

Behavioral Health Homes - Optimizing System Integration to Impact Health Outcomes and Reduce ED Use

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Disclosures

Kim Swanson, Ph.D. is a full time salaried employee as the Behavioral Health Director at Mosaic Medical. Dr. Kimberly Swanson has disclosed that within the past 12 months, she has not had financial interest with any manufacturers of medical commercial products pertaining to the presented topics.

Kara Cronin, MS, MAC, LPC is a full time salaried employee as a Supervisor of Community Support Services at Deschutes County Behavioral Health. Ms. Cronin has disclosed that within the past 12 months, she has not had financial interest with any manufacturers of medical commercial products pertaining to the presented topics.



Background: Who Are We?



Deschutes County Behavioral Health (DCBH) is a Division of Deschutes County Health Services which is a Public and Behavioral Health integrated government service agency.

- DCBH has been the local Community Mental Health Program (CMHP) for the county for over 30 years and, since April 2017, is also a Certified Community Behavioral Health Clinic (CCBHC).
- As a CMHP, DCBH is the provider of behavioral health and substance use disorder services to all Medicaid recipients in the county as well as the provider of safety net services to individuals in psychiatric crisis.
- As a CCBHC, DCBH has expanded services to those with commercial insurance and has integrated services with primary care providers.
- DCBH serves over 5,000 individuals per year and provides a full array of services from 24/7 crisis, Intensive Adult and Youth Programs to Complex Outpatient Care.
- The full compliment of services are offered in four service locations throughout the County which all provide access to primary care.

Background: Who Are We?



Deschutes County Behavioral Health Services Client Demographics

Median Client Income

Average Client Income

\$15,120

(Excluding \$0)

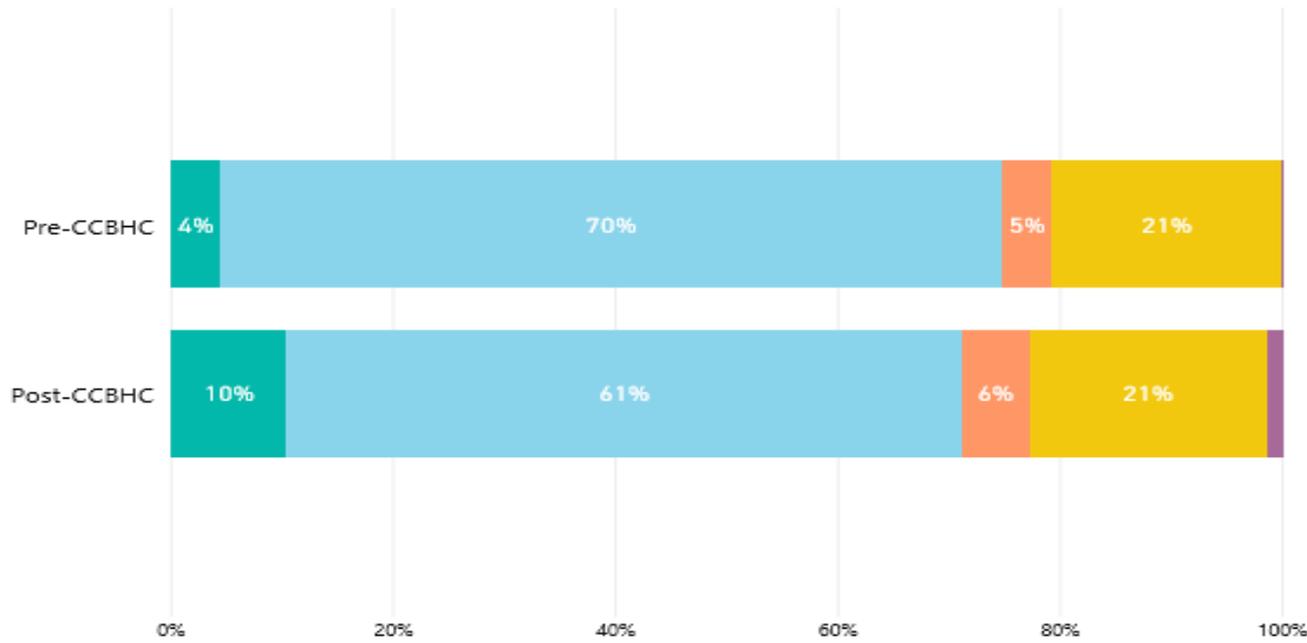
\$19,368

(Excluding \$0)

