

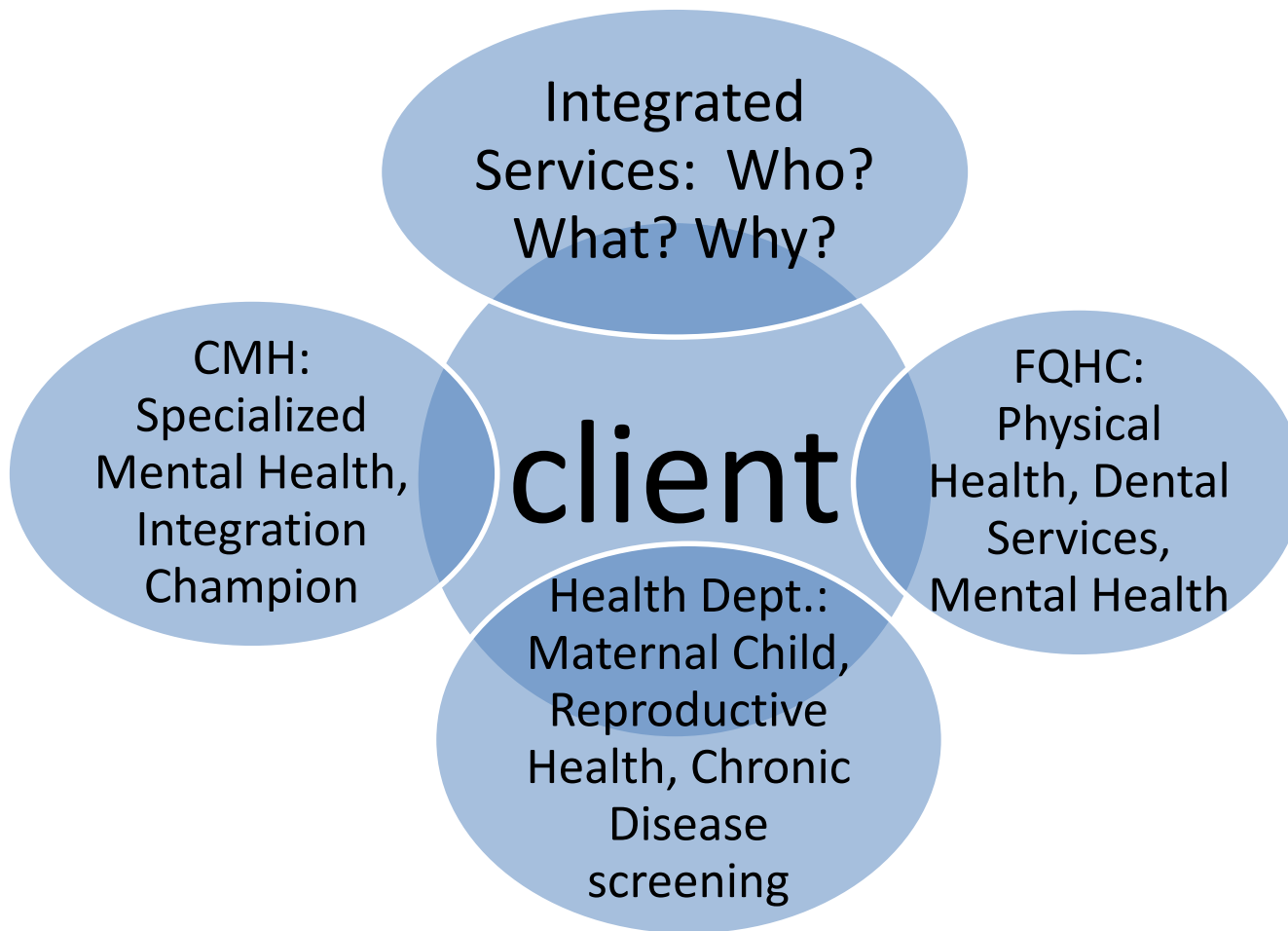
PUBLIC HEALTH, PRIMARY CARE AND BEHAVIORAL HEALTH INTEGRATION

