
INTEGRATION OF SERVICES

HOLLY ECHO-HAWK

SUBJECT MATTER EXPERT

KAUFFMAN & ASSOCIATES, INC.

*RURAL OPIOID TRIBAL TECHNICAL ASSISTANCE TRAINING
MAY 1-2, 2019, GREAT FALLS, MT*

RIGHT TO HIGHEST QUALITY HEALTH CARE

All tribal people have a right to quality care.



Our job is to figure out how to consistently deliver the best of care every day.

WHAT IS BEHAVIORAL HEALTH?

- Generally used to describe the connection between **behavior** and **well-being**
- Recognizes that behavior is either by choice, or by circumstance
- Behavioral health recognizes that many factors contribute to mental and emotional wellness, including trauma exposure, behavior choices, substance use and misuse, and other factors
- Behavioral health is the preferred term to narrower “mental health”
- Flip the words Behavioral Health to Health Behavior: think about all the factors that influence our behavior choices

BEHAVIORAL HEALTH AND PHYSICAL HEALTH ARE LINKED

- Behavioral health conditions, include mental health disorders, substance abuse and misuse, and lifestyle challenges (like eating behavior, sedentary lifestyle, and social isolation)
- Some behaviors are under a person's control, like stress level or how much they eat or drink; but some are not, like pollution or genetic factors that may contribute to obesity, anxiety, or depression.
- Mental and physical health issues often co-occur, for example, people who are diagnosed with diabetes often develop depression
- In other words, your behavioral health is often linked to your physical health or illness

RESILIENCE AND BEHAVIORAL HEALTH

- Tribes have enormous strengths
- Strength and resilience can get overlooked in Western medical model behavioral health
- Medical model is deficit based (more of what is wrong, instead of what is right) and financial billing models are also deficit based
- Tribes build their own behavioral health model



TRAUMA AND BEHAVIORAL HEALTH

- Historical and current traumas have significant impact on tribal communities and tribal families
- Tribal people deal with trauma experience in different ways, healthy and unhealthy
- Remember: Post-traumatic **growth** can be as important as post-traumatic stress



WHAT IS INTEGRATED HEALTH CARE?

- **Formal Definition:** *"A practice team of primary care and behavioral health clinicians, working together with patients and families, using a systematic approach to provide patient-centered care for a defined population. This care may address mental health and substance abuse conditions, health behaviors, including their contribution to chronic medical illness, life stressors and crises, stress-related physical symptoms, and ineffective patterns of health care utilization"* (Peek, 2013)
- **Translation:** Medical practitioners who provide physical health, and behavioral health practitioners who are trained to help with family crisis, depression, anxiety, or other emotional challenges, **work together**
- **Systematic approach** means that health care systems have been revamped to support integrated care

WHY IS INTEGRATED CARE IMPORTANT?

Approximately 60% of patients with behavioral health issues seek care from primary care physicians rather than mental health professionals

Mental and substance use disorders alone are estimated to surpass all physical diseases as a major cause of worldwide disability by 2020

Close to 2/3 of primary care physicians report difficulty finding mental health services for patients who need them

People will go to a medical doctor for a physical ailment much quicker than they will go to a behavioral health specialist for an emotional issue

Not all medical doctors are trained to screen and identify for behavioral health needs

Source: Annals of Internal Medicine, 2015

EXPANSION OF INTEGRATED HEALTH CARE

Physical health and mental health used to be separate services; usually in separate locations and no link between physical health and mental health

Integrated Care: Initially referred to integration of mental health and primary (medical) health care

Integrated Care later expanded to refer to integration of mental health, addiction services, and primary health care

HOW DO MEDICATION ASSISTED TREATMENT (MAT) CLINICS FIT IN WITH INTEGRATED CARE?



- Medication Assisted Treatment: requires integration of mental health, addiction services, primary health care, pharmacy, police, other first responders, recovery supports, housing and any other supports for wellness

INTEGRATED SERVICE CHALLENGES

Each health
discipline
has
different
training

Language
and terms
used by
each
discipline is
different

Approaches
to
treatment
are
different

View of
“expert” is
big
challenge



TRIBAL INTEGRATED CARE EXAMPLES

ROADMAP TO INTEGRATED SERVICES

Tribal integrated services is system change, not a program change

Tribal elected officials and Tribal administrator need to understand importance and be consistently involved

Community input and review teams important

Realistic, detailed steps for transition outlined with timeframes and resources needed, including short and long term goals

Consistent communication on progress for staff & community critical

HOW TO CREATE INTEGRATED SERVICES & AVOID DUPLICATION OF SERVICES?

Examples of tribal organizational and operational changes

Need for new one-stop & treatment protocols

Examples of clinical work flow assessment and changes

TRIBAL STEPS TAKEN TOWARD INTEGRATED CARE: BIG PICTURE

- Review
 - Tribal integrated care resources
 - Review all needed Tribal resources

TRIBAL MAT INTEGRATED CARE: MOVING FROM PLANNING TO ACTUAL

- Tribal Code mandate for Department/Division integration (Pascua Yaqui)
- Tribal Council directive (need more than one point person if possible)
- Integration of traditional practices
- Create Integrated Care Team: Review clinical work flow (food)
- Create or revise treatment protocol
- Commit time to train departments on “new way” of strength-based, integrated care
- Continuous check in on critical work flow junctures (clinical assessment, chart documentation, billing, etc.)
- Continuous check in with families and youth on their perspective
- Knowledge incentives for staff - - how is it making a difference

TRIBAL MAT INTEGRATED CARE: INITIAL STEPS

- Individual meetings with all staff: strengths, interests, credentials or direction (MH and D/A and MAT)
- Focused on Supervisory level
- Created integrated staff Supervisory level team
- Tribal Administrator meetings
- Tribal Council meetings
- Cultural and other key community players
- Health Clinic team agenda
- Pharmacy
- Tribal Finance
- Tribal Planners
- Anyone else

FOR MORE INFORMATION

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