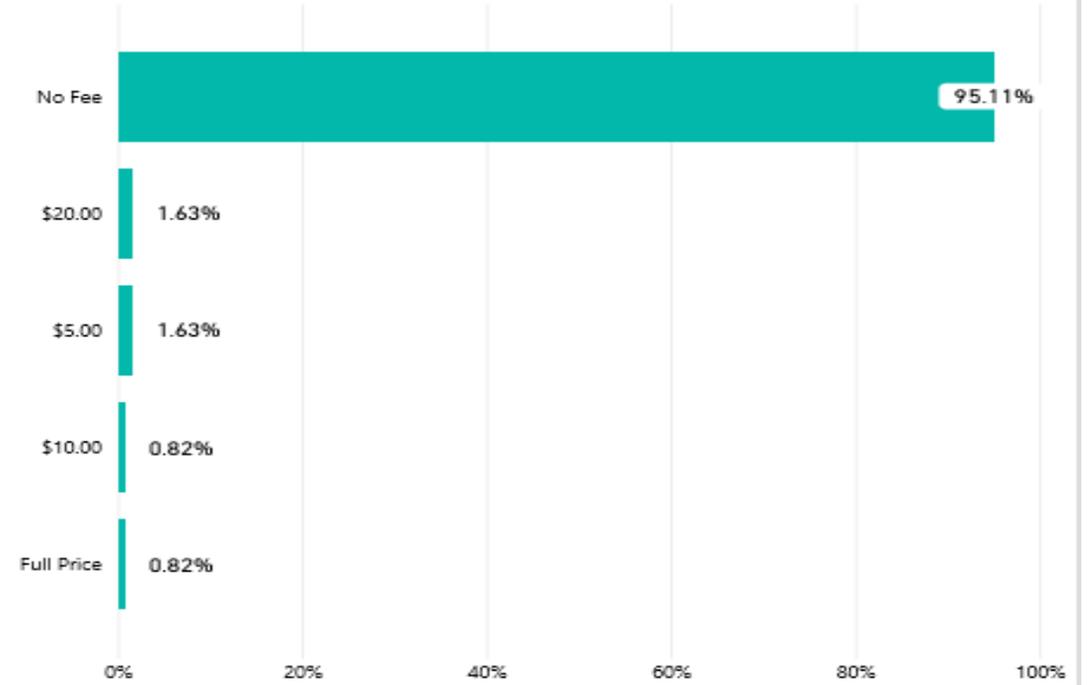


Client Payer Mix by Client

Commercial Medicaid Medicare Subsidized VA



Client Sliding Scale Percentage

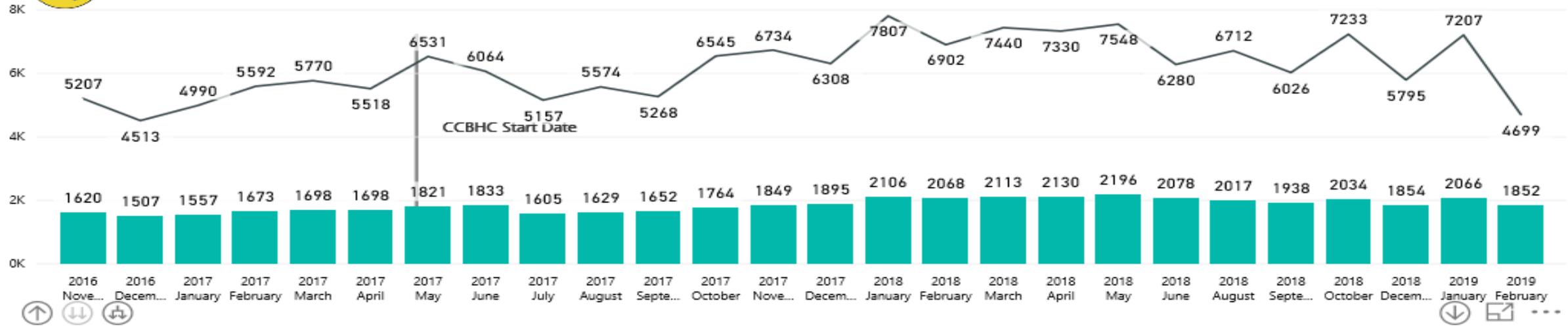


Background: Who Are We?

