

## Improving Access to Quality Behavioral Health Services: Innovative Partnerships and Collaborations

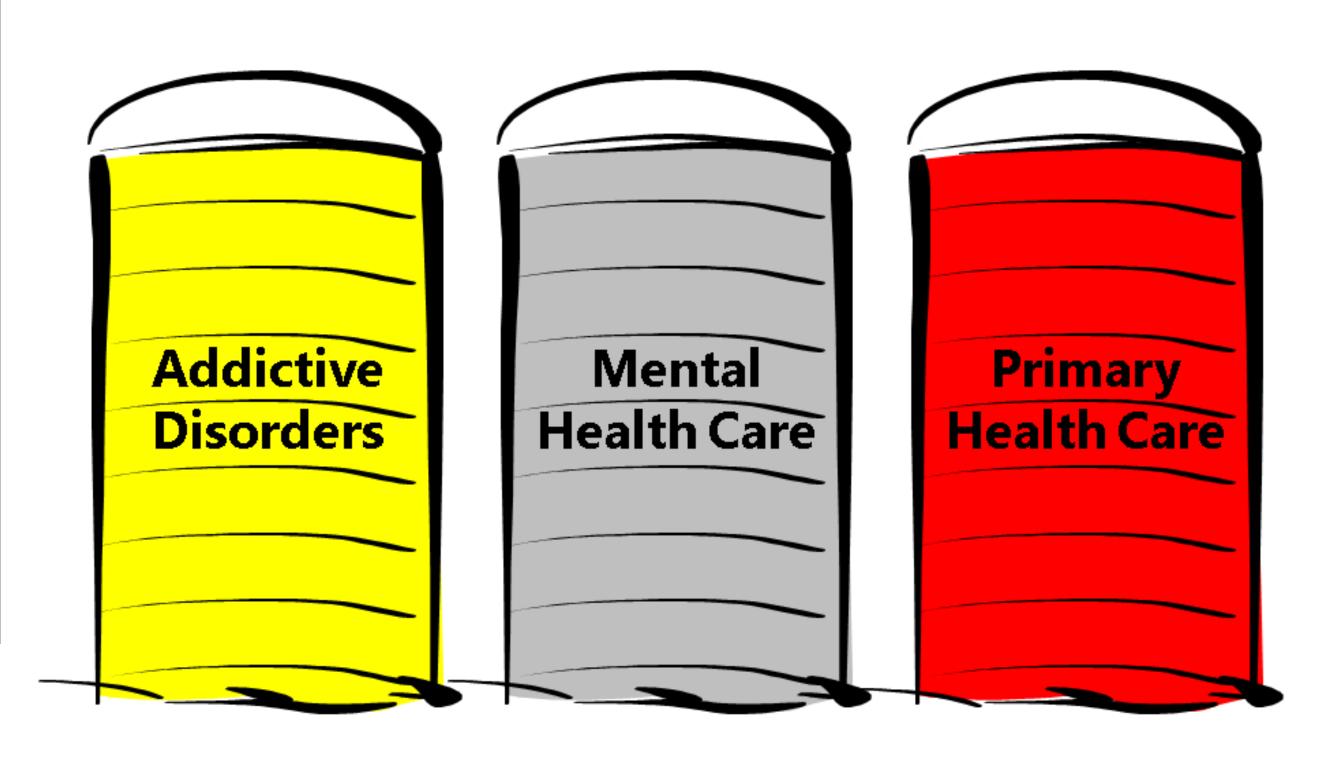
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# Background

## The Problem

The current healthcare system is siloed resulting in decreased access and increased cost.

