



Proposed Change Package for:
Small County Care Integration Learning Collaborative
April 25, 2012

THEMES

(The themes are an organizing framework for the SCCI change package)

Theme 1: Build processes and mechanisms within the behavioral health agency to routinely identify and respond to physical health care needs of clients

Theme 2: Promote and support self-management and healthy life styles using culturally sensitive approaches

Theme 3: Develop processes and mechanisms for mental health and physical health organizations to coordinate care on a routine basis

THEME 1	CHANGE CONCEPTS
Build processes and mechanisms within the behavioral health agency to routinely identify and respond to physical health care needs of clients	1. Educate staff and clients about importance of physical health, both for mental and physical health outcomes
	2. Promote the value of physical health with behavioral health staff and routinely take clients' health vitals and monitor key lab results
	3. Promote the value of physical health with clients and teach them to monitor their vitals

4. Develop and use electronic clinical information systems in mental health to monitor physical health status, in particular registries

THEME 1	CHANGE CONCEPTS	CHANGE IDEAS
Build processes and mechanisms within the behavioral health agency to routinely identify and respond to	1. Educate clients about importance of physical health, both for mental and physical health outcomes	<ul style="list-style-type: none"> a. Post information in offices, waiting rooms, or other spaces where clients gather about health concerns and healthy lifestyles b. Create a forum for clients who have made substantial gains in their health (weight loss, smoking cessation) to share their stories (e.g. during regular meetings when success stories are shared) c. Provide at the behavioral health agency convenient yoga and other exercise classes that clients can join (convenient schedules, time and location) d. Offer weight management classes on site (e.g. Weight Watcher meetings)
	2. Promote the value of physical health with	<ul style="list-style-type: none"> a. Acquire medical equipment, including scales and blood pressure cuffs, that mental health staff can

physical health care needs of clients	behavioral health staff and routinely take clients' health vitals and monitor key lab results	<p>use and teach them how to use the equipment</p> <ul style="list-style-type: none"> b. Place height and weight scales in a variety of settings (clinics, wellness centers, etc.) c. Train staff (LCSWs, MFTs, RNs, medical assistants, case managers, etc.) to collect vitals on clients at every visit, including weight, height, and blood pressure d. Teach all staff the "lithium protocol" e. Establish procedures for monitoring clients' physical health f. Teach method for getting accurate health histories and physical health risk inventories g. Develop a flowchart of the process for monitoring clients physical health (to add steps into their current/usual process)
	3. Promote the value of physical health with clients and teach them to monitor their vitals	<ul style="list-style-type: none"> a. Acquire or develop and provide to clients physical health guidance and fact sheets b. Create mechanisms for clients to keep track of their key health vitals and health status c. Set up a class to teach clients how to take their BP using an electronic cuff and record the readings at home d. Teach clients how to weigh themselves in addition to understanding the readings e. Train clients to monitor their blood sugar levels by using a glucose monitor f. Establish an exercise group for clients g. Set up a nutrition group for clients
	4. Develop and use electronic clinical information systems in mental health to monitor physical	<ul style="list-style-type: none"> a. Install registry on identified county computers or server

	health status, in particular registries	<ul style="list-style-type: none">b. Use a registry to identify, record, and monitor whether clients have a primary care doctorc. Use a registry to regularly monitor whether clients are coming to mental health or to primary care for servicesd. Use a registry to monitor individual client's physical health statuse. Use a registry to monitor population health statusf. Use a registry for decision support and to direct best practice
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THEME 2	CHANGE CONCEPT
Promote and support self-management and healthy life styles using culturally sensitive approaches	1. Leaders support mental health staff to engage in wellness activities model healthy lifestyles
	2. Promote health literacy
	3. Link clients to and support their effective use of primary care services
	4. Use effective self management support strategies (ex: goal setting; action planning; follow up)
	5. Encourage and support clients to use self care resources (warm lines; WRAP; action plans; diaries; logs; follow up phone calls; and mental health provider participation and support in medical visits)
	6. Develop the roles of peers as mentors, navigators, health coaches, and supporters
	7. Provide tailored and individualized approaches to support clients to make health life style choices (ex: smoking cessation; weight loss)
	8. Develop and sustain relationships with cultural groups in the community to develop resources and promote health and wellness opportunities for clients/patients and their families