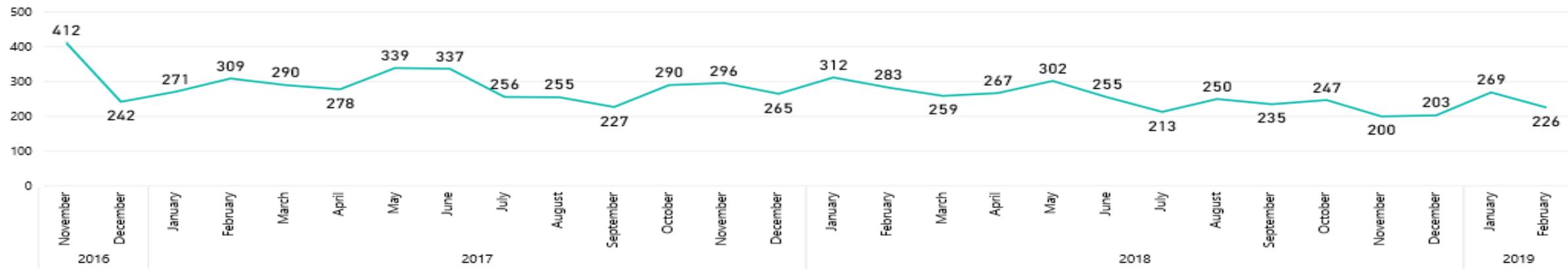


Clients and Visits Regardless of CCBHC

● Clients ● Visits



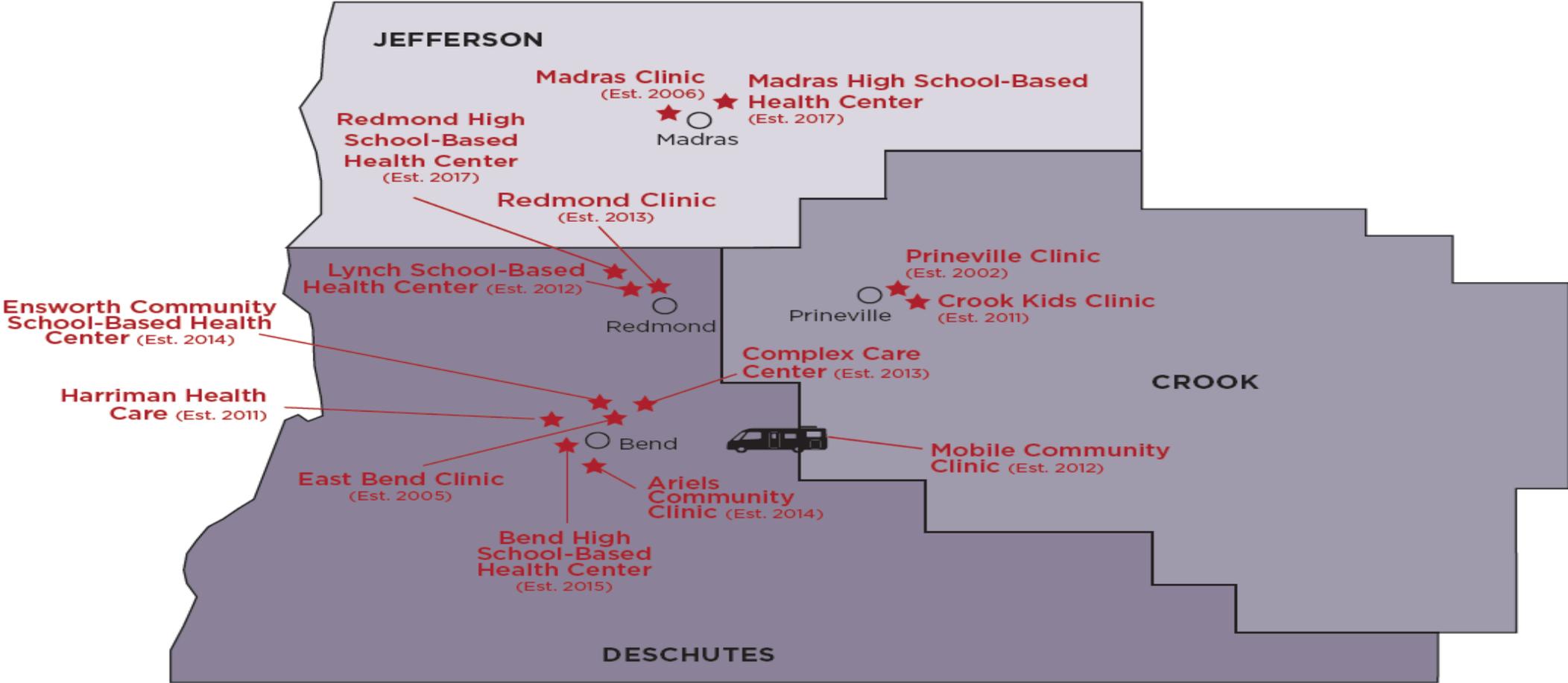
New Clients by Month



Background: Who We Are



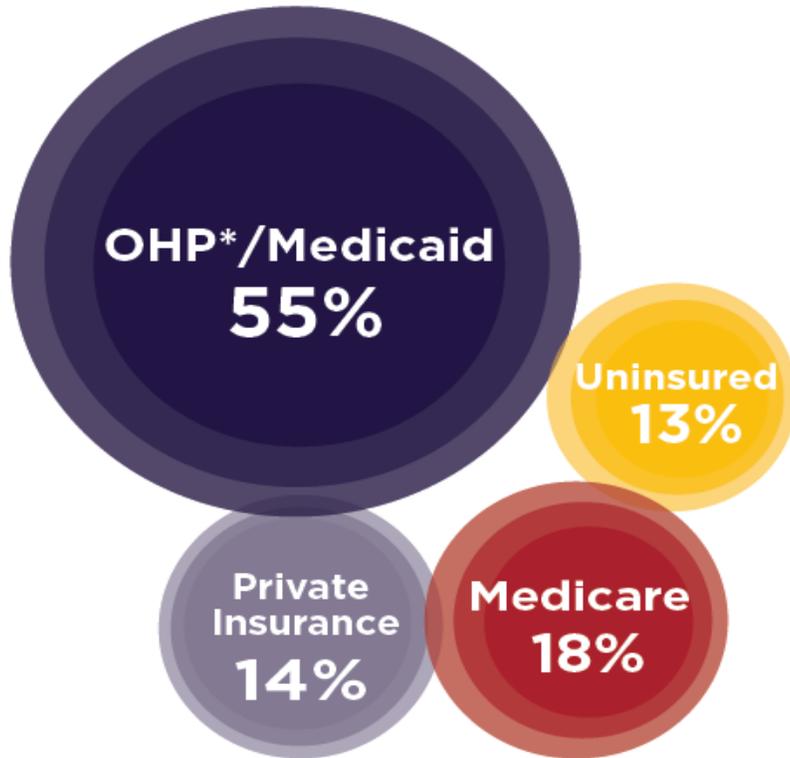
CLINIC LOCATIONS



Background: Who We Are



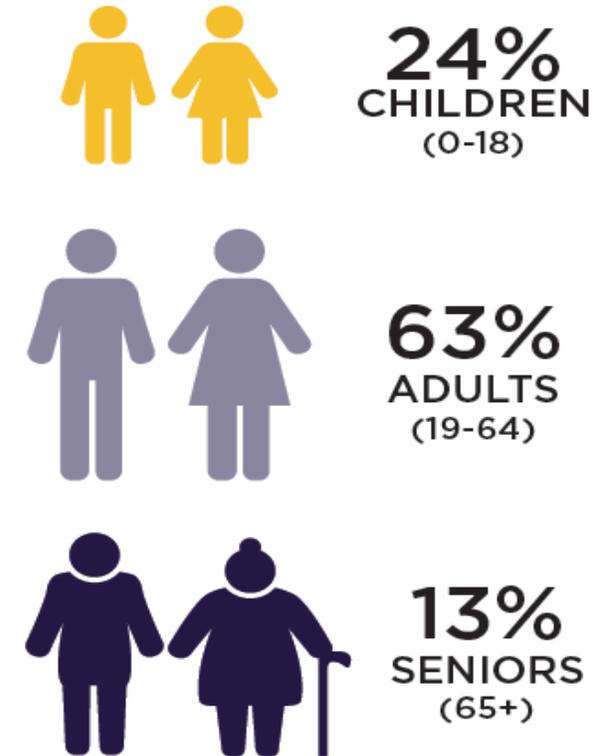
PATIENT INSURANCE COVERAGE



*Oregon Health Plan



PATIENTS BY AGE



What Are We Doing?: Harriman



- Integrated services started small, expanded in 2014
- Serving (250?) adults and youth with SPMI
- Added Onsite pharmacy, nutritionist, dental screenings

