

Implementing Medication-Assisted Treatment In A FQHC: The Valleywise Health Case Study

November 21, 2024 | 1:00 pm ET

Note: The following text was transcribed using Otter.ai. Any misspellings and typos are a result of that service being used.

Hello everyone.

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00:00:04.795 --> 00:00:06.035

My name is Corey Thornton.

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00:00:06.035 --> 00:00:07.715

I'm the senior editor here at Open Minds.

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00:00:07.715 --> 00:00:10.275

And welcome to today's Circle, executive Roundtable,

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00:00:10.275 --> 00:00:13.795

implementing Medication assisted treatment at an FQHC,

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00:00:14.055 --> 00:00:15.755

the Valley Wise Health Case study.

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00:00:15.945 --> 00:00:18.315

Today's Roundtable features Vicki Stables, director

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00:00:18.315 --> 00:00:19.275

of Outpatient Behavioral Health

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00:00:19.435 --> 00:00:20.475

Services at Valley Wise Health.

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00:00:20.775 --> 00:00:22.555
During the q and a, she will be joined

11
00:00:22.555 --> 00:00:25.435
by Open Minds Executive Vice President Karen Cari.

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00:00:25.495 --> 00:00:27.755
Before we get started, I have a few housekeeping reminders.

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00:00:27.755 --> 00:00:29.995
Your audio was, is muted for today's briefing.

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00:00:30.505 --> 00:00:32.115
However, during the q

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00:00:32.115 --> 00:00:34.435
and a, we encourage you to submit any questions you may have

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00:00:34.435 --> 00:00:35.875
using the question box located

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00:00:35.875 --> 00:00:36.915
on the right side of your screen.

18
00:00:37.295 --> 00:00:38.875
And finally, the slides and the recording

19
00:00:38.875 --> 00:00:40.835
for today's round table will be archived

20
00:00:40.835 --> 00:00:43.275
and available for subscription members on the Open Minds

21
00:00:43.275 --> 00:00:44.355
website starting tomorrow.

22
00:00:45.015 --> 00:00:46.275
And with that, here's Vicki.

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00:00:47.345 --> 00:00:50.035
Good afternoon everyone. Thank you for joining us today.

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00:00:50.525 --> 00:00:53.315

Today I'm gonna talk about implementing medication assisted

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00:00:53.315 --> 00:00:57.315

treatment in our Valley wise Health FQHC system.

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00:00:57.895 --> 00:01:00.515

I'm also gonna just talk about some of the other areas

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00:01:01.055 --> 00:01:02.395

of our hospital system,

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00:01:02.395 --> 00:01:04.875

which in which we also have implemented

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00:01:04.875 --> 00:01:06.355

medication assisted treatment.

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00:01:06.945 --> 00:01:09.315

I'll give it a little bit of background about who we are,

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00:01:09.775 --> 00:01:12.555

why we did this, and kind of what are some

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00:01:12.555 --> 00:01:15.155

of the opportunities as well as some of the challenges

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00:01:15.155 --> 00:01:17.875

that we've encountered as we move forward

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00:01:17.985 --> 00:01:19.355

with this key initiative.

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00:01:22.445 --> 00:01:25.135

Okay. Just to start, I always like to kind of level set

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00:01:25.135 --> 00:01:26.535

and just start with what our mission

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00:01:26.555 --> 00:01:27.735

is at Valley Wise Health.

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00:01:27.795 --> 00:01:30.455
And our mission is to provide exceptional care without

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00:01:30.455 --> 00:01:32.135
exception every patient, every time.

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00:01:32.555 --> 00:01:35.815
And I think we always try to keep that as at the forefront

41
00:01:35.815 --> 00:01:36.855
of everything that we do.

42
00:01:36.885 --> 00:01:40.215
That this is really about how do we improve services

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00:01:40.435 --> 00:01:43.775
for those people who we serve, um, and,

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00:01:43.915 --> 00:01:45.495
and the individuals in our community

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00:01:45.495 --> 00:01:47.775
to make it a better community for everyone.

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00:01:48.595 --> 00:01:51.775
Um, we are the, what's called the public, um,

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00:01:52.035 --> 00:01:53.655
safety Net System Hospital.

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00:01:54.235 --> 00:01:58.135
Um, value-Wise went, um, under a name change

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00:01:58.555 --> 00:02:01.815
as a part of a whole redesign of our system.

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00:02:02.355 --> 00:02:05.655
We were formally the, um, county hospital.

