

Background

- Uncompahgre Medical Center is a Federally Qualified Health Center (FQHC) in Norwood, CO – a small town 30 miles northwest of Telluride.
- One of UMC's greatest purpose is to serve the underserved.
- We accept all private insurance as well as Medicaid, Medicare, and self-pay or sliding fee.
- Our patients are eligible to receive prescriptions at a significantly reduced cost.
- We provide the following services:

Primary Care	Acute Care
Dental Care	Behavioral Health
Pharmacy	Care Coordination

The Team

- Medical
 - MD – Dr. Heather Linder
 - PAs – Robin Richards, April Kennedy, and Christine Tealdi
- Behavioral Health
 - Rowlie Busch, MEd, LPC
 - Shelley Fourney, MSW
- Dental
 - DDS – Dr. David Lurye, Dr. Todd Southall
 - RDH – Michelle Smail
- Pharmacy
 - Tom Harker, RPh

Behavioral Health History

- Behavioral health was introduced at UMC in 2012
 - Began as a co-located model of care with warm handoffs
 - Today is a primarily an integrated model with some outpatient type visits.

The Numbers

- In 2012
 - 225 pts diagnosed with a mood or anxiety disorder.
 - We didn't measure screenings.
- Today
 - 394 pts diagnosed with a mood or anxiety disorder.
 - 85% of our patients screened for a mood disorder
 - 61% screened for anxiety.
 - 218 "outpatient style" BHP visits this year
 - 342 integrated BHP/medical visits.

All with no relative change in number of patients served at UMC.

Integration at UMC

- Blocked time/days for integration
 - Try to “schedule” co-visits
 - Integrated visits otherwise are not scheduled
- Behavioral Health Providers (BHP) part of morning huddles
- Chronic pain patients all have co-visits with medical provider and BHP
- Warm handoffs encouraged
- Chart in the same note
- BHP patients are tracked as part of our care coordination program
- BHP is there to assist in breaking down barriers

Co-Location at UMC

- Co-Location is traditional outpatient behavioral health.
- All appointments are scheduled.
- Co-Location visits are for short interventions, not long-term therapy.
- Structured around giving patients tools to succeed and self-manage.

Patient Experience

- Stigma is a tough barrier to break.
- Story here...

Goals

- Increased integrated visits.
- Reduce stigma.
- Identify and track measures of success.
- Increased education for medical and behavioral staff.
- Increased care coordination efforts.
- Sustainability.

Questions?