La Clínica de La Raza

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Integrated Care:
A Roadmap for the Future Workforce

BAY AREA INTEGRATED SERVICES INITIATIVES:
IMPLICATIONS FOR PRACTICE AND WORKFORCE EDUCATION AND TRAINING

June 6, 2013 • Oakland
La Clínica de La Raza, Inc.

- Founded in 1971
- Federally Qualified Health Center (FQHC)
- Non-profit, 501(c)(3)
- 31 Sites in 3 Counties
- 1000+ Employees
- Governed by an 18-member Consumer-Majority Board of Directors
- Operating Budget of $94 Million
La Clínica Services

Services:
- Primary Care
  - (Pediatrics, Family Med, Adolescent Medicine, Women/ OB)
- Dental
- Optical
- Preventive Medicine
- Behavioral Health
- Community Health Education
- School Based Health Centers
- 17 Primary Care sites with Integrated Behavioral Health
  - 8 School Based/School Linked Health Centers

Number of Patients (2012):
- 80,000+ active patients
- 370,000+ patient visits
Patient/Client Profile

73% Latino
11% African American
8% Asian/Pacific Islander
8% White

78% below 100% FPL
21% between 100-200% FPL
1% above 200% FPL

76% are non-English Speaking

50% Public Health Insurance
45% Uninsured/Self Pay
5% Private Insurance
Patient Flow

Patient Arrives at La Clínica
- Patient registers at front desk
- Behavioral Health Screen is given to patient

Patient Completes the Behavioral Health Screen
- in the waiting room or
- in the exam room (if assistance is needed from Medical Assistant)

Physician Reviews Completed Screen
- Medical provider discusses positive screen with patient
- Based on (1) positive screen or (2) medical evaluation, provider decides whether to refer to BMS for consultation

Referral Made for Behavioral Health Consultation
No Referral
Behavioral Health Screen

Example:
Adult Screening (18-59):

13 Questions (Qs)

Categories of Questions:

- Depression (2 Qs)
- Anxiety/ "Nervios" (1 Q)
- Trauma (2 Qs)
- Anger (1 Q)
- Pain (1 Q)
- Sleep (1 Q)
- Alcohol or Drugs (3 Qs)
- Domestic Violence (2 Qs)
### Behavioral Health Screening Form

**Example:** NEVER | SOME-TIMES | A LOT | ALWAYS
--- | --- | --- | ---

1. Over the past two weeks, how often have you had trouble falling asleep, staying asleep, or sleeping too much?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

2. Over the past two weeks, how often have you felt little interest or pleasure in doing things?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

3. Over the past two weeks, how often have you felt down, depressed or hopeless?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

4. Over the past month, how often have you felt anxious, worried or on edge?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

5. Over the past month, how often have you been bothered by disturbing memories, thoughts or images of a stressful experience in the past?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

6. Over the past month, how often have you been bothered by feeling very upset when something reminded you of a stressful experience in the past?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

7. Over the past month, how often were you more angry than you wanted?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

8. Over the past month, how often were you in pain?  
   - NEVER  
   - SOME-TIMES  
   - A LOT  
   - ALWAYS

9. Over the past year, have you ever used drugs or medications other than those required for medical reasons?  
   - No  
   - Yes

10. Over the past year, have you had four (4) or more drinks on any occasion?  
    - No  
    - Yes

11. Over the past year, were you ever unable to stop using drugs or alcohol when you wanted to?  
    - No  
    - Yes

12. Over the past year, have you felt frightened by what your partner says or does?  
    - No  
    - Yes

13. Over the past year, have you been hit, slapped, kicked or otherwise physically hurt by someone?  
    - No  
    - Yes
Integrated Behavioral Health

- Behavioral Medicine Specialists (BMS)- Psychologists
  - Nested in the exam room area
  - Part of the Primary Care Team
  - Consultant to the Medical Provider & Patient
  - 15-30 Minute Consultations
  - Crisis Intervention
  - Assessment & Brief Interventions
  - 1-3 Visits

- Integrated Behavioral Health Clinicians - Social Workers
  - Brief Counseling/Therapy
  - Group Visits
  - Crisis Intervention
  - 1-10 Counseling/Therapy Visits
  - Advocacy, Linkage, Tracking and Monitoring
Positive Screen Rate Per Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Positive One/More questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>57.8%</td>
</tr>
<tr>
<td>6-12</td>
<td>60.0%</td>
</tr>
<tr>
<td>13-17</td>
<td>72.7%</td>
</tr>
<tr>
<td>18-59</td>
<td>67.3%</td>
</tr>
<tr>
<td>60+</td>
<td>76.4%</td>
</tr>
</tbody>
</table>
BH Screen Results by Clinical Area 18-59

- Sleep: 24.7%
- Depression: 25.4%
- Anxiety: 23.0%
- PTSD: 16.8%
- Anger: 14.3%
- Pain: 28.9%
- Substance Abuse: 28.4%
- Domestic Abuse: 9.1%
Internship Considerations

- Pace/Space
- Level of Acuity
- Appointment Schedules
- Caseload size
- Internship Schedules
- Modality: Time limited interventions
- Clinical Outcome tracking
- Level of Support
Training Considerations

- Crisis Intervention
- Mental Health & Substance Abuse
- Chronic Disease & Pain Management
- Evidence Based Practices
  - Cognitive Behavioral Therapy CBT
  - Problem Solving Therapy PST
  - Behavioral Activation
  - Motivational Interviewing MI
  - DBT- Affect Regulation
  - Psycho-Education
  - IMPACT, SBIRT, etc.
- Individual & Group
Workforce Considerations

Only LCSWs and PhD/PsyDs visits are reimbursed currently in FQHCs

Skills & Knowledge Needed:

- Knowledge and expertise above/beyond the knowledge of Primary Care Providers
- Crisis Experience
- Use of Evidence Based Practices for MH & SUDs
- Outcome Tracking
- Stepped Care
- Understanding of physical health conditions
- Chronic Disease Management
Workforce Considerations

Characteristics of Success BH Clinician in PC

- Flexible, Flexible, Flexible !!!
- Able to work in a fast pace environment and adapt quickly
- Interested in Assessment
- Wants to do Brief Work (not long term therapy)
- Believes in Behavioral Interventions
- Likes High Volume
- Welcomes Interruptions
- Oriented to multidisciplinary team
- Good communication skills
- Open Patient Caseloads
- Values/ Promotes Hallway consultation
- Understands physical health & chronic health conditions
- Creative and resourceful