Utah Healthcare Safety Net Summit
April 24, 2014

The Impact of Social Cooperation on Population Outcomes

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Mental Health Integration

Intermountain Healthcare

Utah, USA

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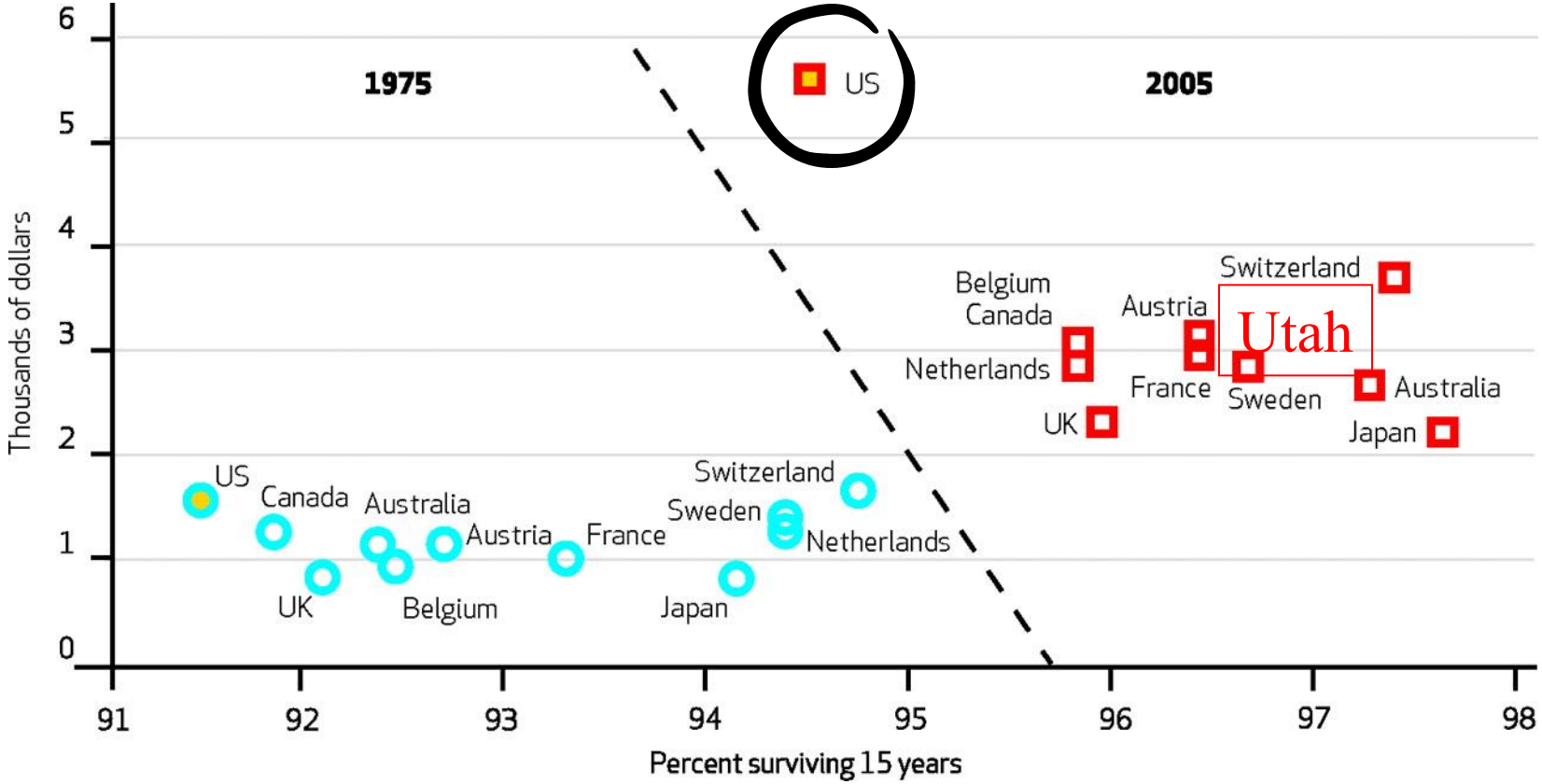
He's one of the busiest men in town. While his door may say *Office Hours 2 to 4,* he's actually on call 24 hours a day.

The doctor is a scientist, a diplomat, and a friendly sympathetic human being all in one, no matter how long and hard his schedule.

According to a recent Nationwide survey:

MORE DOCTORS SMOKE CAMELS THAN ANY OTHER CIGARETTE

Per Capita Health Spending And 15-Year Survival For 45-Year-Old Women, United States And 12 Comparison Countries, 1975 And 2005.



