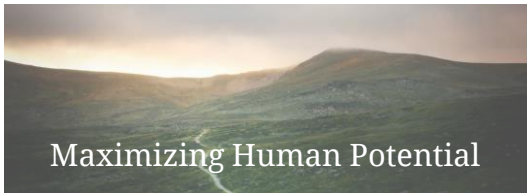




Moving Towards Whole Person Care: Certified Community Behavioral Health Clinics (CCBHC) as a Model for Comprehensive and Coordinated Services

New Hampshire Behavioral Health Summit
December 2024



Maximizing Human Potential





Behavioral Health



Enhancing behavioral health prevention, treatment, and recovery systems of care to **improve access and quality**

Analysis



Conduct environmental scans, data analytics, focus groups, and key informant interviews to ascertain gaps, demand, and opportunities to enhance mental health and substance use prevention, treatment, and recovery

Delivery System Redesign



Facilitate robust stakeholder engagement processes and research, evaluate care models, and provide recommendations and implementation support to improve publicly and privately funded behavioral health services and crisis care

Strategy & Technical Assistance



Provide strategic planning and leadership development on change management for organizations, help providers navigate and improve programs and services, and advise private philanthropy on behavioral health grantmaking strategy

Policy



Host convenings to inform and advance policies, conduct analyses on budget implications, service delivery, and payment reform efforts at the local, state, and national level; assist providers in navigating complex regulatory and licensing processes



Workshop Objectives



Participants will learn why and how and whole-person care is needed to improve outcomes and reduce costs



Participants will gain best practices and lessons learned for implementing whole-person care through the CCBHC model



Participants will learn best practices to improve organization-wide communication around transformational care



Defining Whole Person Care

- *“The coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and wellbeing through more efficient and effective use of resources.”*
[Medi-Cal, 2020](#)
- *“The care that results from a **practice team** of primary care and behavioral health clinicians, **working together with patients and families**, using a systematic and cost-effective 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 illnesses), life stressors and crises, stress-related physical symptoms, and ineffective patterns of health care utilization.**”*
[AHRQ, 2013](#)



People with behavioral health conditions have an increased risk of other chronic health issues

- Multiple studies have demonstrated higher rates of obesity, diabetes, hypertension, heart disease, respiratory disorders, gastrointestinal disorders, and other medical conditions
- A June 2024 study in the [Journal of Affective Disorders](#) found that The prevalence of diabetes was higher in depressed than non-depressed individuals (21.26 % vs. 13.75 %).
 - Comorbidity of diabetes and depression is significantly associated with a higher risk of all-cause mortality.
- Research published in the [Journal of the American Heart Association](#) in March 2022 found that 30-year cardiovascular risk was significantly higher in those with serious mental illness (SMI): **25% of patients with SMI compared with 11% of patients without SMI.**
 - The individual cardiovascular risk factors contributing most to increased risk for those with SMI were elevated body mass index and smoking.

Risk for Metabolic Syndrome



Metabolic syndrome is the clustering of several cardiometabolic conditions, including abdominal obesity, glucose intolerance or insulin resistance, dyslipidemia, and hypertension



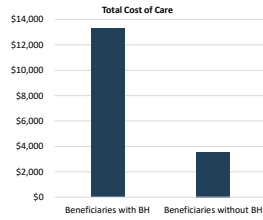
Unhealthy behaviors such as smoking, sedentary lifestyles, and poor sleep exacerbate the risk for metabolic syndrome



Antipsychotics are associated with weight gain after prolonged use

Co-Morbid Behavioral Health and Chronic Medical Conditions as a Cost Driver in Medicaid Spending

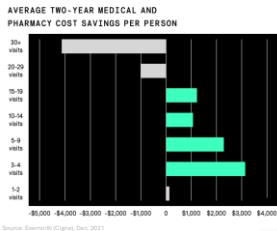
Total spending per person for individuals with a behavioral health diagnosis is nearly **four times higher** than for those without.



Source: Kaiser Family Foundation, May 2017

Outpatient Behavioral Health Reduces Total Cost of Care

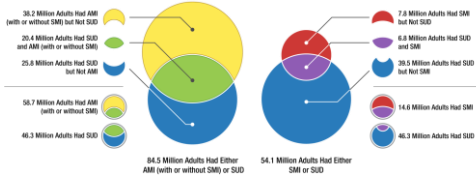
- On average, first-year medical and pharmacy cost savings occurred among people with at least three outpatient visits with a behavioral health provider.
- The savings offset the cost of behavioral care, resulting in a **positive return on investment (ROI)** for health plan sponsors.
- Both the savings and ROI were **sustainable** over two years.



Source: Evernorth Digital, Dec 2021



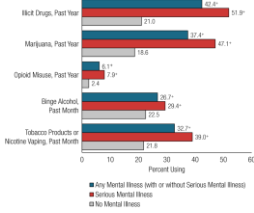
Any Mental Illness (AMI), Serious Mental Illness (SMI), or Substance Use Disorder (SUD) in the Past Year: Among Adults Aged 18 or Older; 2023



SAMHSA, 2023 National Survey on Drug Use and Health



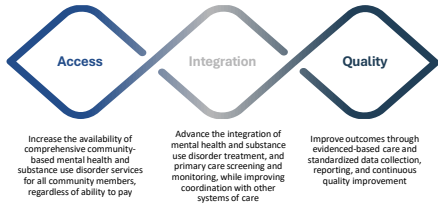
Past Year or Past Month Substance Use: Among Adults Aged 18 or Older; by Level of Mental Illness, 2023

