



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Applying the Continuous Quality Improvement Process to Our PBHCI Initiative

Presenters:

Mandi Hodges-Project Director

Nicole Williams-Evaluator



Well-Connect: an Integrated Care Solution

Centerstone

- Centerstone of Tennessee: Cohort V Grantee from Nashville, TN
- Population: Adults with SMI who agree to set goals to improve health
- Co-located Health Home Model
 - Primary Care Partner: Unity Medical Clinic

Our Focus for Improvement

- **Improvement Effort:** Advancing a Culture of Wellness
- **Importance:** Improved quality and outcomes
- **Dimensions of quality:** Client-centeredness
Effectiveness

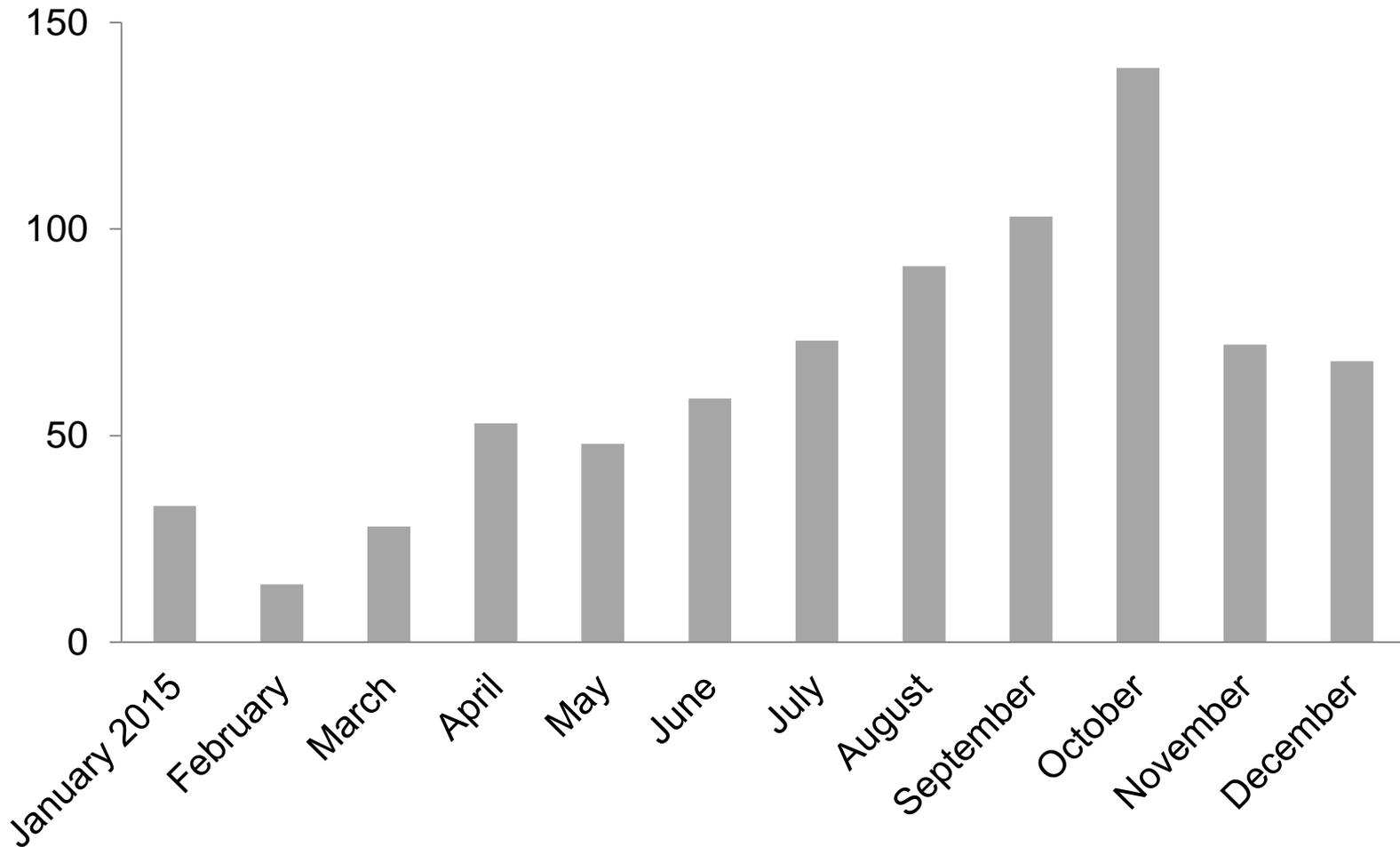
Organizing the Improvement Team

- **Wellness Coordinators:** Engaging, motivating and coaching clients leads to outcome improvements.
- **Group Home Managers:** Commitment to changing nutrition leads to improved health.
- **Project Director:** Promoting organizational change and sustainability.