Muennig P A , Glied S A Health Aff 2011;29:2105-2113
Additional Information, Paul Grundy, IBM Corporation, 2012

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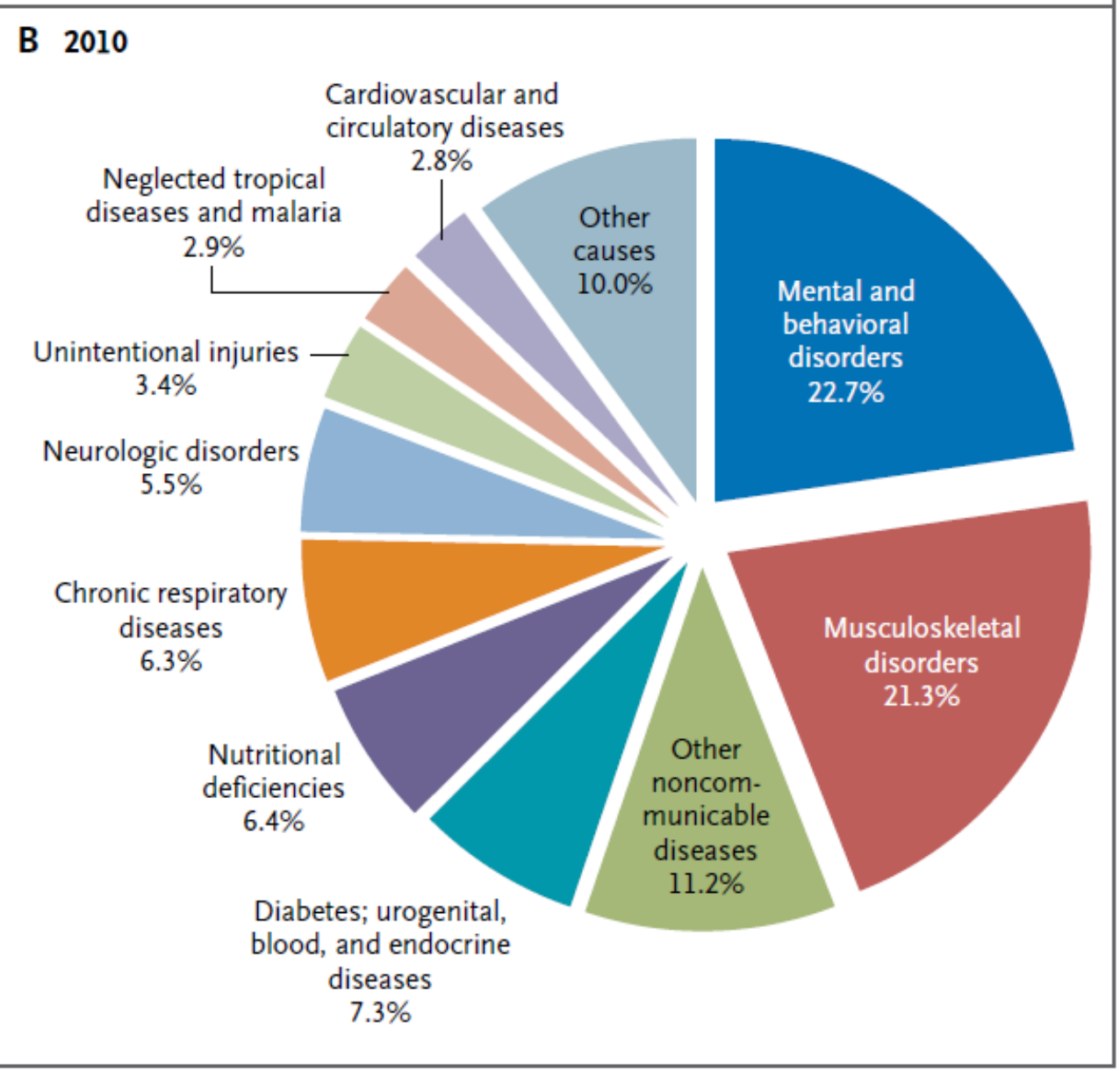

Mental Health and Behavioral Disorders 22.7 % Global Burden YLD

1 death every 20 seconds by 2020 (WHO, 2014)

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MHI expands Team-based care to Rural Health
Our focus should be on the conditions for good health

"The circumstances in which people live and work are related to their risk of illness and length of life" Marmot (2004) The Status Syndrome

