



Integrated Care at the Community Health Center of the NRV

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Agenda

- Who we are.
- What is typical with Primary Care offices?
- What is Integrated Care?
- Why is Integrated Care important?
- How we integrate care at the CHCNRV.
- Future goals.



- The Mission of the Community Health Center of the New River Valley (CHCNRV) is to provide affordable and high quality medical, dental, behavioral, and preventive health care services to people of all ages and circumstances, regardless of ability to pay.
- Federally Qualified Health Center
- 4 locations
 - Christiansburg, VA
 - Dublin, VA
 - Giles, VA
 - Pulaski County High School, Pulaski, VA



Patients Served in 2023

- 5,835 unduplicated patients
 - 27,274 health care visits



What Is Typical?

A medical provider is usually the first point of contact for a patient needing *any* medical service. However, most providers do not have the time or resources to fully address these complicated needs.

Historically: physical health and mental health are separate entities to be treated by separate providers.

Today: patients with significant mental illness are more likely to seek care from PCPs (i.e. less stigma, fewer providers, psychiatry shortages, etc.).

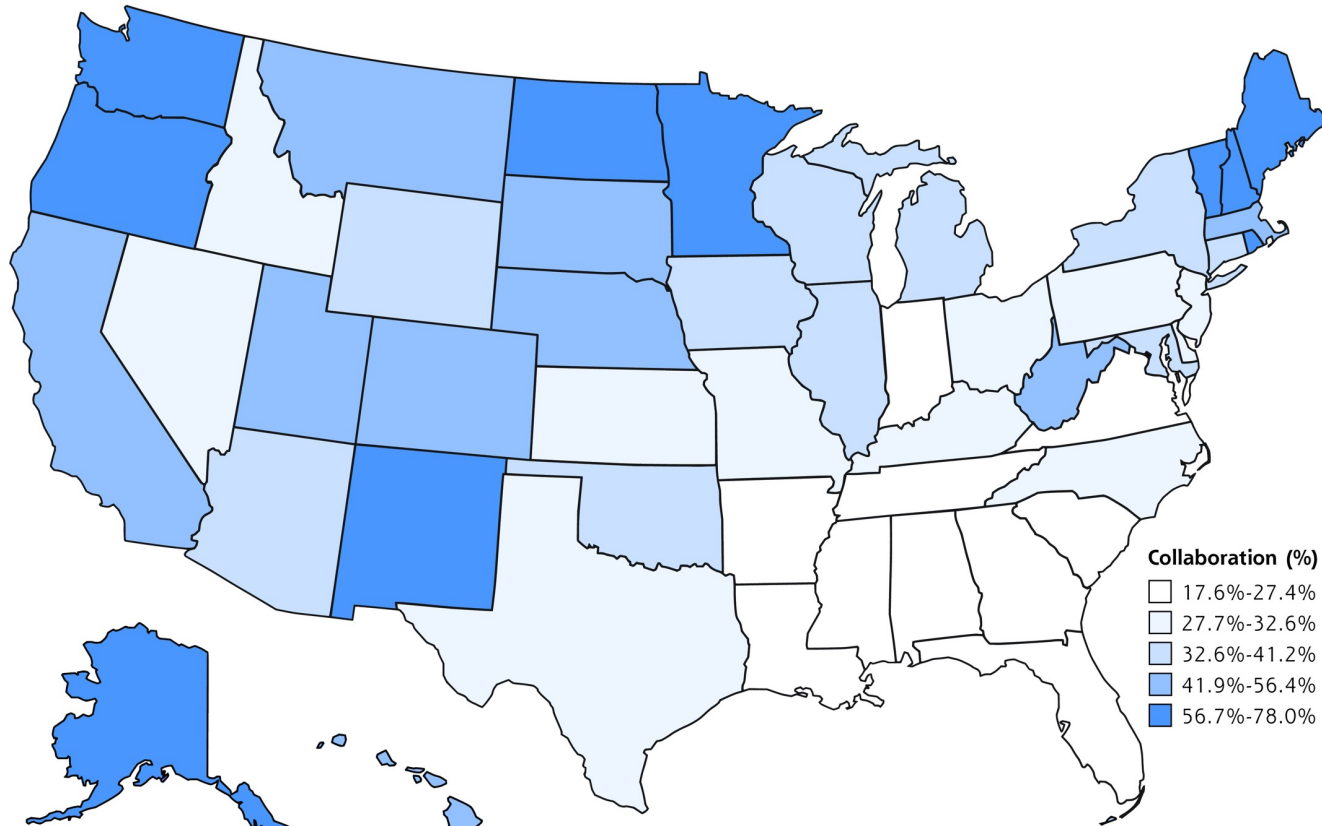
Evolution from separate centers, to co-location, to full integration

