



Small County Care Integration Change Package

March 13, 2012

THEMES

The Themes are the Organizing Framework for the SCCI Change Package

Theme 1: Increase mental health staff and clients awareness of the importance of whole health. Build mechanisms for mental health agency staff and clients to routinely identify and monitor clients' physical health

Theme 2: Increase clients' participation in and ownership of their physical health. Promote and support culturally sensitive approaches to health awareness and self-management of chronic conditions

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

Theme 4: Identify and promote clients' use of community resources and natural supports that support healthy lifestyles



CHANGE CONCEPTS

| THEME 1 | CHANGE CONCEPTS |
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| <p>Increase mental health staff and clients awareness of the importance of whole health. Build mechanisms for mental health agency staff and clients to routinely identify and monitor clients' physical health</p> | 1. Provide leadership support and sustainable resources for improvement activities |
| | 2. Educate staff and clients about importance of physical health, both for mental and physical health outcomes |
| | 3. Train staff in mental health (mental health professionals, nursing professionals, medical assistants, etc.) to monitor clients' physical health |
| | 4. Promote the value of physical health with clients and teach them to monitor their chronic conditions |
| | 5. Develop and use electronic clinical information systems in mental health, in particular registries |
| | 6. Use the data to improve clinical processes for routine monitoring of clients' physical health |



CHANGE IDEAS

| THEME 1 | CHANGE CONCEPTS | CHANGE IDEAS |
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| <p>Increase mental health staff and clients awareness of the importance of whole health. Build mechanisms for mental health agency staff and clients to routinely identify and monitor clients' physical health</p> | <p>1. Provide leadership support and sustainable resources for improvement activities</p> | <ul style="list-style-type: none"> • An agency leader attends all learning sessions and action team calls for leaders • Communicate the results of the project, including key PDSA cycles and monthly data reports, to key stakeholders (e.g. get on agenda of Client Advocacy Agencies Board of Directors meetings; post results in a public place) • Provide funding for team members to travel to Learning Sessions • Demonstrate support of improvement through behaviors and “walking the talk” (e.g. leaders themselves do small scale testing before implementing changes, leaders provider resources to support improvement projects, etc.) • Identify and use means to fund quality improvement work, for example Medical billing • Facilitate the creation and use of a data system to drive change and improvement • Support a ‘culture of experimentation’ by supporting learning associated with testing changes (before dictating untested changes) and recognizing the value of ‘bottom-up’ decision-making that doesn’t second-guess the guidance of those who’ve tested |

CHANGE IDEAS continued...

| THEME 1 | CHANGE CONCEPTS | CHANGE IDEAS |
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| Continued... | 2. Educate staff and clients about importance of physical health, both for mental and physical health outcomes | <p>STAFF</p> <ul style="list-style-type: none"> • Hold an interactive orientation with staff regarding the importance of their health and wellness • Provide programs and support to improve staff members' physical health, for example nutrition classes, yoga classes, smoking cessation, etc. • Include information about the connection between physical and mental health and wellness in newsletters (e.g. Safety Newsletter), regular staff meetings, etc. • Create a 'buddy system' to help staff support each other in exercise and other healthy activities and lifestyle <hr/> <p>CLIENTS</p> <ul style="list-style-type: none"> • Post information in offices, waiting rooms, or other spaces where clients gather about health concerns and healthy lifestyles • 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) • Provide convenient yoga and other exercise classes that clients can join (convenient schedules, time and location) • Offer weight management classes on site (e.g. Weight Watcher meetings) • Negotiate with local fitness clubs for group membership rates that staff and clients can afford |

CHANGE IDEAS continued...

| THEME 1 | CHANGE CONCEPTS | CHANGE IDEAS |
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| Continued... | 3. Train staff in mental health (mental health professionals, nursing professionals, medical assistants, etc.) to monitor clients' physical health | <ul style="list-style-type: none"> • Train staff (LCSWs, MFTs, RNs, medical assistants, case managers, etc.) to collect vitals on clients at every visit, including weight, height, and blood pressure • Acquire medical equipment, including scales and blood pressure cuffs, that mental health staff can use and teach them how to use the equipment • Place height and weight scales in a variety of settings (clinics, wellness centers, etc.) • Establish procedures for monitoring clients' physical health • Teach method for getting accurate health histories and physical health risk inventories • Develop a flowchart of the process for monitoring clients physical health (to add steps into their current/usual process) • Establish documentation requirements |
| | 4. Promote the value of physical health with clients and teach them to monitor their chronic conditions | <ul style="list-style-type: none"> • Teach clients how to take their own blood pressure at home. • Create mechanisms to track key vitals for clients (e.g. in Wellness Centers), including providing means for clients to keep track of their status • Teach clients to do physical health self-monitoring • Use "teach-back" method with clients • Acquire or develop and provide to clients physical health guidance and fact sheets • Identify and assist clients' in using websites designed to help them track health improvements as a result of changing behaviors and estimate the number of days/years returned in life expectancy (e.g. www.RealAge.com) |

CHANGE IDEAS continued...

| THEME 1 | CHANGE CONCEPTS | CHANGE IDEAS |
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| Continued... | 5. Develop and use electronic clinical information systems in mental health, in particular registries | <ul style="list-style-type: none"> • Install registry on identified county computers or server • Use a registry to identify, record, and monitor whether clients have a primary care doctor • Use a registry to regularly monitor whether clients are coming to mental health or to primary care for services • Use a registry to monitor physical and mental health status of clients • Use a registry for decision support and to direct best practice |
| | 6. Use the data to improve clinical processes for routine monitoring of clients' physical health | <ul style="list-style-type: none"> • Set up and use mechanisms to monitor and track data on health concerns identified in the initial health screening • Establish parameters and guidelines for results exceeding parameters |