Caring for our Communities of Southwest Iowa: A partnership between the hospital and a behavioral health agency

http://heartlandfamilyservice.org
https://www.caringforourcommunities.com

Objectives

Identify	• Strategies for integration with hospital staff and engagement strategies to use with clients who have, historically, been resistant to services
Learn	• Tips for establishing a comprehensive community care approach.
List	• Outcomes for reducing emergency department visits and rehospitalization rates.

Community Health

Previously…

1.Providers focused on episode of an illness i.e. hospitals focused on “acute phase” of a patient’s illness.

2.Silo care created –led to fragmented care and patient left to navigate care

3.Each Provider billed insurance companies and were paid for the services they provided.

4.Diagnosis Related Group (DRG) began the idea of “bundled payment” for hospitalization and began focus on length of stay

Community Health

Currently…

1. **Living longer**
   - **Chronic conditions = complex care**
2. **Community focus emerging**
   - **Population health**
   - **Community Vitality**
3. **Social determinants**
   - **Accountability**
4. **Quality focused care emerging**
   - **Provider penalties**

Community Health

Currently…

5. Payer redesign

- **Affordable Care Act, Managed Medicare, Managed Medicaid**

6. Observation versus Inpatient

- **2 Midnight Rule**

7. Accountable Care Organizations (ACO)

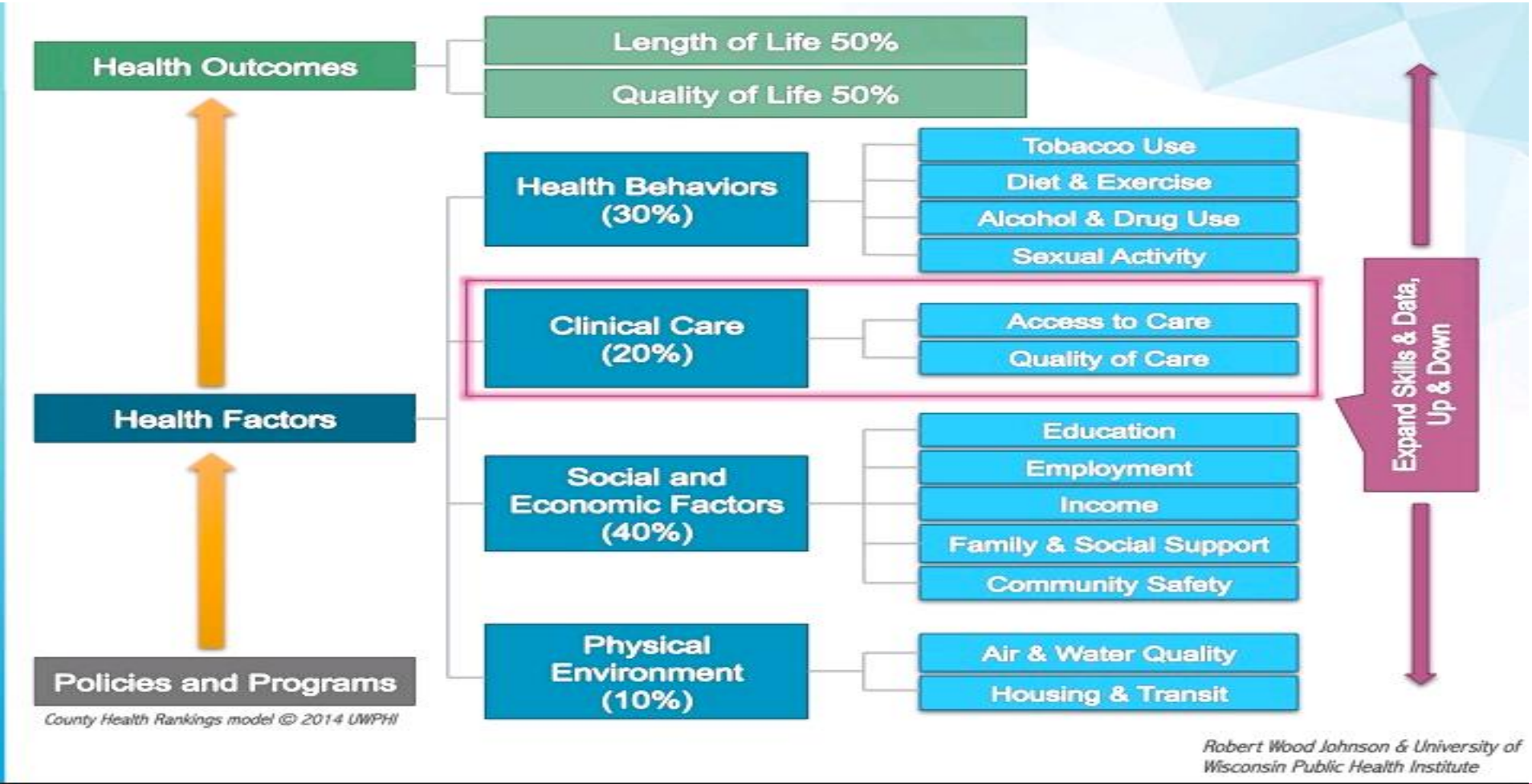
- **Insurance -bundled payment**

Community Health

What's next…

- **Hospitals**
  - **Leaders in Population Base Care**
  - **Providing healthier communities and better health care**
- **Engaging a broad-based team**
  - **Healthcare providers and community partners implementing community based interventions**
  - **Addressing social determinants, disparities in care delivery and patient engagement**
  - **Accountable Communities for Health (ACHs) that promote health and well-being**

Population Health Management



Caring For Our Communities
CARE COORDINATION

HEARTLAND Family Service
Good works.

