



Case Study

NEIGHBORHEALTH CENTER, INC.

AT A GLANCE

CHALLENGES

- EMR Reporting System
- Clinical Staff Search
- Lack of Integration

BENEFITS

- Sustainability
- Integrated Behavioral Health
- Improved Quality Outcomes

IDENTIFIED NEED

NeighborHealth Center, Inc. is a private, non-profit 501(c)3 agency founded to meet the healthcare needs of the underserved in the Raleigh area. They offer numerous types of services including primary care, pediatric care, women's health services, behavioral health and counseling services, and many others. Following the 2019 county community health needs assessment, mental health was identified as a priority area for improved/increased healthcare services. In 2019, 1 in every 8 people, or 970 million people around the world were living with a mental disorder, with anxiety and depression disorders being the most common.

SOLUTION

To address the needs of the community, NeighborHealth set out to integrate behavioral health services as an expansion of their current care management program.

The expansion included hiring three additional staff members.

- A Licensed Marriage and Family Therapist (LMFT) who provides integrated behavioral health visits within the health center.
- Another LMFT to increase availability within the health center.
- A quality improvement coordinator (QIC) who facilitates collection of patient data across multiple systems and generates care gap reports.

To ensure proper integration, NeighborHealth follows the 6 levels of Collaboration/Integration provided by SAMSHA.

COORDINATED

Key Element: Communication

CO LOCATED

Key Element: Physical Proximity

INTEGRATED

Key Element: Practice Change

LEVEL 1

Minimal Collaboration

LEVEL 2

Basic Collaboration at a distance

LEVEL 3

Basic Collaboration Onsite

LEVEL 4

Close Collaboration Onsite with Some System Integration

LEVEL 5

Close Collaboration Approaching an Integrated Practice

LEVEL 6

Full Collaboration in a Transformed/ Merged Integrated Practice



Case Study

NEIGHBORHEALTH CENTER, INC.

PROJECT

NeighborHealth Center and CCHN came together in June 2022 to launch a 12-month pilot initiative. CCHN began project management with NeighborHealth to set milestones and metrics to identify progression of the pilot. The metrics were followed up on a monthly cadence.

METRICS

- Increased rate of screenings conducted by PCPs to increase LMFT and/or referrals.
- Increase number of patients internally referred to and seen by LMFT.
- Increase the number of patients seen by LMFT in a same-day setting "warm hand-offs."
- Increased referrals to external behavioral health community agencies and loop closure.
- Improved quality performance.
- Improved provider satisfaction.

In order to work on a successful transition into collaborative care amongst the providers and staff, the LMFT onsite began the pilot with a training to educate the providers on proper terminology, operation work flow regarding "warm hand-offs" and details regarding the need for integration at the practice. A provider satisfaction survey was also created to get the input of practicing providers at NeighborHealth which was distributed quarterly.

"This pilot project provided the time and capacity to build this program correctly. During this time we were able to expand our behavioral health provider staff, training our primary care providers on the appropriate use of behavioral health, and implement processes to improve our referrals and tracking. We have also seen nearly all of our quality measures improve as we had the capacity to track and improve these indicators."

Lance Luttrell - Director of Compliance and Population Health

"It has been so rewarding to engage with CCHN throughout this pilot. Our behavioral health staff, medical providers, and our patients have all benefited from the additional support. As our behavioral health provider team has grown, we have been able to offer quality integrated care services to more NHC patients."

Meagan Martin, MS, LMFT - Behavioral Health Supervisor

"This pilot project allowed me to transition into the role of the QIC at NeighborHealth Center. I believe that the addition of the three new staff members will continue to be a great asset to NHC. Being a part of an organization that recognizes and prioritizes the needs of the community is truly rewarding, and I look forward to continuing to work together to address community health needs."

