



EXODUS RECOVERY INTEGRATED CARE MODELS: IMHT and ICM

SUCCESSFUL STRATEGIES FOR POSITIVE OUTCOMES

FOCUSING ON:

- Organizational Structure
- Treatment Design
- Care Coordination
- Social Network Analysis

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Organizational Strategies in Operation (Both IMHT and ICM)

- Exodus chose to partner with a physical health FQHC and a supportive housing developer whose mission and philosophy was closely aligned with our own - to take care of vulnerable, mentally ill individuals with complex needs
- Los Angeles Christian Health Centers and Skid Row Housing Trust were enlisted in INN program design, development and implementation. This served to build trust and communication among leadership staff that set the tone and formed the foundation for success
- Executive Leadership Teams meet monthly to discuss progress and share successes
- All multidisciplinary staff and partners are oriented and trained at Exodus by the ERI Leadership team and at DMH to promote education, consistency in treatment approach and philosophy and team building
- Policies and Procedures written specifically for integrative care
- Outcome data is shared with all staff to shape clinical practice
- Morning team meetings with *all* staff, every day
- Mental health and physical health providers often see clients together to promote transparency and collaboration
- A integrated, shared medical record encourages effective communication and best practices

Treatment Strategies in Operation

Integrated Mobile Health Team

- IMHT - Outreach and engagement specifically designed for high risk, homeless and complex mentally ill individuals
 - Early Morning shifts (3:30AM) at homeless encampments
 - Participating in numerous O&E activities with other community agencies
 - Enlisting the aid of homeless “Ambassadors” on skid row and within shelters
 - Distributing coffee, clothes, water, soap, pencils & paper and food to build trust and rapport with homeless
- Ability to practice Housing First model and house all enrolled clients upon engagement in crisis housing
 - Partnership with SRHT enables 50 clients to live in one PSH setting
- Mobile Team deploys together in vehicle daily
- Team utilizes EBP’s such as Motivational Interviewing and Harm Reduction to meet the client where they are
- IMHT Team practices “no wrong door” when engaging clients
- Team promotes skill building, self management and independence through effective pharmacology and individualized integrated care plans

Treatment Strategies in Operation

Integrated Clinic Program

- Clinic design encourages flow of communication
- Staff create a welcoming & safe environment for clients and staff
- Daily consult with interdisciplinary team on clients' integrated treatment & menu of services.
 - Specific interventions designed around clients complex medical needs
- Group content developed in collaboration with clients and families – healthy living and prevention as well as EBP's such as Seeking Safety, DBT, Anything Anonymous
- Individual appointments are conducted with clients and/or families to address issues related to health education, medication, adherence to treatment, nutrition, exercise, etc.
- Staff develop health-promoting resources in the community

Care Coordination Strategies in Operation

Integrated Mobile Health Team

- The team outreach and care coordination response time to community leaders is approximately 24 hours
- Enlist community ambassadors to target most vulnerable individuals on the street and promote care
- Daily “house calls” and wellness checks due to the vulnerability of the population
- Team discussion of Data to improve client quality of care.
- Onsite medical clinic at housing site with an open door policy for those coming off the street
- Staff assist in the transition of care from one setting to another: (hospital, respite care, SUD treatment, SNF, Board and Care) through effective communication with CBO's
- Staff connects clients to relevant community based services and provide a warm hand off
- Continuous implementation of innovative ideas to increase housing retention
- Regular team building fosters patience, consistency, and continued focus on most pertinent issues

Care Coordination Strategies in Operation

Integrated Clinic Model

- Daily morning team meeting to discuss scheduled clients for the day
- Constant flow of communication among all team members
- All staff are easily accessible by clients and families; walk-ins are welcome
- The team assesses clients' most urgent needs and addresses those first
- The team identifies barriers to access (e.g. transportation, understanding, stigma, etc.) & ways to address them
- Utilizing Peer Counselor for additional support & to accompany clients to outside appointments.
- Compare client data vs anecdotal clinician data
- Staff schedule appointments for specialty care and community based services and arrange transportation
- Staff connects clients to relevant community based services and provide a warm hand off
- Innovative groups & initiatives: Lunch & Learn, Community Outing, YMCA partnership, Clinica Romero, & guest speakers.
- On-site CES entry & follow through with Housing Specialist

Integrated Programs Social Network Strategies

SUCCESSFUL Integrated Teams use social network strategies to build loyalty and commitment to their work and each other

Network Density = Multidirectional team communication

Centrality = Degree of connectedness to central idea or person

Strategies to Increase/Strengthen Integrated Team Communication

- “Whatever it takes attitude” from top down
- Central work location for all Team members
- Consistent Team meetings, daily
- Continuous daily communication in person or through cell
- Support and motivation from leadership
- Ensuring each Team member has a voice and feels heard
- Honoring all staff roles and positions, respecting each others strengths
- Transparency in all decisions
- Daily debrief for support, reassurance and normalizing
- Celebration of small successes
- Leadership “open door”

Strategies to Increase/Strengthen Integrated Team Connectedness

Exodus Integrated Teams feel strongly connected to the work they do and each other

- All Team members understand embrace the Exodus philosophy – never give up and keep your commitments
- All Team members work toward a common goal
- Most Team members eat meals together – contributes to sense of “family”
- Quarterly Team building activities
- Establishing work rituals (food, activities)
- Leadership and Team promoted self-care to avoid burn-out