Building Primary Care and Wellness Services in a Community Mental Health Center

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THE DIRECTION OF INTEGRATIVE CARE

Marie Hobart, MD
Primary & Behavioral Health Care Integration (PBHCl) Program

- Funded by the Substance Abuse and Mental Health Services Association (SAMHSA)

- **Involves 94 grantees nationally:** 4 in MA
  - CHL in Worcester  10/09
  - Behavioral Health Network in Springfield  9/12
  - Center for Human Development in Springfield  9/12
  - SSTAR in Fall River  9/12

- **Enrollment since 2009:** over 37 thousand participants with mental illness and co-occurring substance addiction and chronic medical conditions
Integrated Care Model

- Mental Health Clinic
- Substance Abuse Treatment
- Primary Care Clinic
- Wellness Center

Patient

- Peer Advisory Board
- Certified Peer Work
- Nurse Care Management
The Wellness Program at CHL

Bridging the gap between primary care and behavioral health through services, collaboration, support, and outreach

**Primary Care Providers**
- Physical health assessment and care
- Collaboration with mental health services and community providers

**Nurse Care Managers & Certified Peer Specialist**
- Care management
- Wellness planning and engagement
- Collaboration

**Evaluation Team**
- Assessment of progress
- Coordination of events
- Dissemination of findings

**IT & Administrative Support**
- Integrated Health Record
- Scheduling and coordination
- Essential to success!
## Clinical Registry Data: Services Offered

Examples of Services Provided For 355 Patients During One Quarter (FY 2013 Q3)

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical Health Services (primary care, nursing)</strong></td>
<td></td>
</tr>
<tr>
<td>Screen/Assessment/Planning</td>
<td>665</td>
</tr>
<tr>
<td>Medication Management</td>
<td>363</td>
</tr>
<tr>
<td><strong>Mental Health Services (psychiatry, counseling)</strong></td>
<td></td>
</tr>
<tr>
<td>Screen/Assessment/Planning</td>
<td>1571</td>
</tr>
<tr>
<td>Medication Management</td>
<td>730</td>
</tr>
<tr>
<td><strong>Substance Use Services (counseling)</strong></td>
<td></td>
</tr>
<tr>
<td>Screen/Assessment/Planning</td>
<td>634</td>
</tr>
<tr>
<td>Counseling</td>
<td>630</td>
</tr>
<tr>
<td><strong>Wellness Services (nursing, peer specialist)</strong></td>
<td></td>
</tr>
<tr>
<td>Education (e.g., smoking cessation)</td>
<td>258</td>
</tr>
<tr>
<td>Activities (e.g., walking, yoga)</td>
<td>407</td>
</tr>
<tr>
<td>Individual, specific support</td>
<td>386</td>
</tr>
</tbody>
</table>
Program Challenges and Gains

- **Gains**
  - Increased access and utilization of primary care and wellness
  - Increased provider collaboration and care plans
  - A model for increased integration and collaboration across CHL programs and locations.

- **Challenges**
  - Integrated electronic medical records
  - Transitioning to new methods of payment - One Care, Mass Health Changes
  - Provider/client buy-in and/or communication
WELLNESS PROGRAM EVALUATION

Monika Kolodziej, PhD
Evaluation Components

- Program Planning
- Program Sustainability
- Program Implementation
PBHCI Organizational Data

- **Infrastructure Development, Prevention, and Mental Health Promotion (IPP) Indicators**: infrastructure and workforce development: *assessed quarterly*

- **PBHCI reports** on organizational successes and challenges concerning implementation of services, staff and infrastructure changes, funding and insurance variables: *submitted quarterly to SAMHSA*

- **Qualitative stakeholder interviews**: perceptions of program, personal engagement: *conducted in 2010 and 2011*

- **CHL Staff Tobacco Survey**: clinical practice, attitudes, training needs: *developed and administered in March-May 2013 (n=421)*
PBHCI Program Participant Data

- **National Outcomes Measures (NOMS):** semi-structured interview querying about psychosocial functioning and perceptions of care (every 6 months)

