



St. John's Well Child and Family Center located in Los Angeles County, is a network of federally qualified and school-based health centers whose goal is to address the unmet needs of low-income, uninsured and under-insured residents by providing access to patient-centered, culturally appropriate primary care, dental services, and behavioral health services, regardless of the ability to pay.

Integrated Behavioral Health Goal of Project

Provide a systematic population based care that addresses the overall wellbeing of patient.

Dimensions of Behaviorally Enhanced Person Centered Medical Home

1. A well defined assessment process and level of care system for identifying the level of need of the persons being served
2. Practice as a Team to Coordinate Care
3. Measurement Systems and Tools that measure improvement

Project Description: Population

- A majority of the population is low-income; 70.8% of the residents are at or below 200% of the federal poverty level.
- St. John's has been deeply rooted for 43 years in the primary Latino and indigent African American communities it serves.
- The population tends to be less educated, less fluent in English, more likely to be unemployed or underemployed, live in substandard overcrowded housing, move frequently and be food insecure and/or undernourished.

Project Description: Methods

- Patient Health Questionnaire (PHQ) for new or established patients
- Abridged PHQ for follow up appointment with Behavioral Health
- 6-8 individual sessions
- 30-50 minutes, average is 40 minutes
- Support group options
- Case management linkages
- Multidisciplinary Team Meetings (Adult & Pediatric)

Project Description: Staffing

- Behavioral Health Counselor
- Psychologist (on medical leave)
- Case Manager
- Interviewing for 1 BHC
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- USC School of Social Work Interns (2)
- CSUDH & USC MFT Interns (3)

Project Description: Assessment Instruments

- Patient Satisfaction Survey
- i2i transition
- PHQ 9 within the PHQ (ACCESS Database)

Progress of Project

Strengths

- Pathway for treatment
- Behavioral Health Case Management
- Team Meetings
- Patient Satisfaction Surveys

Challenges

- Implementing PHQ
- Clear understanding of system for identifying patients by MAs

Deviations

- Although there was delay in implementing the PHQ, we have not had to deviate from our proposed plans.

Findings

- More training for MAs
- More training for providers
- Continued training to all staff on the systematic team approach model

Next Steps

- Focus on PHQ implementation and trainings
- Ensure processes are in place to measure and/or assess growths, challenges, etc.