



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
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INTEGRATED CARE NEWS

Periodic Updates and Information for the Sandhills Center Provider Network

ISSUE I

MAY 2016

The First Edition

WELCOME TO SANDHILLS CENTER'S INTRODUCTORY EDITION OF **INTEGRATED CARE NEWS**. PERIODICALLY, WE WILL PUBLISH THIS NEWSLETTER TO KEEP YOU, OUR PARTICIPATING PROVIDERS, UP TO DATE WITH THE LATEST INFORMATION ABOUT INTEGRATED CARE AS IT RELATES TO BEHAVIORAL HEALTH TREATMENT FOR MEMBERS WHO LIVE IN CENTRAL NORTH CAROLINA. SANDHILLS CENTER'S PRIMARY FOCUS IS ON ACHIEVING ACCESS TO HIGH-QUALITY SERVICES.

THIS IS AN OVERVIEW OF OUR PLAN FOR INTEGRATED CARE. FUTURE NEWSLETTERS WILL HAVE MORE SPECIFIC CONTENT. WE WILL ADDRESS NEXT STEPS DURING EACH OF THE APPROACHING QUARTERLY PROVIDER FORUMS.

Upcoming Provider Forums

THERE ARE TWO DATE AND LOCATION OPTIONS FOR THE NEXT PROVIDER FORUMS (ATTEND ONLY ONE, NO REGISTRATION REQUIRED):

FRIDAY, MAY 20, 2016

- TIME: 9 A.M. TO NOON
- PLACE: SANDHILLS COMMUNITY COLLEGE, VAN DUSEN HALL (ROOM 102/103), 3395 AIRPORT ROAD, PINEHURST, NC.

WEDNESDAY, MAY 25, 2016

- TIME: 9 A.M. TO NOON
- PLACE: RANDOLPH COMMUNITY COLLEGE, CONTINUING EDUCATION INDUSTRIAL CENTER (ROOM 148), 413 INDUSTRIAL PARK AVE., ASHEBORO, NC.

THE MOVEMENT TO INTEGRATED CARE

Sandhills Center is committed to the philosophical change to Integrated Care (please see page 2 for a brief definition). To be successful, we need your participation.

Our Medical Director, Dr. Anthony Carraway, has implemented tools and scripts for internal use to promote this concept.

Sandhills Center Care Coordinators will start asking basic questions when working with you. These include:

- Do you have a signed consent from the consumer to request information from other providers who may be involved in their care?
- If yes, have you requested the information? If no, when are you going to request it?
- What are you going to do with this information when you receive it?
- Did you ask the consumer for a list of all medications they are taking? This should include over-the-counter medications, vitamin supplements and/or natural supplements.
- Did you receive this list?
- Are you including in the documentation of these medications the name of the person prescribing them, and what are they prescribed for?
- If you have not asked for this information, when do you plan to do so?
- Do you have any concerns about physical health issues (for example, obesity, slurred speech, drowsiness, unsteady gait or complaints of dizziness) when you last had a face-to-face encounter with the consumer?
- If yes, have you communicated this to the consumer's primary care physician? If no, when do you plan to?

What is Integrated Care?

THE NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES HAS MOVED ITS FOCUS TO INTEGRATED CARE. THIS TERM COVERS A COMPLEX AND COMPREHENSIVE FIELD. THERE ARE MANY DIFFERENT DEFINITIONS OF, AND APPROACHES TO, THE CONCEPT. IT IS LARGELY BELIEVED THAT SOLUTIONS CAN BE FOUND IN INTEGRATIVE CARE BECAUSE IT IS THE COORDINATION OF PHYSICAL AND BEHAVIORAL HEALTHCARE.

INTEGRATING THESE SERVICES PRODUCES THE BEST OUTCOMES AND PROVES THE MOST EFFECTIVE APPROACH TO CARING FOR PEOPLE WITH MULTIPLE HEALTHCARE NEEDS, PARTICULARLY FOR THOSE WHO SEEK TREATMENT FOR MENTAL HEALTH AND/OR SUBSTANCE ABUSE. TO PUT IT SIMPLY -- INTEGRATED CARE IS A WAY TO IMPROVE SERVICES IN RELATION TO ACCESS, QUALITY, USER SATISFACTION AND EFFICIENCY.

SANDHILLS CENTER ASSURES THAT PEOPLE IN NEED OF ASSISTANCE HAVE ACCESS TO QUALITY MENTAL HEALTH, SUBSTANCE ABUSE, AND INTELLECTUAL/DEVELOPMENTAL DISABILITIES SERVICES IN ANSON, GUILFORD, HARNETT, HOKE, LEE, MONTGOMERY, MOORE, RANDOLPH AND RICHMOND COUNTIES.

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SandhillsCenter.org

**24-HOUR CALL CENTER
1-800-256-2452**



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NOW AND IN THE FUTURE

In addition to the questions listed on page 1, other scripts and tools are being developed for Sandhills Center and Care Management/Utilization Management (CM/UM). They will assist providers and members to become familiar with the process of Integrated Care, or the inclusion of all providers in the treatment process.

The new scripts also will relate to certain disease states, and are intended to guide providers and members through a series of physical health questions that are derived from evidence-based best practices. This has implications for overall health, as well as for future utilization of physical health services.

The disease states are:

- Diabetes
- Hypertension
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)/Emphysema
- Lipid disorders

Most of these fall into the category of Metabolic Syndrome, which is not a disease itself, but a group of symptoms (such as high blood sugar, high blood pressure and obesity).

Currently, Sandhills Center has nine providers in a pilot project to take Integrated Care one step further.

We are utilizing a polypharmacy tool which helps CM/UM, Clinical Screening and Triage, and Care Coordination to identify medication outliers and polypharmacy. These will be addressed through our quality of care process.

This past February, all prescribers within the Sandhills Center Provider Network started receiving notice of Behavioral Health and Opioid/Pain Pharmacy Quality Indicators which are outside of evidence-based practices. This is a joint project between Care Management Technology (CMT) and Sandhills Center.

Prescribers now have opportunities to compare themselves with their peers and receive technical assistance in the form of evidence-based practices. They also can correct medically unsound prescribing patterns which have the potential for negative outcomes, and see how these efforts can concretely improve the overall health of our members while lowering costs.