- **Physical health indicators:** BP, Weight, BMI, Waist Circumference, CO level, Blood Glucose, HgbA1c, Lipids, Triglycerides (every 3 to 12 months)

- **CHL chart data:** demographic and diagnostic characteristics (every quarter or as needed)

- **Clinical registry:** primary care, wellness, and mental health services received (every quarter)

- **Qualitative interviews:** perceptions of the program (every year with sub-groups of interest)

- **Data extracted for specific purposes** (e.g., PBHCI patients prescribed Suboxone)
489 participants were enrolled since the start of the program in February 2010 to March 2014 (348 consumers are currently enrolled)

- Approximately 70% are enrolled with our on-site primary care
- Approximately 70% are actively engaged in services

**Gender**

- Women: 47%
- Men: 52%
- Transgender: 1%

**Ethnicity**

- Hispanic or Latino: 62%
- Black or African American: 23%
- Asian: 10%
- Native Hawaiian or Pacific Islander: 2%
- Native Alaskan: 1%
- White: 0%
- Native American: 1%
## Health Risks at Enrollment

<table>
<thead>
<tr>
<th>Indicator</th>
<th>n^1</th>
<th>M (SD)</th>
<th>At-risk range used by SAMHSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systolic Blood Pressure</td>
<td>379</td>
<td>126 (18)</td>
<td>Greater than 130</td>
</tr>
<tr>
<td>Diastolic Blood Pressure</td>
<td>379</td>
<td>80 (11)</td>
<td>Greater than 85</td>
</tr>
<tr>
<td>BMI</td>
<td>384</td>
<td>31 (7)</td>
<td>25 and above</td>
</tr>
<tr>
<td>Breath CO</td>
<td>269</td>
<td>11 (11)</td>
<td>10 and above</td>
</tr>
<tr>
<td>Fasting Plasma Glucose</td>
<td>283</td>
<td>107 (49)</td>
<td>Greater than 100</td>
</tr>
<tr>
<td>HgbA1c</td>
<td>236</td>
<td>6.1 (1.7)</td>
<td>5.7 and above</td>
</tr>
<tr>
<td>HDL Cholesterol</td>
<td>288</td>
<td>47 (21)</td>
<td>Less than 40</td>
</tr>
<tr>
<td>LDL Cholesterol</td>
<td>282</td>
<td>102 (37)</td>
<td>130 and above</td>
</tr>
</tbody>
</table>
## Physical Health Indicators from Baseline to a 12-month Period

<table>
<thead>
<tr>
<th>Section H Indicator</th>
<th># of Cases</th>
<th>At-Risk Baseline (%)</th>
<th>At-Risk at 2nd Interview (%)</th>
<th>Outcome Improved (%)</th>
<th>No Longer At-Risk (%)</th>
<th>Outcome Remained At-Risk (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BP - Systolic</td>
<td>229</td>
<td>38.9</td>
<td>36.7</td>
<td>19.2</td>
<td>20.1</td>
<td>18.8</td>
</tr>
<tr>
<td>BP - Diastolic</td>
<td>229</td>
<td>33.6</td>
<td>35.4</td>
<td>13.1</td>
<td>20.5</td>
<td>13.1</td>
</tr>
<tr>
<td>BP - Combined</td>
<td>229</td>
<td>48.0</td>
<td>48.9</td>
<td>18.3</td>
<td>20.1</td>
<td>27.9</td>
</tr>
<tr>
<td>BMI</td>
<td>227</td>
<td>81.1</td>
<td>81.5</td>
<td>37.9</td>
<td>4.0</td>
<td>77.1</td>
</tr>
<tr>
<td>Waist Circumference</td>
<td>159</td>
<td>69.8</td>
<td>67.9</td>
<td>42.8</td>
<td>11.3</td>
<td>58.5</td>
</tr>
</tbody>
</table>
# Physical Health Indicators

