

Pretera Center Huntington, WV Cohort 3

“If I Knew then What I Know Now...”

Overview

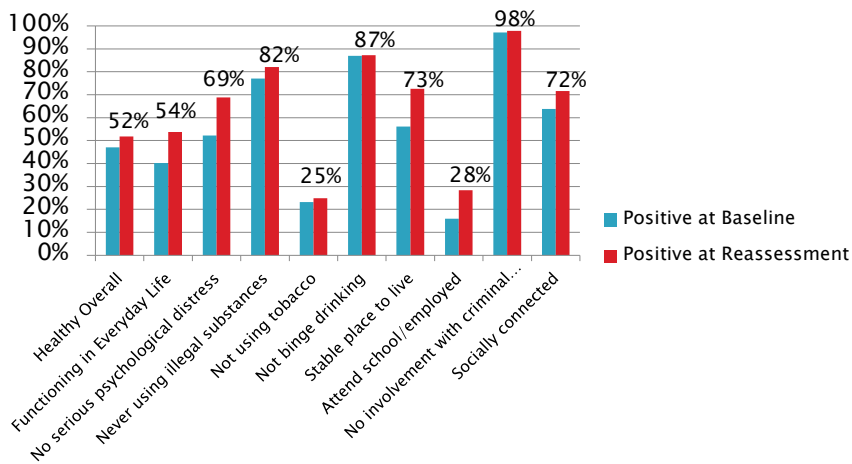
- ▶ Briefly describe your project, including your model, staffing, and wellness activities
 - Behavioral Health Resources Integrated with Good Healthcare Techniques (BRIGHT) program
 - Partnership between FQHC / Comprehensive Community Behavioral Health Center
 - Primary care clinic located on site at Behavioral Health Center
 - Staffing includes – Pretera Center and Valley Health Administration, Program Director, Wellness Coach, Evaluation Team, Office Staff, FQHC Clinical Staff with Nurse Practitioner
 - Wellness activities include YMCA, nutrition groups, tobacco cessation, walking groups, WRAP plans (individual and group).

Accomplishments & Successes

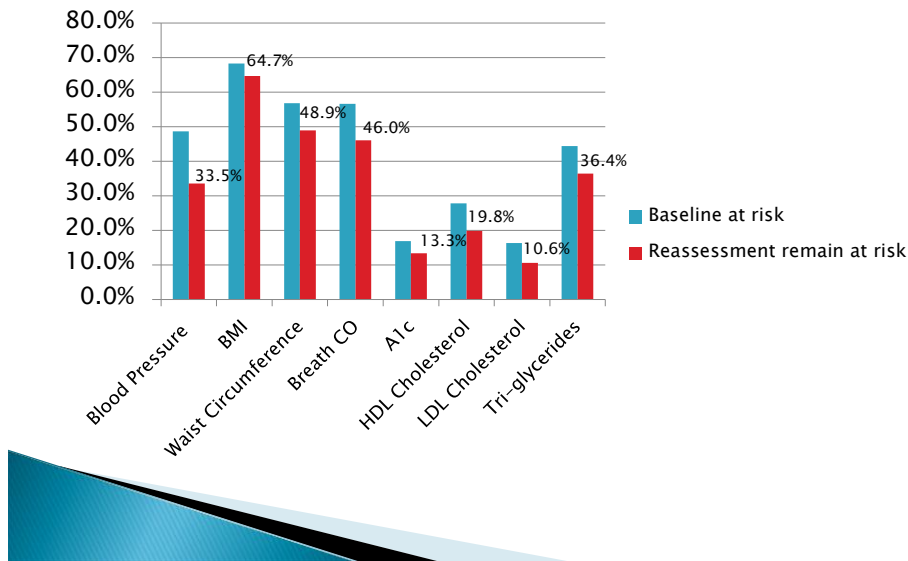
- ▶ Highlight successes over the past four years
 - Building an addition to the existing behavioral health center to house primary care
 - Training both primary care staff and behavioral health staff on the importance of integrated care and how it impacts the wellbeing of clients
 - Engaging 843 patients into integrated care
 - Achieving the following positive patient outcomes



Accomplishments & Successes Behavioral Health




Accomplishments & Successes Patient Physical Health




Challenges & Outcomes

- ▶ Describe bumps and barriers encountered over the past four years
 - Staff retention within the program.
 - Staff, inside facility–outside the program, understanding and support in the beginning of the project.
 - Communication between program and FQHC
 - Access to electronic health records by both behavioral health and primary care staff
 - Client engagement and continued contact within transient community.

Moving Forward

- ▶ Describe your plans post-PBHCI funding
 - Post-PBHCI, Pretera Center plans to sustain the integration and wellness efforts began by the grant.
 - The FQHC will remain within the center and bill for clinical services; referring to Pretera Center for therapeutic and behavioral billable services.
 - Pretera Center has been awarded Health Home status within West Virginia; the center will utilize the integrated health knowledge to build this initiative.
 - Wellness services will continued to be offered through Pretera Center to clients by trained wellness coaches.
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Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

- ▶ Began trainings for sustained programs earlier
 - ▶ Planned for sustainability of programs earlier
 - ▶ Integrated wellness activities into the clinic process earlier
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Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

- ▶ Needed to connect the front desk activities between behavioral health and primary care partners
 - patients being seen at behavioral health center automatically referred to health center



Words of Wisdom: Tips for Success

- ▶ When partnered with an FQHC, you need the sense of commitment and continued communication from both Behavioral Health and Primary Care top administration and entire integrated staff providing services for program to be successful.
- ▶ Integrated health should be known as part of the organizations– not another program within the organizations.
- ▶ Wellness activities are key to improved health outcomes – so integrate them into the process early.

