Total Wellness
San Mateo County, California
Cohort III

“If I Knew then What I Know Now...”

Overview

- **Shared facilities:** co-location of FQHC primary care (PC) services at two County outpatient behavioral health (BH) clinics; PC, BH and wellness teams all on same floor
- **Close collaboration & integration:** weekly joint staff meeting of PC & BH, joint clinical meetings twice/week, and regular all med staff meeting
- **Single point of reception:** same for all BH & PC patient arrivals; one protocol for waiting area risk management of all patients
- **Some shared systems** such as accessing patients’ lab results, shared-drive record keeping and communicating via primary care EHR
- **Nurse care coordination:** every client is assigned and followed by a master-level behavioral health nurse
- **Peer wellness coaches:** provides wellness group activities and individual coaching
- **Array of wellness services:** diabetes management class, nutrition education group(Total Nutrition), weight management group(Well Body), smoking cessation group(Ash Thinkers & Ash Kickers), physical activities group, and WRAP on Wellness group (Wellness Recovery Action Plan). Some of these groups have adopted evidence-based practices
Staffing

Behavioral Health & Recovery Services (BHRS) staff:
• Project Director
• Unit Chief
• Nurse Care Managers
• Health Educators
• Community Worker
• Peer Coaches
• Data Assistant

Primary Care staff:
• Supervising Physician
• Nurse Practitioner
• Medical Assistants
• Patient Service Assistant

Accomplishments & Successes

Partnerships
• Partner with San Mateo Medical Center, FQHC, to expand primary care capacity to serve exclusively BHRS clients
• Partner with two major San Mateo’s consumer-run organizations (Voices of Recovery and Heart & Soul) to provide employment for eight peer wellness coaches to serve PBHCI project clients

Health Improvement
• High outcome improvements for all PBHCI clients in cholesterol, fasting glucose, and BMI indicators
• Named “High performing grantee” by the National Council with Fasting Blood Glucose (51% improvement) and Cholesterol (58% improvement) in the top 5% among all grantees
• Missing data rate has been kept low at 20% for all baseline and 13% for all reassessment (TRAC report 7/3/14)
Accomplishments & Successes

Promotion of Integration

• Presentation on Total Wellness model for larger community:
  • “Integrated Care: A Roadmap for the Future Workforce” organized by CiMH, CalSWEC & IBHP
  • “How an Individual Moves Through the Service System” at the SAMHSA Regional Conference Spring 2013
  • “Integrated Healthcare: Total Wellness,” EQRO State Audit
  • “Financial Sustainability” for SAMHSA PBHCI webinar
  • “Integrated Healthcare: Total Wellness,” San Mateo Medical Center Hospital’s Board
  • “Total Wellness: Integrating Care, Promoting Wellness & Fostering Recovery” at the MHSA Committee

• Related presentations included:
  • “A Peer Experience Panel” at CiMH Care Coordination Collaborative Learning Session
  • “Connecting Substance Use to PBHCI with Medication Assisted Treatment” at the SAMHSA Annual Grantee Meeting
  • “San Mateo's Medication Assisted Treatment” at the SAMHSA Regional Conference Spring 2014

Accomplishments & Successes

Program Promotion

• Site visits from multiple Bay Area PBHCI Grantees, various County Mental Health Divisions, and Stanford Department of Psychiatry
• Active member of the California Association of Social Rehabilitation Agencies’ (CASRA) Advisory Committee on Peers in Integrated Settings
• TW awarded for the Honorable Mention for 2013 County STARS Award for outstanding program performance
• A Total Wellness peer wellness coach was awarded for the County’s 2014 Consumer Hall of Fame

Funding

• Has secured MHSA (Mental Health Services Act) funds for FY 2014-2015
Outcome Improvements

Challenges

• Cultural shift in care approaches & putting aside “our silo ways” for integrated team approach
• Clarity and definition of some PBHCI members’ role
  • Role of BHRS nurse care manager
  • Role of the team leaders for PC and BH staff
• Documentation & billing of integrated services according to Medi-Cal standards
• Different EHR systems & health databases between PC and BH
• Improving SPMI’s motivation to engage in wellness activities
• Developing skill sets for a stable peer workforce
Moving Forward

• Continue integration of PC & BH at current two sites

• Expand wellness services and care coordination to entire San Mateo County to four additional sites

• Identify additional funding sources

Words of Wisdom: What I Wish We’d Done Differently

• Reinstate the Total Wellness PC-BH steering committee

• Actively engage & motivate primary care to take initiative in this partnership—both PC & BH as equal stakeholders

• Strengthening the PC & BH partnership with positive patient outcomes shared across the board early on
Words of Wisdom: Tips for Success

- Equal involvement from the leadership of Primary Care & Behavioral Health systems of care
- Use blended funding streams from the start
- Develop good workflows that work for both teams
- Involve Quality Management Dept. to establish documentation standards early on
- Select staff that can flexibly learn new integration practices
- Maintain persistence and patience with our clientele