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00:02:06.315 --> 00:02:11.295
And so we've had a long history, 140 plus years history

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00:02:11.315 --> 00:02:14.335
of providing care to underserved population,

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00:02:14.565 --> 00:02:15.935
diverse populations.

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00:02:16.275 --> 00:02:18.375
We always talk about, we serve the individuals

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00:02:18.375 --> 00:02:21.975
that other folks, um, are unwilling or unable to serve.

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00:02:22.555 --> 00:02:25.655
Um, we're also one of the most, um, largest

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00:02:26.975 --> 00:02:29.255
teaching facilities in the Southwest.

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00:02:29.715 --> 00:02:32.815
Um, in all of our, all of our hospital systems,

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00:02:33.315 --> 00:02:35.655
in our programs, in our behavioral health programs,

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00:02:35.715 --> 00:02:38.255
our integrated behavioral health, we always are working

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00:02:38.255 --> 00:02:40.895
with residents and students really trying to

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00:02:41.425 --> 00:02:44.255
teach the future, um, of individuals.

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00:02:44.255 --> 00:02:46.735
And that's where with medication assisted treatment,

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00:02:46.735 --> 00:02:48.815
we did a lot of work with our residents.

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00:02:48.815 --> 00:02:50.615
And I'll talk a little bit about that more in the few,

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00:02:50.795 --> 00:02:52.495
and when I go over lessons learned.

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00:02:53.115 --> 00:02:54.655
Um, but we are one of the larger,

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00:02:54.965 --> 00:02:58.215
largest public teaching systems as well

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00:02:58.355 --> 00:03:01.845
as the safety net hospital system here in Maricopa County.

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00:03:02.665 --> 00:03:06.365
Um, we serve nearly 16,000 inpatient admissions,

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00:03:06.475 --> 00:03:10.405
plus 70,000 adult and pediatric ed visits annually.

72
00:03:11.065 --> 00:03:13.085
Um, 70% of the individuals

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00:03:13.085 --> 00:03:15.485
that we serve are vulnerable patients,

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00:03:15.485 --> 00:03:19.005
financially vulnerable, who are uninsured, uninsured or,

75
00:03:19.225 --> 00:03:20.245
or underinsured.

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00:03:20.545 --> 00:03:23.525
Um, with the majority of them being covered by access,

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00:03:23.855 --> 00:03:25.805
which is Arizona's Medicaid program

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00:03:26.665 --> 00:03:28.125
or the federal emergency.

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00:03:28.425 --> 00:03:32.165
Um, services. We have a huge refugee program as well.

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00:03:33.185 --> 00:03:36.845
Um, valley Wise Health has our medical hospital.

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00:03:37.105 --> 00:03:40.165
Uh, we just actually redid our medical hospital.

82
00:03:40.185 --> 00:03:43.565
We have three behavioral health hospitals for individuals

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00:03:43.565 --> 00:03:45.885
who are going to order over court ordered treatment,

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00:03:45.885 --> 00:03:47.005
court order evaluation.

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00:03:47.385 --> 00:03:50.285
And we have 30 community 13 community health centers

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00:03:50.285 --> 00:03:51.445
throughout Maricopa County.

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00:03:53.035 --> 00:03:55.455
Um, and I'll talk a little bit more about some

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00:03:55.455 --> 00:03:57.575
of the other services that we have as well.

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00:03:58.155 --> 00:04:00.015
But I first wanted to start with kind

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00:04:00.015 --> 00:04:01.335
of our needs assessment,

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00:04:01.515 --> 00:04:03.535
our Community Health Needs assessment report.

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00:04:03.535 --> 00:04:06.615
And we do this every three years to really identify

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00:04:06.725 --> 00:04:09.255
what are the key indicators, what are the, what are,

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00:04:09.255 --> 00:04:12.255
how do we make sure that we're providing the services

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00:04:12.525 --> 00:04:16.175
that our community really needs and can, can benefit from.

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00:04:16.795 --> 00:04:20.735
And, and this assessment, which we call our CHNA

97
00:04:20.735 --> 00:04:23.615
or our Community Health Needs Assessment, um,

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00:04:23.615 --> 00:04:27.495
really prioritizes what we're gonna focus on, um,

99
00:04:27.515 --> 00:04:29.295
within our hospital system.

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00:04:29.755 --> 00:04:31.695
And this guides us against

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00:04:31.815 --> 00:04:33.535
strategically for where we're gonna look.

