Integrated Care Outcomes Under-Represented Ethnic Populations
LA County MHSA Innovation

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Mental Health Services Act Innovation Project

• Innovation – time limited learning projects introducing something new to the mental health system for the purpose of either increasing access to underserved groups, increasing the quality of mental health services or promoting interagency collaboration
• LA County Focus -Integrating health, mental health and substance use services
• Creation of partnerships between mental health providers and a Federally Qualified Health Center (FQHC)
• Results should inform the future public health and mental health system
Integrated Services Management for Underserved Ethnic Populations

- Populations served:
  - African/African American
  - Native American
  - Asian Pacific Islander
  - Latino
  - Middle Eastern/Eastern European

- Services include partnerships between mental health, substance use and Federally Qualified Health Centers (FQHCs)

- Emphasis on partnership development with culturally relevant non-traditional services and supports for outreach, engagement and to enhance ongoing services
Evaluating Integration: Key Indicators and measures

- Level of service integration
  - The Integrated Treatment Tool- Case Western Reserve University
    - Domains: organizational, treatment, care coordination
- Health status improvement
  - PROMIS System- Global Health, Milestones of Recovery Scale
- Mental Health status improvement
  - PROMIS System
  - Illness Management and Recovery Scale
- Substance use
  - PROMIS System
- Client satisfaction*
- Community Satisfaction
- Self-Stigma*
- Cost effectiveness
- Post outcomes survey*
  * At the six month assessment, and every subsequent six months, clients are randomly selected to take either the Satisfaction with Services Survey, the Post-Outcomes Survey, or the ISMI
## Overview of Client Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th># of Items</th>
<th>Collection Frequency</th>
<th>Goal(s) Addressed</th>
</tr>
</thead>
</table>
| PROMIS Global Health                         | 10         | Quarterly            | • Improved physical health outcomes  
• Improved mental health status  
• Successful links to integrated health care |
| PROMIS-derived Alcohol/Substance Use         | 12         | 6 months             | • Successful links to integrated health care                                      |
| Physical Health and Behaviors Survey         | 39         | 6 months             | • Successful links to integrated health care  
• Improved utilization of community resources  
• Decreased use of emergency services (physical or mental)  
• Culturally sensitive/competent care        |
| CHOIS Supplement                             | 20         | 6 months             | • Positive Recovery Factors  
• Specific Psychiatric Symptoms  
• Response Inconsistency                   |
| Stigma Survey-10                             | 10         | 6 months             | • Reduction in General Mental Health Stigma                                        |
| Client Satisfaction Questionnaire            | 10         | 6 months             | • Culturally sensitive/competent care  
• Client satisfaction with services  
• Improved quality of care received         |
| Post-Outcomes Survey                         | 10         | 6 months             | • Improved physical and mental health outcomes  
• Improved community support  
• Increased consumer self-efficacy          |
## Overview of Clinician Measures

<table>
<thead>
<tr>
<th>Measures</th>
<th># of Items</th>
<th>Collection Frequency</th>
<th>Goal(s) Addressed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Health Indicators</td>
<td>10</td>
<td>6 months</td>
<td>• Improved physical health outcomes</td>
</tr>
</tbody>
</table>
| Illness Management& Recovery Scale (IMR)-Clinician Version     | 18         | Quarterly            | • Community improvement/integration into the community
• Improved quality of care received by client
• Improved quality of care given by Clinician/Staff
• Improved mental health outcomes
• Successful links to integrated health care                      |
| Milestones of Recovery Scale (MORS)                            | 1          | Quarterly            | • Improved mental health outcomes
• Increased involvement in care                                   |
| Staff Satisfaction Questionnaire                               | TBD        | 6 months             | • Culturally sensitive/competent care
• Improved quality of care given by Physician/Staff                |
Integrated Treatment Tool Ratings
By Model

IT Domains by Model

<table>
<thead>
<tr>
<th>Model</th>
<th>Organizational</th>
<th>Treatment</th>
<th>Care Coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMHT</td>
<td>3.17</td>
<td>3.53</td>
<td>3.49</td>
</tr>
<tr>
<td>ICM</td>
<td>3.26</td>
<td>3.18</td>
<td>3.06</td>
</tr>
<tr>
<td>ISM</td>
<td>2.38</td>
<td>2.23</td>
<td>2.13</td>
</tr>
</tbody>
</table>

- IMHT: Integrated Model of Health and Treatment
- ICM: Integrated Care Model
- ISM: Integrated System Model

Just Beginning | On the Way | Fully Integrated

Legend:
- Organizational
- Treatment
- Care Coordination
Integrated Treatment Tool
Organizational Domain by Model

Organizational Characteristics by Model

- Multidisciplinary Approach
- Organizational Philosophy
- Patient-Centered Approach
- Executive Leadership Team Involvement
- Patient Access & Scheduling
- Integrated Approach
- Clinical Supervision, Guidance & Monitoring
- Peer Supports
- Interdisciplinary Communication
- Care Manager
- Information/Technology
- CQI
- Organizational Training
- Policies & Procedures

Just Beginning
On the Way
Fully Integrated

IMHT (n=5)
ICM (n=5)
ISM (n=14)
Integrated Treatment Tool

Treatment Domain

Treatment Characteristics by Model

- Comprehensive ID
- Outreach
- Stage-appropriate Treatment
- Stepped Care
- Self-management Skill Development
- Pharmacological Approaches
- Motivational Interventions
- Integrated Care Plan
- Involvement of Soc Support

Legend:
- IMHT (n=5)
- ICM (n=5)
- ISM (n=14)

Scale:
- Just Beginning
- On the Way
- Fully Integrated
Integrated Treatment Tool
Care Coordination Domain

