



The Mental Health Center of Greater Manchester (MHCGM) is a private, nonprofit community mental wellness center, which makes us uniquely able to provide services and programs to fit the needs of our community. **MHCGM** has access to diverse treatment options and facilities, and our highly-trained staff deliver individualized and compassionate care.

Since 1960, **MHCGM** has served children, teens, adults and seniors from the greater Manchester area, providing help and treatment regardless of age, diagnosis or ability to pay.

Why CCBHC?

Our Mission

To empower individuals to achieve recovery and promote personal and community wellness through an accessible, comprehensive, integrated, and evidence-based system of behavioral health care.



Our Vision

To promote prevention, recovery, and wellness and strive to be a center of excellence and sought-after partner in developing and delivering state-of-the-art behavioral health treatment integrated within our community.

Why CCBHC?

Our Guiding Values

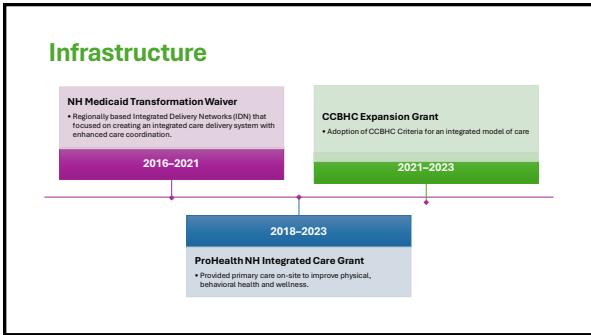


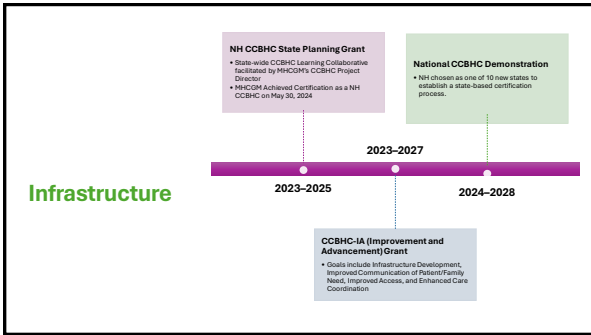
- We treat everyone with respect, compassion, and dignity.
- We offer hope and recovery through individualized, quality mental health services.
- We provide evidence-based, culturally responsive, **trauma informed**, and consumer/family focused care.
- We support skilled staff members who work together and strive for excellence.
- We pursue partnerships that promote wellness and create a healthy community.
- **We foster a culture of diversity, equity and inclusion.**



MHCGM's
Transformation to
Certified CCBHC

- Infrastructure
- Partnerships
- CQI
 - Open Access
 - Vitals
- Data





Partnerships

The Key to CCBHC Success

- Results of **MHCGM's** Community Needs Assessment
- Strengthening Established Relationships
 - FQHC
 - VA
 - City of Manchester Public Health Department
 - Other Community Organizations



CQI: Continuous Quality Improvement

Importance of CQI in the CCBHC model

- **MHCGM** examples
 - Open Access
 - Vitals
 - Quality Data Reporting



Data

How **MHCGM** has used data to tell its CCBHC story

- Dashboard Development
 - CQI Dashboard
 - EBP Dashboard
 - Intake Dashboard
- Communication to Leadership & Board of Directors
- Communication to Staff
- Use with Community Partners
 - ProHealth Integrated Clinic Example



ProHealth Integrated Primary Care

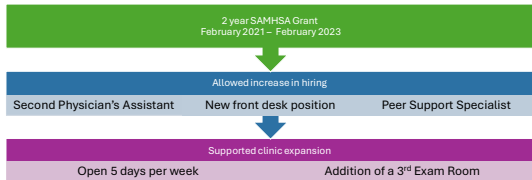


Implementation & Lessons Learned


ProHealth Grant Funding





- 
5 Year SAMHSA Grant
 Sept 2018 – Sept 2023 Research component: gathering health outcomes data
- 
Creation of a Behavioral Health Home
- 
Partnership with Amoskeag Health Local FQHC
- 
Funded one clinic day per week
- 
Community Health Worker Positions LGBTQIA+ Cultural and Linguistic Minorities
- 
Additional funding to offer health & wellness interventions Healthy Choices Healthy Changes Breathe Well, Live Well

CCBHC Grant Funding




CCBHC-Improvement & Advancement Grant



-  4 Year SAMHSA Grant Sept 2023 - Sept 2027
-  Aids in sustaining clinic since ProHealth Grant
-  Operating Clinic 1 full day & 2 half days per week
-  Introduced Dartmouth Health to the Partnership

Care Coordination: The Heart of ProHealth & The "Lynch Pin" of CCBHC



- Sharing information between Mental Health & Primary Care Provider
 - Shared documentation in both EMRs
 - Morning Huddles
- "Closing the loop" on referrals
- Follow-up on appointment, labs, and more
- Appointment reminders
- Commitment to reducing treatment barriers

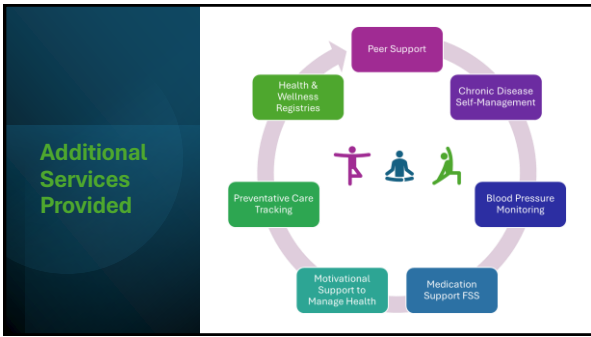
Occupational Therapy Pilot



Collaboration between MHCGM, Center for Life Management & The Massachusetts College of Pharmacy and Health Sciences

Part-Time Occupational Therapist funded through Network 4 Health

Intent to establish occupational therapy as a sustainable service in CMHC settings





Patient Experiences

"I've noticed I'm following up with my doctor more often... I feel like I'm getting more stable care now."

"The doctor really fights for me and she really listens."

"The care coordinator is unbelievable. She's great... if it weren't for her, I would forget my appointments."

"They found out I had type II diabetes when I did my blood test. But the best thing is, I was able to get the number down by... like 3 points!"

"She was the first doctor I've had in a very long time where I feel like I was being listened to."

"Everybody knows what's going on, so there's no chaos between mental and physical... Before, it was terrible, you couldn't get anything to add up... I feel like, with this program, they've been exchanging notes."

Lessons Learned



Integration is a large culture shift requiring patience & persistence

Duplication of services can be a barrier to expansion

Still need to understand true costing of program to ensure sustainability

Strong communication is key to successful outcomes

Behavioral Health Homes improve the health and wellness of patients

Next Steps



Collaboration and advocacy with NH DHHS



Strengthening partnerships with other local practices



Billing Codes



Administrative Rules



Questions