Primary Care Physician/Provider:
- Psychoactive Prescriptions: August 2006 to July 2007
 - 472 Million Rx for Psychoactive medications
 - 59% by General Practitioners
 - 23% by Psychiatrists
 - 19% by others

How To Do It: Essential Elements

- “Best practice” means providing Primary Care Providers (PCPs) “real time” mental health expertise
- Active screening in medical clinics for behavioral health concerns
- Easy access to clinical information
- Active care coordination/case consultation
- Governance
- Sustainability
- Partners

Provide PCPs “real time” Mental Health Expertise

- PCPs problems: Time and Access
- Embedded Behavioral Health Specialists
 - Provides “real time” consultation to medical staff
 - Conducts crisis intervention for patients in the clinic
 - Facilitates and expedites access to psychiatric services
 - Provides brief therapy/counseling services to patients
 - Coordinates care with the patient’s PCP
 - Assists with efficient patient flow
- Providing direct PCP consultation from child and adult psychiatrists
- Telepsychiatry
- On Call Services

Active BH Screening in Medical Clinics

<u>Tool</u>	<u>Population</u>	<u>Frequency</u>	<u>Item</u>	<u>Purpose</u>
TeenScreen	11-17 yo	Intake/Annual	37	Internal, Attention, External, Safety
Vanderbilt	ADHD	Intake/Follow ups	55	ADHD
MCHAT	18-30 mo	Intake		Autism
PHQ 2	18+	Intake/Annual	9	Depression
AD8	65+	Intake/Annual	8	Cognitive impairment
CAGE	18+	Intake/Annual	4	Alcohol
Single Question	18+	Intake/Annual	1	Drugs/Prescriptions
Edinburgh 3	Post Partum	1st post partum visit	3	Depression



Easy Access to Clinical Information: EHR

- Improve Quality of Care
- Reduction of Costs
- Record Keeping and Mobility
- Promote Evidence based Medicine
- Communication
- Ease of Accessing Patient Information/Open Records
- Safety

Active Care Coordination/Case Consultation

- EHR
- Hallway Consults
- Case Conferences
- Access to larger continuum of behavioral health

Governance Issues

- Select the model
 - Service Line within FQHC
 - Co-location
 - Referral Relationship
 - Contract
- Commit Organizational Resources to Integration
- Leverage the FQHC status to expand access
- Assure Organizational Integration Accountability
 - Mission/Vision Statement
 - Interdisciplinary Policy Level Planning/Decision-Making
 - Tracking and Using Data
 - Staff On-Boarding and Training
- Partnerships/Collaborations

Sustainability

- Skill Mix
 - MDs and therapists
 - Care Coordination
- Payer Mix
 - Medicaid to self pay
- Productivity
 - Adult Psychiatrists
 - Child Psychiatrists
 - Therapists
- Extramural Funding

Partners

- Funding Partners
 - Foundations
 - Health Care Organizations
- Organizational Collaborations
 - Co-managing or transitioning patient cohorts
- Clinical
 - Access to specialty BH or medical care
 - Access to the continuum
- Training
 - Recruitment and retention

LSCC Journey: Federally Qualified Health Centers

- LSCC is a federally qualified community health center (FQHC or CHC) with 26 clinics in Central Texas—Bell, Williamson and Travis Counties.
- Official FQHC designation is given by the federal government to organizations that serve low income and medically underserved communities and meet a number of standards and requirements.

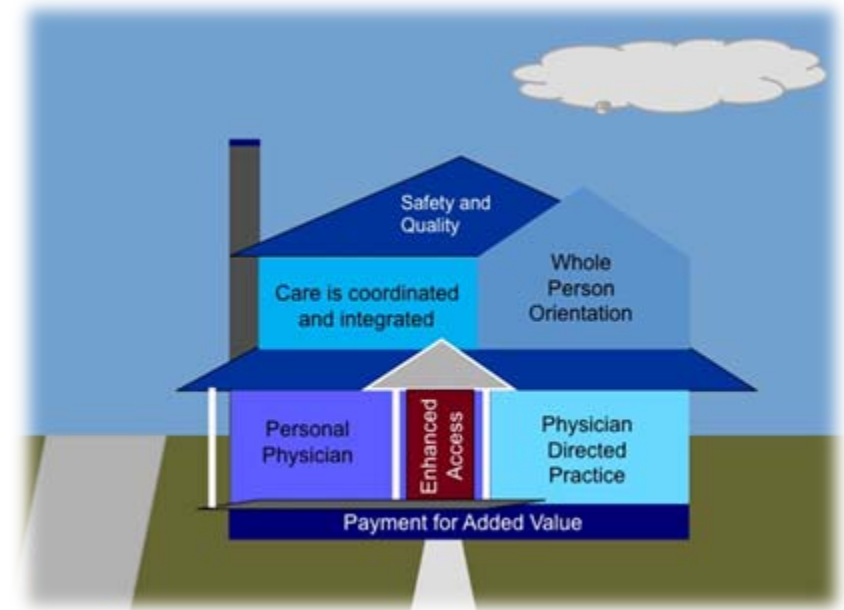
OUR MISSION:

- *Lone Star Circle of Care is committed to the pursuit of community-wide access to a **behaviorally enhanced**, patient-centered health care home that provides accountable care for all patients, focusing on the underserved.*



Patient-Centered Health Care Home

- We believe a Health Care Home is like an ideal home and family: a place where you feel comfortable and secure; a place where you and your health care team know one another and where everyone is working to help you get healthy and stay that way.
- Our integrated model of care provides for holistic care – behavioral and physical conditions treated and monitored within the same health care system.
 - Imbedded BH specialists
 - Screening tools to identify BH needs in medical patients, vice versa
 - Integrated medical records



LSCC History

- **2002**
 - Our first clinic, Georgetown Community Clinic, opens
- **2004**
 - LSCC receives its Federally Qualified Health Center status
- **2005 – 2007**
 - LSCC adds dedicated pediatric services, OB/GYN, expands BH
 - Expands footprint into Round Rock
- **2006**
 - LSCC decides to add a designated Psychiatry and Behavioral Health service line
- **2008**
 - Electronic medical record and practice management system integrated into all clinics



LSCC History

- **2009**
 - LSCC expands into Travis County (south Austin) and Bell County
 - LSCC opens two clinical hub facilities (Lake Aire Medical Center & Texas A&M Health Science Center)
 - LSCC opens its Patient Navigation Center for centralized scheduling, referrals, etc.
- **2010**
 - LSCC receives Joint Commission Accreditation
 - LSCC partners with Seton Family of Hospitals / Dell Children's Medical Center to form regional pediatric network – currently 5 pediatric clinics in Williamson County.
 - LSCC launches Senior Health service line (dedicated care for Medicare-eligible seniors)
 - LSCC receives Patient-Centered Medical Home designation from the National Committee for Quality Assurance
- **2011**
 - Optometry services added
 - Expansion completed at Ben White Health Clinic, adding dedicated behavioral health office space and doubling square footage/number of exam rooms.



Lone Star Circle of Care's Services

- **Pediatric** & adolescent primary care
- **Family medicine** (adult primary care)
- **Senior** care
- Comprehensive **OB/GYN**, including prenatal, labor & delivery
- Psychiatry and **behavioral health** for children, adolescents, adults and seniors
- General **dentistry** for adults and children
- **Pharmacy** (discounted prescription medications)
- **Vision**



LSCC services offered in each city:

- **Austin**
 - Family Medicine
 - Behavioral Health
- **Belton**
 - Pediatrics
- **Cedar Park**
 - Pediatrics
- **Georgetown**
 - Family Medicine
 - Senior Health
 - Pediatrics
 - Behavioral Health
 - Pharmacy
 - Dental
- **Harker Heights**
 - Pediatrics
 - Behavioral Health (child & adolescent)
- **Hutto**
 - Pediatrics
- **Killeen**
 - Pediatrics
- **Round Rock**
 - Family Medicine
 - OB/GYN
 - Senior Health
 - Pediatrics (also Adolescent)
 - Behavioral Health
 - Dental
 - Pharmacy
- **Taylor**
 - Family Medicine
- **Temple**
 - Family Medicine



The Clinical Hub concept

- **Lake Aire Medical Center**
- **Texas A&M Health Science Center**

- Provide myriad services in one convenient location:
 - Senior primary care
 - Adult primary care
 - Pediatric primary care
 - OB/GYN (TAMHSC)
 - Psychiatry & behavioral health
 - Dentistry (Lake Aire)
 - Pharmacy

- Clinical hub setting supports LSCC's integrated model of care and encourages patients to see LSCC as a complete health care home

- Both hubs were funded/made possible through the support of partners (GHF & Seton)



