Closing the Gap: Integrating Care by Creating Partnerships for System Transformation

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Mercy Maricopa and the transition to integrated care

- First Integrated Plan in Arizona
- System Transformation
- Evidence Based Practices
Arnold enhancement and expansion

ARNOLD

• *Arnold v. Sarn*
• Exit agreement

EXPANSION

• Assertive Community Treatment (ACT)
• Permanent Supportive Housing (PSH)
• Supported Employment (SE)
• Peer and Family Support (COS)
Expanding partnerships

• Think beyond existing partnerships

• Think about the larger community and providers with expertise
Expanding partnerships

• Consumer Operated Services for Supported Employment

• Supported Employment connection to Permanent Supportive Housing service providers

• Probation/Parole/CHS/Court involved in ACT referrals

• Looked beyond traditional SMI outpatient clinics for ACT expansion
Expanding partnerships

• Housing partners for scattered site and project-based

• Housing authority for sustainability and diversification

• Low Income Housing Tax Credit

• Rehabilitation and acquisition dollars utilized

• Coordinated entry collaboration

• Partnered with City of Phoenix to focus on high cost/high need
Infusing member voice into program expansion & enhancements

• East Valley Consumer Operated Service expansion
  o Supportive services for member & family

• Eviction prevention resources
  o Keep people housed & in the community

• Expanded housing options for General Mental Health/Substance Abuse population

• Expanded SMI housing subsidies to ensure member choice
Infusing member voice into program expansion & enhancements

Leveraging community engagement forums to harness member voice & choice

• Adult System of Care Community Forum
• Clinical Advisory Councils
• Individual & Family Advisory Councils (Crisis)

Arizona Peer & Family Referral Center

• Enhancing member choice
• Expanding access to community-based, supportive services
Overcoming challenges

Awareness of:

• Current practice

• System limitations

• Preferences

• Level of engagement

• Culture
Overcoming challenges

Technical Support:

- Subject Matter Experts
- SAMHSA toolkits
- Training
- Support
Overcoming challenges

Moving forward:

• Leadership engagement

• Balancing change

• Care coordination

• Right service at the right time
Implementation of Evidence-Based Practice (EBP)

- Initial education and restructuring the understanding of the model
- Obstacles versus facilitators
Technical assistance on EBP

Lessons learned

• Activities to assist programs in implementing high quality EBP
• Certification standards and thresholds
  o Uniformity
  o Regional to National Thresholds
Monitoring of EBP

Outside state contracted reviewers

Mercy Maricopa

- Provider monitoring
- System of Care
- Operations
- Provider
Ensuring sustainability

• Ongoing Evaluation

• Continued training and technical assistance

• Adhering to the models
Questions?
Thank you