Integrated Healthcare: The Successful Merging of Behavioral Health Services and Medical Services for Members Self-identified as Being HIV Positive and/or Diagnosed with AIDS

13th Annual Summer Institute, Sedona AZ
July 18, 2012
We had CPSA's name on this first slide, but not El Rio's, so I added El Rio's. Please make sure the funding info is indeed correct for SIA & that this shouldn't instead say "El Rio Community Health Center" or something else.

Pam Parrish, 5/24/2012
Presenters

• Vanessa Seaney, Chief Clinical Officer, Community Partnership of Southern Arizona

• Steve Trujillo, Program Manager Behavioral Health Services, El Rio/Special Immunology Associates

• Rebecca Taylor, Network Development Specialist, Community Partnership of Southern Arizona
Our Agencies

El Rio Special Immunology Associates
Funded by the Health and Human Services, Health Resources Services Administration, Ryan White Parts B and C

Community Partnership of Southern Arizona
Funded by the Arizona Department of Health Services/Division of Behavioral Health Services
El Rio Community Health Center

- Federally Qualified Health Center (FQHC) established 1971
- 18 Health Centers, 770 FTEs
- 88,000 registered patients
- Special Immunology Associates (SIA) established 1991
  - 29 FTEs
  - 1,068 registered patients
Community Partnership of Southern Arizona

- Founded 1995 in Tucson
- Regional Behavioral Health Authority for Pima County
- Administrator of the public behavioral health system
- Comprehensive system of care with CSPs and providers ranging from higher levels of care (hospitals) to Community Services Agencies (CSA) and independent contractors
- 30,000 enrolled members
- Crisis services for all county residents
## HIV/AIDS Data

### Arizona (2000-2009)

<table>
<thead>
<tr>
<th></th>
<th>HIV</th>
<th>AIDS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>5,863</td>
<td>6,442</td>
<td>12,278</td>
</tr>
<tr>
<td>Female</td>
<td>1,047</td>
<td>940</td>
<td>1,987</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,883</td>
<td>7,382</td>
<td>14,265</td>
</tr>
</tbody>
</table>

### Pima County (2005-2009)

<table>
<thead>
<tr>
<th></th>
<th>HIV</th>
<th>AIDS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>884</td>
<td>1,114</td>
<td>1,998</td>
</tr>
<tr>
<td>Female</td>
<td>166</td>
<td>160</td>
<td>326</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,050</td>
<td>1,274</td>
<td>2,324</td>
</tr>
</tbody>
</table>
Integrated Service Grant

- 2006 SAMHSA/CMHS grant

- Integrates behavioral health into HIV primary care: ExCEL (Expanded Care for Enhanced Living) Project

- Funded for 5 years for a total of $2,607,927
  - 413 referred
  - 194 enrolled (target: 314)
  - 191 complete data sets
Special Immunology Associates
Behavioral Health Services Eligibility Criteria

Must:

- Have an HIV/AIDS diagnosis
- Be 18 years of age or older
- Screen positive for a behavioral health issue
- Reside in Pima County
SIA Medical Service Goals

- Increase in compliance with medical appointments
- Decrease in depression
- Increase in CD4 count
- Decrease in viral load
- Increase in patient satisfaction
SIA Behavioral Health Service Goals

- Integrated health care
- Culturally competent model
- Increase appointment compliance
- Increase medication compliance
- Reduce hospitalizations
- Improve communication
SIA Barriers Encountered

- Difference in philosophies
- Lack of knowledge/information about each other
  - Medical re: state and local behavioral health systems
  - Behavioral health re: medical center policies and procedures, and medical terminology specific to HIV care and treatment
Referral Sources

- Internal recruitment
  - Referral from medical provider
  - Referral from medical case manager
  - Self referral

- External recruitment
  - Referral from community medical provider
  - Referral from mental health/substance abuse agency (CPSA and its provider network)
  - Referral from AIDS Service Organization (ASO)
  - Self referral
Behavioral Health Services

- Individual therapy
- Family therapy
- Group therapy/support:
  - Newly diagnosed
  - Men’s group
  - Women’s group
  - Medication adherence
  - Substance abuse/relapse prevention
  - Relaxation
  - Nutritional counseling and cooking classes
Behavioral Health Staffing Pattern