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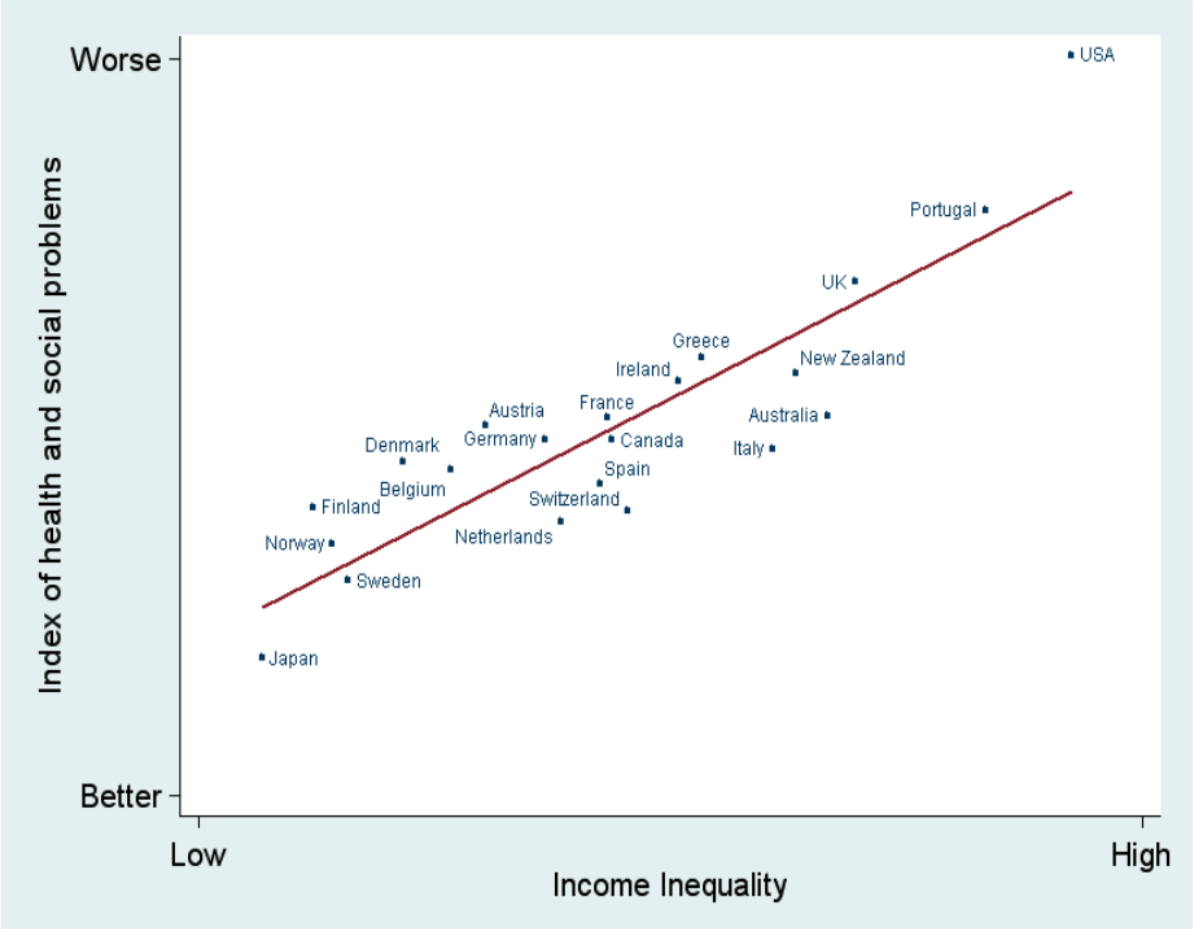
Need Leaders who are in touch with the quality of life of those they lead

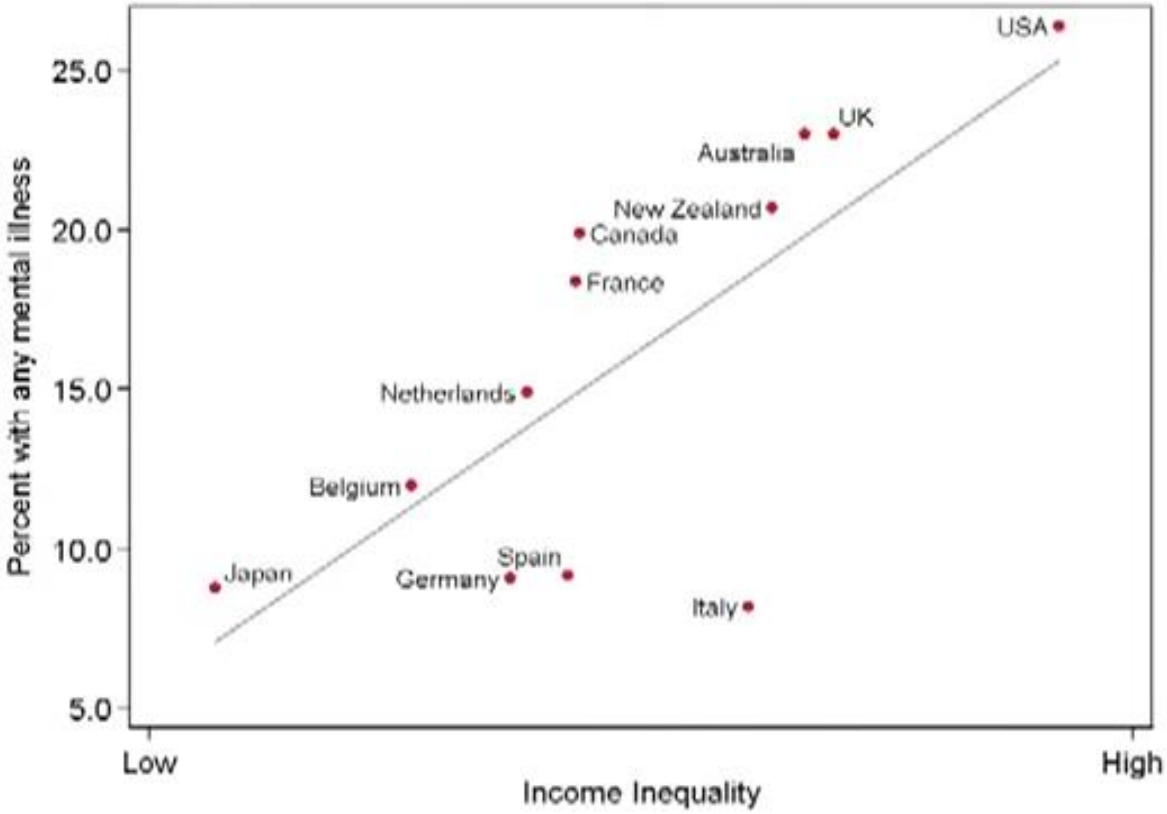
Health and Social Problems are Worse in More Unequal Countries

Index of:

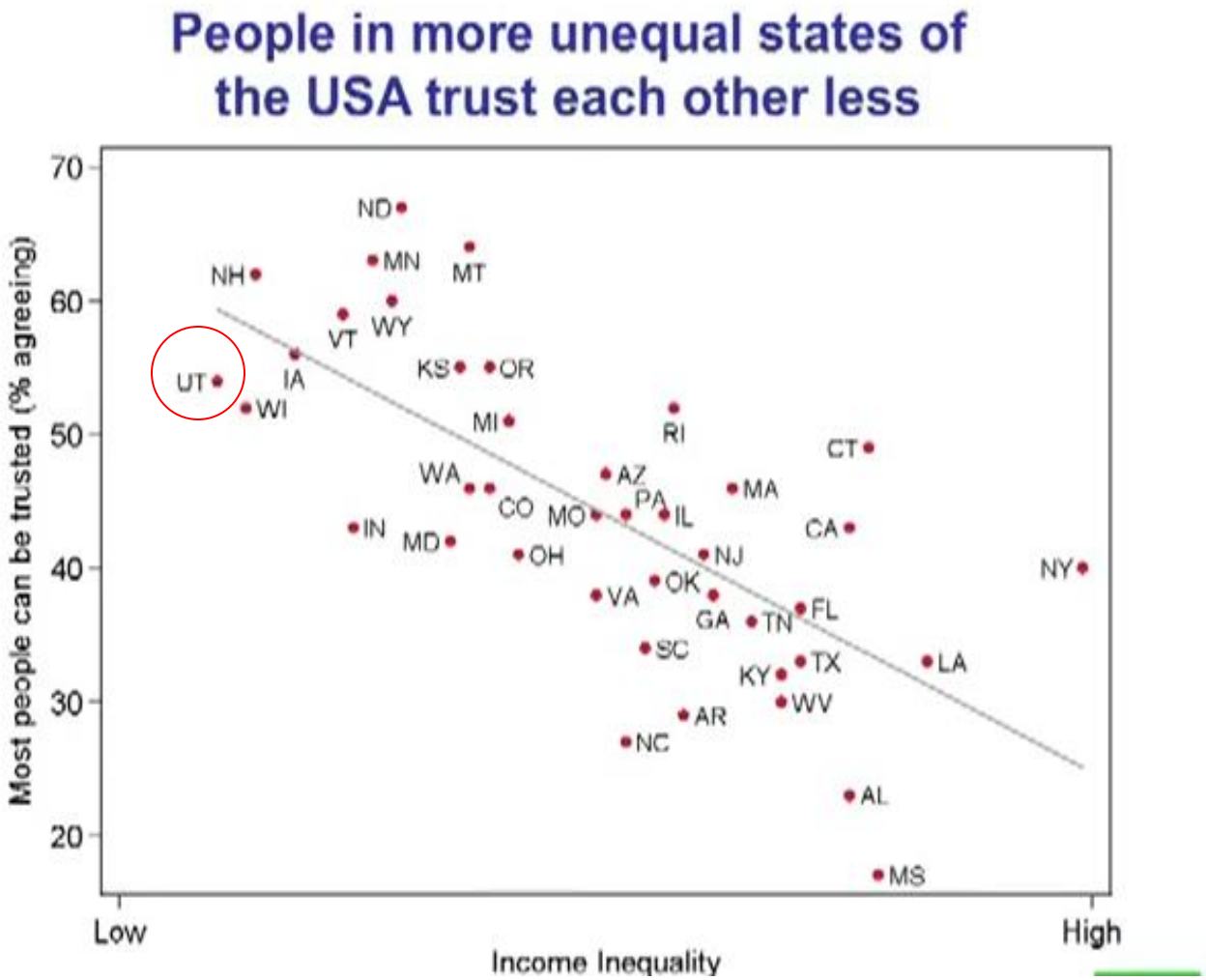
- Life expectancy
- Math & Literacy
- Infant mortality
- Homicides
- Imprisonment
- Teenage births
- Trust
- Obesity
- Mental illness – incl. drug & alcohol addiction
- Social mobility



Mental illness is more common in more unequal societies



Social Trust and Equality



Patients Are Looked After by a Team of Medical Professionals At Union Square Family Health Center in Somerville, Mass.

Doctor
Kirsten Meisinger, supervises the medical team. She also diagnoses patients, performs procedures and prescribes medications.

Social Worker
Paula Coutinho assists patients with needs like transportation and financial assistance. She also connects patients to behavioral health services for depression.

Physician Assistant
Juliane Liberus handles routine consultations, manages lab results and helps patients with chronic diseases. She is the point person when the doctor isn't available.

Pharmacist
Joseph Falinski advises patients on how to take drugs correctly and possible side effects and interactions. He can adjust dosages and help manage conditions like chronic pain.

Medical Assistant
Fabiola Marcelin takes patients' vital signs and prepares them to see the doctor. A trained phlebotomist, she does blood work and tracks follow-up appointments.

Registered Nurse
Amberly Killmer performs triage and directs some routine patient visits like prenatal counseling. She helps patients adopt healthier lifestyles.

"The Doctor's Team will see you now" WSJ, 2-17-2014

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What is Mental Health Integration?