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00:04:33.595 --> 00:04:35.575
And so, I'm not gonna go into a lot of details.

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00:04:35.835 --> 00:04:37.335
I'm sure you'll get a copy of the slides.

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00:04:37.395 --> 00:04:40.575
You can look through that. I also have my email address at

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00:04:40.575 --> 00:04:43.575
the end of the presentation today, so feel free to reach out

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00:04:43.575 --> 00:04:44.735
with me if you have any questions

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00:04:44.875 --> 00:04:46.655
or you, did you, you thought of something later

108
00:04:46.755 --> 00:04:49.255
and you weren't sure, um, shoot me an email.

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00:04:49.835 --> 00:04:52.135
Um, I think the one thing that really stood out

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00:04:52.135 --> 00:04:56.015
to the US the most is that the priorities

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00:04:56.085 --> 00:04:59.375
that really came out in this needs assessment were

112
00:04:59.375 --> 00:05:03.255
around substance use, um, around drug overdose,

113
00:05:03.485 --> 00:05:05.015
alcohol related substance use,

114
00:05:05.275 --> 00:05:08.415
and also mental health were the key key areas

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00:05:09.125 --> 00:05:12.735
that really came out as the focus for us to focus on.

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00:05:13.475 --> 00:05:16.135
Um, and then again, here's some additional information

117
00:05:16.905 --> 00:05:21.495
about, um, the populations that we serve, more breakdown

118
00:05:21.835 --> 00:05:25.375
of, um, of our populations within our community health

119
00:05:25.375 --> 00:05:27.695
centers, as well as our hospital system.

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00:05:28.235 --> 00:05:31.735
But again, two primary areas that really came out

121
00:05:31.735 --> 00:05:32.735
of this needs assessment

122
00:05:32.835 --> 00:05:35.695
and this large document that it created with,

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00:05:35.755 --> 00:05:39.535
and that we used as our strategic kind of light to tell us

124
00:05:39.535 --> 00:05:41.695
what we need to do with substance use and mental health.

125
00:05:42.635 --> 00:05:46.415
Um, as I mentioned, we have 13, um,

126
00:05:46.415 --> 00:05:48.975
community health centers throughout Maricopa County.

127
00:05:49.235 --> 00:05:52.735
We also have, um, our behavioral health centers,

128
00:05:52.745 --> 00:05:54.015
three behavioral health centers.

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00:05:54.155 --> 00:05:57.485
We have emergency rooms, we have, um, specialized care.

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00:05:57.785 --> 00:05:59.725
We have a national burn center.

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00:06:00.425 --> 00:06:04.925
Um, we have a, a whole variety of services, um,

132
00:06:04.925 --> 00:06:08.285
throughout our hospital system to serve Maricopa County.

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00:06:08.945 --> 00:06:10.645
Um, just to kind of level set,

134
00:06:10.765 --> 00:06:13.005
Maricopa County is the fourth largest county

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00:06:13.005 --> 00:06:14.365
in, in the United States.

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00:06:15.105 --> 00:06:17.605
And one of the problems that we wanted

137
00:06:17.605 --> 00:06:21.605
to really focus on was opioid deaths in Arizona

138
00:06:21.605 --> 00:06:24.605
because of the significant number of deaths, um,

139
00:06:24.605 --> 00:06:26.445
that were happening and that we'd seen

140
00:06:26.465 --> 00:06:28.845
and the continued growth for the need, um,

141
00:06:28.985 --> 00:06:30.045
to address this issue.

142
00:06:30.785 --> 00:06:35.205
We were really fortunate, um, that, um,

143
00:06:36.605 --> 00:06:38.845
I came on board about eight years ago,

144
00:06:38.865 --> 00:06:41.525
almost nine years ago now, um, to valley wise

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00:06:41.665 --> 00:06:43.085
to grow our outpatient

146
00:06:43.145 --> 00:06:44.645
and behavioral health services

147
00:06:44.935 --> 00:06:46.365
throughout our service system.

148
00:06:47.065 --> 00:06:50.205
Um, and so one of the things

149
00:06:50.205 --> 00:06:54.405
that we did is we actually applied for a SAMHSA grant

150
00:06:54.705 --> 00:06:57.925
to really focus on, um, getting some additional funding

151
00:06:58.065 --> 00:07:01.125
to help us support this initiative.

152
00:07:01.705 --> 00:07:04.725
Um, valley Wise had never in all of their history

153
00:07:04.725 --> 00:07:06.365
that had applied for a SAMHSA grant.