<table>
<thead>
<tr>
<th>Section H Indicator</th>
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<th>At-Risk Baseline (%)</th>
<th>At-Risk at 2nd Interview (%)</th>
<th>Outcome Improved (%)</th>
<th>No Longer At-Risk (%)</th>
<th>Outcome Remained At-Risk (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breath CO</td>
<td>134</td>
<td>40.3</td>
<td>45.5</td>
<td>26.1</td>
<td>4.5</td>
<td>35.8</td>
</tr>
<tr>
<td>Plasma Glucose (fasting)</td>
<td>35</td>
<td>54.3</td>
<td>45.7</td>
<td>48.6</td>
<td>17.1</td>
<td>37.1</td>
</tr>
<tr>
<td>HgbA1c</td>
<td>30</td>
<td>66.7</td>
<td>73.3</td>
<td>26.7</td>
<td>6.7</td>
<td>60.0</td>
</tr>
<tr>
<td>HDL Cholesterol</td>
<td>43</td>
<td>34.9</td>
<td>34.9</td>
<td>46.5</td>
<td>11.6</td>
<td>23.3</td>
</tr>
<tr>
<td>LDL Cholesterol</td>
<td>41</td>
<td>17.1</td>
<td>19.5</td>
<td>46.3</td>
<td>9.8</td>
<td>7.3</td>
</tr>
<tr>
<td>Tri-glycerides</td>
<td>42</td>
<td>45.2</td>
<td>40.5</td>
<td>54.8</td>
<td>21.4</td>
<td>23.8</td>
</tr>
</tbody>
</table>
Lessons Learned

- Integrated care interventions are effective for persons with complex diagnostic profiles; **develop organizational infrastructure**

- Integrated interventions need to be incorporated into treatment plans at mental health and addiction treatment programs; **shift team processes**

- Persons with mental illness and co-occurring disorders benefit from wellness services and opportunities to engage with a peer specialist; **create new services**
CERTIFIED PEER SPECIALISTS (CPS)

Liz Clinkscales, MDIV
Role as CPS in the PBHCI

- Respect and invite peers to voice their opinions
- Provide support and encourage them to drive their lives and recovery in meaningful ways
- Promote self-determination
- Inspire hope and model concrete examples that “recovery is real” for peers using mental health services
- Facilitate groups and individual sessions
## WELLNESS ACTIVITIES

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All day</strong></td>
<td><img src="image" alt="Person and Toddler" /></td>
<td><strong>PRIMARY CARE CLINIC</strong></td>
<td><strong>F.Y.I.</strong></td>
<td><strong>PRIMARY CARE CLINIC</strong></td>
<td><strong>ASK A NURSE</strong></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Doctor" /></td>
<td><strong>8:30 – 4:30</strong></td>
<td><strong>Wellness participants can pay $20 per year for “Y” membership. There are no restrictions on the day or time that you can go with a “Y” membership.</strong></td>
<td><strong>8:30 – 4:30</strong></td>
<td><strong>10:30 – 11:00</strong></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Phone Call" /></td>
<td><strong>Call (774) 312-2764</strong></td>
<td><strong>Note: You must provide your own transportation.</strong></td>
<td><strong>Call (774) 312-2764</strong></td>
<td><strong>Call Anne at (508) 438-5658</strong></td>
</tr>
<tr>
<td>8:30am – 9:30am</td>
<td><img src="image" alt="Person and Toddler" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00am – 11:00am</td>
<td><img src="image" alt="Person" /></td>
<td><strong>INDIVIDUAL SMOKING CESSATION HELP</strong></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Phone Call" /></td>
<td><strong>By appointment</strong></td>
<td><strong>GYM (Work Out World)</strong></td>
<td><strong>GYM (Work Out World)</strong></td>
<td><strong>10 DIMENSIONS OF WELLNESS</strong></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Phone Call" /></td>
<td><strong>Call Liz at (774) 312-2758</strong></td>
<td><strong>Free</strong></td>
<td><strong>Free</strong></td>
<td><strong>(Everyday Miracles)</strong></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Phone Call" /></td>
<td><img src="image" alt="No Smoking" /></td>
<td><strong>Call Liz at (774) 312-2758</strong></td>
<td><strong>Call Liz at (774) 312-2758</strong></td>
<td><strong>10:30 – 11:30</strong></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Phone Call" /></td>
<td><img src="image" alt="No Smoking" /></td>
<td><strong>Transportation provided!</strong></td>
<td><strong>Starting Jan. 10 for 10 Weeks</strong></td>
<td><strong>Call Liz at (774) 312-2758</strong></td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
<tr>
<td>1:30pm – 3:30pm</td>
<td><strong>ASK A NURSE</strong></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
<tr>
<td></td>
<td><strong>3:00 – 3:30</strong></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
<tr>
<td></td>
<td><strong>Call Justine at (774) 312-2417</strong></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
<tr>
<td>3:30pm – 4:30pm</td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Person" /></td>
<td><img src="image" alt="Meditation Group" /></td>
</tr>
</tbody>
</table>