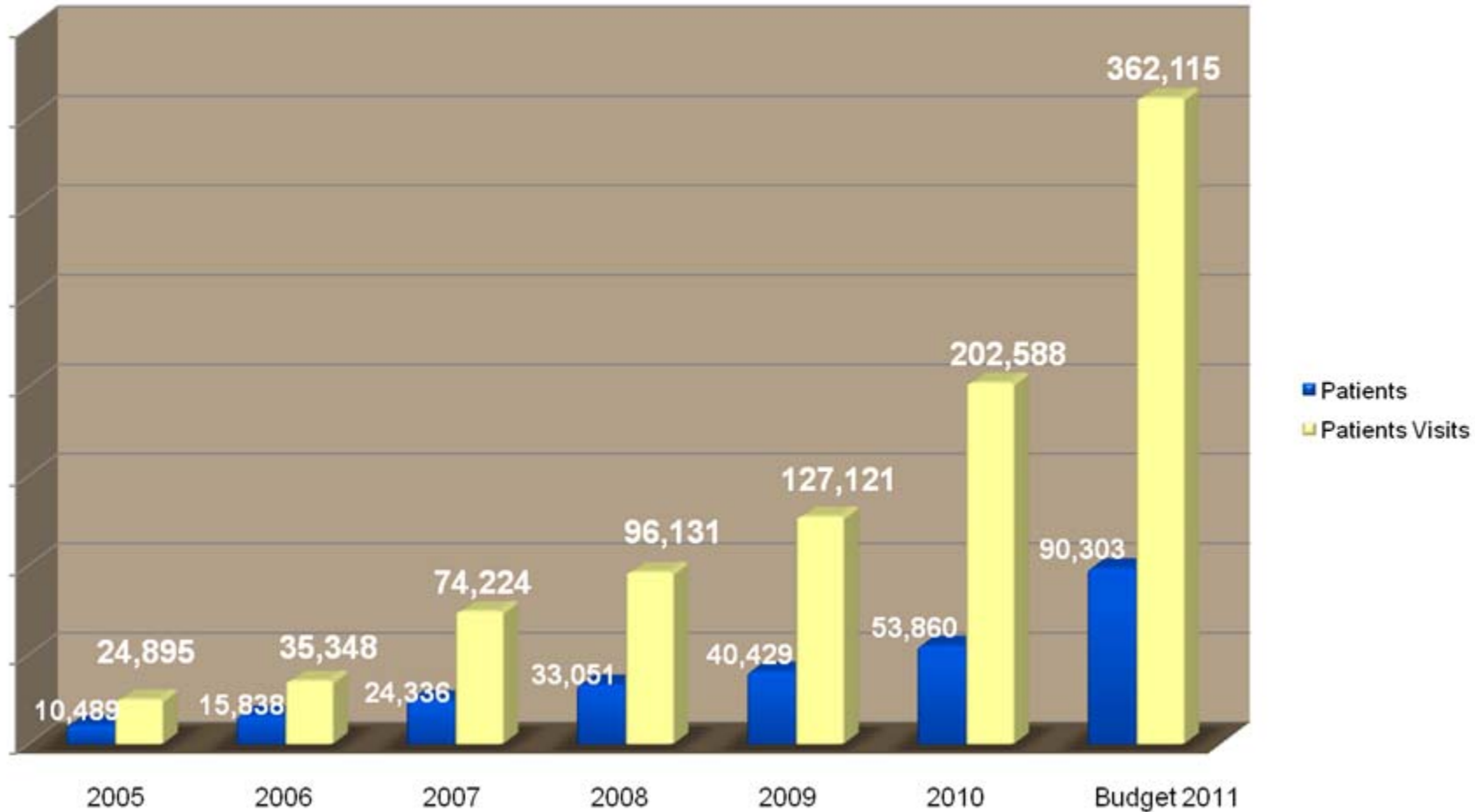
Texas A&M Health Science Center



Lake Aire Medical Center



Patient Growth since securing FQHC status



Awards & Recognition

- **Joint Commission Accreditation**

- A nationally-recognized “gold seal of approval” for health care providers.
- Signifies that the safety and clinical quality of care provided is exceptional.

- **Patient-Centered Medical Home (Level 3) recognition**

- A recognition awarded by the National Committee on Quality Assurance
- Less than 0.5% of all primary care providers in the nation have this prestigious designation.