154
00:07:06.425 --> 00:07:07.605
So we were very excited

155
00:07:07.665 --> 00:07:09.805
to receive our first ever SAMHSA grant.

156
00:07:10.145 --> 00:07:14.325
We got about \$2.6 million for a five year period.

157
00:07:14.905 --> 00:07:18.005
Um, our grant we focused on was going to Matt

158
00:07:18.005 --> 00:07:19.725
to fight opioid use disorders.

159
00:07:20.305 --> 00:07:23.405
Um, we really wanted to focus on this area of

160
00:07:23.755 --> 00:07:25.325
what are the gaps in our care

161
00:07:25.785 --> 00:07:28.245
and how do we begin to build capacity

162
00:07:28.465 --> 00:07:29.885
and expand our workforce.

163
00:07:30.545 --> 00:07:32.685
Um, one of the things we always wanna do,

164
00:07:32.785 --> 00:07:35.645
and we do a lot of braided funding, we're very fortunate.

165
00:07:35.645 --> 00:07:36.845
We also have a foundation,

166
00:07:36.945 --> 00:07:39.725
so we get some foundation funding, we get all

167
00:07:39.725 --> 00:07:42.165
of our funding, we accept all the major, um,

168
00:07:43.385 --> 00:07:44.925
health plans, all the payers.

169
00:07:45.305 --> 00:07:47.005
Um, again, as I mentioned earlier,

170
00:07:47.705 --> 00:07:50.485
we have a large Medicaid population access.

171
00:07:50.865 --> 00:07:52.565
Um, but we try to really kind of,

172
00:07:52.785 --> 00:07:55.205
how do we utilize all the different funding

173
00:07:55.385 --> 00:07:56.925
to build our service system

174
00:07:57.305 --> 00:07:59.165
and to do it in a sustainable manner.

175
00:07:59.545 --> 00:08:01.005
Um, so one of the areas here

176
00:08:01.005 --> 00:08:04.045
that we focused on in this grant was really looking at

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00:08:04.425 --> 00:08:06.725
how do we build an integrated team

178
00:08:07.105 --> 00:08:10.205
of peer recovery support specialists, um,

179
00:08:10.355 --> 00:08:13.605
that can support individuals receiving MAT services

180
00:08:14.315 --> 00:08:18.005
from our primary care providers and our psychiatrists,

181
00:08:18.345 --> 00:08:21.525
and how do we use these dollars kind of as that ramp up

182
00:08:21.625 --> 00:08:26.485
to pay for their initial onboarding, hiring, training,

183
00:08:26.595 --> 00:08:28.485
getting them in place,

184
00:08:28.905 --> 00:08:31.245
and then they would be able to sustain,

185
00:08:31.545 --> 00:08:34.285
we can sustain those positions ongoing

186
00:08:34.945 --> 00:08:36.485
by billing for those services.

187
00:08:36.855 --> 00:08:39.725
We're very fortunate in Arizona that, um,

188
00:08:39.875 --> 00:08:42.485
peer delivered services are a covered service.

189
00:08:43.065 --> 00:08:45.965
And just for folks who may not be familiar with, um,

190
00:08:46.025 --> 00:08:47.965
the term peer recovery support specialist,

191
00:08:48.105 --> 00:08:49.205
I'm hoping everyone is,

192
00:08:49.625 --> 00:08:52.325
but just in case you're not, those are individuals

193
00:08:52.345 --> 00:08:54.965
who they themselves are in recovery,

194
00:08:55.045 --> 00:08:56.085
either from mental health

195
00:08:56.105 --> 00:08:59.085
or substance use For this specific, um, program,

196
00:08:59.465 --> 00:09:03.325
we hired individuals who are in recovery, um, from

197
00:09:04.125 --> 00:09:07.645
substance use and who can then share their knowledge,

198
00:09:07.655 --> 00:09:08.685
their experience.

199
00:09:08.795 --> 00:09:10.085
They're also trained

200
00:09:10.185 --> 00:09:13.445
and certified in Arizona to deliver these services.