As early as the first year (2011-2012):

- medical appointment attendance increased from **13% to 72%**
- For those with active peer and case management support, medical appointment attendance increased from **13% to 92%**

ADD in ED Utilization info??

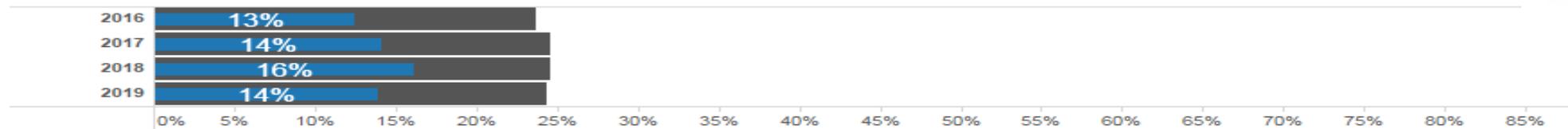
- Increased enthusiasm and support from DCHS-BHD staff for the project has grown with the success of the program – it is our new normal

What Are We Doing?: Harriman

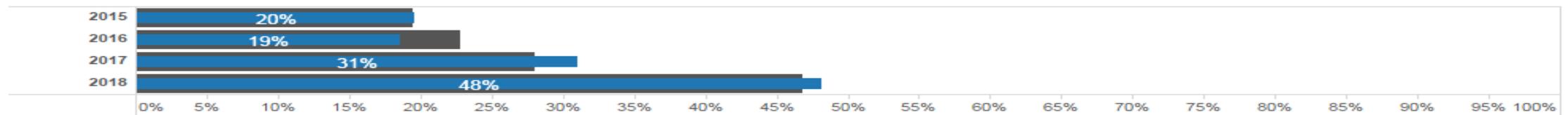


HHC Vs. Mosaic Average (HHC in Blue)

