

**Behavioral Health Consultant Services
Peace Island Medical Center**

September 9- December 31, 2015
Gary Waters | Arizona State University | Doctor of Behavioral Health Internship Program

Intern Hours	428	
Patient Consults	121	Referrals by the PCP to the behavioral health consultant
Patients Contacts	325	Telephone or in clinic face-to face
Pre-Psychiatry Screening:	73	Screened for psychiatric assessment
Psychiatric Assessments	29	Completed Assessments – Average wait time 4 days
Awaiting Psychiatry:	13	Screening complete and assessment on schedule
Weekly New Patient Average	11	Range 3-19
Average Wait for Psychiatry	4 days	
Psychiatrists (Tele-Psychiatry)	2	(University of Washington – PeaceHealth-Bellingham)
Average Wait for Behavioral	< 1 day	(Range immediate to 4 days)
Patient Age Range	9-93	
Chronic Illness	56%	
Co-Occurring Medical Condition	96%	(Existing at point of care and/or within the prior 90 days)
Gender	63% Female	37% Male
Screening Tools	PHQ-9, GAD-7, SF-36, SASSI, BDI, MBHI, 16-PF	

Order Frequency for Patient Behavioral Symptom Clusters (ICD-10)

<u>Symptom</u>	<u>Diagnosed In Patients (%)</u>
Depression	63
Anxiety	41
Chemical Dependency/Abuse	26
Bipolar (mood)	12
Violence	7
Trauma	9
Relational/Interpersonal	15
Personality Disorder Cluster(s)	14
Major Mental Disorder (psychosis)	3
Organic Condition (dementia)	2
Cognitive Deficits Affecting Behavior	4
Suicidal Ideation	5
Unspecified	4

**PEACE ISLAND MEDICAL CENTER
INTEGRATED CARE AND BEHAVIORAL HEALTH INITIATIVES**

As a major comprehensive healthcare provider in the San Juan Islands of Washington State, Peace Island Medical Center (PIMC) is actively involved in healthcare improvement initiatives. PIMC is active in partnerships intended to improve and maintain quality healthcare, increase access and convenience of care, promoting wellness while reducing chronic health risks, lowering the overall cost of care and increasing patient satisfaction and improved health outcomes.

IMPROVE ACCESS TO BEHAVIORAL HEALTHCARE

Integrated Care

Co-location and alignment of primary care medicine and behavioral healthcare includes immediate behavioral consultation, behavioral assessments, interventions, clinical casework, and follow-up services behavioral service charting in patient records help improve patient access to care which results in physical and mental health coordination and improved outcomes. A major focus of this work is to help improve access to the full range of behavioral health resources that impact a patient's medical condition. This is especially targeted at patients with chronic medical conditions and others that have a behavioral health component or challenge that co-presents with their medical condition or health complaint. A patient's health can be improved and satisfactory outcomes increased considerably through integrated and co-located treatment of behavioral and medical conditions through one entity or system.

Most significant is that primary care providers, and other medical staff, save considerable time in per patient encounters providing behaviorally focused counseling, medical compliance and follow-up that are highly contributory to lasting treatment and health outcomes. Thus the use of integrated behavioral health consultation enables primary medical providers more time with patients, or the ability to treat more patients, with a focus on the delivery of medicine and medical care knowing that the behavioral and psychological needs of their patients are adequately addressed within the context of quality healthcare. The end result of this initiative is targeted at attaining a fully integrated behavioral health service, within the Peace Island Medical Center (PIMC), which will comprehensively serve the behavioral needs of PIMC patients.

Screening, Brief Intervention, Treatment and Follow-Up (SBIRT-F)*

The primary approach for this behavioral health consultation work is through the *Screening, Brief intervention, Treatment and Follow-Up (SBIRT-F)* recognized process for early and accurate identification of behavioral symptoms and challenges which can impact the outcome of primary care medical services. This processes uses recognized evidenced-based tools which are aligned to the protocols and procedures of primary care medicine to help patients understand and manage behavioral symptoms that impact their overall healthcare and health outcomes. SBIRT-F is a critical diagnostic process and set of tools essential to comprehensive integrated behavioral health services. (*Proposed support through external grant resources)

Tele-Psychiatry

Assist, coordinate and facilitate behavioral health services aligned to patient needs and primary care medicine requests for psychiatric consultation and evaluations of PIMC patients provided through the resource and medical staff (psychiatrists) from the University of Washington. The end result of this initiative is to utilize psychiatric expertise not available to patients of PIMC and to initiate electronic delivery of other aligned behavioral health services by expert providers located within the *PeaceHealth*

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medical system and facilities or through other entities and providers outside San Juan County in collaboration with PIMC.