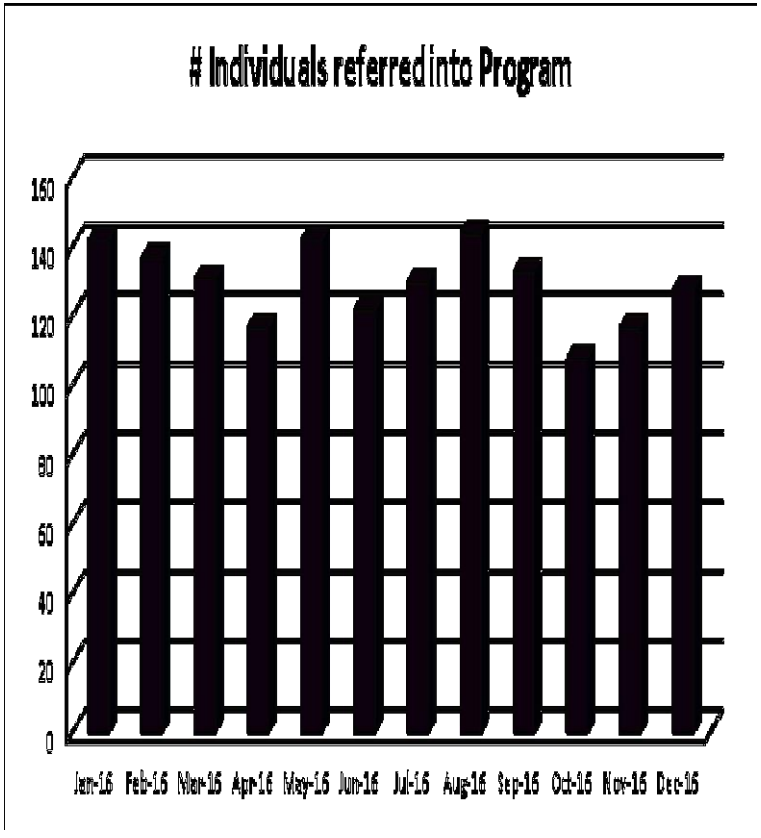
Caring for Our Communities

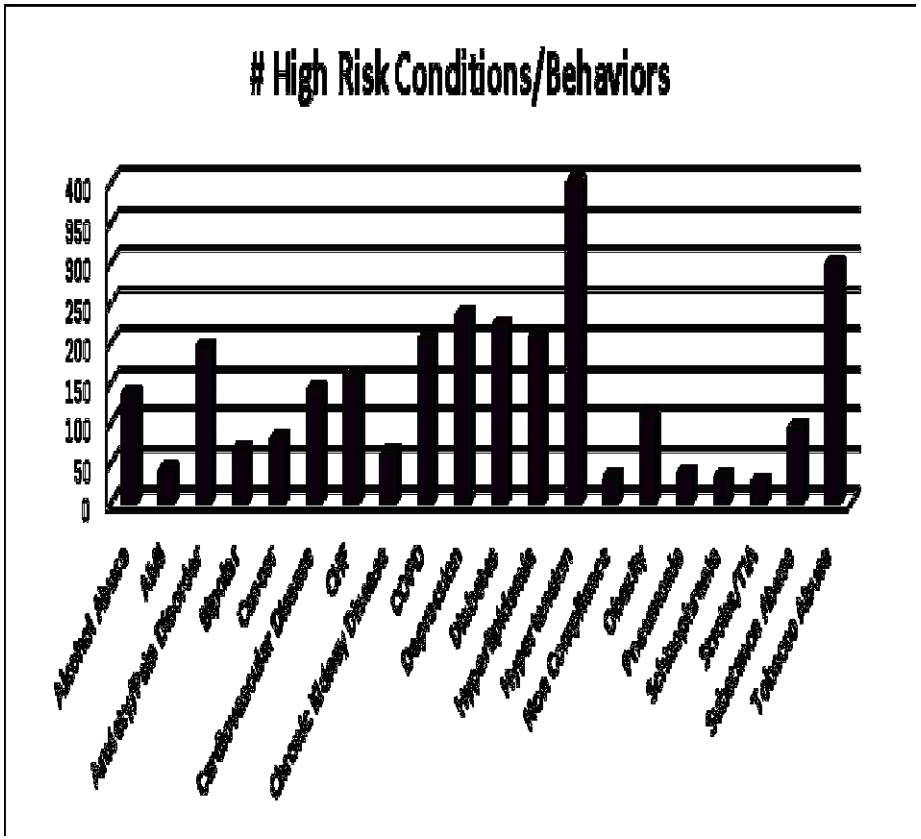
Developing a Community Infrastructure to plan and implement strategies to improve community vitality.

- **Partnership Opportunities**
- **Supporting Primary Care and Urgent Care**
- **Linking patients with community resources**
- **Ultimately empowering individuals**
- **Addressing social determinants and overcome barriers**

Community Partners

Methodist Jennie Edmundson
Methodist Physician Clinic
All Care Health Center
Angels Home Care
Atlantic Medical Center
Bluffs Taxi Service
Casino cab
Cass County Public Health
Council Bluffs Fire Department
Council Bluffs Public Health
Connections Area Agency on Aging
Heartland Family Service
Hy-Vee Pharmacy (Glenwood)
Home Nursing with Heart
Visiting Nurse Association
Iowa Prescription Drug Program
I Smile
Legal Aid
HELP Adult Services
MASH Financial Counseling
Mills County Public Health
Super Saver Pharmacy
Telligen
Walgreens Pharmacy
Live Well CB
YMCA
Senior Center
El Centro Latino
CHI Mercy *