5.7 Million Adults have an unmet need for Mental Health services (SAMHSA 2005)

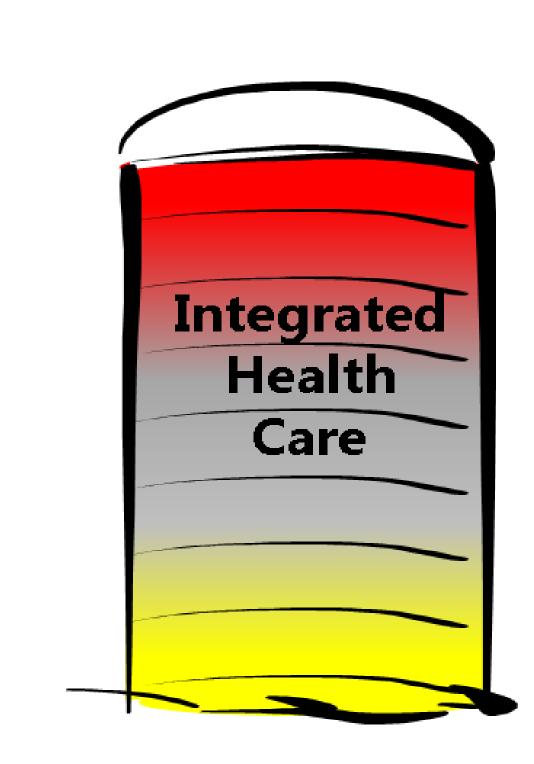


## The Response

Integration of Behavioral Health and Primary Care with wrap around social services