*A standardized clinical and operational team **process** that incorporates mental health as a complementary component of wellness & healing*

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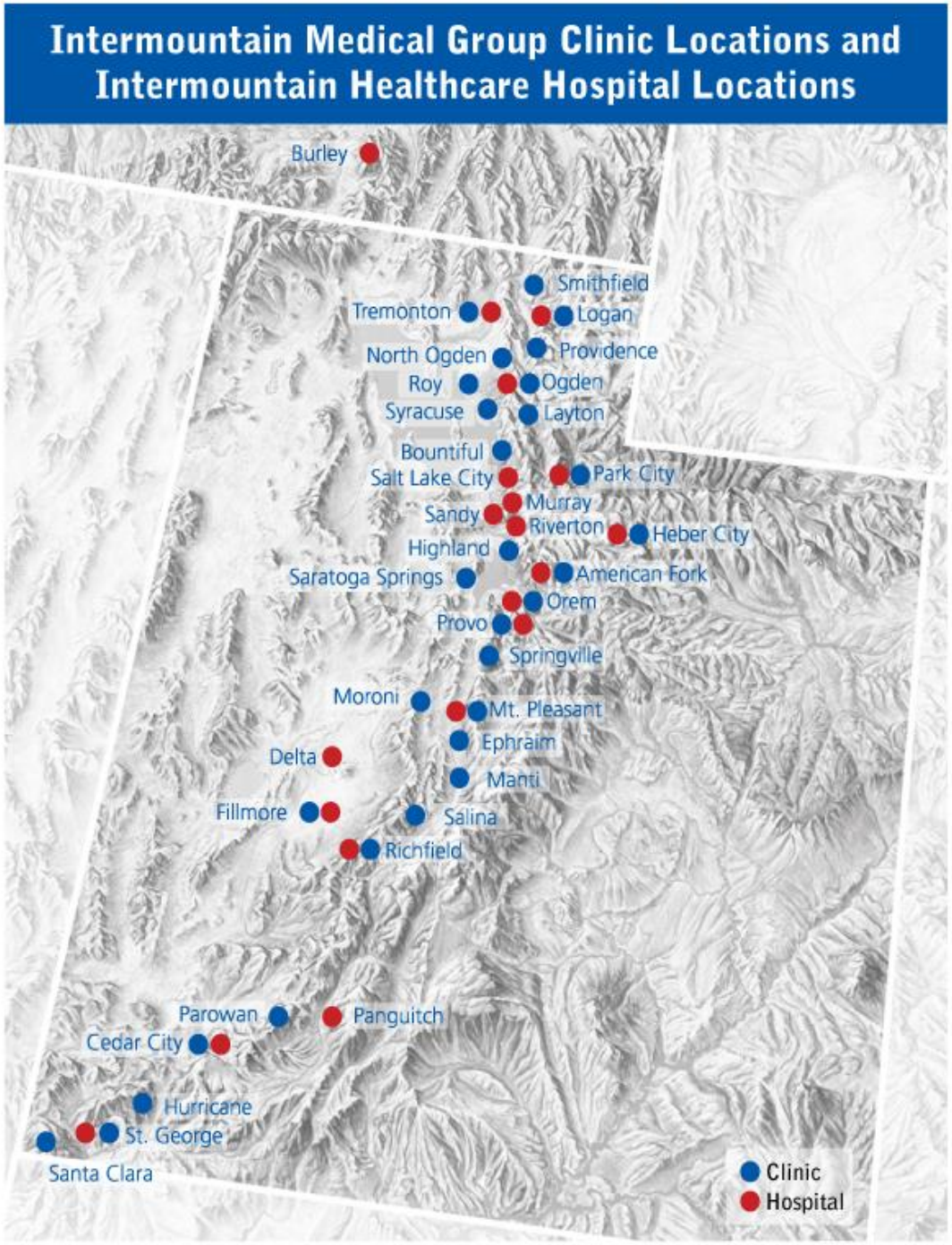
** Mental Health includes Substance Abuse Recovery*



Family Medicine
Internal Medicine
Pediatrics
OBGYN
Community Clinics
Diabetes Care Center
Sleep Disorder Clinic
Spine Clinic
Cardiology
Senior Clinic
Maternal Fetal Medicine

Clinical Integration
Management of Complex Chronic Disease
Primary Care Clinical Program & Personalized Primary Care (Medical Home)

Mental Health Integration Team Infrastructure		
Diabetes, Asthma, Heart Disease, Depression, ADHD, Hypertension, Obesity, Chronic Pain, SUD, etc.		
2/3 – cared for routinely in primary care	**1/6**	**1/6**
Patient & Family, PCP, and Care Manager (CM) as needed	**PCP, CM + mental health as needed**	**PCP with MHI Specialist Consult**

2013 Routinized Financials: 31 %

*Primary Care Physician (PCP) includes: General Internist, Family Practitioner, Pediatrician

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Annie: Key Social Factors
" I am comfortable where I am wanted……."

-Life functioning better (p<.05)

-Treated Normal (p < .001)

-I am connected to a team that talks to each other (p < .05)

-They follow up and find we find a solution (p < .05)

- We are on same page & happier (p<.05)

Co-production

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Multiple Efficient Team Touches

Patient Reported Outcomes ($p < .001$)

Journal of Primary Care and Community Health, January 2014 vol. 5 no. 1, 55-60.

