



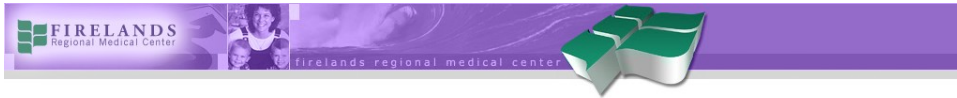
Cohorts V & VIII

Tips from the Graduating Class



General Overview

- Firelands Counseling & Recovery Services provides behavioral healthcare to over 14,000 patients per year.
- Services are offered in 11 outpatient offices covering a 7 county region.
- The Plus Program is currently housed in four of these outpatient offices with a fifth office (thanks to the second grant) in development.



Services

Services are offered in our:

- *Sandusky Office 5 days/week*
- *Fremont Office 2 days/week*
- *Norwalk Office 2 days/week*
- *Tiffin Office 2 days/week*



Staffing

- Primary Care Services are offered through Firelands Physician Group and, more recently, through collaboration with local FQHCs.
- Primary Care staff are Nurse Practitioners (3 NPs including 1 from the FQHC) aided by Med Assistants.
- Specialized case management staff (11) are assigned to work with the Primary Care staff to help patients achieve behavioral health and physical health goals.
- Nurse Care Managers (5) are assigned to work with the team and take the lead in coordination of behavioral and physical healthcare needs.
- The overall program is coordinated by a program director who is an RN with over 30 years of experience in both outpatient and inpatient behavioral health settings – a perfect combination of skills!

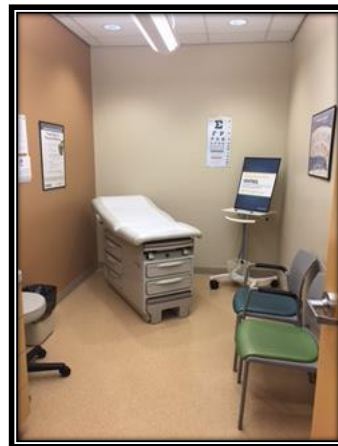
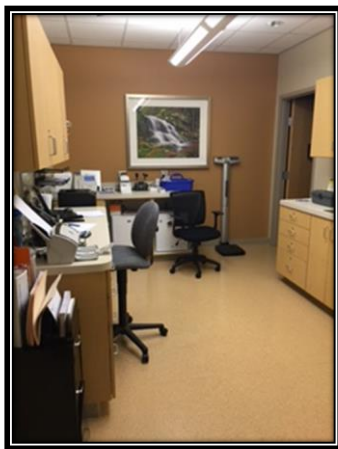


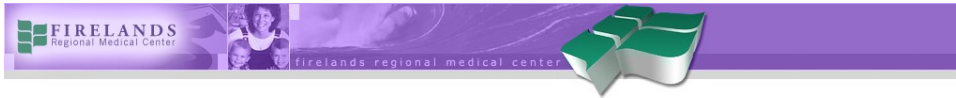
Services

- We serve any adult with mental and/or drug/alcohol challenges in the 7 county service area.
- Since its inception in January, 2013 we have served **1148** patients!
- Common diagnoses of persons served:
 - Schizophrenia
 - Major Depression and other mood disorders
 - Substance dependence (Alcohol, Marijuana, Opioids)



Plus Program: Sandusky Office





Services

- Onsite primary care for all MH and AoD clients through RHC or FQHC with 340B medication services,
- Point of care testing including A1C, FBS, Lipids/Cholesterol, urine drug screens, flu vaccines, pregnancy and strep tests;
- Wellness programing- Contracts with YMCA and local gyms, cooking group, and tobacco cessation; and
- Medication Assisted Treatment (will be discussed in more detail under “accomplishments”).



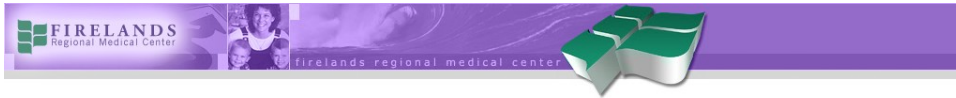
Accomplishments

On May 2nd, 2016 our clinics were awarded Rural Health Clinic Status, “Exemplary Provider Award.”

This means a significant revenue increase for our Primary Care Services! And **sustainability**, so we can continue helping our patients!

NOTE: We were unable to pursue FQHC accreditation due to the fact we are a division of a hospital.





Accomplishments

The second accomplishment that comes to mind is our Medication Assisted Treatment (MAT) program. MAT is the prescribing and administration of Vivitrol to help treat cravings for Heroin and other Opioid based drugs.

Our challenges in launching included negative perception from referral sources and funding sources regarding the use of medications for persons with addiction and medication costs.

To overcome these challenges we provided education about Vivitrol including its uses, side effects, outcomes and the fact it is not a medication of abuse.

We also solicited financial support for the medication from the local MHRS Boards and received funds for this purpose.



If I Knew Then What I Know Now...

- The RHC status should have been pursued sooner than later.
- We had staff who provided full-time services that could not be billed to any source. In order to promote sustainability we have them now providing billable services on a part-time basis.



Moving Forward

- Continue to grow our MAT Program.
- Continue to pursue opportunities to engage the medical community.
- Expand service locations.
- Continue and expand relationships with specialties to meet client needs.