1,151 individuals

These 1,151 individuals had 2,786 high risk conditions and behaviors

Caring For Our Communities
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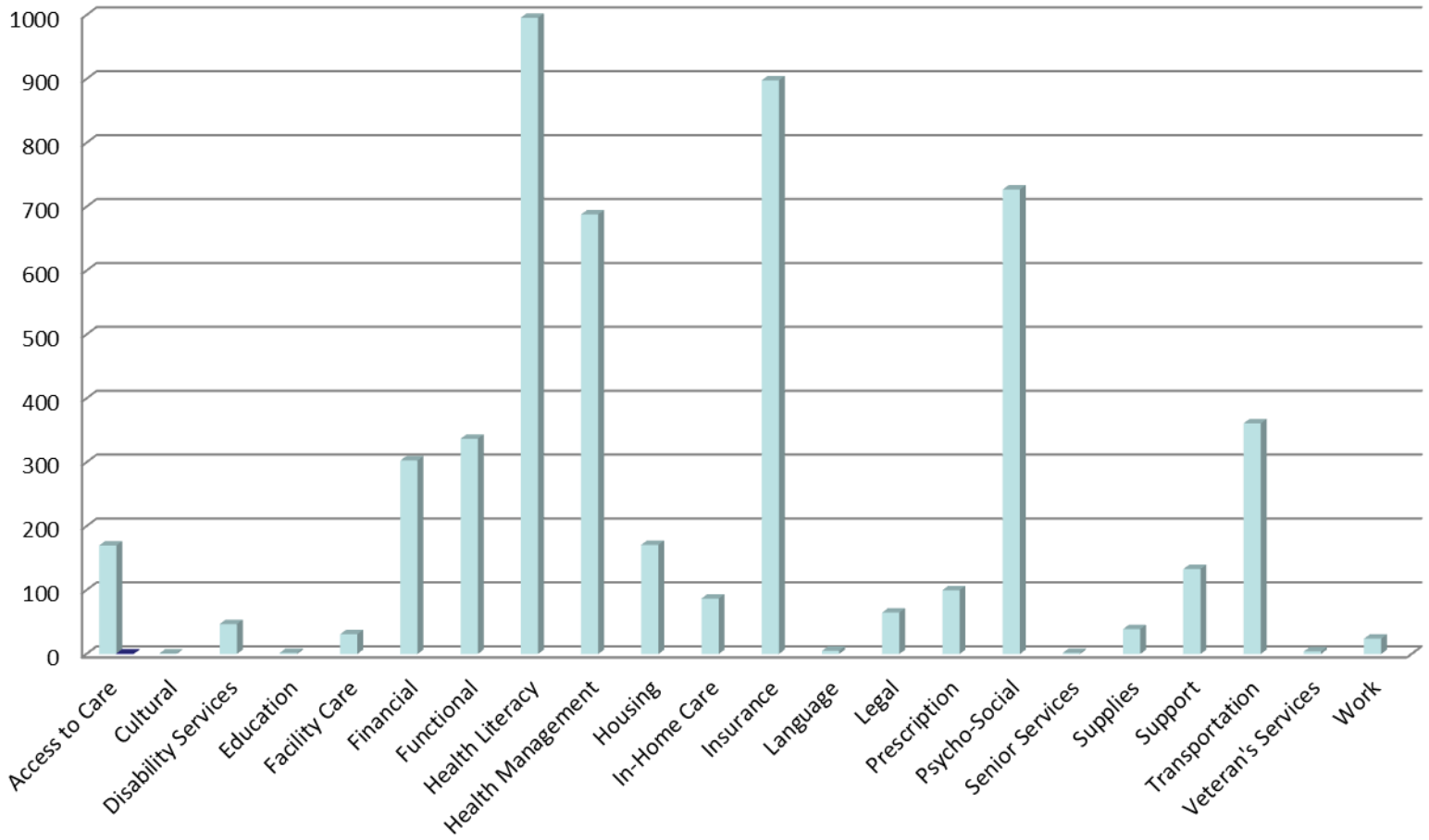
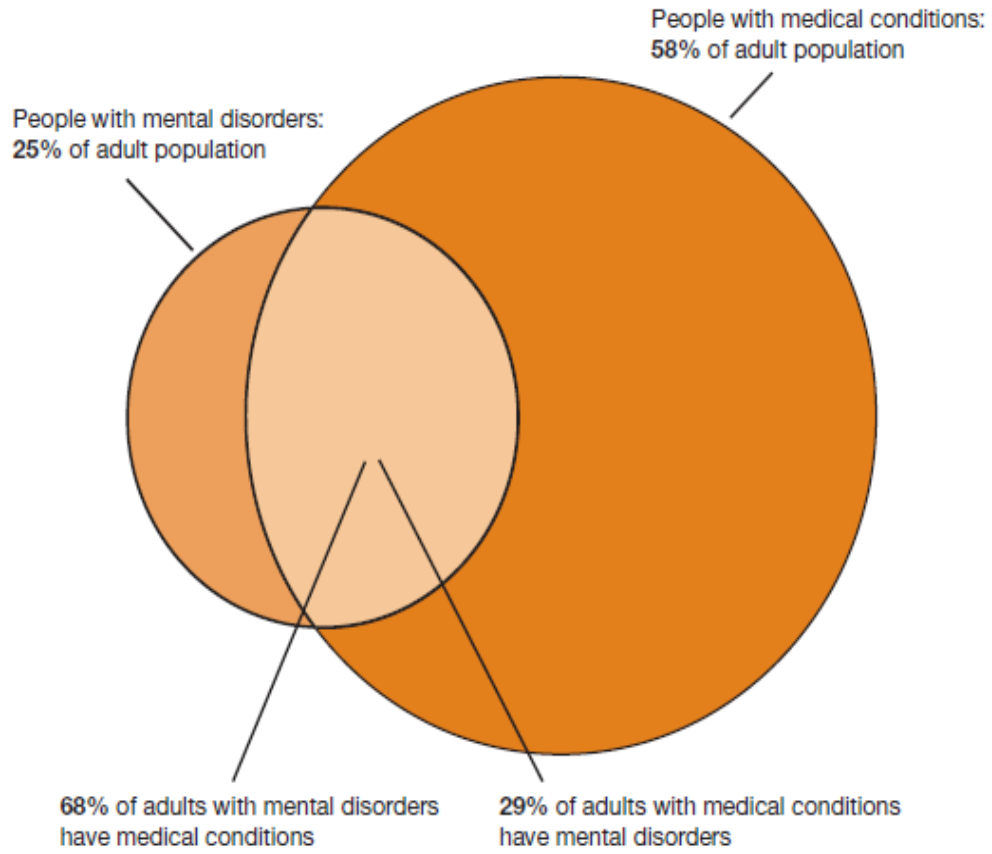