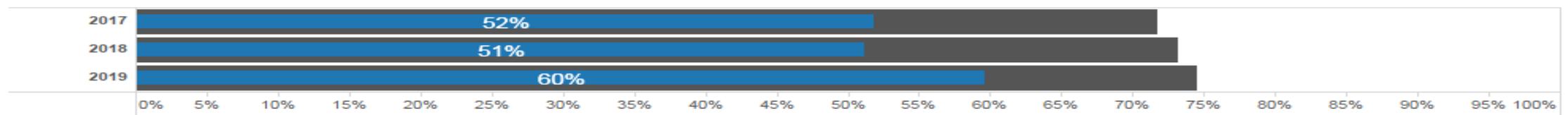
Healthy BMI Year v Year



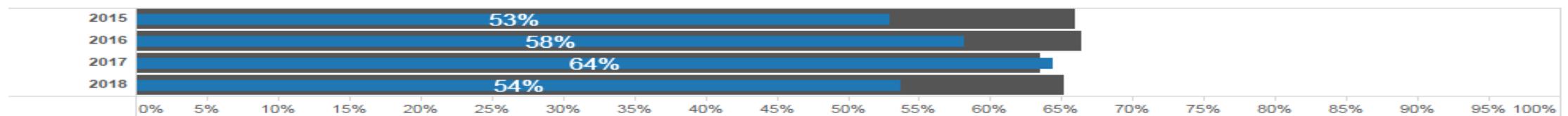
LDL Year v Year



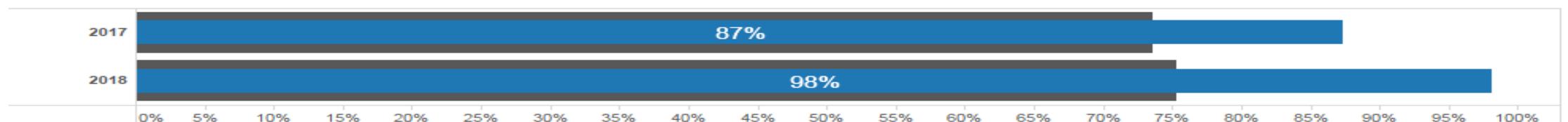
% non Smokers Year v Year



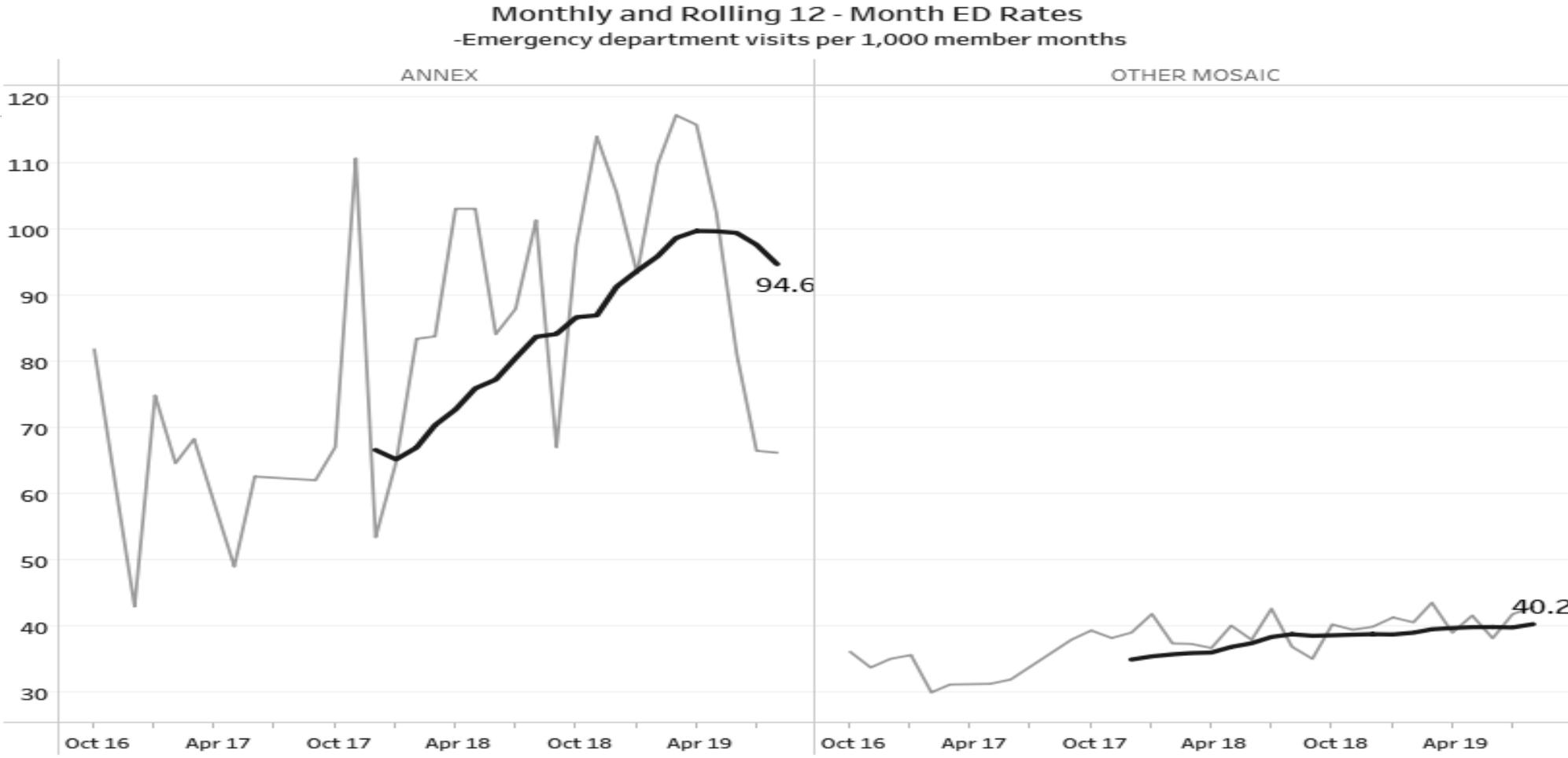
HTN Control Year v Year



A1C Below 9

