



Tallahassee, Florida

Cohort 3

“If I Knew then What I Know Now...”

Tips for Success!

Overview

- The Bond-Apalachee Wellness Integration Center, opened in 2009, as a one-stop medical home for Apalachee clients in Leon County.
- Apalachee Center formed a partnership with Bond Community Health Center to open a satellite clinic at Apalachee’s Leon County outpatient clinic: the Bond-Apalachee Wellness Integration Center (BAWIC).
- Apalachee clients can access health care at the same site where they receive behavioral healthcare.

Accomplishments & Successes

- Our program is the first time in Florida that a federally-qualified health care center and a community mental health center partnered on an equal basis.
- In 2010 Apalachee received a Substance Abuse and Mental Health Services (SAMHSA) grant which allowed BAWIC to expand services to 32 hours a week.

Accomplishments & Successes

- Providing integrated healthcare to nearly 900 clients over 4 years, with over 450 clients continuing service.
- *Consistently high survey scores in Client Satisfaction.*

Challenges & Outcomes

- Less than 40 hours has sometimes been challenging to meet demand. Better to plan on 40 hours from the onset. When possible we extended to 40 hours per week for 6 months.
- It was a challenge being without specialty care on site. Bring specialty care onsite from the beginning.
- Partnerships aren't easy! Keep communicating, and stay on track with the mission of client healthcare.

Challenges & Outcomes

- Referrals can be challenging. Have your referral clerk on site, or train clinical staff to do referrals.
- Communication challenges: Involve psychiatric and primary care providers in regular, ie quarterly, meetings to communicate about treatment plans.
- A challenge to Case Management: Have case managers accompany their clients to medical appointments at least once a year so case managers can better understand navigating their client's healthcare integration.

Moving Forward

- Pare down staff, and streamline the workload.
- Use existing support staff to continue the program.
- Let Care Managers play a bigger role.
- Organize staff to take on new roles as needed.

Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

- *If we knew...* the program would unfold and develop as we went along, we would not have hesitated.
 - Just start the groups! Tip: Getting started helped the program evolve, develop and adapt to client needs.
- *If we knew...* transportation would be so difficult!
 - We would have included transportation plans in the grant.

Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

- *If we knew...* exactly which staff and departments would play what specific roles, we would have had a better start.
 - Make sure to involve your Case Management team from the start. They hold the key to enrollment.
 - Consider all programs and divisions within your organization—Residential, Day Treatment, FACT Program, Satellite Programs, etc—to integrate client healthcare.

Words of Wisdom: Tips for Success

- Be centralized...in the same building - One of our biggest assets from the beginning.
- Meet regularly! Keep the lines of communication open!
- Create a health and wellness newsletter for your clients.
- Provide a TV Monitor in you waiting room to inform and engage.
- Be mission-oriented, driven by a desire for your clients to have a healthy mind and body.
- Use Care Coordinators to provide the link between behavioral and primary care.
- Motivate and reward staff for their efforts. Recognize dedication and achievement.
- Educate, reward and recognize your Case Management team for their efforts at enrollment.
- Let Case Management educate you on the anatomy of intake and the referral process.
- Understand that clients may not always want to go into a doctor's appointment after an exhaustive 2 or 3-hour intake. Prepare to follow up!
- Use the warm hand-off. Where possible, walk your behavioral health clients directly from intake to health check-up.
- Don't lose momentum! Continue regular team meetings throughout duration of project between behavioral health and primary care staff. Keep the mission going!