201
00:09:14.105 --> 00:09:18.005
Um, these services are then paid at, um,

202
00:09:18.785 --> 00:09:23.165
either the, um, contracted rate, the fee for service rate,

203
00:09:23.345 --> 00:09:25.965
if it's an through, um, access,

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00:09:26.025 --> 00:09:27.365
or through one of the health plans,

205
00:09:27.905 --> 00:09:32.285
or if it's in one of our FQHC, the actual

206
00:09:32.965 --> 00:09:35.725
services delivered by peer recovery support specialists

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00:09:35.905 --> 00:09:37.845
and our integrated behavioral health clinicians

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00:09:37.845 --> 00:09:39.845
and others is paid at the PPS rate.

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00:09:40.225 --> 00:09:42.365
Um, and so we do get that full PPS rate,

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00:09:42.365 --> 00:09:44.005
which is unbelievable.

211
00:09:44.105 --> 00:09:47.005
And so it really helped us to utilize, again, this funding

212
00:09:47.065 --> 00:09:49.005
to do that initial ramp up,

213
00:09:49.385 --> 00:09:52.805
but then to be able to sustain them long-term.

214
00:09:53.625 --> 00:09:56.205
And I'll talk about some of the achievements we've had

215
00:09:56.205 --> 00:09:59.685
with this grant and overall how we utilize this funding

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00:09:59.865 --> 00:10:02.365
to really, um, fuel, um,

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00:10:02.375 --> 00:10:05.605
medication assisted treatment services in our federally

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00:10:05.605 --> 00:10:07.125
qualified health centers in all

219
00:10:07.125 --> 00:10:09.565
of our specialty behavioral health clinics and,

220
00:10:09.665 --> 00:10:13.085
and also in our ERs and other areas of our hospital system.

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00:10:13.945 --> 00:10:16.485
Um, we also wanted to increase the number

222
00:10:16.485 --> 00:10:17.845
of licensed providers.

223
00:10:17.985 --> 00:10:20.205
One of the things that we said early on is

224
00:10:20.205 --> 00:10:22.485
that we will not do medication alone.

225
00:10:22.625 --> 00:10:26.205
We really wanna focus on a whole comprehensive team of folks

226
00:10:26.305 --> 00:10:28.925
who can work together to support the individual

227
00:10:29.545 --> 00:10:32.405
who is in need of medication assisted treatment so

228
00:10:32.405 --> 00:10:33.605
that they're, um, working

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00:10:33.675 --> 00:10:35.885
with an independently licensed clinician

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00:10:36.105 --> 00:10:38.125
and a peer support in addition

231
00:10:38.145 --> 00:10:40.925
to either their primary care provider or psychiatrist.

232
00:10:41.865 --> 00:10:45.485
Um, another area we wanna focus on was really kind of

233
00:10:46.085 --> 00:10:48.245
reducing the stigma related to MAT services.

234
00:10:49.065 --> 00:10:50.405
Um, and I'll talk about some

235
00:10:50.405 --> 00:10:52.685
of the lessons learned later on about some

236
00:10:52.685 --> 00:10:56.005
of the challenges we had even in getting

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00:10:56.985 --> 00:11:00.125
buy-in from leadership to apply for this grant, um,

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00:11:00.125 --> 00:11:02.565
and getting buy-in from folks prior

239
00:11:02.565 --> 00:11:03.925
to applying for this grant.

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00:11:04.305 --> 00:11:06.045
We also had gotten, um,

241
00:11:06.355 --> 00:11:08.885
some funding from our Arizona Alliance

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00:11:08.885 --> 00:11:11.885
of Community Health Centers to do a needs assessment

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00:11:12.425 --> 00:11:15.405
and to have, um, an individual do interviews

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00:11:15.405 --> 00:11:17.925
with our primary care providers to see kind

245
00:11:17.925 --> 00:11:19.125
of a readiness assessment.

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00:11:19.425 --> 00:11:22.805
How ready are we to start providing behavioral health

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00:11:23.165 --> 00:11:24.805
services in our community health centers?

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00:11:25.225 --> 00:11:27.525
And one of the things we learned early on was

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00:11:27.525 --> 00:11:29.925
that there was a lot of stigma, a lot of fear,

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00:11:30.265 --> 00:11:31.365
and a lot of concerns.

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00:11:31.525 --> 00:11:33.245
I think there was this negative belief

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00:11:33.245 --> 00:11:35.365
that if we started providing behavioral health,

253
00:11:35.705 --> 00:11:39.085
if we started doing more services, serving individuals, um,

254
00:11:39.085 --> 00:11:41.685
struggling with substance use, that, you know,

255
00:11:41.825 --> 00:11:45.005
you we're gonna have these people camped out in our clinics,

256
00:11:45.005 --> 00:11:48.965
we're gonna have these people, you know, um, doing all sorts

257
00:11:48.965 --> 00:11:52.325
of things and just, you know, those, all those things that,

258
00:11:52.795 --> 00:11:54.885
that stigma that, you know,

259
00:11:54.885 --> 00:11:58.285
unfortunately has traditionally been associated with, um,

260
00:11:58.645 --> 00:12:00.205
providers who provide these services.