These 1,151 individuals had 5,191 barriers identified

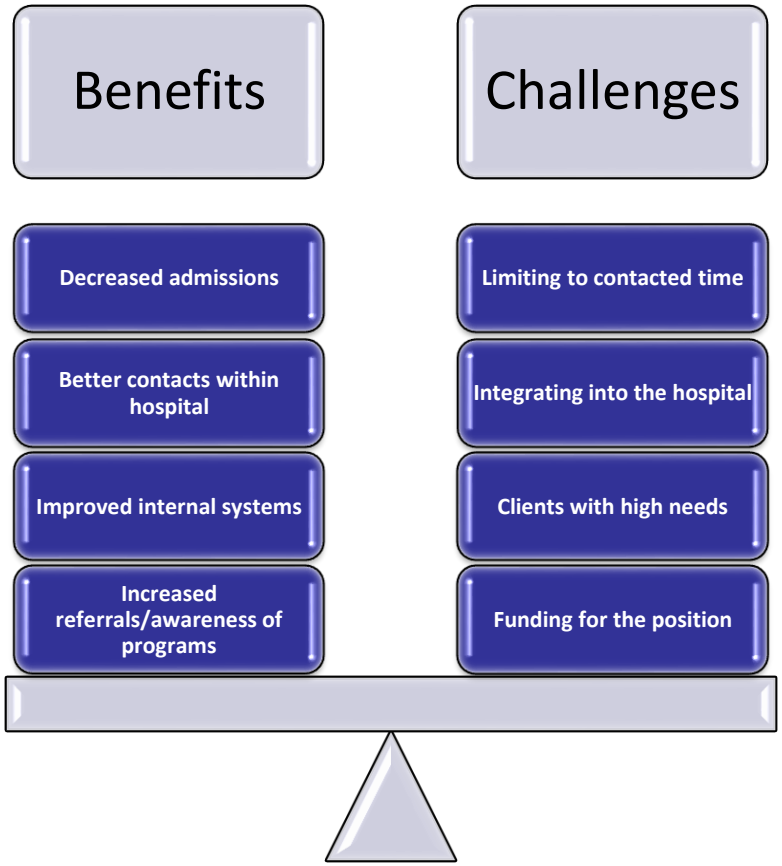
Percentage of Adults with Mental Disorders and/or Medical Conditions 2001-2003



Adapted from the National Comorbidity Survey Replication 2001-2003

Partnership between hospital and non-profit agency

- Hospital approached our agency
- Funding
- Developing BH Care Coordination
- Expanded throughout agency


Benefits
Challenges
Decreased admissions
Better contacts within hospital
Improved internal systems
Increased referrals/awareness of programs
Limiting to contacted time
Integrating into the hospital
Clients with high needs
Funding for the position