Cierra Bohler - Quality Improvement Coordinator

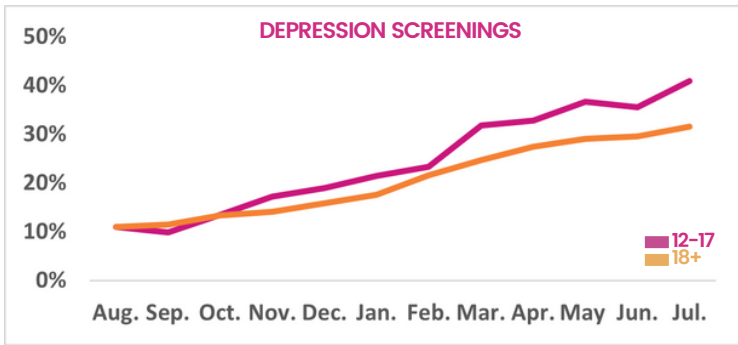


Case Study

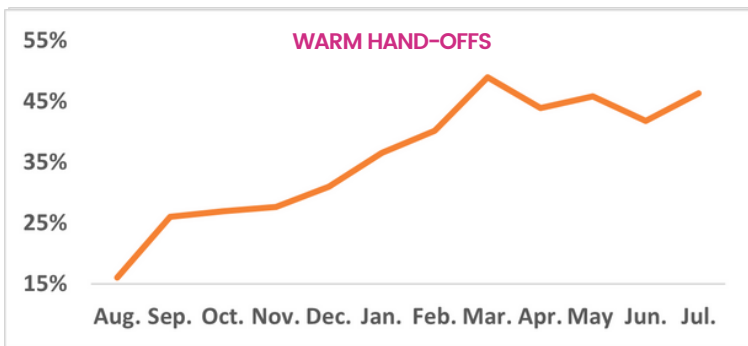
NEIGHBORHEALTH CENTER, INC.

RESULTS

Metric: Increase rate of screenings conducted by PCPs to increase LMFT and/or CC referrals

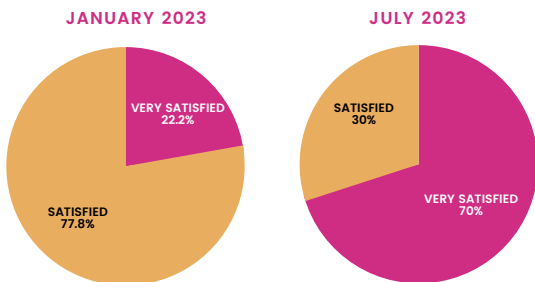


Metric: Increase the number of patients seen by LMFT in a same-day setting "warm hand-offs"

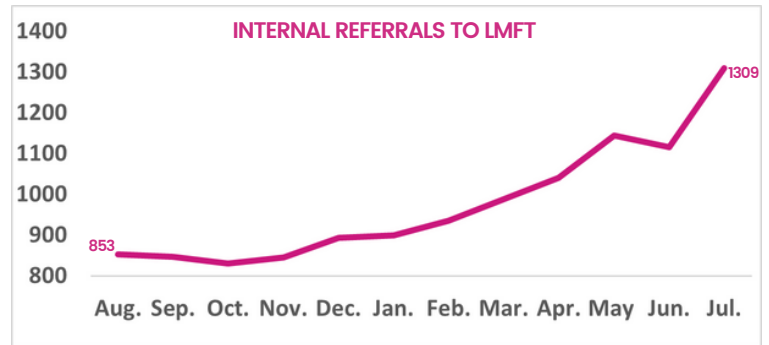


Metric: Improve provider satisfaction.

How satisfied are you with the way NeighborHealth addresses behavioral health needs for patients?



Metric: Increase number of patients internally referred to and seen by LMFT.



Metric: Increased referrals to external behavioral health community agencies and loop closures closed within 90 days. Referrals are sent out along with a cover letter for the agency to fill out and return to Neighbor Health. The cover letter is to obtain feedback on the patients referral status, any updates on any treatment plans and progress notes from visits with the patient.



ADDITIONAL PROVIDER COMMENTS

"I so appreciate having the BH team available for our pregnant and postpartum patients. It has made a huge impact on the health, safety, and stability of our moms. Grateful for you!!"

"Since the Women's Health move, I feel that our integration with behavioral health has been excellent."

472 PATIENTS SERVED