A vertical image on the left side of the slide showing a close-up of wood grain, with various shades of gray and black, creating a textured, organic pattern.

2017-2021 Data from AAFP

Only 38.8% of PCP offices work collaboratively with behavioral health professionals.

Behavioral Health Collaboration By State



- State-level variation of family physicians who work collaboratively with behavioral health professionals, 2017-2021.

Co-location

- Patient needs are treated separately, but at the same site.
- Share some systems like scheduling or medical record.
- Communicate in person as needed.
- Limited flexibility.

Integrated Care

- Communicate regularly.
- Have regular team meetings.
- Shared EHR and Treatment Plans.
- Have roles and cultures that blur and blend.
- True integrated care is free-flowing, multidirectional, and includes complete wrap-around care.**



Formal Definition of Integrated Care

- *The sharing of information among team members related to patient care and the establishment of a comprehensive treatment plan to address the biological, psychological and social needs of the patient. – American Psychological Association*

Why Is Integrated Care Important?



- 30-80% of primary care physician visits include a mental health complaint.¹
- Many times, these mental health complaints are impairing their ability to optimally manage their physical health conditions.
- Depression treatment for those with diabetes in a primary care setting leads to lower total health care costs (\$896 per patient over 24 months).²



Recipient of the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Recognition for Distinction in Behavioral Health Integration.



The NCQA Distinction in Behavioral Health is the 'gold star' for practices that have successfully integrated behavioral health services.



CHCNRV is one in only five health centers (out of 61) in Virginia to receive this distinction.

Integration with Medical Services

- Behavioral health consultants always available for warm hand-offs.
 - Mental health concerns.
 - Uncontrolled physical medical conditions.
 - Smoking cessation, healthy weight management, sleep hygiene, etc.
- Patients screened annually with PRAPARE form, PHQ-9, and social history form.





Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences

PRAPARE®: Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences
Paper Version of PRAPARE® for Implementation as of September 2, 2016

Personal Characteristics
1. Are you Hispanic or Latino?
2. Which race(s) are you? Check all that apply
3. At any point in the past 2 years, has season or migrant farm work been your or your family's main source of income?
4. Have you been discharged from the armed forces of the United States?
5. What language are you most comfortable speaking?
Family & Home
6. How many family members, including yourself, do you currently live with?
7. What is your housing situation today?
8. Are you worried about losing your housing?
9. What address do you live at?
Money & Resources
10. What is the highest level of school that you have finished?
11. What is your current work situation?
12. What is your main insurance?
13. During the past year, what was the total combined income for you and the family members you live with?

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14. In the past year, have you or any family members you live with been unable to get any of the following when it was really needed? Check all that apply.
15. Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living? Check all that apply.
16. How often do you see or talk to people that you care about and feel close to?
Social and Emotional Health
17. Stress is when someone feels tense, nervous, anxious, or can't sleep at night because their mind is troubled. How stressed are you?
18. In the past year, have you spent more than 2 nights in a row in a jail, prison, detention center, or juvenile correctional facility?
19. Are you a refugee?
20. Do you feel physically and emotionally safe where you currently live?
21. In the past year, have you been afraid of your partner or ex-partner?

