Treating The Whole Person: Integrative Healthcare Within a Private Clinic.

Dustin Palmer, MSW, LCSW, Carey Clinic
Sarah Hutcherson, MSN, APRN, Carey Clinic
Dustin Palmer, Treating The Whole Person: Integrating Healthcare Within a Private Clinic.

Disclosure: Mr. Palmer has no relevant financial or nonfinancial relationships to disclose.

Sarah Hutcherson, Treating The Whole Person: Integrating Healthcare Within a Private Clinic.

Disclosure: Mrs. Hutcherson has no relevant financial or nonfinancial relationships to disclose.
Dustin Palmer
MSW, LCSW

- Received Masters in Social Work at the University of Oklahoma in 2012.
- Therapist and Social Worker for children, adults, and families.
- Works in a private clinic providing outpatient behavioral health and mental health services called Carey Clinic.

Sarah Hutcherson
MSN, APRN

- Received Master in Science of Nursing at Vanderbilt University in 2008.
- Currently is a Family Nurse Practitioner at Carey Clinic.
- Practices primary care pediatrics with a focus on pulmonology, allergy, & immunology.
Upon completion of this workshop participants will be able to:

- Understand how to integrate mental health options into a private primary care clinic setting.

- Be able to coordinate efforts of health and mental health between primary care providers and mental health professionals.

- Learning how to best advocate and care for all of our patients health needs for optimal healthcare success

- The process it takes to implement mental health and behavioral health services into a private primary care setting in the state of Oklahoma.
“Depression and other common mental disorders are common, disabling, and associated with high health care costs and substantial losses in productivity, yet only about 25 percent of patients with these disorders receive effective care.”

“Only 20 percent of adult patients with mental health disorders are seen by mental health specialists and many prefer and receive treatment in primary care settings.”

“The collaborative care model is an evidence-based approach for integrating physical and behavioral health services that can be implemented within a primary care-based Medicaid health home model, among other settings.”

Source: Jurgen, Harbin, Schoenbaum, and Druss, 2013
“Implementation of evidence-based collaborative care in Medicaid – and in integrated care programs for individuals dually eligible for Medicare and Medicaid – could substantially improve medical and mental health outcomes and functioning, as well as reduce health care costs.”

“Behavioral health problems such as depression, anxiety, alcohol or substance abuse are among the most common and disabling health conditions worldwide. They often cooccur with chronic medical diseases and can substantially worsen associated health outcomes.”

Source: Jurgen, Harbin, Schoenbaum, and Druss, 2013
“In 2006, a report issued by the National Association of State Mental Health Program Directors cited research showing that adults with serious mental illness (SMI) die, on average, 25 years earlier than the general population, and that the rates of illness and death in this population have been on the rise.”

“People with SMI also have higher rates of modifiable risk factors for these conditions, such as smoking and obesity; experience higher rates of homelessness, poverty, and other causes of vulnerability; and face symptoms associated with SMI, such as disorganized thought and decreased motivation, that impair compliance and self-care. Further, co-occurring substance use disorders are prevalent among individuals with SMI.”

Source: Kaiser Family Foundation, 2014
“This fragmentation of the health care system can lead to inappropriate care, disjointed care, gaps in care, redundant care, and can result in increased health care costs.”

Source: Kaiser Family Foundation, 2014
Carey Clinic
What is our office?

◆ We are a medical group and behavioral health group recognized by state Medicaid.