![Care Coordination Characteristics by Model](chart.png)

Lab & Test Tracking
Referral Facilitation & Tracking
Reminders
Medication Reconciliation
Transitions Between Care Settings
Assessing Effectiveness/Quality

Just Beginning  On the Way  Fully Integrated
Mental and Physical Health Symptom Reduction

### Mental Health

**PROMIS Mental Health Scores**
- Assessment 1 vs 3 (603 Clients)
- Assessment 1 vs 5 (263 Clients)
- All Clients

### Physical Health

**PROMIS Physical Health Scores**
- Assessment 1 vs 3 (602 Clients)
- Assessment 1 vs 5 (263 Clients)
- All Clients
Symptom Reduction - IMR

**Overall ISM**

<table>
<thead>
<tr>
<th>Assessment Number</th>
<th>Overall IMR Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3.25 (N=1294)</td>
</tr>
<tr>
<td>2</td>
<td>3.28 (N=1021)</td>
</tr>
<tr>
<td>3</td>
<td>2.66 (N=810)</td>
</tr>
<tr>
<td>4</td>
<td>2.54 (N=570)</td>
</tr>
<tr>
<td>5</td>
<td>2.52 (N=368)</td>
</tr>
</tbody>
</table>

**API ISM**

<table>
<thead>
<tr>
<th>Assessment Number</th>
<th>Overall IMR Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3.30 (N=198)</td>
</tr>
<tr>
<td>2</td>
<td>3.31 (N=164)</td>
</tr>
<tr>
<td>3</td>
<td>2.68 (N=139)</td>
</tr>
<tr>
<td>4</td>
<td>2.52 (N=81)</td>
</tr>
<tr>
<td>5</td>
<td>2.46 (N=49)</td>
</tr>
</tbody>
</table>

**Assessment Number**

- Assessment 1 vs 3 (724 Clients)
- Assessment 1 vs 5 (324 Clients)
- All Clients

**Assessment Number**

- Assessment 1 vs 3 (118 Clients)
- Assessment 1 vs 5 (41 Clients)
- All Clients
## Milestones of Recovery Scale (MORS) Improvements

<table>
<thead>
<tr>
<th>Rating #</th>
<th>Milestones of Recovery</th>
<th>Baseline (All Clients N=1226)</th>
<th>Matched Samples</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Assessment 1 vs. 3 (N=645)</td>
</tr>
<tr>
<td>1</td>
<td>Extreme Risk</td>
<td>0.7%</td>
<td>0.5%</td>
</tr>
<tr>
<td>2</td>
<td>High Risk / Not Engaged</td>
<td>3.1%</td>
<td>2.0%</td>
</tr>
<tr>
<td>3</td>
<td>High Risk / Engaged</td>
<td>19.4%</td>
<td>17.7%</td>
</tr>
<tr>
<td>4</td>
<td>Poorly Coping / Not Engaged</td>
<td>8.7%</td>
<td>7.1%</td>
</tr>
<tr>
<td>5</td>
<td>Poorly Coping / Engaged</td>
<td>48.1%</td>
<td>53.2%</td>
</tr>
<tr>
<td>6</td>
<td>Coping / Rehabilitating</td>
<td>16.4%</td>
<td>16.3%</td>
</tr>
<tr>
<td>7</td>
<td>Early Recovery</td>
<td>2.8%</td>
<td>2.6%</td>
</tr>
<tr>
<td>8</td>
<td>Advanced Recovery</td>
<td>0.8%</td>
<td>0.6%</td>
</tr>
</tbody>
</table>
Substance and Alcohol Use Reductions

During the last 6 months, how often did you have any kind of drink containing alcohol, such as beer, wine, or liquor?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Less than once a week</th>
<th>1-3 times per week</th>
<th>4 or more times per week</th>
<th>Every day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline (All Clients N=1126)</td>
<td>59.9%</td>
<td>23.4%</td>
<td>12.0%</td>
<td>2.7%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Assessment 1 vs 3 (578 Clients)</td>
<td>62.6% vs. 65.4%</td>
<td>21.1% vs. 22.3%</td>
<td>12.1% vs. 9.2%</td>
<td>2.2% vs. 2.1%</td>
<td>1.9% vs. 1.0%</td>
</tr>
<tr>
<td>Assessment 1 vs 5 (255 Clients)</td>
<td>65.5% vs. 69.0%</td>
<td>17.3% vs. 19.2%</td>
<td>12.5% vs. 8.6%</td>
<td>2.0% vs. 1.6%</td>
<td>2.7% vs. 1.6%</td>
</tr>
</tbody>
</table>
Internalized Self-Stigma Reductions

1 vs. 3: not sig (p=.065); 26.2% clinical improvement
1 vs. 5: sig (p=.001); 40.9% clinical improvement
## Increase in Community Involvement

During the past 6 months, which of the following have you done?

<table>
<thead>
<tr>
<th>Activity</th>
<th>% Engaged</th>
<th>Baseline (All Clients N=1128)</th>
<th>Assessment 1 vs. 3 (581 Clients)</th>
<th>Assessment 1 vs. 5 (257 Clients)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have paid employment?</td>
<td></td>
<td>26.5%</td>
<td>26.9% vs. 32.0%*</td>
<td>28.0% vs. 33.5%*</td>
</tr>
<tr>
<td>Participate in volunteer activities?</td>
<td></td>
<td>21.4%</td>
<td>23.4% vs. 24.0%</td>
<td>21.0% vs. 23.7%</td>
</tr>
<tr>
<td>Attend school?</td>
<td></td>
<td>18.1%</td>
<td>15.5% vs. 19.1%*</td>
<td>16.0% vs. 16.0%</td>
</tr>
</tbody>
</table>

* statistically significant
For More Information

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