**Liz Clinkscales**
Certified Peer Specialist
72 Jaques Ave., Office #104
(774) 312-2758

**Justine Rovezzi**
Nurse Care Manager
72 Jaques Ave., Office #103
(774) 312-2417

**Anne Treadwell**
Nurse Care Manager
12 Queen St., Office #141
(508) 438-5658

**America Rodriguez**
Senior Receptionist
12 Queen St., Office
(774) 312-2764

**Debbie Truong**
Program Evaluation Coordinator
72 Jaques Ave., Office #102A
(774) 312-2761

**NOTE:** A PROVIDER DIABETES GROUP will be held on a monthly basis from 1:00-2:30. Must RSVP. Call America at 774-312-2764 for more information.
Whole Health Action Management (WHAM)

- Incorporates 10 evidence-based dimensions of wellness:
  - Teaches self-management skills and how it affects having a healthy body and mind

- Groups were previously only facilitated to PBHCl peers:
  - BUT now I bridge substance use disorder units within CHL
  - Including Detox, TSS, MYR, PASSAGES, and a Recovery Community Organization
Purpose of groups:

- Facilitated weekly on different dimensions of wellness that are essential for peers as they begin or continue to sustain their recovery
- Educates peers about the importance of treating the whole person, a pre-requisite, to achieving overall wellness
- Identifies individual strengths, and *patterns of behavior*
- Person-centered planning
Topics

Improving Health
- Stress Management
- Healthy Eating
- Restful Sleep
- Physical Activity

The Importance of Attitude
- Optimism Based on Positive Expectations (future)
- Cognitive Skills to Avoid Negative Thinking (self)

Smoking Cessation
- Individual/groups

Spiritual Support
- Spiritual Beliefs and Practices offered in 10-Dimensions of Wellness curriculum
- Spiritual support provided upon request; I am an ordained minister
Benefits According to Peers Serviced in PBHCI

- **Positive self-reports from peers:**
  - Conveniences of services offered in one location
  - Physical activity provides healthy alternatives and focus from mental and physical health problems (e.g., anxiety, depression, social isolation, chronic pain)
  - Having a peer specialist available to them makes them feel understood (mutuality)
  - Open door policy gives them a sense of belonging to the agency and community
  - Peers with spiritual beliefs and practices appreciate Spirituality
Challenges of Working in PBHCI

- Rejection of a peer specialist as a trained and certified professional
- Inclusiveness is a continuous struggle for some mental health and medical experts to value and integrate peer contribution
- Accept that there are many pathways to recovery
- Acknowledge that recovery is real!
- Resistance that WHAM trainings as resourceful and complementary addition to behavioral health recommendations
- Standing up and voicing oppressed treatment from staff
Benefits of working in PBHCl

- Addressing the whole person as a major factor on influencing health
- Functioning in the role of a change agent
- Serving as a compassionate presence
- Providing peers with a sense of belonging

I Choose Wellness!
The Wellness Team at Community Healthlink

12 Queen St.
Worcester, MA 01610