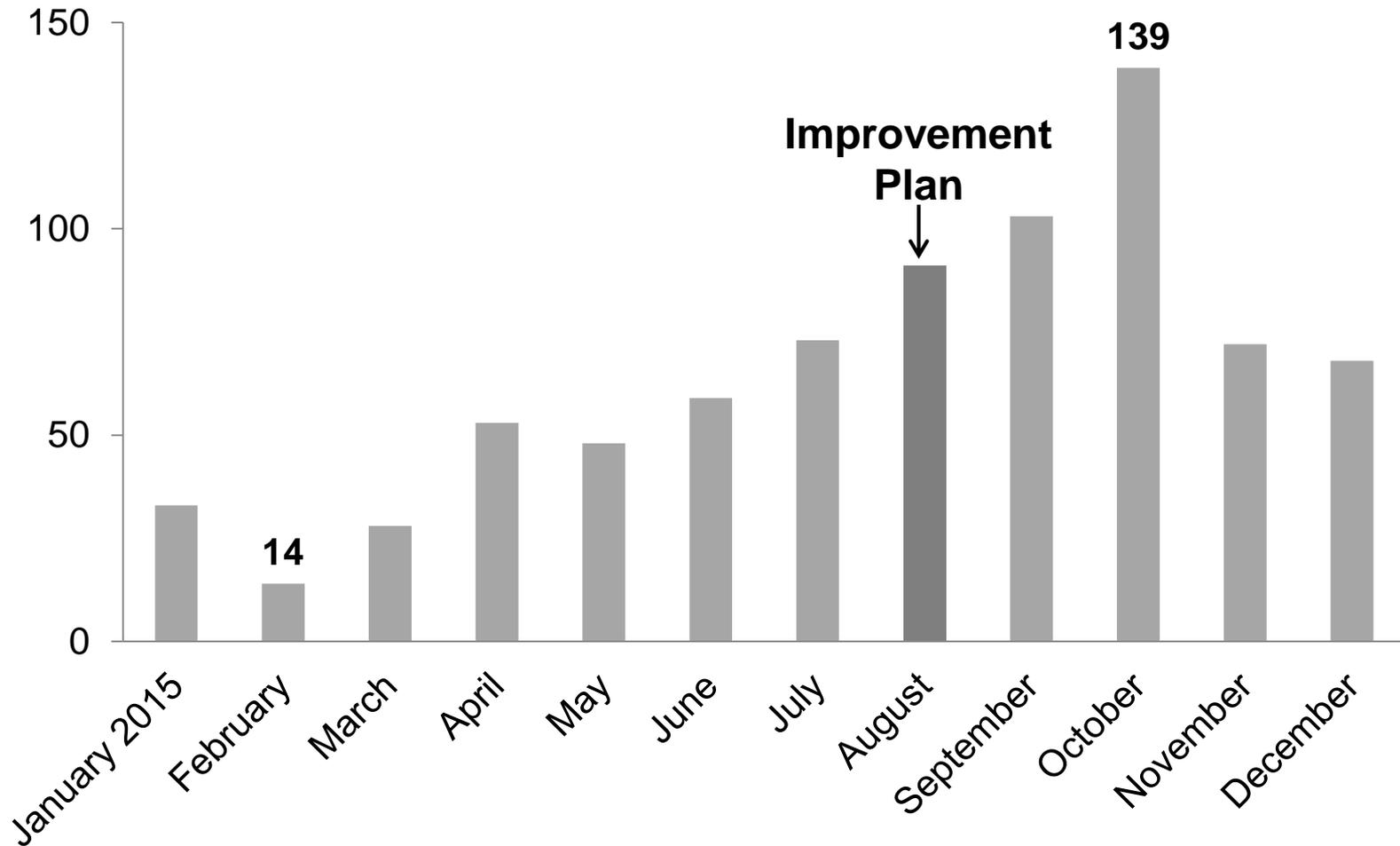
Our Improvement Plan

- Increase Wellness Participation & Improve Outcomes
 - Offer Individual Wellness
 - Offer Group Wellness in Clinics, Group Homes, Psychosocial
 - Promote yearly health and prevention screenings
- 3-6 month time frame
- Implemented by Wellness Coordinators
- Barrier: Keeping clients engaged and motivated to change
- Solutions:
 - Staff trained in Motivational Interviewing and Behavioral Activation
 - Incentives – gift cards, Fitbits, iPhones

