

DESC Seattle, WA Cohort III

"If I Knew Then What I Know Now..."



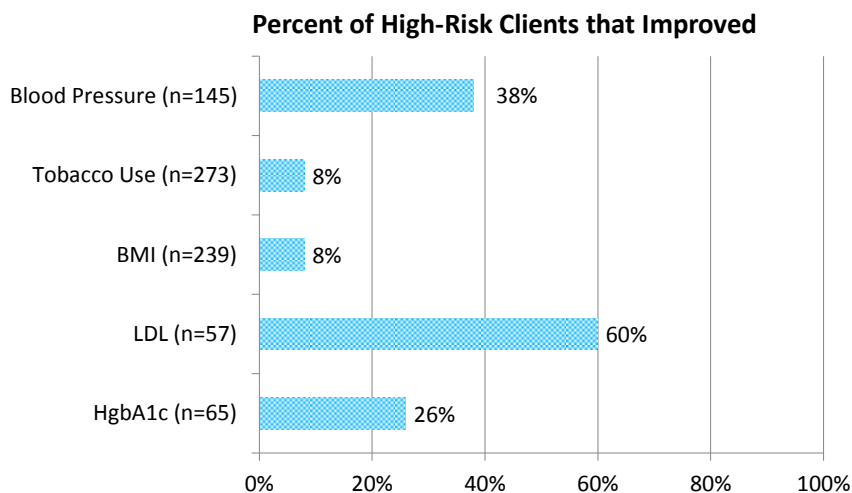
Overview

- Primary care services provided by ARNP embedded within HMC and DESC mental health clinics
- Nurse Care Coordinators at both sites
- All medical staff refer to specialty care, CD treatment
- Wellness programs by peer counselors
 - Nutrition, exercise, smoking cessation
- Regular tracking of basic health indicators

Accomplishments & Successes

- Strong partnership--DESC, HMC, CHAMMP
- Positive client outcomes
 - 775 clients enrolled, most retained 1 yr+
 - Clients' physical health improved
 - Use of outpatient medical care increased while emergency room use and costs decreased
 - 75% referrals to specialty care completed
 - Results with high percentage of homelessness

Accomplishments & Successes Improvements in Physical Health



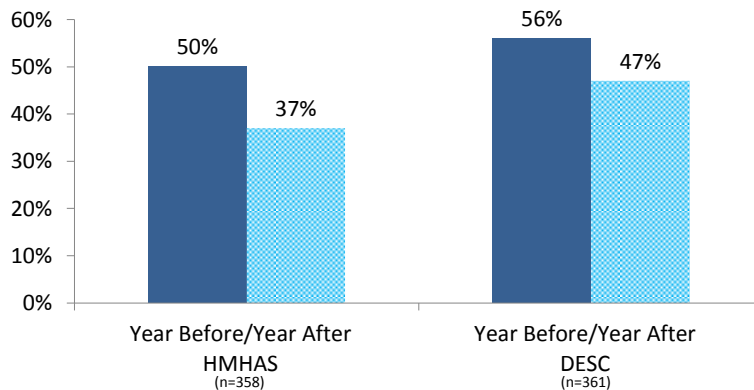
Challenge

DATA COLLECTION

- While we are proud of our higher than expected retention of clients, this created challenges for follow up data collection efforts.
- We limited who could perform the NOMs interview which also hindered our performance.
- We made adjustments in tracking and enhanced available staffing and have met goals consistently throughout the grant period.

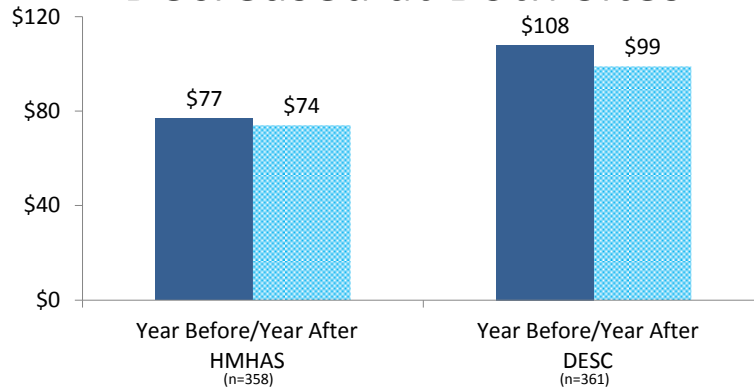
Outcomes

Percent of Clients with One or More Emergency Department (ED) Visits Decreased at Both Sites



Outcomes

Per Member Per Month (PMPM) Emergency (ED) Department Costs Decreased at Both Sites



Moving Forward

- At one of two sites, funding is secured through the partnership between the Primary Care and Behavioral Health Center to maintain the same or higher level of care at that location.
- At the other site, efforts are close to securing services post-grant even if it will be fewer hours. We will prepare and adjust for this change at this location.

Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

DATA COLLECTION:

- Include anyone who may be involved with a consumer's care to perform the NOMs—while it is a new skill, it is crucial to get these accomplished and this effort would also further integrate our work so it's not viewed as a separate and/or unrelated activity

Words of Wisdom: Tips for Success

- Support all staff involved educating on the mission of PBHCI, rationale and real-life examples of how this approach improves care, helps us all do our work better and ultimately affects peoples' recovery.
- Have regular multi-level meetings that include all roles involved in the grant to expedite learning, problem-solving, analysis and collect data for narrative reports as well as share success stories and breakthroughs.
- Emphasize partnership with evaluators as they are crucial supporters of performance measures and contributors to strategy ideas.