

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

Weber Human Services/Midtown Community
Health Center

The Wellness Clinic

- The Wellness Clinic is a collaborative arrangement between Weber Human Services and Midtown Community Health Center in Ogden, Utah.
- We provide 10 wellness classes a week in conjunction with the day treatment program
- Peer Specialists are part of the medical team and help set up individual wellness plans with clients, as part of their overall duties
- We have served 1,252 consumers to date.
- Personnel:

<u>WHS supervisor</u>	<u>Midtown supervisor</u>
Wellness Coordinator	2 Mid-level Providers (PA & FNP)
3 PSS	1 APRN (sees un-insured pts)
Psychiatrist, 4 RN's	2 MA's
20 BH clinicians	1 Care Coordinator

Overview

Although mental health and primary care staff are employed by two different agencies, our care is seamless to the consumer.

WHS and Midtown use the same on-site waiting area, customer care staff, laboratory and pharmacy. We are currently using a co-located model.

Medical records are kept in separate systems, however access to both has been given to all medical and behavioral health providers.

Formal meetings between WHS and Midtown occur bi-weekly to ensure the smooth running of the clinic.

Level of Integration

- NAMI groups for consumers and families on site
- Education Center in lobby
- Advisory Board of clients and family members
- Partnership with local gym
- Partnered with SNAP program for classes
- Active Peer Specialist program
- EHR has been certified
- Remodeled a wing of the WHS facility to accommodate integration
- Developed a quarterly wellness activity for all clients including hikes, outings, consumer art show, etc.
- Received a 18 month grant to improve care coordination with the patient and MA for patients with DMII, HTN and Lipids

Accomplishments and Successes

- We do not provide chronic pain mgt, court-ordered treatment, or prescriptions for controlled medications
- Staffing changes have been frequent and difficult to manage from a training perspective
- Need to create a training tool specific for integrated clinic
- Finding creative ways to complete reassessments or health screenings. Pairing with existing appointments has been difficult.
- Finding employed clients to join the advisory board
- Meshing of physical and mental health cultures so staff understands client from both perspectives
- No Peer Specialist training in state for over a year
- Cross train staff to be able to do NOMs and enter into TRAC so data gets in on a regular basis
- Current contact information for clients

Challenges and Outcomes

- Targeted populations
 - Recruiting
 - Payee mix
- Adding services without increased dollars is not sustainable. Look at ways to maximize billing. (PSS, Wellness and Care Coordinator)
- Determining specific monetary requirements—WHS and Midtown have identified that 1,085 visits/year collecting \$20/encounter is required to help sustainability
- Generate short reports reflecting outcomes
- Mid-level providers utilized to decrease costs
- Train staff in their approach to ask clients for co-pays, which has increased collection rates

Lessons Learned--Sustainability

- A retreat with all involved--project director, wellness and care coordinators, MA's, to get to know each other and requirements of grant
- One definition of "sustainability" between both entities
- Start WHAM, Health Navigator training and Peer Specialists right from the start
- Having PH and BH services across the hall from each other aids in regular, frequent communication
- PSS provide a cost-effective way to provide individualized care to consumers
 - Individualized wellness plans—PSS meet with consumers after medical visits to set and monitor health related goals
 - WHAM classes with goal planning
 - Wellness classes

Words of Wisdom

- Relationships are what keep our people engaged
- Health Navigator Training gets case managers motivated
- Encourage consumers to come in for all primary care needs and recognize when to use ER and Insta-Cares
- Monitor Outcomes regularly
- Walk-through by staff of intake process to identify processes that need modification
- Satisfaction surveys also indicate areas for improvement

Words of Wisdom

Recruiting:

- Clinicians must be sold on the benefits of the clinic and have an easy process for referrals. Give them a “cheat sheet”.
- A professional flyer makes a great impression with community partners and potential clients. Regular reminders are key.
- Magnetic wall with Wellness Calendar publicizes wellness tips and activities in the main waiting area
- Food of any kind (even healthy) is a great motivator for getting individuals involved in the wellness classes
- “Bring a friend to Wellness” helps increase numbers in both the clinic and the Wellness Center activities.
- Monthly newsletter with health tips and calendar
- Advisory Board is a great recruiting tool

Words of Wisdom

Certify our Care Coordinator to become a Targeted Case Manager so she can bill for her services

Open services for immediate family members (spouses and children) once the grant is over. WHS serves the SUD, Youth and Children, so these populations would now be able to access services in the Wellness Clinic

Continue to monitor patients and outcomes

Health Connections—as a result of our successes with the Wellness Clinic we were given monies by the State of Utah to fund a Health Home, which will be the first in Utah located in a BH center

Moving Forward