



CENTERSTONE

**Developing & Implementing the
Centerstone Integrated Health Home**

Centerstone

- National, private, not-for-profit 501(c)(3) healthcare organization
- 60 years in operation
- Specializing in behavioral healthcare
- Serve 140,000+ people annually
- Offer a comprehensive array of outpatient, inpatient, emergency, community-based and intensive in-home services



Centerstone of Illinois

- Serve 16,000 children, adolescents, seniors, and their families annually
- 650+ caring professionals
- Service centers in Franklin, Jackson, Madison and Williamson counties
- Services offered:
 - Skilled counseling
 - Psychiatric and medical services
 - Substance abuse treatment,
 - Intellectual and Developmental Disabilities services
- Over 50 years in operation



Centerstone's Hi-Touch Hi-Tech Integrated Care Model



New clinical model



Analytics



Targets the 5%



Wellness coaching
with RN support



Technology-enabled
care



Flexible
funds



Demonstrated Outcomes



Therapeutic Foster Care + Integrated Health Home

- Centerstone of Tennessee continuum of care.
- Responsible for total cost of care.
- Outcomes:
 - Permanence
 - Safety
 - Well-being
- Addition of Integrated Health Home approach to enhance well-being among youth.



Therapeutic Foster Care + Integrated Health Home

Integration of wellness

- Training on whole health for staff
- Monitoring of HEDIS metrics
- Treatment plans include health-related goals & objectives

The youth

- Provide coaching on comprehensive wellness & physical health
- Relate wellness & health to multiple areas of life and functioning
- Empower youth to take charge of their own care

The foster family

- Close collaboration with foster families to ensure youth are living in healthy environments.
- Incorporation of health-related screening questions and issues into application process.
- Monitoring and training on holistic well-being

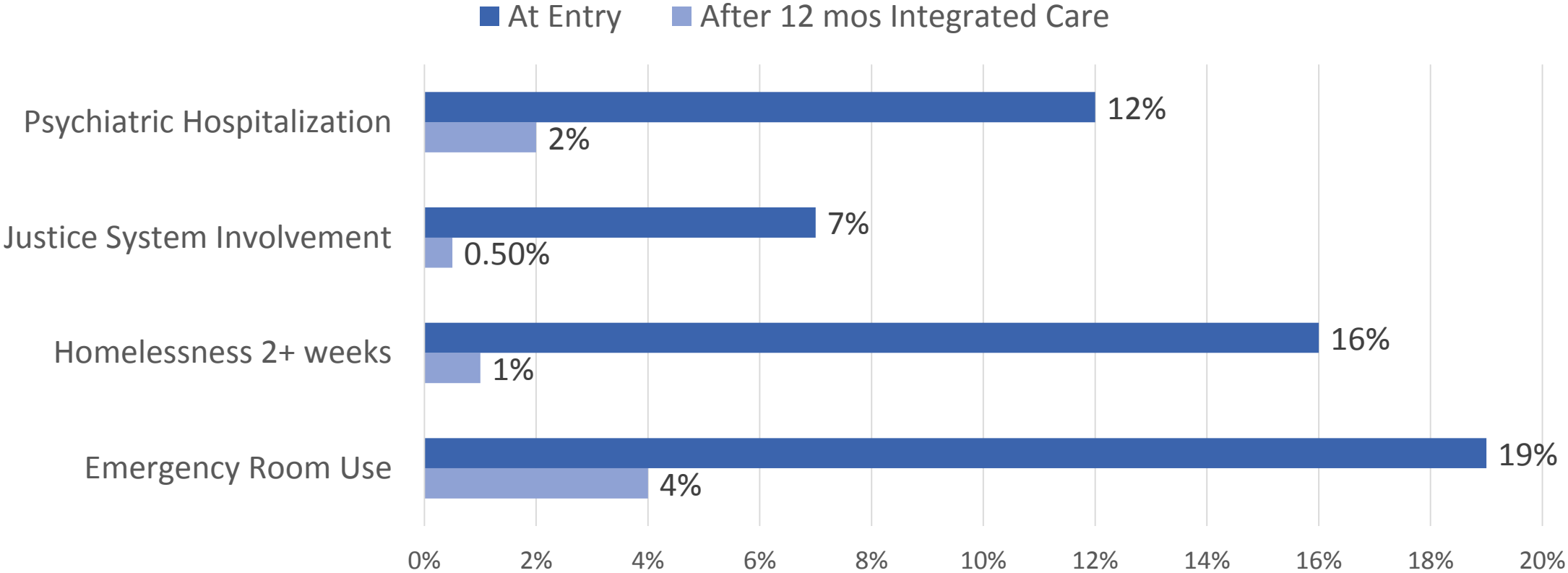


Centerstone of Illinois Alton Health Integration Program

- SAMHSA Primary Care and Behavioral Health Care Integration funded October, 2012.
- Serves adults with serious mental illness in the Alton, IL area.
- 400+ adults enrolled.
- \$10.6 million in savings of health care and other public costs in first two years.



Alton HIP Outcomes



Centerstone Health Home Clinical Model Development Process



Centerstone Integrated Health Home Model



Reflects Centers for Medicaid & Medicare Services & CARF Health Home requirements & accreditation standards.



Interdisciplinary, collaborative care team with RN care coordinators, Health Coaches, Peer Support Specialists, Behavioral Medicine Informed Therapist, & Psychiatrist w/ strong PCP linkages.



Population health focus. Each team tracks HEDIS metrics & health outcomes for their population & covers each person served in integrated treatment team staffing up to weekly if high risk or every 90 days if low risk.



Centerstone Integrated Health Home Model



Treat-to-target principles. Success on improving health capital, blood pressure, HgbA1c, depression, and other key indicators are tracked for each participant.



Standardized training curricula for all team member roles.



Fidelity scales to assess implementation's alignment with model



Lessons Learned

- Our existing integrated care team was too large.
- Caseload size matters.
- Use of a core competency focus reduces training time.
- Accountability works.
- Strong leadership commitment to supporting change is essential.



Lessons Learned

- Flexibility is key.
- Have a dedicated implementation team.
- Process workflow redesigns are important!
- Importance of MCO partnerships.



Questions?

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