261
00:12:00.785 --> 00:12:03.125
And so we had to do a lot of work to say,

262
00:12:03.465 --> 00:12:05.245
now we're gonna have a whole comprehensive

263
00:12:05.315 --> 00:12:06.365
team to support people.

264
00:12:06.365 --> 00:12:08.285
We're gonna be addressing social determinants of health,

265
00:12:08.675 --> 00:12:11.325
that the doctor's not gonna be there alone trying

266
00:12:11.485 --> 00:12:15.125
to manage this, that they have a whole team, a whole, um,

267
00:12:15.235 --> 00:12:16.845
care team that's gonna work together

268
00:12:16.905 --> 00:12:18.885
to support the individual to be successful.

269
00:12:19.985 --> 00:12:22.845
Um, we also wanted to look at how do we expand referrals

270
00:12:22.845 --> 00:12:24.405
with our partnering organizations.

271
00:12:24.905 --> 00:12:28.725
Um, as, uh, FQHC, we can only do so much.

272
00:12:29.055 --> 00:12:30.445
We're not able to do,

273
00:12:30.495 --> 00:12:32.965
we're not currently doing intensive outpatient,

274
00:12:33.135 --> 00:12:35.205
we're not doing detox, those kind of things.

275
00:12:35.425 --> 00:12:38.205
So we have to have strong partnerships, um, as well

276
00:12:38.205 --> 00:12:40.965
as strong partnerships to address those social determinants

277
00:12:40.965 --> 00:12:43.365
of health that our system is not able to do.

278
00:12:44.185 --> 00:12:47.965
Um, when we first, um, applied for this grant,

279
00:12:48.145 --> 00:12:50.685
and every time we talk about this grant,

280
00:12:50.945 --> 00:12:53.205
we let folks know why this is so critical.

281
00:12:53.225 --> 00:12:54.285
And the, and the reason is

282
00:12:54.285 --> 00:12:57.045
that more than five people every day die from

283
00:12:57.045 --> 00:12:58.685
opioid overdoses in Arizona.

284
00:12:59.065 --> 00:13:02.085
And this that was, um, prior to covid.

285
00:13:02.305 --> 00:13:04.445
And so I can only imagine that that number,

286
00:13:04.505 --> 00:13:07.645
and I probably need to update this slide to see what exactly

287
00:13:07.675 --> 00:13:08.925
that number is currently,

288
00:13:08.985 --> 00:13:11.485
but there was a huge need, a huge demand.

289
00:13:14.195 --> 00:13:16.055
So just to talk a little bit about some

290
00:13:16.055 --> 00:13:19.015
of the accomplishments that we've been able to accomplish

291
00:13:19.075 --> 00:13:20.855
to date, um, with our grant,

292
00:13:20.855 --> 00:13:23.935
as we've had 165 patients enrolled, um,

293
00:13:24.075 --> 00:13:28.095
84, 80 5% of our SAMHSA year to date goal.

294
00:13:28.115 --> 00:13:30.495
And I don't know if people are familiar with SAMHSA

295
00:13:30.835 --> 00:13:32.855
and grants and all of the requirements

296
00:13:32.875 --> 00:13:33.895
and different things like that.

297
00:13:33.955 --> 00:13:35.775
So there's a lot of reporting requirements.

298
00:13:36.275 --> 00:13:38.535
Um, we're very fortunate we have an evaluator

299
00:13:38.535 --> 00:13:41.015
that helps us in doing the evaluation of this grant.

300
00:13:41.115 --> 00:13:44.695
And is, is looking at areas not only what are we achieving,

301
00:13:44.835 --> 00:13:46.735
but what are the opportunities for us.

302
00:13:46.835 --> 00:13:48.135
And, and we're really lucky

303
00:13:48.135 --> 00:13:50.535
that we have a strong partnership with our evaluator

304
00:13:50.635 --> 00:13:54.175
who has a history of working with programs that provide

305
00:13:54.895 --> 00:13:56.655
substance use and medication assisted treatment

306
00:13:56.655 --> 00:13:57.815
so we can learn from her

307
00:13:58.115 --> 00:14:00.255
and learn from our data about how we can improve things.