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PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

ID #: _____ DATE: _____

Over the last 2 weeks, how often have you been bothered by any of the following problems?
(use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself	0	1	2	3

add columns + +

(Healthcare professional: For interpretation of TOTAL, please refer to accompanying scoring card). TOTAL:

10. If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all	_____
	Somewhat difficult	_____
	Very difficult	_____
	Extremely difficult	_____

GAD-7 Anxiety

Over the last two weeks, how often have you been bothered by the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid, as if something awful might happen	0	1	2	3

Column totals _____ + _____ + _____ + _____ =

Total score _____

If you checked any problems, how difficult have they made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Source: Primary Care Evaluation of Mental Disorders Patient Health Questionnaire (PRIME-MD-PHQ). The PHQ was developed by Drs. Robert L. Spitzer, Janet B.W. Williams, Kurt Kroenke, and colleagues. For research information, contact Dr. Spitzer at ris9@columbia.edu. PRIME-MD® is a trademark of Pfizer Inc. Copyright© 1999 Pfizer Inc. All rights reserved. Reproduced with permission.

Scoring GAD-7 Anxiety Severity

This is calculated by assigning scores of 0, 1, 2, and 3 to the response categories, respectively, of "not at all," "several days," "more than half the days," and "nearly every day." GAD-7 total score for the seven items ranges from 0 to 21.

- 0–4: minimal anxiety
- 5–9: mild anxiety
- 10–14: moderate anxiety
- 15–21: severe anxiety

Integration with Dental Services

- We are piloting offering all patients GAD-7 (anxiety screening tool).
 - Positive screens are referred to behavioral health staff.
- Improved identification of underlying anxiety disorders.
- Identified patients who do not have a medical and/or behavioral health home.
- Behavioral health consultants are available to help with procedural anxiety/worry as well.

Behavioral Health Warm Handoff Data

- First 3 months: July-September 2022
 - 157 completed warm handoffs
- Most recent 3 months: January-March 2024
 - 257 completed warm handoffs
 - 45 from PRAPARE form
 - 29 from dental program
 - 67 brief interventions

Multilevel Integration with Substance Use Disorder Treatment

- OBAT – Outpatient based addiction treatment facility
- Incorporate medical care into the behavioral health group setting.
 - Reduces barriers to recovery.
 - Warm handoffs to dental program
 - Screening for infectious diseases
 - Hepatitis C treatment
 - Identification/treatment of underlying psychological conditions like ADHD/Bipolar

NRV Recovery Ecosystem

- **Opiate Abatement Authority funding**
 - Expansion of medical and counseling services
 - Expanded peer recovery services
 - Expansion of the recovery fitness model
 - Harm reduction services and testing supplies



NRV RECOVERY
ECOSYSTEM

WE'RE IN THIS
TOGETHER

Future Directions

- Recruiting for 2 more behavioral health staff members due to increasing needs (currently have 12 staff members).
- Dental residency program in development.
- Opening in-house pharmacy.

More services -> more patients -> more space needed!

- We are now landlocked.
- Growing wait list for all services.
 - Dental wait list is 1800 patients!
- 2020: Purchased land for construction of new, much larger facility.
 - 2 stories, 28,900 square foot
 - Aspiring for LEED certification
 - Total estimated cost is nearly \$14 million.
- Launching Capital Campaign in June with hope to break ground early 2025.
- Will allow us to serve an additional 1200 patients per year and continue to offer and expand our integrated services with medical, dental, and behavioral health.

References

- 1. Wodarski JS. The integrated behavioral health service delivery system model. *Soc Work Public Health*. 2014; 29(4): 301-317.
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- 2. Katon WJ, Unützer J, Fan M-Y, Williams JW, Schoenbaum M, Lin EHB, Hunkeler EM. Cost-effectiveness and net benefit of enhanced treatment of depression for older adults with diabetes and depression. *Diabetes Care*. 2006;29(2):265–70.
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Thank you

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