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September 2016





NORTHWEST MICHIGAN
Health Services Inc



Centra Wellness
NETWORK

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



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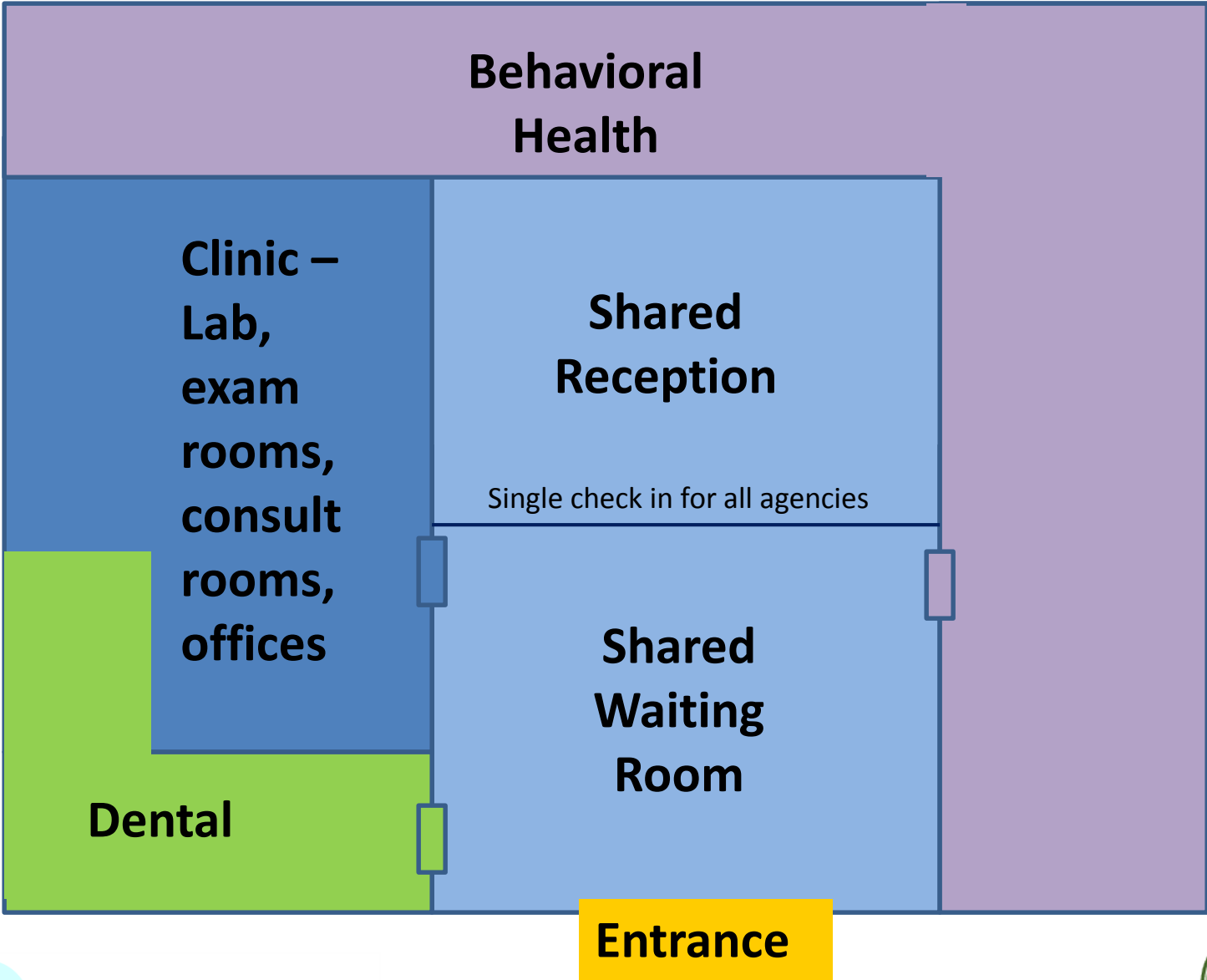
CREATE A FUNCTIONAL WORKSPACE