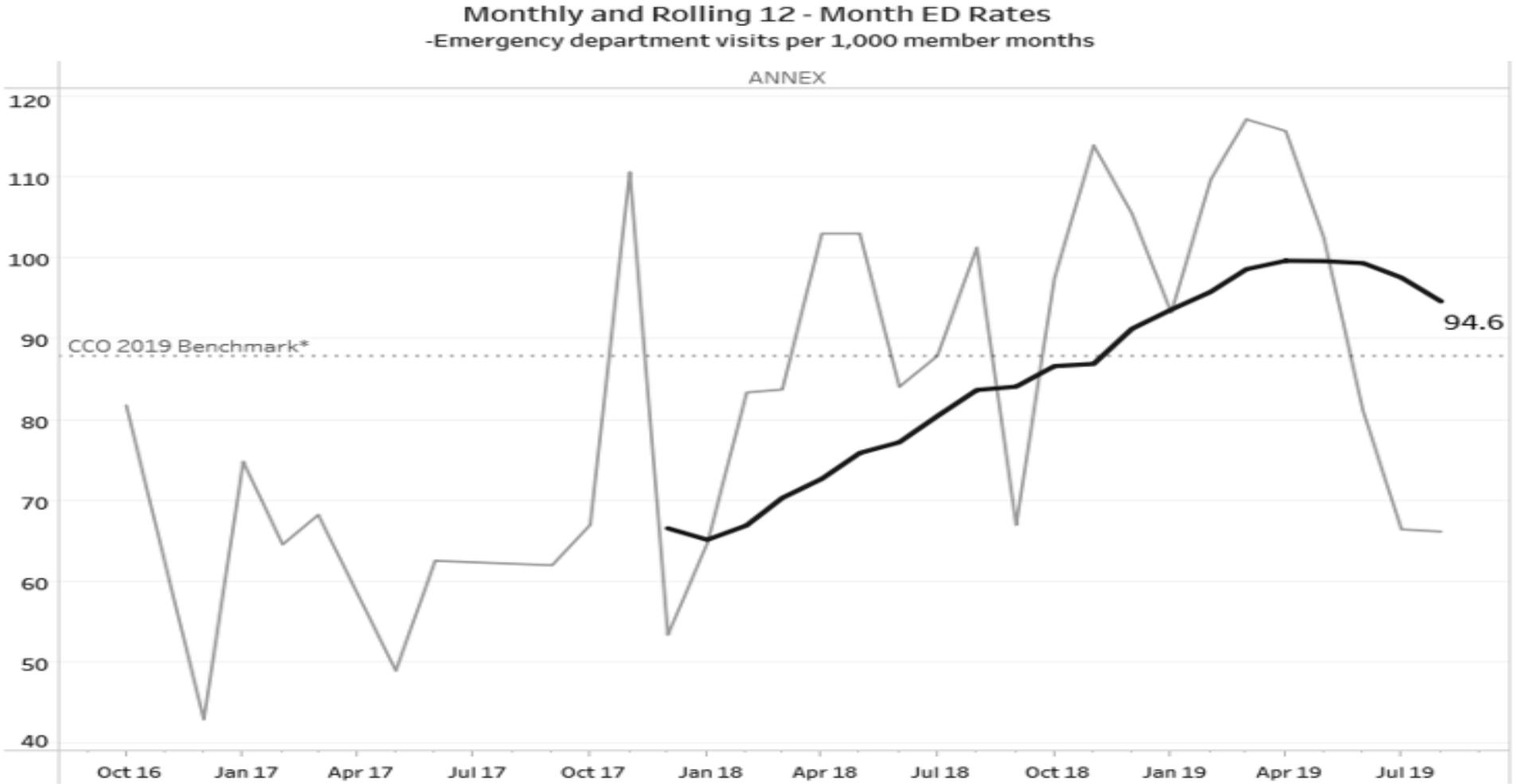


What Are We Doing?: Harriman



*CCO 2019 Benchmark for ED Utilization for Individuals Experiencing Mental Illness based on 2017 CCO 90th percentile

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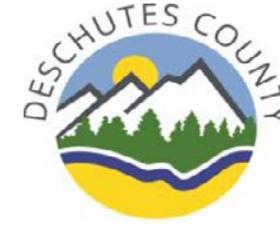
What Are We Doing?: Courtney