Integration is Necessary to:1) Coordinate Providers2) Improve Community Health

3) Improve Access to Care



### **Current LPHI Programs**

Transforming the St. Tammany
Behavioral Health System

Conducting Assessment and Developing

Conducting Assessment and Developing Plan for Behavioral Health Service Delivery

Assess the Current State of St. Tammany Behavioral Health Services

Collaboration

Creating Partnerships

Promote Efficient,

Accessible, Coordinated,

High Quality Behavioral Health Services

New Orleans Charitable Health Fund

Assessed Health Care Related Needs in Greater New Orleans

Identified Access to Behavioral Health Care as a Continued Struggle

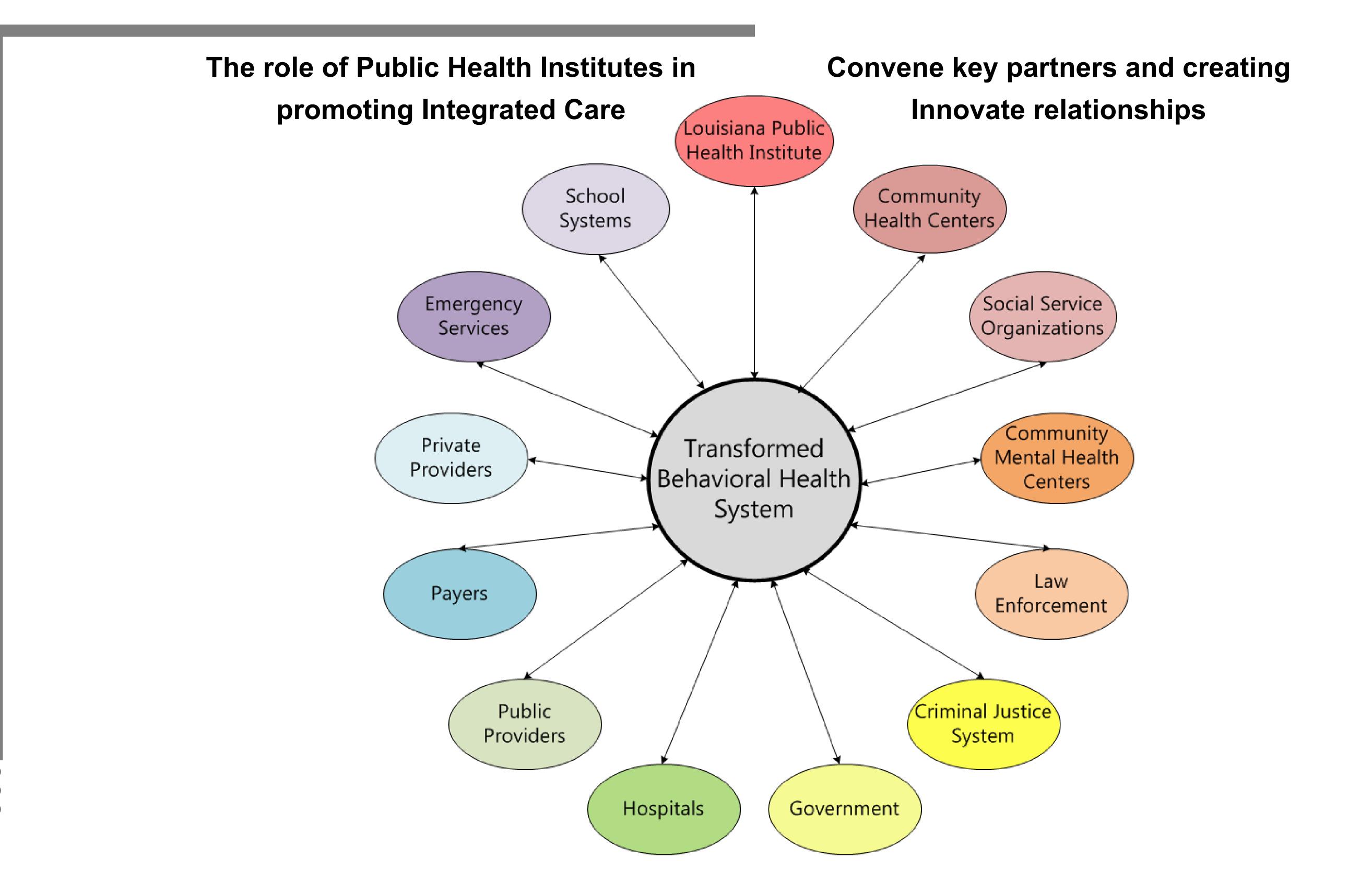
Focus on Behavioral Health Integration

Goals Increasing Access to Care
Improving Population Health
Promoting Sustainable Systems-Level Change

"Successes of integrated care are manifold: improve [quality of life], reduce costs, improve quality of care. When you truly integrate care patients are satisfied...When it's integrated, all of the legs of the stool are standing; they are able to better care for themselves. This success cannot truly be measured. You can also see it in the care; providers are more satisfied, patients are starting to take medications."

- Patient Navigator working at a Social Service Agency in Orleans Parish

# Partnerships

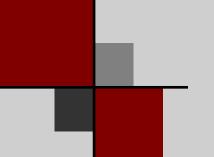


Examples of partnerships based on population served:

Type of Population	Types of Partnership
Adolescents	Private Health Institute Payers  Public School Systems Social Service Organizations  Community Health Centers  Contact Community Mental Health Centers
Under-/Uninsured	Emergency Services Social Service Providers Organizations Ommunity Health Centers Payers  Community Public Providers Providers Community Community Personal Service Providers Community Community Payers Payers  Payers
High Emergency Department Utilizers	Payers Social Service Government Organizations  Emergency Services  Hospitals

# Partner Benefits

Type of Partner	Benefits
Community Health	• Advocate for a shift towards community-based care
	• Early intervention to avoid unnecessary complications
Community Mental Health Centers	<ul> <li>Help keep those with a BH illness in community and out of an inpatient facility</li> </ul>
	◆ Early intervention to avoid crisis situations
Social Service	<ul> <li>Advocate for a shift towards community-based care</li> </ul>
	<ul> <li>Provide resources for consumers to access the correct level of care</li> </ul>
School Systems	• Promote increased BH awareness and early intervention through education and improved school health clinics
Public Providers	<ul> <li>Maximize service accessibility, capacity, and quality</li> </ul>
	◆Promote coordination between providers
Private Providers	• Prioritize and fund services through coordination with other local organizations
	•Alleviate pressure to create new programs to fix gaps in service delivery
Government	<ul> <li>Provision of an efficient, accessible continuum of BH services</li> </ul>
	·Identify sustainable funding sources and leverage opportunities to increase quality of service deliver
Emergency Services	◆Strengthen outside resources to reduce ED use for BH issues
Hospitals	◆Lead changes from siloed to integrated health care
Payers	• Advocate for more options for BH in all individuals, especially vulnerable groups
Criminal Justice System	◆Reduce criminalization of BH illness
Law Enforcement	•Trained to correctly assess crisis situations as BH issues when necessary



## Lessons Learned

#### Partnership Building is a Continuous Process

Establish clear expectations, roles and responsibilities for each partner

Clear Goals—Shared Vision

**Constant Communication** 

**Transparency & Information Sharing** 

Resource Sharing