308
00:14:01.155 --> 00:14:03.775
Um, so as of to date,

309
00:14:03.875 --> 00:14:06.415
we have deployed five peer support specialists

310
00:14:06.415 --> 00:14:09.415
that work across those 13 community health centers.

311
00:14:10.075 --> 00:14:11.855
Um, we have licensed clinicians

312
00:14:11.885 --> 00:14:13.775
that partner at each of those sites.

313
00:14:14.275 --> 00:14:17.455
Um, one of the things we also focused on is, as many

314
00:14:17.455 --> 00:14:19.975
of you all probably are experiencing as well,

315
00:14:20.395 --> 00:14:23.415
we don't have enough providers to meet the demand

316
00:14:23.415 --> 00:14:25.855
of services, and we definitely don't have enough

317
00:14:26.255 --> 00:14:29.975
independently or, or, um, associate licensed clinicians.

318
00:14:30.435 --> 00:14:32.855
Um, and so we have developed a whole

319
00:14:33.495 --> 00:14:36.775
training program within our, um, service system

320
00:14:36.945 --> 00:14:41.735
where we pair up a licensed clinician also with, um,

321
00:14:42.005 --> 00:14:44.975
individuals who are working on becoming independently

322
00:14:45.255 --> 00:14:47.975
licensed so that we can provide that clinical supervision

323
00:14:47.995 --> 00:14:50.575
for them and grow our whole workforce.

324
00:14:51.145 --> 00:14:52.685
And so we're really trying to develop

325
00:14:52.685 --> 00:14:55.245
that career ladder within Valley Wise health so

326
00:14:55.245 --> 00:14:58.165
that we can grow our future clinicians, you know,

327
00:14:58.165 --> 00:15:00.765
just like we do our residences and everything else.

328
00:15:00.935 --> 00:15:04.605
Again, focusing on that teaching hospital, um, and, and,

329
00:15:04.605 --> 00:15:07.245
and focus on that expansion of how do we grow the future.

330
00:15:08.305 --> 00:15:12.205
Um, we've recruited to date seven providers within our

331
00:15:13.015 --> 00:15:15.645
FQHCs who are medical physicians

332
00:15:15.785 --> 00:15:17.685
who are providing MAT services,

333
00:15:17.865 --> 00:15:20.205
who have received specialized training, who partner

334
00:15:20.235 --> 00:15:23.525
with folks who work with a team to really meet the needs

335
00:15:23.665 --> 00:15:25.805
of individuals and feed families.

336
00:15:26.145 --> 00:15:28.445
Um, we're also have our

337
00:15:28.965 --> 00:15:31.725
specialty behavioral health programs, um, outside

338
00:15:31.725 --> 00:15:34.845
of our FQHC, but under the umbrella of our hospital.

339
00:15:35.225 --> 00:15:38.805
And so those specialty programs that we have, um, and,

340
00:15:38.905 --> 00:15:42.925
and working in a hospital system, we decided

341
00:15:42.945 --> 00:15:45.445
to call them our specialty behavioral health programs.

342
00:15:45.445 --> 00:15:48.605
Oftentimes they're referred to as clinic serving persons

343
00:15:48.605 --> 00:15:50.765
with serious mental illness, behavioral health

344
00:15:50.765 --> 00:15:52.605
problems, that type of thing.

345
00:15:52.665 --> 00:15:54.765
So they're, um, licensed outpatient

346
00:15:54.765 --> 00:15:56.045
behavioral health programs.

347
00:15:56.385 --> 00:15:57.965
Um, and we have several areas.

348
00:15:58.185 --> 00:16:01.245
We have two first episode centers that serve young folks

349
00:16:01.305 --> 00:16:04.125
who are experiencing their first episode of psychosis.

350
00:16:04.825 --> 00:16:08.805
Um, and we're trying to intervene early, keep them on track

351
00:16:08.805 --> 00:16:11.765
with their life, a very comprehensive team of folks.