◆ SoonerCare Providers

◆ Have private insurance contracts with other insurance companies.
  ◆ Blue Cross/ Blue Shield
  ◆ Antna
  ◆ United
  ◆ Etc..
Office Staff

◆ Front Office
◆ Nurses
◆ Support Staff
◆ Providers
Providers

- **Dr. Terrence Carey**, MD, Pediatric Pulmonology and Asthma, Allergy, and Immunology
- **Dustin Palmer**, MSW, LCSW, Behavioral Health
- **Lauren Tumelson**, PA-C, Family Practice and Specialties
- **Sarah Hutcherson**, ARNP, Family Practice and Specialties
- **Dr. Gary Lee**, MD, Family Practice
Patients

- Primary Immune Deficiency
- Cystic Fibrosis
- Rheumatoid Arthritis
- Crohn’s Disease
- Asthma
- Other Chronic Illnesses
- Family Practice
Primary Immune Deficiency

“Primary immunodeficiency diseases (PI) are a group of more than 250 rare, chronic disorders in which part of the body’s immune system is missing or functions improperly. While not contagious, these diseases are caused by hereditary or genetic defects, and, although some disorders present at birth or in early childhood, the disorders can affect anyone, regardless of age or gender. Some affect a single part of the immune system; others may affect one or more components of the system.”

“And while the diseases may differ, they all share one common feature: each results from a defect in one of the functions of the body’s normal immune system. Because one of the most important functions of the normal immune system is to protect us against infection, patients with PI commonly have an increased susceptibility to infection.”

Source: Immune Deficiency Foundation, 2015
“Cystic fibrosis is a life-threatening, genetic disease that causes persistent lung infections and progressively limits the ability to breathe.”

“In people with CF, a defective gene causes a thick, buildup of mucus in the lungs, pancreas and other organs. In the lungs, the mucus clogs the airways and traps bacteria leading to infections, extensive lung damage and eventually, respiratory failure. In the pancreas, the mucus prevents the release of digestive enzymes that allow the body to break down food and absorb vital nutrients.”

Source: Cystic Fibrosis Foundation, 2015
“Rheumatoid arthritis (RA) is an autoimmune disease in which the body’s immune system – which normally protects its health by attacking foreign substances like bacteria and viruses – mistakenly attacks the joints. This creates inflammation that causes the tissue that lines the inside of joints (the synovium) to thicken, resulting in swelling and pain in and around the joints. The synovium makes a fluid that lubricates joints and helps them move smoothly.”

Source: Arthritis Foundation, 2015
“Crohn’s disease belongs to a group of conditions known as Inflammatory Bowel Diseases (IBD). Crohn’s disease is a chronic inflammatory condition of the gastrointestinal tract.”

“Crohn’s most commonly affects the end of the small bowel (the ileum) and the beginning of the colon, but it may affect any part of the gastrointestinal (GI) tract, from the mouth to the anus. Ulcerative colitis is limited to the colon, also called the large intestine.”

Source: Crohn’s and Colitis Foundation of America, 2015
“Asthma (AZ-ma) is a chronic (long-term) lung disease that inflames and narrows the airways. Asthma causes recurring periods of wheezing (a whistling sound when you breathe), chest tightness, shortness of breath, and coughing. The coughing often occurs at night or early in the morning.”

“Asthma affects people of all ages, but it most often starts during childhood. In the United States, more than 25 million people are known to have asthma. About 7 million of these people are children.”

Source: National Heart, Lung, and Blood Institute, 2015
Physical Health Problems Cause Mental Health Issues

- Stress
- Family
- Depression
- Anxiety
- Grief
Physical Health Problems Can Lead To Mental Health Issues

◆ Adjustment Issues
◆ Post Traumatic Stress
◆ Jealousy
◆ Social Skills
◆ Noncompliance
Treat Modalities Used

- Cognitive Behavioral Therapy
- Person Center
- Play Therapy
- Art Therapy
- Motivational Interviewing
- Peer to Peer
Tools Used for Treatment

- Worksheets
- Books
- Games
- Art and Crafts
- Electronic Tablet
Advantages of In-house Behavioral Therapy for Specialty Care & Chronic Illnesses

- Patient Centered
- Patient Compliance
- Trusting Relationship between Provider & Therapist
- Patients tend to report better health outcomes
- Provider has more time to address physical complaints and disease management
- Office Visit is overall shorter for the provider
Advantages of In-house Behavioral Therapy for Primary Care

