Successful Approaches to Integrated Care: Learning from Innovation 1

System Leadership Team Presentation
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Debbie Innes-Gomberg, Ph.D.
Lezlie Murch, MA, LPCC
Tara Reed, Psy.D.
Lorraine Ragosta, LMFT

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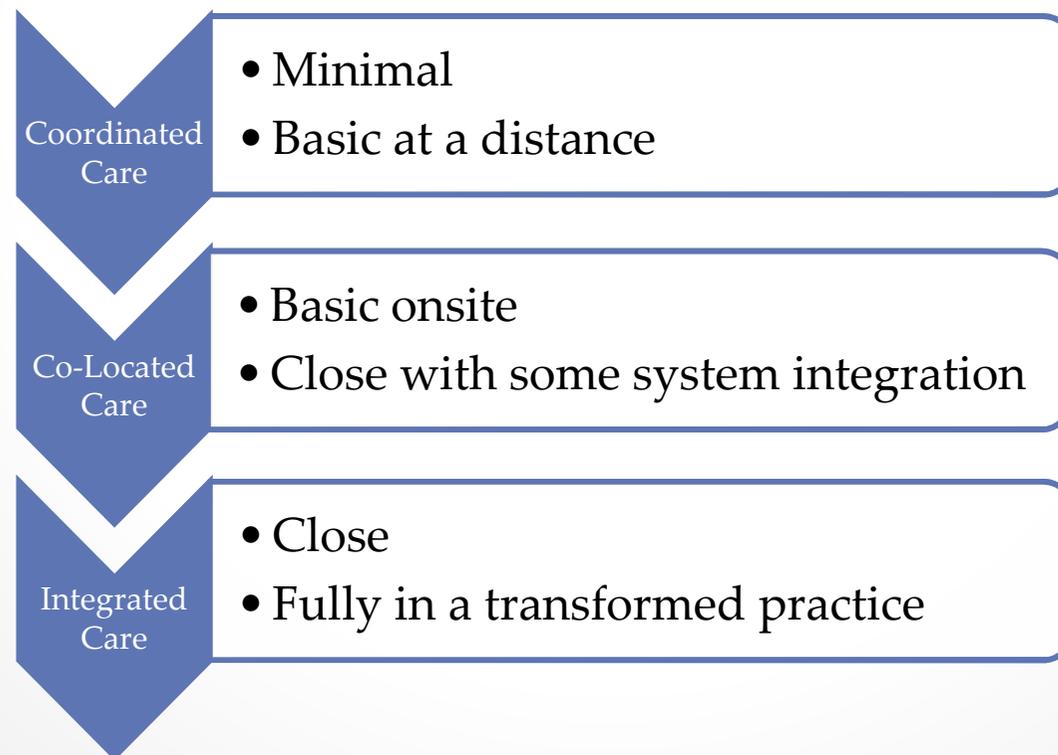
Integrated Care Models

- Integrated Clinic Model (ICM)
- Integrated Mobile Health Team (IMHT)
- Integrated Services Management (ISM) for Underserved Ethnic Populations
  - African/African American
  - Native American
  - Asian Pacific Islander
  - Latino
  - Middle Eastern/Eastern European

# SAMHSA Center for Integrated Health Solutions (CIHS) Framework

6 levels from minimal collaboration to close collaboration in a fully integrated system, sharing a location, vision and a system.

Coordinated Care
- Minimal
- Basic at a distance

Co-Located Care
- Basic onsite
- Close with some system integration

Integrated Care
- Close
- Fully in a transformed practice

Measuring Level of Service Integration

- Integrated Treatment Tool (ITT)
  - 3 Domains
    - Organizational
    - Treatment
    - Care Coordination
  - Semi-structured interview conducted via a site visit
  - Utilizes a 5 point Likert scale
  - Measured during the first year of the project and with a phone interview 1 year after the initial site visit

