PUBLIC HEALTH, PRIMARY CARE AND BEHAVIORAL HEALTH INTEGRATION

Lisa Peacock RN, MSN, WHNP-BC, Health Officer, Benzie-Leelanau District Health Department

Michelle Klein, RN, MA, PHC, Director of Personal Health, Benzie-Leelanau District Health Department

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CMH: Specialized Mental Health, Integration Champion

Health Dept.: Maternal Child, Reproductive Health, Chronic Disease screening

FQHC: Physical Health, Dental Services, Mental Health

Client
A COMMON VISION

Commitment Statement: We are committed to providing quality integrated care in a shared space to meet the needs of our community.

Key Actions:
• Create a functional workspace
• Develop common processes
• Develop common forms
• Build an effective team
• Enhance information technology
• Collaborate on marketing and outreach
THE BIT TEAM

"The Client Experience"
CREATE A FUNCTIONAL WORKSPACE
COMMON PROCESSES AND COMMON FORMS

• Single Point of Entry

• Intake

• Referral and Information Sharing
BUILD AN EFFECTIVE TEAM

Training and Communication are key

Training Needs

• Services and Eligibility
• Cross Training on EMR
• Cross training public health staff roles

Accomplished by:

• Designated Leader
• Skill specific orientation
• Daily huddles
• Monthly Lunch and Learn
• Lots of informal communication
EXAMPLES OF SHARED SERVICES

1. FP Client with mental health needs

2. BCCCNP client no PCP

3. NMHSI BCCCP client with cardiovascular risk factors

4. NMHSI patient with chlamydia

5. NMHSI pediatric patient, needs immunizations
A year in the making...

- HRSA Grant 7/2015
- Onsite Dental needed 12/2015
- Approvals & negotiations 12/2015-7/2016
- Construction!! 7/2016
- FQHC Services 9/2015
### STEP 4 Commitment: What do we agree to do?

We are committed to providing efficient, quality, integrated care in shared space to meet the needs of our community members

### STEP 5 Key actions: What do we need to do?

<table>
<thead>
<tr>
<th>Create a functional work space</th>
<th>Develop common processes</th>
<th>Build an effective team</th>
<th>Develop common forms</th>
<th>Collaborate on marketing and outreach</th>
<th>Develop workforce</th>
<th>Finalize remodel within budget</th>
<th>Enhance information technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sharing front desk</td>
<td>Determine clinical work flow</td>
<td>Provider meet and greet</td>
<td>Realistic expectations (insurance, agency requirements, financial)</td>
<td>Co-marketing</td>
<td>Understand clinical roles and boundaries</td>
<td>Finalize blueprints</td>
<td>Information sharing mechanisms</td>
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<td>Shared, well-placed office equipment</td>
<td>Define overlap and work flows</td>
<td>Staff tool showing all available services by agency</td>
<td>Common language</td>
<td>Basing decisions on community access needs</td>
<td>Determine staff cross-training needs</td>
<td>Finish remodel</td>
<td>All organizations join NPO HIE</td>
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<tr>
<td>Integrated phone system</td>
<td>Identify common procedures</td>
<td>Know all employees’ names (wear name badges)</td>
<td>Develop shared release of information forms</td>
<td>New facility name</td>
<td>Cross train staff</td>
<td>Stay within budget</td>
<td>Ability to make appointments for several agencies</td>
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<td>Clean and de-cluttered work stations</td>
<td>Identify opps for shared services</td>
<td>Daily huddle</td>
<td>Develop shared intake form</td>
<td>Project name</td>
<td>Flexible assignments across agencies</td>
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<td>Redesigned reception and clinic space</td>
<td>Create a one-stop shop</td>
<td>Common lunch area improves staff morale</td>
<td>Integrated paperwork</td>
<td>Easy access</td>
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<td>Enlarge lab area</td>
<td>Develop multi-agency procedures for shared services</td>
<td>Staff interaction gettogethers</td>
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<td>More storage in the lab</td>
<td>Determine areas for eliminating redundancies</td>
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</tbody>
</table>

Technology of Participation Action Planning Cycle facilitated by:

Jane K. Sundmacher, M.Ed., Community Health Planner
Health Department of Northwest Michigan
[Jane.Sundmacher@nwhealth.org](mailto:Jane.Sundmacher@nwhealth.org) or 231-347-5041
IMAGINE THE FUTURE...

• Trust
• Flexibility
• Communication at all levels
• Willingness to try
• Open minds
• Value relationships