• There have been lots of great partners throughout history…
And throughout history, there have been differences in cultures…

The Crusades

The settlement of the West…

…and the different cultures of the North and the South

"We hate to ask you guys to leave, but you're violating our local community standards."

…and the Pilgrims and Native Americans
Primary Care and Behavioral Health

It goes together like Peanut Butter and Jelly!
HealthLinc

Michigan City
HealthLinc Michigan City Clinic

Valparaiso
Porter-Starke Inpatient Unit

Valparaiso
HealthLinc Clinic

Porter-Starke Services

Starke County
HealthLinc Starke Office

HealthLinc

Opened in 1996
FQHC 2006
LaPorte Co/ Starke Co 2007/2008

Porter-Starke Services

Opened in 1975
One of 33 CMHCs in Indiana
Inpatient Psych and Methadone in 2007/2008
Our four models of integration:

<table>
<thead>
<tr>
<th>Valparaiso</th>
<th>Michigan City</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthLinc Clinic</td>
<td>HealthLinc Clinic</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>Psychiatry/BHC</td>
</tr>
<tr>
<td>BHC</td>
<td>Another CMHC</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Valparaiso</th>
<th>Starke County</th>
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</thead>
<tbody>
<tr>
<td>Porter-Starke</td>
<td>HealthLinc Clinic</td>
</tr>
<tr>
<td>Inpatient Psych Unit</td>
<td>Bought private MD</td>
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<tr>
<td>H&amp;Ps on IPU</td>
<td>BHC/Adding Psych</td>
</tr>
<tr>
<td>Methadone Clinic</td>
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</tbody>
</table>
2008 – BHC Starts

2007 – Cherokee Training

2006 – Dr. Popli Starts at HCHC

2001 – Case Manager

1998 - Communication
Laying the groundwork for collaboration:

The Four Agreements

- Be impeccable with your word
- Don’t make assumptions
- Don’t take anything personally
- Do your best

Don Miguel Ruiz, 2001
Be impeccable with your word

This was NEVER about the money

This was ALWAYS about what is best for our clients/patients

We understood we were creating a process that would require nurturing and constant communication
Don’t take anything personally

Disagreements WILL occur
Manage the process, not the personality
Recognize and understand your differences
Dr. Dennis Freeman (Cherokee Health Systems) identifies 13 key differences:

<table>
<thead>
<tr>
<th>FQHC</th>
<th>CMHC</th>
</tr>
</thead>
<tbody>
<tr>
<td>National system</td>
<td>State defined</td>
</tr>
<tr>
<td>Safety net provider</td>
<td>Medicaid provider</td>
</tr>
<tr>
<td>Needs-based services</td>
<td>Eligibility-based services</td>
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<tr>
<td>Population focused</td>
<td>Case focused</td>
</tr>
<tr>
<td>Prevention oriented</td>
<td>Rehabilitation oriented</td>
</tr>
<tr>
<td>Lifespan care</td>
<td>Episodic care</td>
</tr>
<tr>
<td>Coordination of care</td>
<td>Specialty service</td>
</tr>
<tr>
<td>Open access</td>
<td>Restricted access</td>
</tr>
<tr>
<td>Flexible scheduling</td>
<td>Rigid scheduling</td>
</tr>
<tr>
<td>Treatment team</td>
<td>Solo provider</td>
</tr>
<tr>
<td>Symptom focused</td>
<td>Personality focused</td>
</tr>
<tr>
<td>Generalist</td>
<td>Specialist</td>
</tr>
<tr>
<td>Governed by users</td>
<td>Governed by community board</td>
</tr>
</tbody>
</table>
It is important to recognize what you DON’T know
Learn the language (A UDS in FQHC is not the same as one in the CMHC)
Meet the people
Involve yourself in their world (state groups)
Acknowledge the differences in pace (“Island Time” versus “New York Minute”)
Don’t make assumptions

“It is a capital mistake to theorize before one has the data.” Arthur Conan Doyle

Involved both Boards immediately

Initiated weekly administrative meetings

Started regular clinical meetings

Creating specialized data collection position
Do your best
Invested the best clinicians
Consulted with Dr. Freeman and Cherokee staff
UMass certification with Dr. Sandy Blount
Involving state and local stakeholders
Involve partners

United Way of Porter County
National Council of Community Behavioral Health
Porter County Community Foundation
Golden Technologies
MDwise
Valparaiso University
Family and Social Services Administration
Anderson Foundation
Purdue University North Central
That’s about it,
But before we go:
We recognize that we’re a bit of an odd couple
And that sometimes we get along like cat and mouse
But we can still live together...
And expand to new horizons – and take our show on the road...where we hope to find...
Greener pastures... so at the end of the day we can...
Sit on the porch in quiet satisfaction and enjoy a cold one together!
Thank You!

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Bob Franko
bfranko@porterstarke.org