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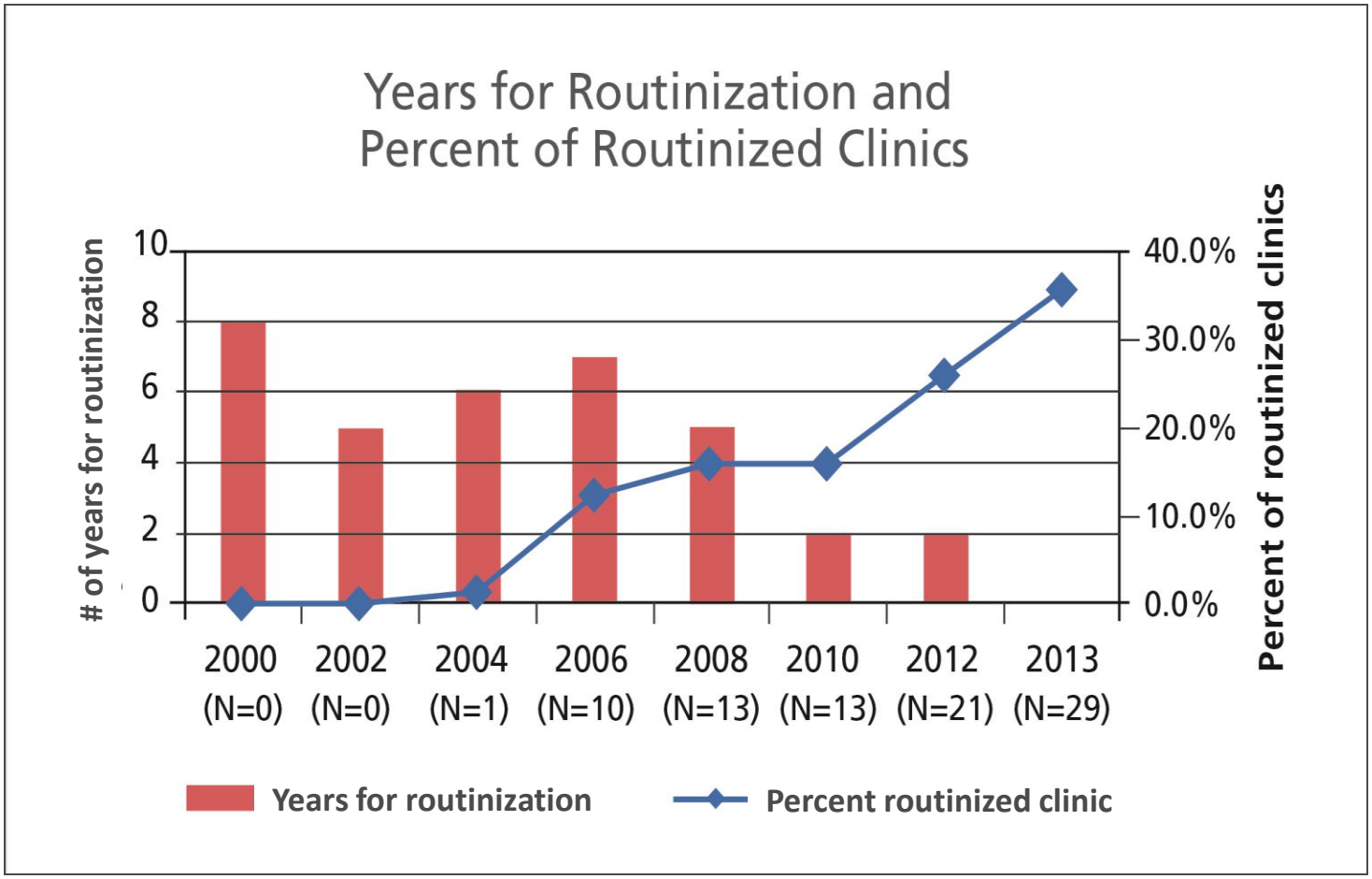
A streamlined implementation process has resulted in exponential growth in MHI clinics (N = 82)