ADDRESS THE NEEDS OF A UNIQUE HEALTH POPULATION IN SAN JUAN COUNTY

Veterans Health Access and Services

Focus improvement toward the knowledge and access of San Juan County military Veterans to PIMC healthcare services compensated by the Veterans Administration (VA) and providing greater levels of coordination of Veterans access to primary care, behavioral health and comprehensive community wellness and support services – all within the catchment area of PIMC. Explore the development of an *Island Veterans Health Project (IVHP)* to help solidify Veterans healthcare improvements and broader access within San Juan County communities. The end result of this initiative is to provide Veterans with local, co-located and aligned integrated primary care medicine and behavioral health services.

REDUCE DUPLICATION OF SERVICES AND IMPROVE ACCESS TO COMMUNITY SERVICES

Community Collaborations

Collaboration and outreach to existing organizations, initiatives and efforts help promote and improve community awareness of PIMC resources, staff, healthcare services and initiatives. Such efforts will expand the knowledge base of the community regarding PIMC while building an expanded foundation for patient access and improved patient outcomes. The reduction in duplication of services and improving communication between island based and county-wide community service agencies is the goal. Collaborations result in lower costs for providing community information and improving the guidance and support of patients to the most appropriate and effective resource to meet their needs. These efforts, improved patient advocacy and better utilization of existing resources. The end result of this initiative is more effective understanding and utilization of existing community resources, reduction in duplication and an increase in integrated health services with more measurable and lasting patient outcomes.

CREATE NEW SOURCES FOR NO AND LOW COST, SELF-MAINTAINING COMMUNITY-BASED BEHAVIORAL HEALTH SUPPORTS

Groups

Development of therapeutic and educational groups directed at understanding, addressing and resolving behavioral and psychological issues through psycho-educational and training-type learning formats. Groups are focused and content organized as therapeutic, but not specifically designated or identified to the patient as “psychotherapy”, thus reducing stigma and reluctance to participate on the part of potential participants is based in stereotypical perceptions or prior negative experiences. Group work crafts the change process through more a “normal” and positive “learning” process than traditional psychotherapy structure, methods and process. Such groups provide the patient opportunity to engage in a process of interpersonal and behavioral change delivered in an informal, convenient and positively focused atmosphere intended to be perceived as more normalizing and acceptable than other psychological or behavioral therapy venues. The end result of this initiative is directed at providing a more efficient and non-pathologically identified, designated and de-stigmatizing gateway for the patient’s behavioral health education and improvement in an efficient and cost effective methodology.

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Health and Wellness Learning Series

Community Health education is a recognized contributor to large scale dissemination of wellness information that assists in the community understanding of many health conditions, including behavioral ones that affect health outcomes. PIMC offers a seasonal series of health and wellness programs on topics of interest and importance to island residents. The programs are offered for free.

Psychological First Aid

In association with the American Red Cross, offer the national certification course "Psychological First Aid" to healthcare providers, Emergency Medical Responders (EMT) and interested members of the community as an initiative to improve the healthcare and community response to acute on on-going psychological distress and encourage appropriate direction and support for persons in need of care. Psychological First Aid is directed toward blunting the impact of psychological trauma and mental health conditions and thus contribute to reducing the need and demand for formal behavioral health services. Psychological First Aid is a central component to the training curriculum and practice for a proposed cadre of community persons who volunteer to assist other islanders with behavioral and psychological issues, stress, interpersonal conflicts and crisis responses. The end result of this initiative is to provide the community with fundamental behavioral and psychological health tools, intervention methods and a supportive helping community cadre for use as an immediate response measure to behavioral and psychological conditions which they observe or are involved.

PROMOTE NEW SOURCES OF BEHAVIORAL HEALTH CARE

Clinical Social Work and Behavioral Health Internships

This initiative is directed at exploring a collaboration with the University of Washington, School of Social Work regarding placement of pre-graduate (Masters) social work students (MSW) at PIMC and possibly in other clinical social work settings within the community which are aligned to the integrated and population health management initiatives of interest to PIMC. Internship possibilities may also be explored for future doctoral candidates in behavioral health (DBH) within the PIMC healthcare entities. The end result of this initiative is targeted at providing free behavioral health services (interns) aligned to primary care medical services, emergency services or inpatient services (as needed) for patients who are financially challenged and cannot afford co-pays for outpatient psychotherapy and behavioral health services provided by PIMC and/or the community providers.

Prepared by:

Gary Waters, MSW, Ed.S (DBHc)

*LCSW | LMFT | LCADC | NCC

*Licensed Educational Psychologist

Clinical Fellow - AAMFT | Diplomat in Clinical Social Work

Nationally Certified Trauma Professional | Nationally Certified American Red Cross Trainer

LTC - U.S Army (Ret)

Arizona State University Doctoral Intern | Doctor of Behavioral Health Program

*Nevada

Project | Internship Site | Supervision

Peace Island Medical Center

Beth William-Gelger, Administrative Supervisor

William Gunderson, MD, Clinical Preceptor

Family Medical Clinic | Behavioral Health | Veterans | Tele-Psychiatry

1117 Spring Street | Friday Harbor, Washington, 98250 | (360) 378-2141 x 1718 | gwaters@peacehealth.org

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