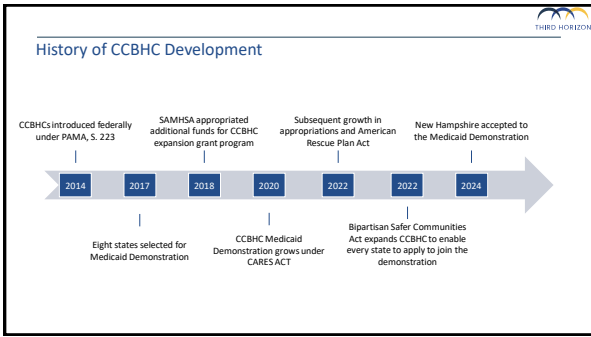


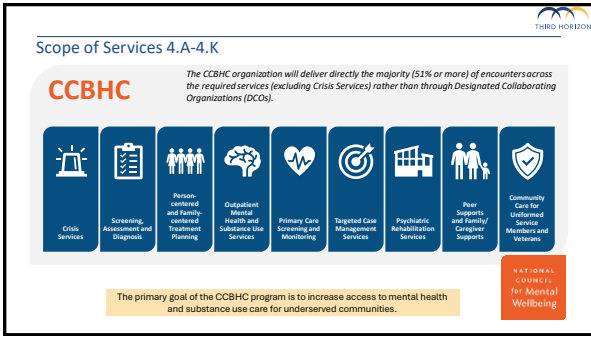
* Differences between this estimate and the estimate for adults aged 18 or older without mental illness is statistically significant at the .05 level. SAMHSA, 2023 National Survey on Drug Use and Health

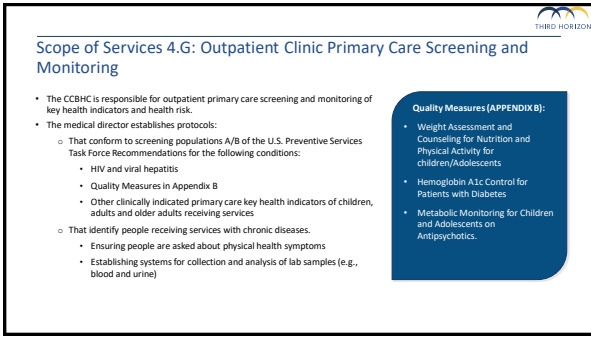


Goals of CCBHCs









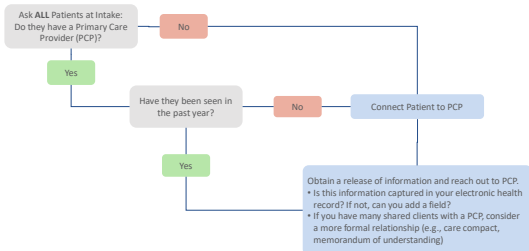


Scope of Services 4.G: Outpatient Clinic Primary Care Screening and Monitoring

- Laboratory analyses can be done directly or through another arrangement with an organization separate from the CCBHC
- Monitoring includes the following:
 1. Ensuring individuals have access to primary care services.
 2. Ensuring ongoing periodic laboratory testing and physical measurement of health status indicators and changes in the status of chronic health conditions.
 3. Coordinating care with primary care and specialty health providers, including tracking attendance at needed physical health care appointments.
 4. Promoting a healthy behavior lifestyle.



A Starting Point: Where do Your Clients go for Primary Care?





Principles of Integrated Care for Co-Occurring Disorders

- 1 Mental health and substance abuse treatment are integrated to meet the needs of people with co-occurring disorders.
- 2 Integrated treatment specialists are trained to treat both substance use disorders and serious mental illnesses.
- 3 Co-occurring disorders are treated in a stage-wise fashion with different services provided at different stages.
- 4 Motivational interventions are used to treat consumers in all stages, but especially at initial points.
- 5 Substance use counseling, using a cognitive-behavioral approach, is used both prospectively and in relapse prevention.
- 6 Multiple formats for services are available, including individual, group, self-help, and family.
- 7 Medication monitoring is coordinated with behavioral services.

University of WA, Alcohol and Drug Abuse Institute, 2017

Organizational culture change is critical to successfully implementing whole person care



Culture Change

Traditional Behavioral Health Culture

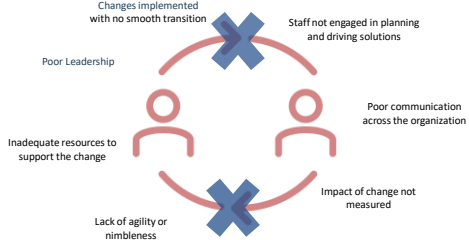
- Screening for suicidality, either mental health or SUD diagnosis
- Focus on individual patient
- Clinicians have productivity standards
- Data protected
- The care plan addresses mental health



Culture of Whole Health

- Screening for SUD and mental health, social determinants of health, metabolic risk, chronic conditions
- Population health management
- Clinicians accountable for outcomes
- Data shared for coordination of care
- The care plan addresses chronic disease self-management and wellness

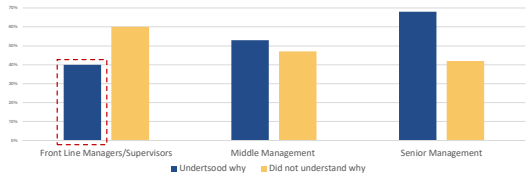
Why Does Change Management Fail?





Why Does Change Management Fail?

Research by [Towers Watson](#) found that only 40% of front-line managers understood why organizational changes were happening





Communication Best Practices



- Communicate consistently, frequently, and through multiple channels
- Share what is known and what is not yet known
- Provide ample time and space for questions and discussion
 - Leaders need to LISTEN

Bottom Line for most staff:
 How does this impact **me**? How does this impact **the people we serve**?



THIRD HORIZON