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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



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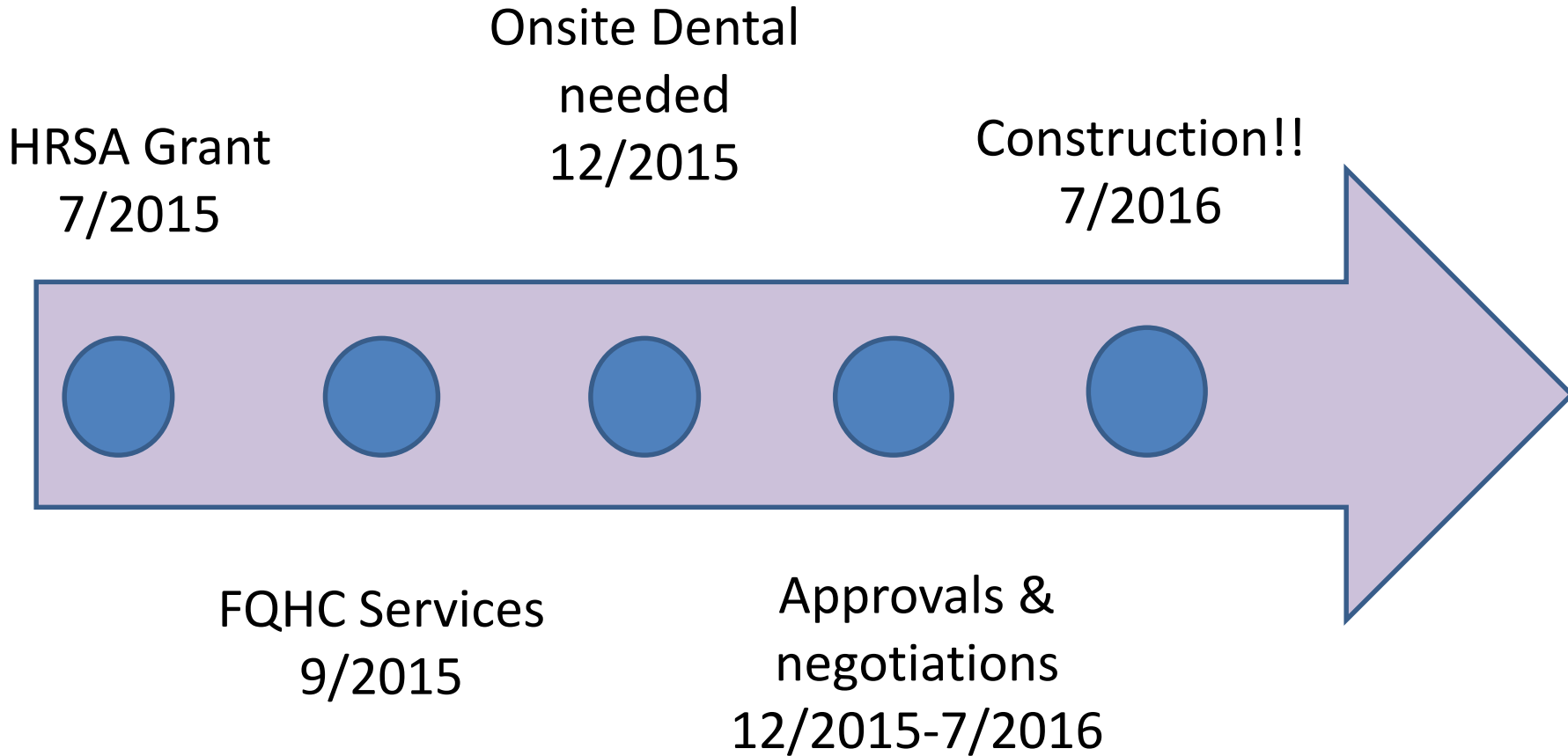
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EXAMPLES OF SHARED SERVICES

1. FP Client with mental health needs
2. BCCNP 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...



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?

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

Technology of Participation Action Planning Cycle facilitated by:

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IMAGINE THE FUTURE...

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