

Collaborative Care: Working Together to Improve Services—Stories from CHCs and Mental Health Provider Participating in the National Council’s Collaborative Care Project

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What we’ve learned so far...

- Do something
- Don’t cry
- Don’t get too depressed
- Stay friends
- **Just start already!**

Today we will share with you

- Information about our organizations
- How we started
- How we continue
- Clues on how to get to a fully integrated health system...*or at least what we think will get us there...*

Clue number 1

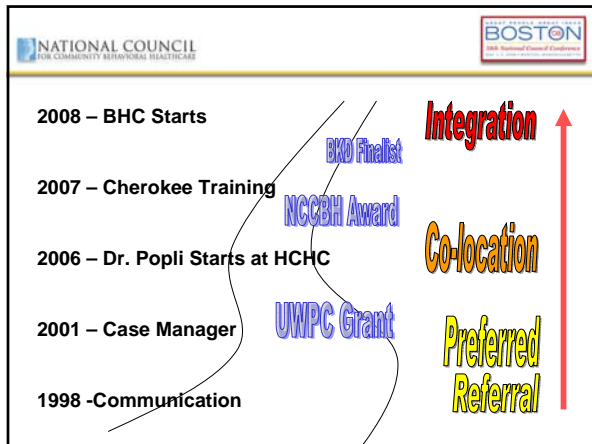
- It must be based on partners that have the similar mission, vision and values
- Leadership, staff and Board have to be aligned
- Must be able to laugh
- Great Partners-Hilltop and PSS

Hilltop Community Health Center

- **HISTORY**
- **1996-** Free Clinic started by Project Neighbors
- Volunteer Physicians run by NP
- **2001-** State Funded Community Health Center
- Added Dental Clinic 7/2001
- **2001-** Becomes separate corporation from Hilltop Neighborhood House
- **September 2003-** FQHC Look Alike
- **Jan 2006** – Section 330 FQHC
- **August 2007-** Additional LaPorte Co grant
- Service Area includes Porter, Starke, Jasper and LaPorte Counties- patients from 9 counties!

Porter-Starke Services (PSS)

- **History**
- **1975** – Founded by a group of concerned Porter County citizens
- **1990** – Transitioned to outpatient focus from inpatient based
- **1998** – Began relationship with Hilltop Neighborhood House
- **2000** – Began offering Psych Associates services in Chesterton and Aberdeen satellite sites
- **2006** – Began offering psychiatric services at Hilltop Community Health Center
- **2007** – With Hilltop, chosen as one of eight national sites for integration of behavioral health and primary care by the National Council of Community Behavioral Health
- **2008** – Opened methadone treatment center; building new facility in Portage



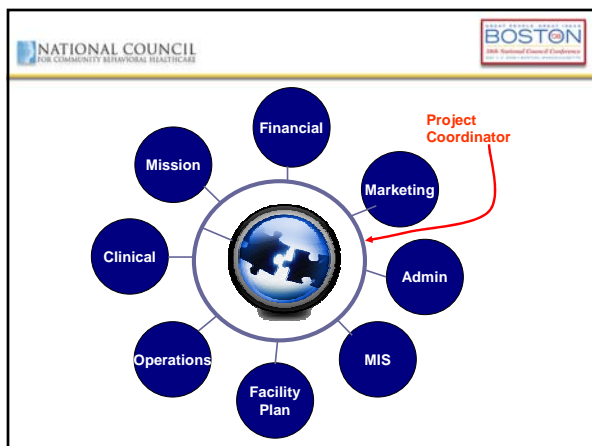
Clue Number 2: Don't try this alone

- Find Partners to help you with this
- They might be right in your back yard
- The story of integration is a good one – patient focused



Clue Number 3

Make sure you align the important elements of the project



Mission

Need to be aligned

Hilltop: Hilltop Community Health Center seeks to *enrich lives* through education, counseling and affordable, quality health care

Porter Starke Services: Porter-Starke Services is dedicated to enhancing the *quality of life* in the communities we serve

Administration

- Need to have complete buy-in of senior leadership
- Everyone – including the boards need to understand
- Technical Support – Cherokee Health Systems

MIS

- Difference between PSS and Hilltop
- Needed to create secure site for dictation
- Found out we shared the same IT vendor

Facility Planning

- Where are we going to put the MH provider?
- Non-traditional layout in the medical facility
- Adapt!

Operations

- What things need to be done for the MH provider?
- Scheduling template?
- Vitals?
- Hours?
- MH staff- tempted to send uninsured to CHC

Clinical

- Shared patient chart
- Medical staff referral process
- CHC is fast paced

Financial

- You are not going to get rich
- Finding grants for gaps
- Work on the process first, then the financials
- Needed to get CPT codes approved by Indiana Medicaid

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Marketing

- Get the process under control
- Have to understand paradigm shift – Integrated (or Blended) Care becomes the treatment model; internal marketing becomes crucial

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Clue number 4

- You will need a project coordinator

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Clue number 5

- Have a good mentor

We thank Dr. Dennis Freeman and the great staff at Cherokee Health Systems for their support, friendship and patience!

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Clue number 6 - Be Data Driven

- Quantify everything you do
- Process is labor intensive at the onset, but pays big dividends later

Thank you to the National Council for your Technical Support Training!

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Celebrate Your Successes

- Patient success stories keep you going!



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Next to final Clue

Just do it

The sooner you get started the sooner you will know what works and what doesn't

Final Clue

- Build the partnership first
- Don't expect to get rich on this
- EXPECT patient centered care
- Financials will follow



Kind of says
it all

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