CCBHC Collaboration

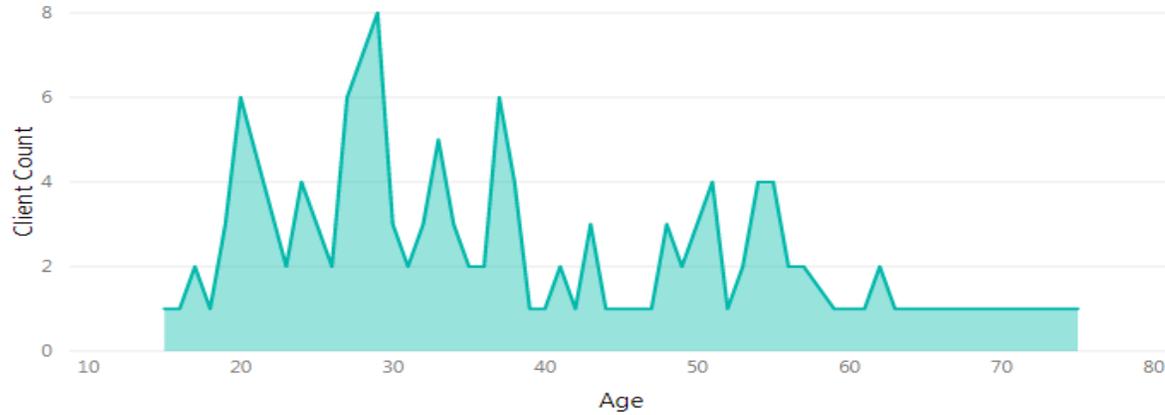


What Are We Doing?: Courtney

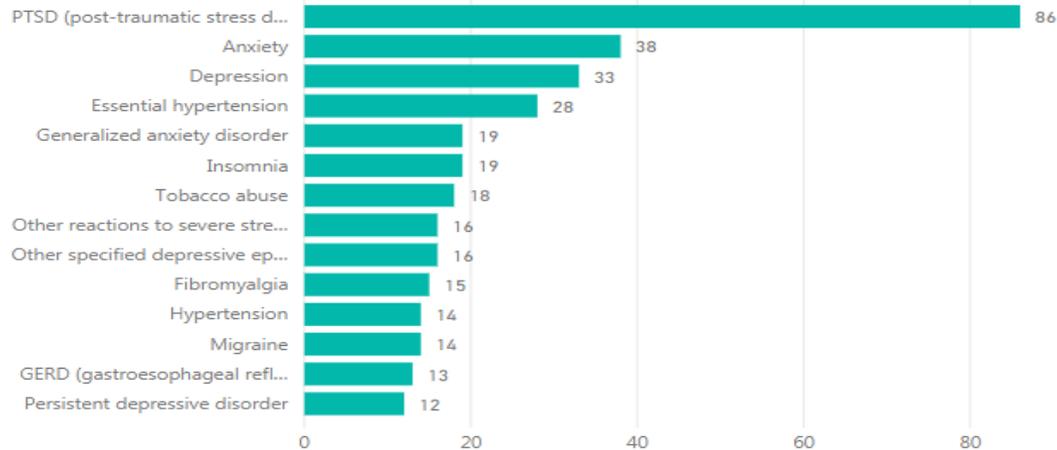


CCBHC Collaboration

Age Distribution



Active Problem List Count



Total Clients In Overlap

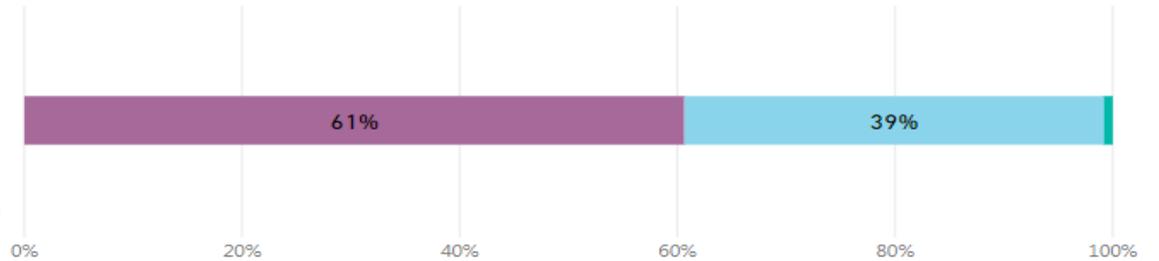
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Overlap With