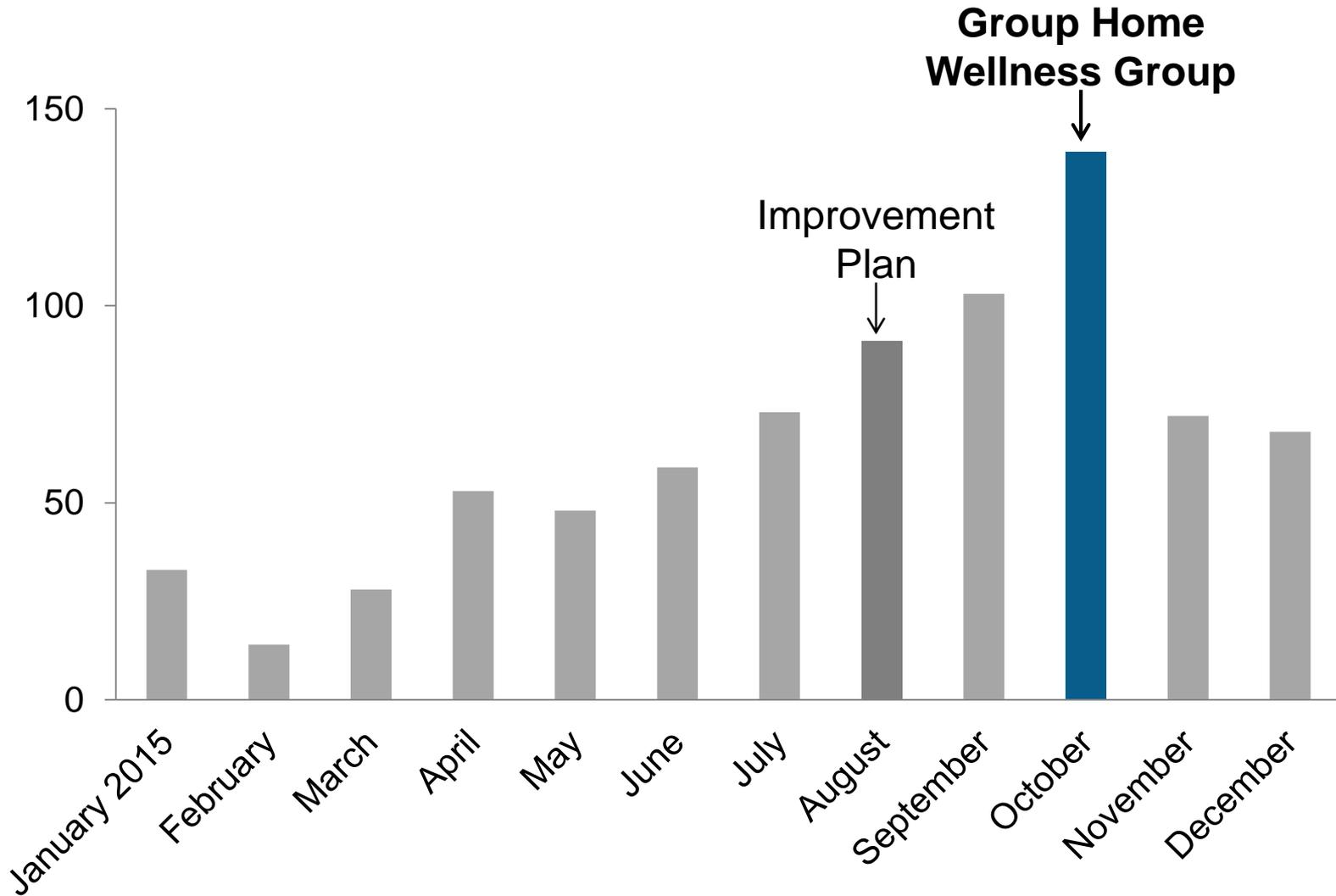
Impact of our improvement strategies: Wellness Activities