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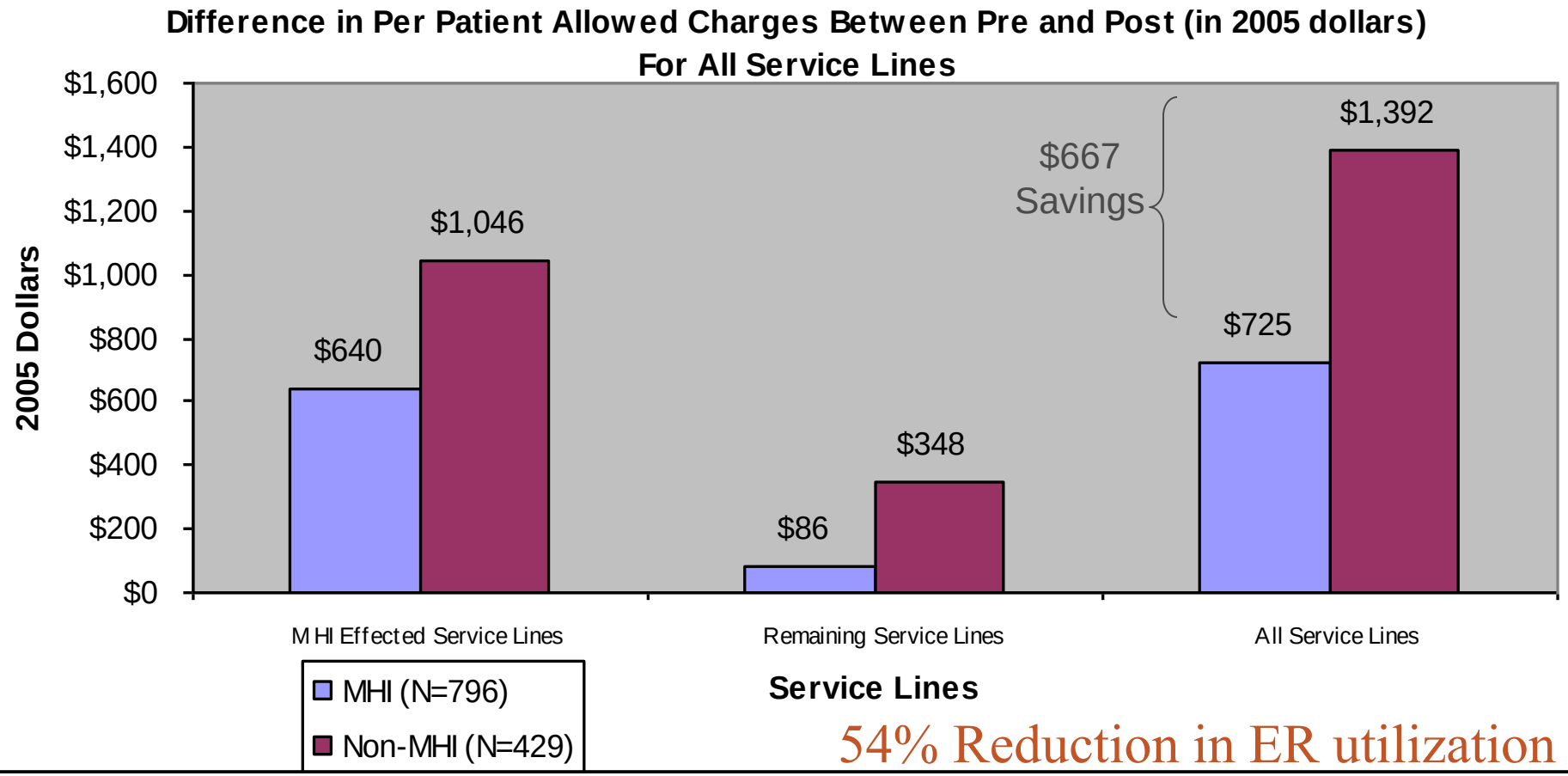
Total Savings to the Insurance Plan (SelectHealth)

Journal of Healthcare Management 2010, 55 (2), 97-114.



54% Reduction in ER utilization

Remaining service lines includes:

Inpatient Services: Obstetrical and Surgical;
Outpatient Services: Urgent care, Specialty care;
Ancillary Services: Pharmacy for other drugs, Lab, Outpatient Radiology and Testing, Outpatient other, Chemo and radiotherapy, and Other miscellaneous.

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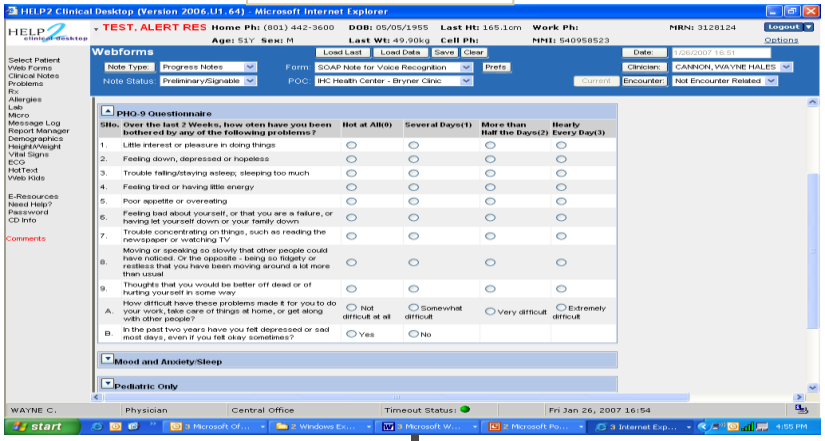
The Flow of Information: Team Communication

Use of EMR

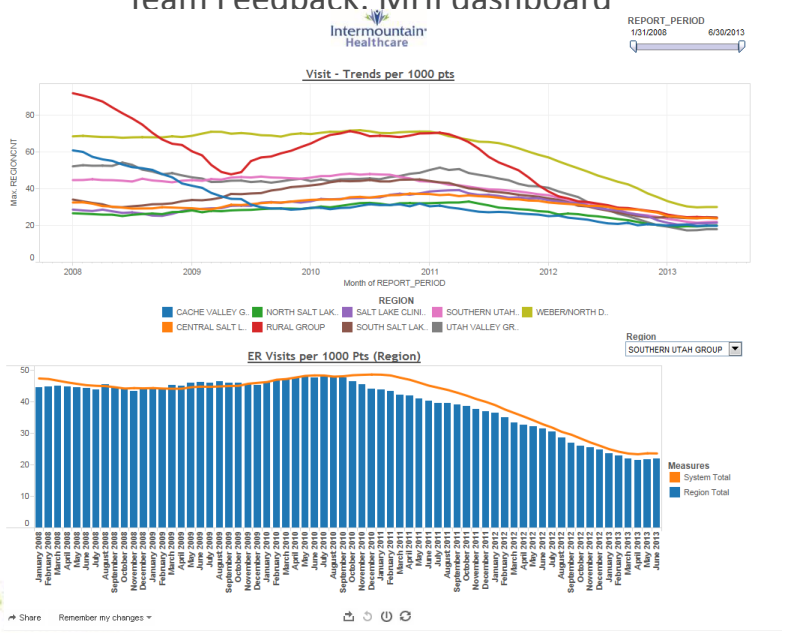
Case Identification

MHI Packets

ROUTINE CARE	COLLABORATIVE MHI TEAM	MHS
PCP + CM	Complex Co morbid	Psych Co Morbidity
Responsive	Family Isolated/Chaotic	Family Support
Family Support	GS=4-6	Burden
GS=1-3	Moderate Complexity	Danger Risk
Mild Complexity		GS=6-7
		Severe Complexity