- MM BRIDGES HEALTH
- MM COURTNEY

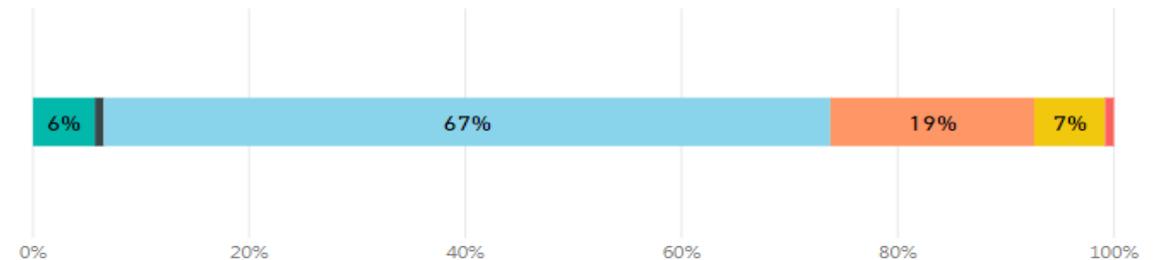
Gender Breakout

Female Male Trans-Male to Female



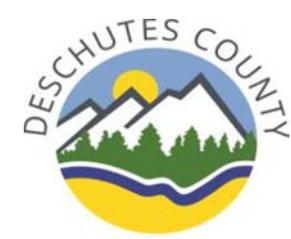
Insurance Breakout

Commercial Family Plan Expansion ... Medicaid Medicare Self-pay Tricare

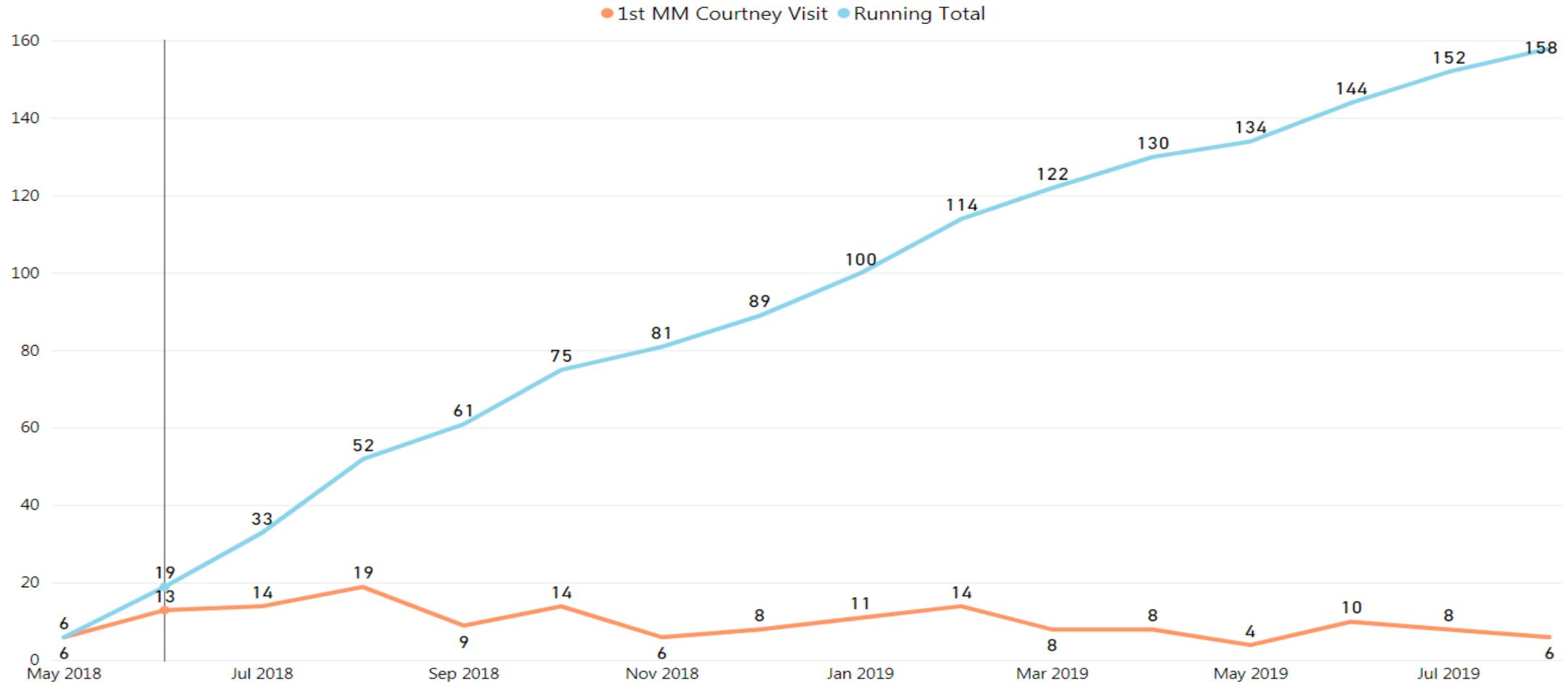


What Are We Doing?: Courtney

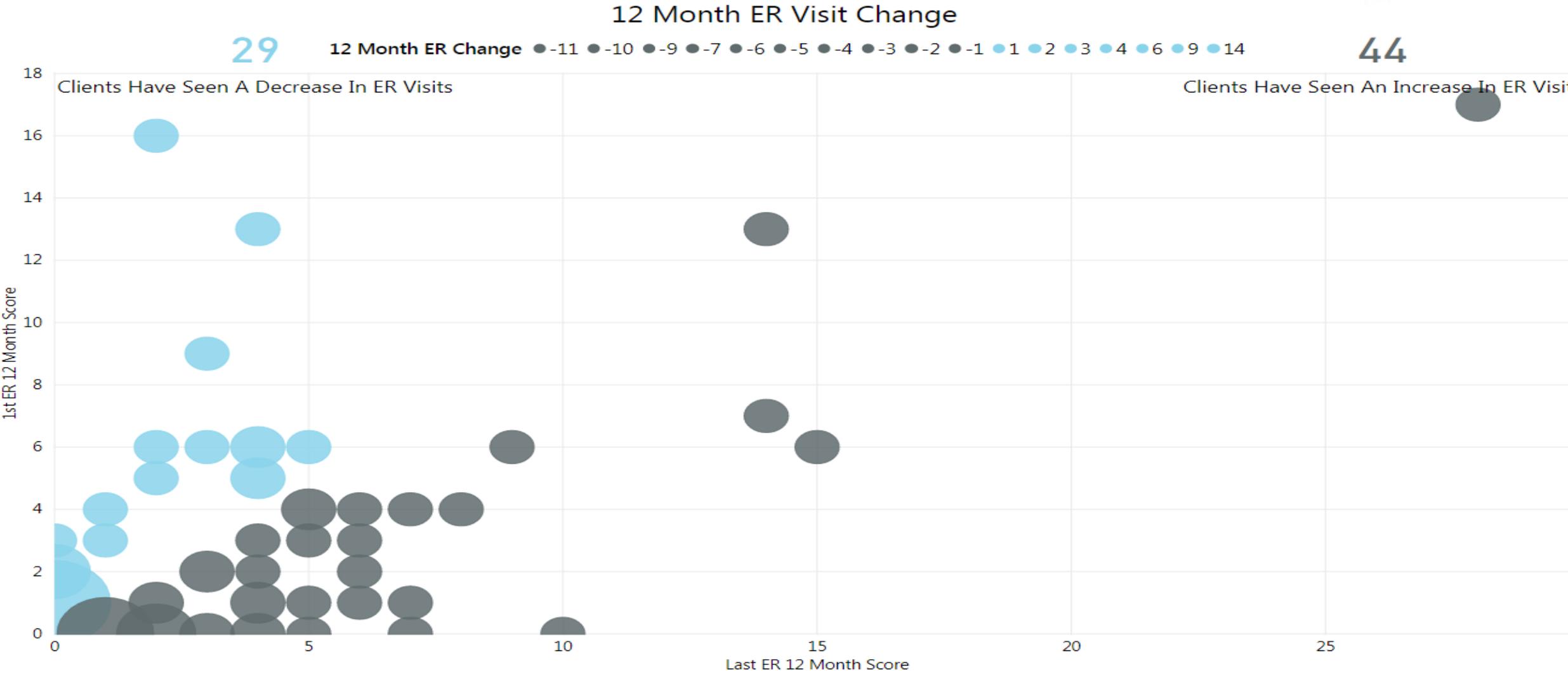
CCBHC Collaboration



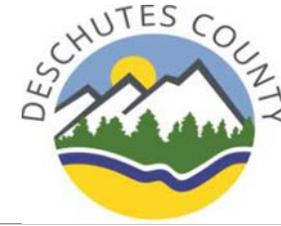
MM Courtney & Deschutes County Courtney Mutual Client Trending



What Are We Doing?: Courtney



Lessons Learned



- Behavioral Health and Medical providers speak different languages and have a different lenses
- Sharing risk
- Clients really like having their services in one place
- Peer support specialists are critical in making this successful
- Need to have ongoing leadership meetings – keeping the big picture in mind
- Multi-disciplinary consultation between Mosaic and DCHS-BHD is scheduled, emergent and frequent
- On the BH side, it's a culture change. We are having conversations we were not having 10 years ago
- Important to have providers who love working with these clients
- Whats next?: on site lab, further explore strategies for decreasing ED visits

Questions & Answers

Gratitude
is the best
Attitude