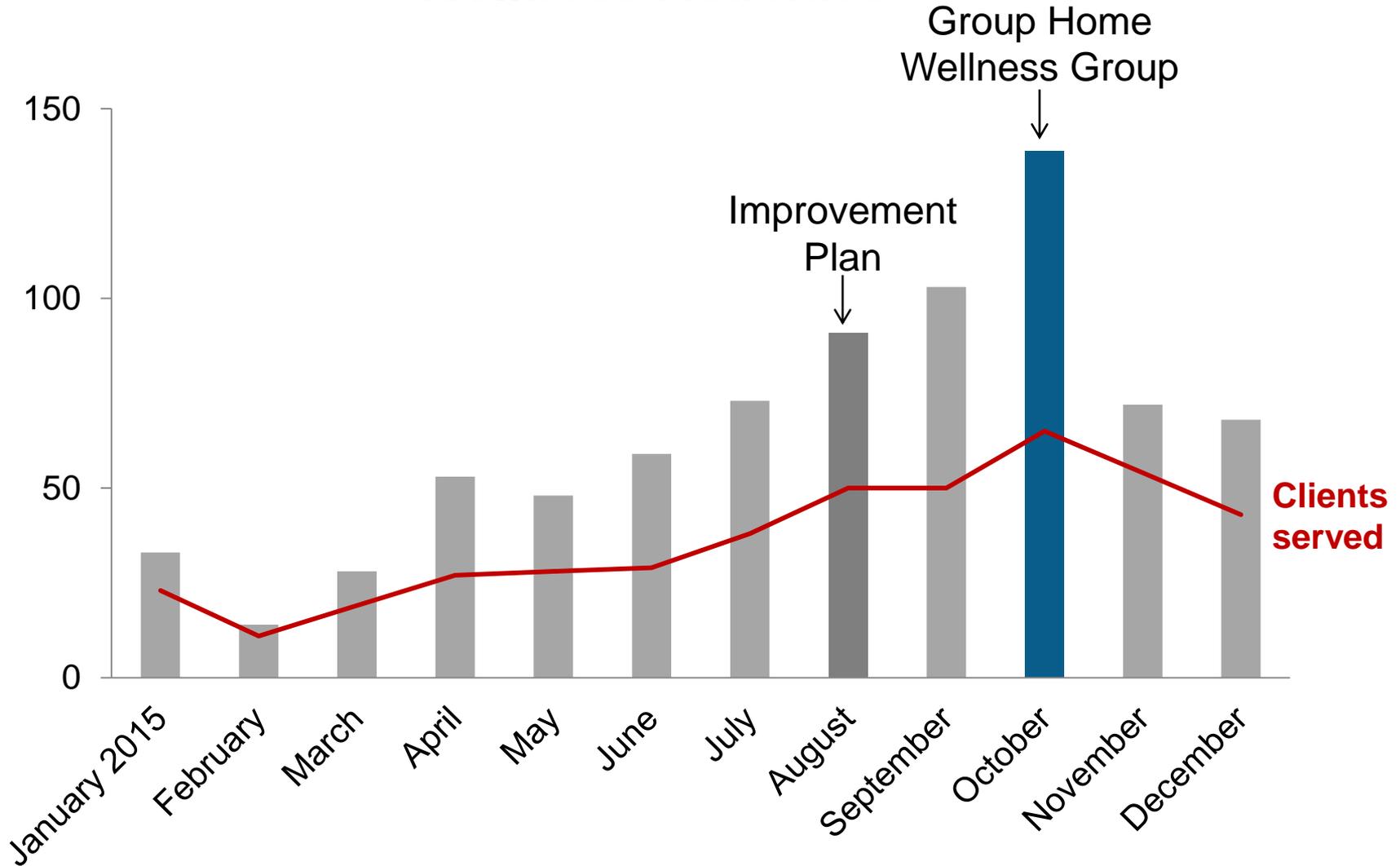
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Sustaining Improvements & Lessons Learned

- EHR changes that promote wellness interventions and documentation
 - PCP visits
 - Smoking History
 - Smoking Cessation Interventions
- CARF Accreditation for Health Home, emphasis on health promotion
- Lessons Learned: Be prepared for resistance
Change takes time
Recruit Wellness Champions