Team Feedback: MHI dashboard



Registry (EDW) – 1999 to June 2013

Depression registry n = 416,433

148,527 currently active (in the last 12 months)

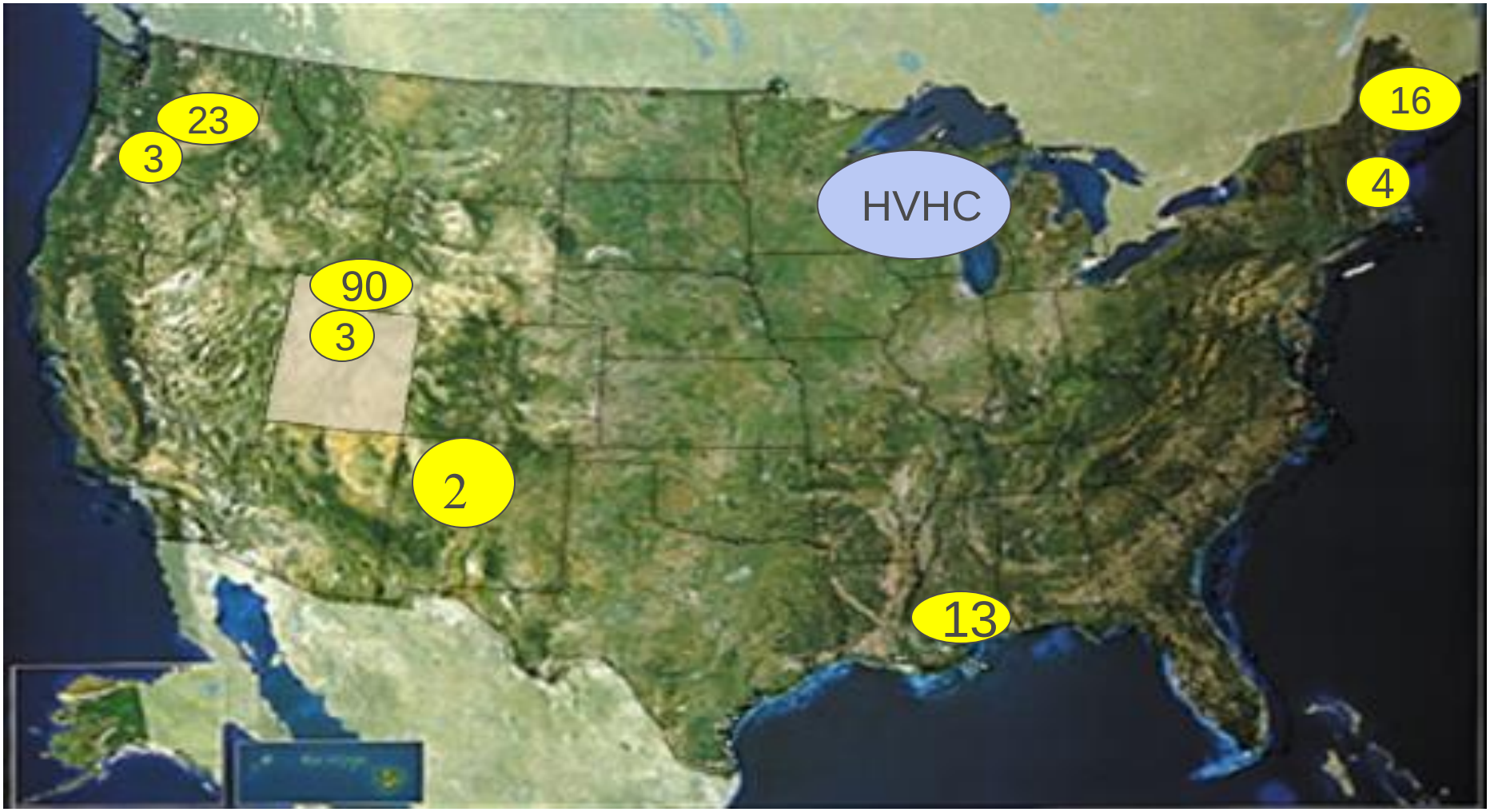
70,024 unique patients with phq9 and 53,316 with phq2 for patients in depression registry with a total of 183,175 phq9 and 164,502 phq2

106,784 unique patients with phq9 and 153,637 with phq2 for all patients with a total of 234,705 phq9 and 382,048 phq2

7.2% of patients not seen in primary care or behavior health

67% female 48% private insurance

National Communities Diffusing MHI Common Set of Value Measures (2013)



The Quality Challenge

Population Health

The Right Care

For The Right Person

At The Right Time

Transitioning From Volumes to Value

Social Trust Context

The Right Community ?

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Our Job Does is Not Over

at the end of the clinic day

- *Expanding team work requires institutional will*
- *Will patient outcomes last?*
- *Will this reduce overall healthcare cost?*
- *Lifetime gains require finding ways to broaden team support to family and community*
- *You manage what you measure*
- *A key factor in our health is the health of others around us*

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