LSCC Behavioral Health: Mission

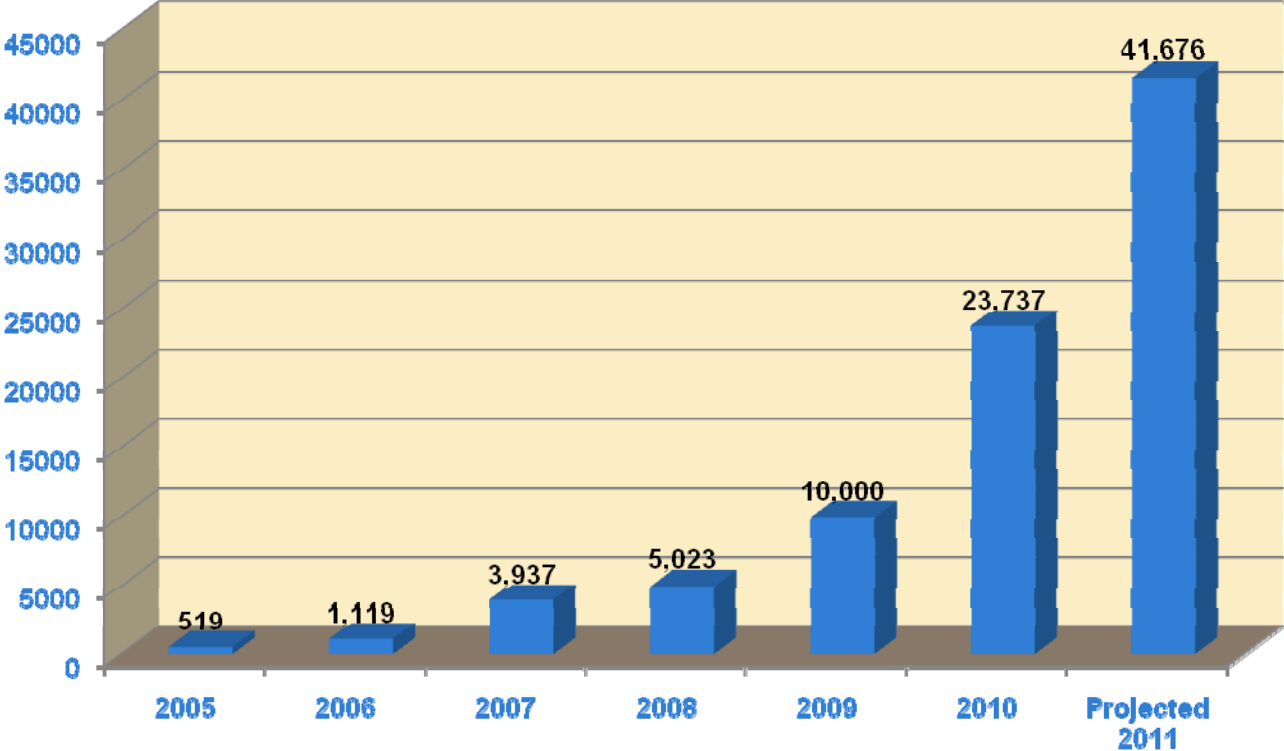
- To provide behaviorally enhanced healthcare services to patients who have LSCC as their medical home
- To provide behavioral health access to patients from the communities we serve

Psychiatry and Behavioral Health Sites

- Texas A&M Health Science Center Round Rock
- Round Rock Behavioral Health
- Lake Aire – Georgetown Hub
- Ben White Health Center in South Austin
- Harker Heights Behavioral Health
- Embedded BH Specialists in LSCC Primary Care Clinics

Behavioral Health Program Growth

Growth in LSCC's Behavioral Health Visits



BH Provider History

Provider	2009	2010	2011	2012
Child Psychiatrists	1.0 FTE	2.0 FTE	5.0 FTE	5.0 FTE
Adult Psychiatrists	3.4 FTE	5.2 FTE	7.0 FTE	8.0 FTE
Therapists	7.0 FTE	12.0 FTE	22.0 FTE	24.0 FTE
Total	11.4 FTE	19.2 FTE	34.0 FTE	37.0 FTE

Psychiatry and Behavioral Health – Community Partners

- Texas A&M Health Science Center
- Seton Family of Hospitals
- University of Texas Southwestern /Seton Residency Program
- St. David's Foundation
- Scott and White
- Bluebonnet Trials – Williamson County MH/MR
- STARRY
- Texas Baptist Children's Home
- Caring Family Networks
- Arrow Child and Family Ministries
- Lighthouse Family Network
- Central Texas Children's Home
- Texas Star Recovery Center
- Department of State Health Services
- Texas A&M School of Rural Public Health
- University of Texas School of Social Work
- Williamson County Mobile Outreach and Wilco MH Task Force
- Wilco and ATCIC Community Providers

Teaching the next generation

- Our doctors help train the next generation of health care professionals (medical students, social work students, nursing students, MA's, etc.)
- Teaching partnerships include:
 - Texas A&M Health Science Center
 - UT Southwestern (psych residents)
 - UT Austin School of Social Work
 - Texas State School of Nursing
 - UT nurse practitioner students
 - ACC and other local CMA programs
- Students learn in a community health center setting
- Unique partnership allows LSCC to recruit highly skilled, experienced and sought-after doctors and clinical staff.



“LSCC’s clinics provide an excellent training ground . . . because the experience gives students exposure to the real-world social and economic issues that impact patients.”

--Dr. Steven Prenzlauer

What's still needed

- Commitment to integration
- Research on models of integrated care
- Improving access for our mission patients
- Enhanced funding streams
 - Activate BH codes in PCP practice
 - Telemedicine for FQHCs
- Continued march toward EHR and data sharing