THEME 2	CHANGE CONCEPTS	CHANGE IDEAS
Promote and support self-management and healthy life styles using culturally sensitive approaches	1. Leaders support mental health staff to engage in wellness activities model healthy lifestyles	<ul style="list-style-type: none"> a. Hold an interactive orientation with staff regarding the importance of their health and wellness b. Provide programs and support to improve staff members' physical health, for example nutrition classes, yoga classes, smoking cessation, etc. c. Include information about the connection between physical and mental health and wellness in newsletters (e.g. Safety Newsletter), regular staff meetings, etc. d. Create a 'buddy system' to help staff support each other in exercise and other healthy activities and lifestyle e. Practice making Brief Action Plans with each other to support personal wellness goals
	2. Promote health literacy	<ul style="list-style-type: none"> a. Use plain language b. Use bullets written communication or instructions to clients c. Use bold to highlight important info in written communication or instructions to clients d. Use illustrations in written communication or instructions letters to clients e. Use Teach Back f. Use resources that can be found at: <ul style="list-style-type: none"> i. www.iha4health.org ii. www.ihahealthliteracy.org iii. www.healthresearchforaction.org iv. www.ahrq.gov/healthliteracy v. www.cdc.gov/healthliteracy/pdf/Simply_Put.pdf vi. www.healthliteracymissouri.org vii. http://www.healthyroadsmedia.org/index.htm viii. http://depts.washington.edu/respcare/public/info/Plain_Language_Thesaurus_for_Health_Communications.pdf

	<p>3. Link clients to and support their effective use of primary care services</p>	<ul style="list-style-type: none"> a. Identify primary care providers that are comfortable treating and supporting clients who have serious mental illness b. As part of intake procedures, offer clients information and assistance in getting a primary care doctor, for example a “warm handoff” c. Ask all clients who they see for physical health concerns and when they last saw this provider d. Develop protocol to assign clients a PCP e. Ask clients about their experiences when visiting their PCP f. Use “Primary Care Summary Visit” form
	<p>4. Use effective self management support strategies (ex: goal setting; action planning; follow up)</p>	<ul style="list-style-type: none"> a. Assist clients to identify “whole health” targets b. Use 5As c. Use Brief Action Planning d. Use Motivational Interviewing e. During follow up visits, review client’s progress, experience, and concerns about their Action Plan f. Use Shared Decision Making Strategies g. Offer or refer clients to evidence-based education
	<p>5. Encourage and support clients to use self care resources (warm lines; action plans;</p>	<ul style="list-style-type: none"> a. Identify client self management support team to include friends, family, primary care and mental health providers b. Promote WRAP plans c. Promote use of technology or web-based supports, for example: www.mood247.com

	<p>diaries; logs; follow up phone call)</p>	
	<p>6. Develop the roles of peers as mentors, navigators, health coaches, and supporters</p>	<ul style="list-style-type: none"> a. Train client peers in the HARP model to increase self management Use peers as health navigators b. Promote peer-led health education groups, for ex. Pathways to Recovery c. Use peer providers to assist clients in utilizing NAMI Hearts and Minds site, an online, interactive, educational initiative promoting the idea of wellness in both mind and body.
	<p>7. Provide tailored and individualized approaches to support clients to make health life style choices (ex: smoking cessation; weight loss)</p>	<ul style="list-style-type: none"> a. Train and certify staff and peer providers to use "In Shape", an evidence based practice to reduce obesity in individuals with serious mental illness b. Adapt smoking cessation programs to unique needs of tobacco users with mental illness, see Bringing Everyone Along, a resource guide for health care professionals c. Apply "5As" to smoking cessation programs for clients d. Access and use web-based resources to get information about wellness programs for individuals with serious mental illness, for example see: <ul style="list-style-type: none"> i. http://smokingcessationleadership.ucsf.edu/Resources.htm ii. http://health.nih.gov/ iii. http://health.nih.gov/see_all_topics.aspx iv. http://www.nimh.nih.gov/health/publications/index.shtml

8. Develop and sustain relationships with cultural groups in the community to develop resources and promote health and wellness opportunities for clients and their families

- a. Identify individuals living in the community with unique skills, capacities, and gifts who can support clients in their health goals
- b. Identify citizen associations, clubs, or groups in the community that promote health and wellness
- c. Identify organizations in the community that promote health and wellness, for example: yoga studios, gyms, community colleges, faith-based orgs that offer wellness programs
- d. Identify the mission and goals of the community organization by reviewing agency material, ex: brochures, flyers, etc., to better understand the agency environment
- e. Use a check list to identify practical and concrete things staff can do to know the community agency prior to introducing clients to community agencies
- f. Build into team members schedules time to visit the individuals, associations, and organizations to build relationships, identify resources, and define shared goals