- Psychiatrist (0.52 FTE)
- Psychiatric nurse practitioner (1 FTE)
- Psychiatric nurse (1 FTE)
- Therapists (2 FTEs)
- Addiction counselor (1 FTE)
- Case manager (2 FTEs)
- Registered dietician
- Medical office specialist
- Program manager/project director
Clinical Supervision/Program Oversight

- Weekly supervision with clinical staff and case managers
  - Set day and time

- Clinical Pearls – peer supervision
  - Case presentation
  - Educational/skill development

- Quarterly audits
  - Documentation
  - Progress notes to encounters
SIA-BH Patient Data

SIA/BH-enrolled patients:

- Current enrollment: 270 patients
  - Male – 223 (83%)
  - Female – 47 (17%)

- Individual and group therapy: 101 patients
  - Male – 79 (78%)
  - Female – 22 (22%)

- Medication management: 169 patients
  - Male – 144 (85%)
  - Female – 25 (15%)
SLA Lessons Learned/Solutions

- Joint staff meetings
- Staff education
- Combined health records
CPSA-El Rio SIA
Relationship Begins

- 2007 – El Rio SIA approaches CPSA
  - Identified by El Rio intake
  - Direct contract with CSPs explored
- 2009 – Back to the drawing board
Progress in Contracting

- 2009 – CPSA and El Rio began discussions about contracting directly to facilitate member choice

- Type of contract
  - At risk?
    - Ran data for CPSA HIV/AIDS population
    - Low number of members
    - Risk too high
  - Fee for service?
Implementation Challenges

- Confidentiality
  - Developed specific ROI signed by each member at El Rio

- CPSA Member Services
  - Presenting the option

- Encounter/claims issues
  - CPT vs. HCPCS
  - Third-party biller
  - Grant vs. Medicaid
Implementation Challenges

- Staff training
- Assessment instruments
  - Utilized Global Appraisal of Individual Needs (GAIN-SS) - El Rio
  - Substance Use Disorder Diagnostic Schedule (SUDDS) - CPSA
  - ADHS/DBHS Core Assessment - CPSA
SIA-BH Patient Current Data

CPSA-enrolled patients

- Current enrollment 85 (31.4% of total patients in BH services)
  - Male – 56 (66%)
  - Female – 29 (34%)
- Number enrolled since contract began (2 years, 3 months): 129
- Primary diagnosis: Major depression recurrent moderate (296.32)
- Secondary diagnosis: Depression non-specified (311.11)
- Tertiary diagnosis: Bipolar (296.80)
Results
(April 2010-March 2011)

Hospitalization rates

SIA patients  n= 1,017 (excluding CPSA patients)
# pts. hospitalized  n= 126 (12.3%)
Total hospital days  n= 681
BH-related  n= 6 incidents for a total 95 hospital days for
average 15.8 days per incident

CPSA patients  n= 85
# pts. hospitalized  n= 20 (23.5%)
Total hospital days  n= 125
BH-related  n= 1 incident for a total 3 hospital days for
average 3 days per incident
## Results

(April 2011 through March 2012)

### Hospitalization rates

<table>
<thead>
<tr>
<th>Group</th>
<th>Total paciente</th>
<th># pts. hospitalized</th>
<th>Total hospital days</th>
<th>BH-related</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIA patients</td>
<td>n= 1,079</td>
<td>n= 90 (8.3%)</td>
<td>n= 587 (13.8% decrease from previous period)</td>
<td>n= 4 incidents for a total 51 hospital days for average 12.75 days per incident</td>
</tr>
<tr>
<td>CPSA patients</td>
<td>n= 87</td>
<td>n= 22 (25.2%)</td>
<td>n= 91 (27.2% decrease from previous period)</td>
<td>n= 5 incidents for a total 25 hospital days for average 5 days per incident</td>
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</table>
CPSA Data on SIA Members

- Race - 83% self identified as White
- Ethnicity - 26% as Hispanic
- Program - 80% GMH/SA
Before/After Comparison

- 17 members enrolled 1 year prior and 1 year after entering SIA program (20% of total)
- 1 had psych hospitalization prior to SIA, none after
- Average annual cost of behavioral health care:
  - GMH/SA (14)
    - Pre - $1233.57   Post - $748.81  (-39%)
  - SMI (3)
    - Pre - $2275.09  Post – 1755.69  (-23%)
Questions & Answers