Integrated Treatment Tool: Ratings by Model
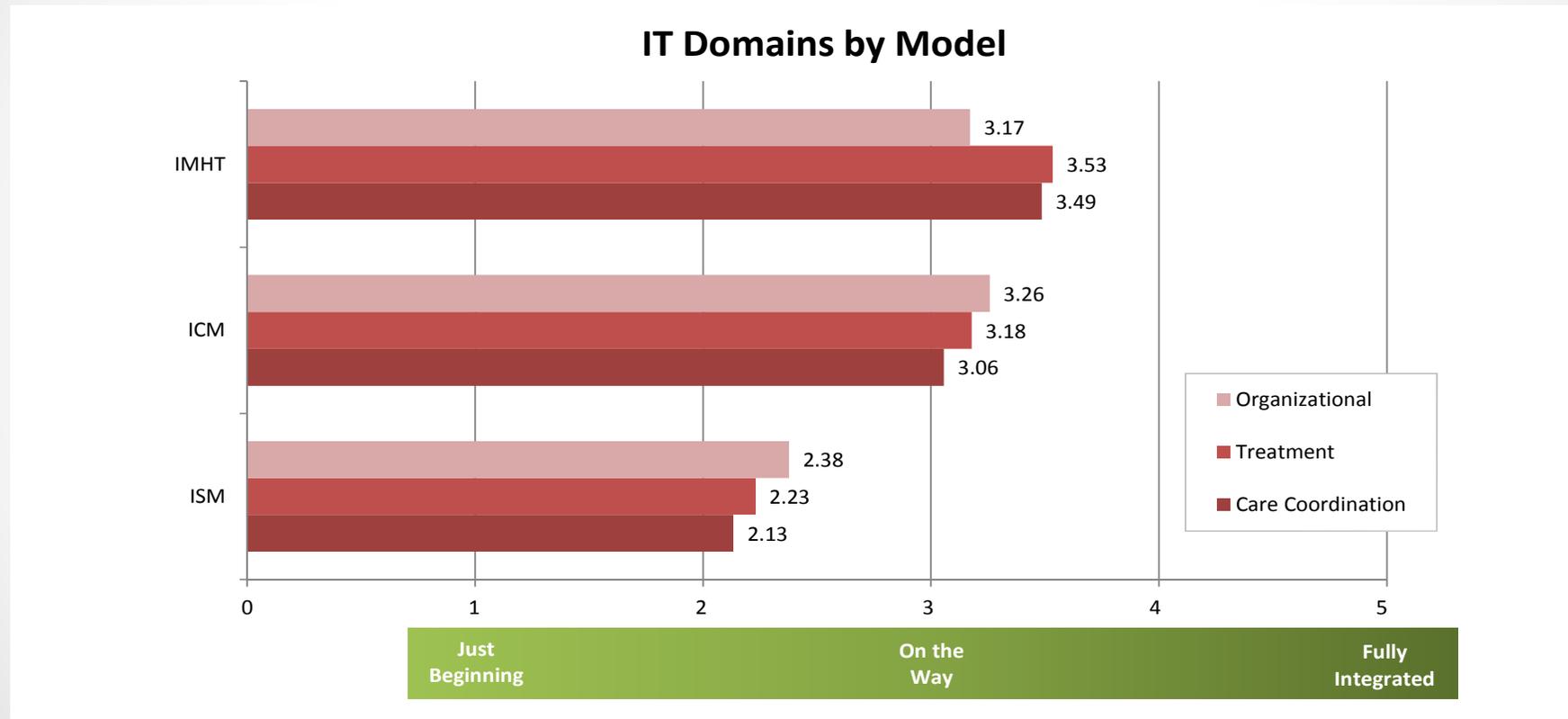
Effecting Positive Outcomes

- Organizational characteristics
  - o Executive leadership involvement
  - o Interoperable information systems
  - o Organizational policies and procedures
  - o Multidisciplinary approach, including peers
  - o Patient access and scheduling

Effecting Positive Outcomes

- Treatment characteristics
  - Comprehensive screening, including making the first encounter count
  - Integrated care plan
  - Integrated stage appropriate treatment
  - Stepped care
  - Self-management skill development
  - Involvement of social support network
  - Culturally relevant engagement strategies

Effecting Positive Outcomes

- Care Coordination: The deliberate organization of the following aspects of a client's treatment:
  - o Lab tests and results
  - o Medication reconciliation
  - o Appointment reminders
  - o Transitions between levels of care/settings
  - o Assessing the effectiveness/quality of care received

Measuring Level of Service Integration

- Social Network Analysis
  - Network density: The number of connections between individuals within a treatment team
  - Centrality: The degree of connectedness of individual team members

SNA Findings

- IMHT providers had denser networks than ICM and ISM providers

- Trend toward more integrated programs had denser networks*

- Medical providers were more central in integrated and co-located programs than in coordinated programs

- Increasing team communication (density) can potentially foster integrated care

* non-significant due to low statistical power

What we Learned

- Build on existing models of care (Assertive Community Treatment)
- Emphasize the collection and use of outcome measures and promote data driven management
- Strategic use of data improved over time
- Establish a culture of learning and support
  - Establish concrete learning structures that facilitate communication and experimentation
  - Engage in active, collaborative problem solving
  - Promote synergistic learning
  - Utilize outcome data to ground learning

- Fund infrastructure development to support integrated care
- Fund care coordination, including shared care planning and review

Provider Learning and Recommendations

- Integrated Mobile Health Team – Tara Reed, Psy.D., Mental Health America – Los Angeles

- Integrated Mobile Health Team and Integrated Clinic Model, Lezlie Murch, M.A. , L.P.C.C., Exodus Recovery

- Integrated Services Management Model- Lorraine Ragosta, LMFT, Tarzana Treatment Center

Effecting Positive Outcomes

Partnerships: Through the lense of the Provider:

- Establish intentional partnerships, clear purpose and service expectations
- Partnership development as a longer term strategy or investment to develop integrated care
- Utilize team meetings as a way to initiate or enhance integrated care
- Establish a culture of collective investment in clients

Effecting Positive Outcomes

Partnerships: Through the lense of DMH:

- Conduct regular implementation team meetings to ensure strong communication, problem-solve and involve the evaluator

- Establish a balanced role between provider monitoring (compliance) and facilitating partnerships and learning