- Patient Centered
- Patient Compliance
- Real time communication between therapist and provider
- Trust between provider and therapist
- Ease of scheduling
- Improved pharmacological management
Benefits from a Health Care Provider Standpoint

- Continuity of care for the patient
- Assistance in finding and accessing patient resources
- Real time face to face discussion and appt scheduling
How we make our money billing

- Billing for services
  - 90791 – Evaluation
  - 90832 – 30 min. visit
  - 90834 – 45 min. visit
  - 90834 – 60 min. visit
Electronic Medical Record

- Aprima
  - Notes
  - Messages
  - Care Plans
  - Referrals
Referrals

- Within clinic setting
- Providers
- Fliers
- Other office staff
- Outside sources

The Carey Clinic is pleased to announce the addition of Dustin Palmer, a full time mental health professional, who can further endeavor to meet your health-care needs.

Dustin can provide the following counseling services, utilizing a customized approach to your treatment:

- Services Include:
  - Individuals
  - Children
  - Adolescents
  - Adults
  - Families
  - Coping with chronic health conditions
  - Behavioral problems
  - Grief and loss
  - Adjust issues to life
  - Emotional issues

Inquire at the front desk or speak with medical provider today.
Assessments

- Vanderbilt ADHD
- MCHAT (Autism)
- Patient Health Questionnaire 9
- Depression and Anxiety Inventories
- Primary care check ups

When Providers use a screening on SoonerCare patient and use billing code 99420 we could obtain possible incentive at end of the year for clinic
Communication

- Through EMR messages
- Face to face
- Open door policy
- Among other staff
Other Services

- Case Management
- Crisis Intervention
- Staff Awareness
- Writing Patient Letters
- Making Referrals
“A place where individuals can come throughout their lifetimes to have their health care needs identified and to receive the medical, behavioral and social supports they need, coordinated in a way that recognizes all of their needs as an individual, not just patients.”

Health Homes should be able to provide services to their patients relating to, “comprehensive care management, care coordination, health promotion, comprehensive transitional care, individual and family support, referral to community and social support services, and use of health information to link services as feasible and appropriate.

Source: Oklahoma Department of Mental Health and Substance Abuse, 2015
“The expectation is that behavioral health homes will result in improved quality of care and more cost efficiencies; improved experience with care on the part of members; and reductions in the use of hospitals, emergency departments, and other expensive facility-based care.”

Source: Oklahoma Department of Mental Health and Substance Abuse, 2015
Patients whose psychosocial needs are addressed are physically healthier.

- 78% decrease in hospital length of stay.
- 67% decrease in frequency of hospitalizations.
- 49% decrease in number of prescriptions written.
- 47% decrease in physician office visits.
- 45% decrease in emergency room visits.

*Source: Oklahoma Healthcare Authority, 2014*
“I am very happy with the patient care and therapy we get at the Carey Clinic. It is so convenient to have the doctor and therapists in the same building. The hours are great as well. I am able to still work my normal hours and still be seen by Dustin & Lauren. My children enjoy their experience that they have here. They look forward to coming in every week. They have had a benefit from the therapy. So far, they have been able to express their emotions rather than act them out.”

- Mother of patients
“Dustin Palmer has been an integral asset in counseling my two granddaughters within this pediatrician clinic. The ease of bringing the children to an already familiar setting helped reduce their anxiety and allow progress to begin quicker. They are blessed to have both professionals under the same roof with integrated goals, serving the physical and behavioral health of their patients. Mr. Palmer has been a huge help teaching my granddaughters how to express their feelings, rather than acting them out. I wish more health clinics offered such services so they could truly treat the whole person.”

- Adopting Grandmother
“Basically I feel that we receive "the entire package" at the Carey Clinic. My son is taken care of by all the people who care for his health along with his mental and spiritual condition also. Having a child with a chronic health issue has opened my eyes to this even more. I have friends with children with medical issues that just get "run through the medical world". They do not do as well as my son, and I feel like this is because they don't receive the "entire" package as we do at the Carey Clinic.”

- Mother of child with Chronic Illness
Sources


Sources