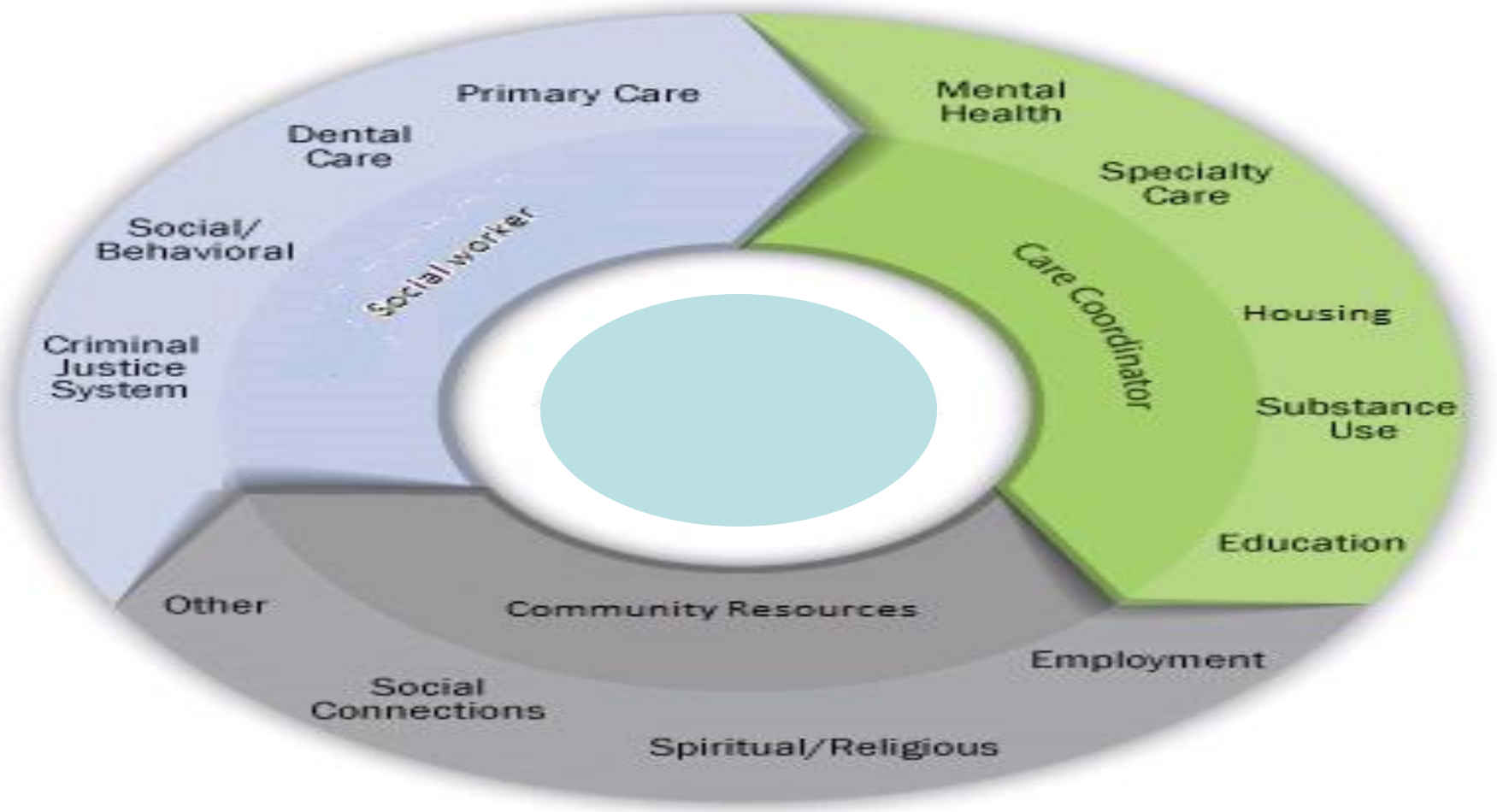
Role of BH Care Coordinator

- Screen clients who may have behavioral health issues (mental health, substance abuse, homelessness, and/or have barriers to receiving healthcare) referred by hospital staff
- Engage clients in addressing behavioral health issues and social determinants
- Complete necessary paperwork
- Link to community resources
- Housing

Role of BH Care Coordinator

- Mental health treatment
- Substance abuse treatment
- Integrated Health Home
- Other community providers, e.g. Domestic violence programs, parenting resources, cultural resources, VA, etc.
- Document attempts made, care coordination, and outcomes

Role of BH Care Coordinator



Case Study:

Next Steps

1. Expansion of Program
2. Moving from hospital based to community based initiative
3. Move towards Accountable Communities for Health - Designed to strategically leverage resources across community partners

Questions?