

## Integrated Care Model in Practice; *A Testimony from the Community Health Center of SEK*

Presenter: Leah Gagnon, MPH; OneCare KS Coordinator

Leah helps coordinate the OneCare KS program (care coordination program for some of Medicaid patients living with severe mental illness and other chronic conditions) and our chronic care management (parallel Medicare program). She shares responsibilities in program oversight and providing services related to community and social supports alongside a few nurses who address more clinical needs.

When it comes to an integrated model of care, Leah has direct experience with what that approach looks like in practice and what it can mean for someone's health and ultimately their outlook on life.

A lot of the services the OneCare KS program was designed for are integrated in nature and the CHCSEK was already doing. They are just now able to bill for providing those services to some SEK community members.

To learn more about the origins of CHCSEK integrated care model, please reference the case study from the National Association of Community Health Center, highlighted during the MCOs presentation.

What integrated care looks like at the CHC today: the CHCSEK serves 7 counties in the SEK region and is growing services in NE OK. Most of the services reviewed exist at the Pittsburg site, which serves as a model for the organization's 13 other communities.

The CHCSEK strives toward an "everything under one roof" approach, acknowledging a greater ease of access for community care needs. The following services are not an exhaustive list and all exist in one location:

- **Medical:** primary care, family practice, internal medicine, dental, imaging/radiology, pharmacy, walk-in care
  - Primary care, family practice, and internal medicine providers are all required to have Same Day Visits blocked in their schedules
  - Walk-In Care services are open 7am-7pm, 7 days a week to help support efforts in reducing EMS usage
  - Pharmacy partners with ATS and internal medicine providers to provide "in-house" tobacco cessation program
  
- **Behavioral Health:** psychological counseling, psychiatry, Behavioral Health Contact (BHC) has a blocked schedule to visit requests from patients receiving other services and to respond to crises, certified Addiction Treatment Services (ATS) counselors, an ATS nurse, an ATS social worker and a peer support specialist with lived addiction and recovery experience
  - The Electronic Health Record used allows care plans to be viewed and commented on by any provider involved in patients care to encourage cross-communication, support, and collaboration in treatment plans (aka a team approach, the heart of integrated care)
  
- **Community Health Outreach & Support**– recognizes that most of what impacts someone's health happens outside of the clinic

- Growing a team of Community Health Workers (CHWs) who have a “boots on the ground” approach including home visits for high blood pressure checks, med deliveries, EMS usage follow ups, identify social determinants of health (SDOH) needs and connect to appropriate community resources. The CHCSEK has CHWs specializing in the following SDOH needs:
  1. Transportation
  2. Food Security
  3. Health literacy – enrolling in and understanding benefits, which is where support for KanCare members is highly focused

The team has identified countless opportunity to coach community members through high EMS usage, budgeting, and other lifeskills. It’s important to keep in mind community members do not get into these situations overnight and it’s going to take a lot more than one visit to get them out-even with a high-functioning integrated care model! The organization also plans to grow CHW specialization in safe and affordable housing.

What’s missing? Care management and care coordination opportunities!

This is why the organization loves the OneCare KS program but acknowledges much more of the community could benefit from this level of care. Even if we zero in on behavioral health services, it’s very rare to offer psychiatry without care management; without someone regularly checking in on medication adherence, labs needed, etc. And what the CHCSEK has experienced with OneCare is how much of a difference it can make to have the same care manager coordinate both BH and PC treatment plans which leads to better treatment adherence. However, the CHCSEK can’t bill for services like targeted case management (TCM) with all KanCare members because they are not a CMHC.

Leah encourages the members of the committee is to explore more opportunities for all providers (FQHCs and CMHCs) to bill for services like care management which supports and promotes integrated care models and their success.



# Community Health Center of Southeast Kansas

**WHO WE ARE:** We are the OneCare Kansas team at CHC/SEK

**WHAT IS OneCare KANSAS?** OneCare Kansas, or, OCK is an opt-in program for patients who are KanCare (Kansas Medicaid) members with certain chronic medical conditions, including:

- Paranoid Schizophrenia or Severe Bipolar Disorder
- Or have Asthma AND be at risk for developing another chronic condition

## WHAT WE DO

We coordinate and manage care for OCK members by providing an intense system of care coordination, supports and referrals for the person and their family. OneCare Kansas focuses on the whole person and all his or her needs to manage his or her conditions and be as healthy as possible.

## HOW WE DO IT

We meet with patients and create care plans alongside healthcare providers and support services with a goal to ensure patients receive the right services at the right time.

We teach patients about their conditions, and how they can live healthier by reaching goals with the support of their family and anyone else involved in their care.

## OneCare KANSAS GOALS

Patients are empowered to live healthier, more supported lives, avoiding emergency room visits and unnecessary hospital stays.

## AS A PROVIDER, HOW CAN YOU HELP?

OneCare Kansas patients must opt-in to the program. If you identify a patient who could benefit from our services, please promote the program and encourage them to reach out to our team. We have brochures and business cards to assist with referrals.

To learn more about the OneCare Kansas program at CHC/SEK, contact Leah Gagnon, at 620-240-5067 or CHC/SEK internal extension #1035, or [lgagnon@chcsek.org](mailto:lgagnon@chcsek.org).



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a program of KanCare, Kansas Medicaid