



BANYAN
HEALTH SYSTEMS

Por Tu Salud

Banyan Health Systems

Cohort III

Miami, FL



Overview



Project Description

- The program otherwise known as “Por Tu Salud” which literally translates to “For Your Health” was created to serve the predominantly Hispanic/Latino population of Little Havana, specifically those who have severe and persistent mental illnesses (SPMI). The program offered a history and physical, laboratory, care coordination, medication, and education.

Integration Model

- The program aims to improve the overall health and wellness of individuals with SPMI through increased coordination of behavioral and physical health care, case management services focused on wellness and recovery, and evidence-based wellness education and activities.

Wellness Activities

- The Solutions for Wellness program designed by Eli Lilly is offered in a group format led by peers three times a week at the Recovery Unit. Approximately 20-30 minutes of light exercise (i.e. walking, stretching, dancing) was integrated prior to group sessions to increase the physical activity of the members.
- The Wellness Recovery Action Plan (WRAP) program designed by Dr. Mary Ellen Copeland was also offered in a group format led by peers twice a week at the Recovery Unit.
- Wellness fairs that showcased wellness practices, such as walking, healthy cooking, and relaxation techniques, was led by the Wellness Coordinator once a week at the Recovery Unit.
- The Wellness Coordinator also monitored patients' weight and blood pressure every 3 months.
- Following the Whole Health Action Management (WHAM) workshops conducted during the Spanish Pilot in Miami, WHAM groups are facilitated once a week at the Recovery Unit by peer specialists.

Staffing



The Por Tu Salud staff is comprised of employees from Miami Behavioral Health Center (DBA: Banyan Health Systems) and its partner, Spectrum Programs, Inc.

Program Director
David Adan, MBA

Medical

Medical Director

Amarilis Gonzalez, MD

Primary Medical Providers

Edilia Vivanco, MD

Francisco Solis, DO

Ariel Cagigas, ARNP

Medical Assistants

Emmanuel Peter Evelin Gonzalez

Nilda Perez Coralia Lourenco

Silvia Silva

Behavioral

Program Coordinators

Sarai Martin, MS

Onoret Sanchez BA

Marco Lazcano, FMD

Wellness Coordinators

Fatima Zerquera, FMD, LPN

Life Coaches

Ernesto Machado

Lincoln Toranzo

Evaluation

Evaluation Director

Emy Pesantes, MSW, MBA

Research Assistant

Violeta Rodriguez, BA

Peer Evaluator

Elena Garcia (2011-2013)

Patricia Santiago, BA (2013-2014)

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Accomplishments & Successes



- BHS received notification of FQHC status on June 19th, 2012.
- On March 31st, 2014, Por Tu Salud surpassed its enrollment goal.
- On April 1st, 2014, BHS completed a site expansion for the Banyan Medical Center. The new site features more exam rooms, larger waiting room, and easier access to the community.
- BHS began administering in house medications and performing minor wound care, minor surgical procedures, removal of cerumen, and aerosol treatment as added services.
- BHS negotiated discounted specialist and diagnostic rates for patients.
- BHS expanded their network of third party contracts with Medicaid, Medicare, Commercial and Health Exchange plans.
- BHS established an MOU with the local public hospital.
- BHS received 100k in funding from the State for primary health services.

Challenges



- Staff turnover.
- Medicaid not being expanded in Florida.
- Lack of funding to provide specialty care to patients.
- Frequent changes to patients' contact information.
- Electronic health record vendor changing twice due to the dynamic needs of the agency.
- Maintaining patients engaged in attending wellness groups.
- Transportation for patients to attend wellness groups.
- Patients do not have resources to afford healthier eating habits.
- Changes to Medicaid plans disrupt continuity of care.

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Outcomes



After conducting paired-sample t-tests and Wilcoxon-signed ranks tests, we can conclude there was a statistically significant reduction in blood pressure, A1c, total cholesterol, LDL cholesterol, and triglycerides. There was also a statistically significant increase in total Self-Management scores. These results suggest that patients are at a lower risk for heart disease, decreased risk for diabetes, or decreased risk for diabetes-related complications among those with diabetes (given reductions in Hb1Ac levels).

Variables	Significant change
Systolic Blood Pressure ¹ n=108	✓
Diastolic Blood Pressure ¹ n=108	✓
HbA1c ² n=107	✓
Total Cholesterol ² n=108	✓
LDL Cholesterol ² n=108	✓
Triglyceride levels ² n=108	✓
Self-Management scores ² n=108	✓

¹Paired samples t-test
²Wilcoxon-signed ranks test
 p < .01 p < .05 p < .10

Moving Forward



- Continue to utilize funds from the FQHC to provide primary care services.
- Assist patients who are eligible for Medicaid and/or Medicare benefits and encourage continuity of care within the agency.
- Have ongoing discussions with service payers to establish payment models that integrate primary and behavioral health.
- Continue to seek federal funding for primary care services.
- Continue to negotiate capitated rates with managed care organizations (MCO).

Words of Wisdom: What I Wish We'd Done Differently



- I wish we had not scheduled patients for labs every 3 months. I wish we would have scheduled them every 6 months and when medically necessary. It is very costly and demanding for providers and patients.
 - Funds could have been used to facilitate specialty care, which is costly and has long waitlists at the public hospital.
- I wish we would have generated user-friendly monthly evaluation updates earlier. We started in Year 3.
 - Patients like to learn why we collect data.
 - Evaluation updates are helpful for all grant staff because it helps them focus on outcomes and keep track of activities conducted. Staff are able to make decisions based on data.

Words of Wisdom: Tips for Success



From Wellness Coordinator (Fatima Zerquera, FMD, LPN)

- Be in constant contact with the patients. Always learn the patients' names. Make them feel unique as if you know them personally. Cannot emphasize *individualized* care enough.
- Identify patients' medical needs and help them create an action plan to find a way to address their goals.
- Take advantage of every opportunity to teach patients how to lead a better lifestyle so they can make their *own* changes. They are always grateful.
- Do not promise what you cannot deliver by creating false expectations of the program. Be honest about what they can achieve through the program and what you can help them with. Always be honest about what they need to bring to the table, never set the bar too low.

Words of Wisdom: Tips for Success



- Establish a communication system between primary care and behavioral health staff through monthly meetings.
- Stay focused on what care will be provided and availability of resources.
- Provide an orientation to patients so they are familiar with the services being provided.
- Involve peers in the decision-making process.
- Use data to make changes. Implementing patient satisfaction surveys are simple and do not take a lot of resources.