352
00:16:12.225 --> 00:16:13.965
Um, and, um, employment

353
00:16:13.965 --> 00:16:17.285
and education specialists, um, case managers

354
00:16:17.585 --> 00:16:20.445
or team specialists referred to nursing doctor,

355
00:16:20.685 --> 00:16:23.525
a whole comprehensive team outpatient program

356
00:16:23.835 --> 00:16:26.965
that is really focusing on helping young folks

357
00:16:27.065 --> 00:16:29.685
who are experiencing their first episode of psychosis,

358
00:16:29.825 --> 00:16:32.205
as well as working with their entire family

359
00:16:32.585 --> 00:16:35.445
to help support them so that they can stay on track

360
00:16:35.445 --> 00:16:37.245
with their goals, their dreams in their life.

361
00:16:37.585 --> 00:16:39.885
That's one program. We also have, um,

362
00:16:40.025 --> 00:16:43.165
two assertive community treatment programs, um,

363
00:16:43.215 --> 00:16:46.045
which are intensive services serving individuals

364
00:16:46.065 --> 00:16:47.325
who have a serious mental illness,

365
00:16:47.785 --> 00:16:50.565
who really have struggled in the traditional behavioral

366
00:16:50.565 --> 00:16:52.365
health system and have not done well.

367
00:16:52.785 --> 00:16:56.605
Um, we always kind of describe it as a, as a whole kind

368
00:16:56.605 --> 00:16:59.125
of a hospital system without walls

369
00:16:59.275 --> 00:17:02.285
that really do whatever it takes to keep people

370
00:17:02.825 --> 00:17:05.205
in the community and keep them successful.

371
00:17:05.705 --> 00:17:10.325
Um, those teams run 24 7, as does our first episode centers.

372
00:17:10.825 --> 00:17:13.765
Um, and they have psychiatrists, nursing,

373
00:17:14.625 --> 00:17:16.165
um, peer supports.

374
00:17:16.165 --> 00:17:17.485
All of our teams have peer support.

375
00:17:18.025 --> 00:17:19.245
Um, we have employment

376
00:17:19.445 --> 00:17:22.925
and rehab, um, employment specialists that are working

377
00:17:22.995 --> 00:17:25.565
with individuals to keep them successful

378
00:17:25.705 --> 00:17:27.205
and keep them in the community.

379
00:17:27.375 --> 00:17:29.045
Oftentimes we say folks

380
00:17:29.105 --> 00:17:32.445
who are receiving assertive community treatment, um, would,

381
00:17:32.555 --> 00:17:35.605
without these services probably be institutionalized either

382
00:17:35.605 --> 00:17:40.085
in a hospital, in a criminal justice setting system, um,

383
00:17:40.785 --> 00:17:41.885
on the streets are dead.

384
00:17:41.985 --> 00:17:44.565
And so it really does save lives every day.

385
00:17:44.565 --> 00:17:45.565
Those two programs.

386
00:17:46.225 --> 00:17:48.845
Um, and then one of our sort of community treatment teams

387
00:17:49.425 --> 00:17:53.125
is really focused on serving individuals who have, um,

388
00:17:53.225 --> 00:17:55.645
are involved in the, um, justice system,

389
00:17:55.645 --> 00:17:57.445
and it's called a forensic act team.

390
00:17:57.985 --> 00:17:59.685
So kind of a little bit

391
00:17:59.685 --> 00:18:01.245
of overview of some of those services.

392
00:18:01.305 --> 00:18:05.045
Within all of those programs, we can provide mat inductions,

393
00:18:05.045 --> 00:18:08.605
ongoing mat services, as well as having peer support, um,

394
00:18:08.605 --> 00:18:11.205
counseling services, and a whole variety of other services

395
00:18:11.345 --> 00:18:13.405
to support individuals in being, um,

396
00:18:13.405 --> 00:18:14.685
successful in their recovery.

397
00:18:15.745 --> 00:18:19.645
Um, as I mentioned, we've listed seven providers, um, within

398
00:18:20.185 --> 00:18:22.565
our FQHCs or our federal qualified health centers.

399
00:18:22.635 --> 00:18:25.165
Five of those are MDs and two are nurse practitioners.

400
00:18:27.605 --> 00:18:31.505
Um, to date, just on some of, in our enrollment numbers, um,

401
00:18:31.685 --> 00:18:33.105
as I talk about lessons learned,

402
00:18:33.105 --> 00:18:36.145
you'll hear me talk about this took a while to get it going,

403
00:18:36.245 --> 00:18:40.105
to get buy-in to get people on board to recruit, um,

404
00:18:40.105 --> 00:18:41.265
medical providers.

405
00:18:41.485 --> 00:18:44.145
We didn't have any problem getting psychiatrists,

406
00:18:44.145 --> 00:18:45.905
but trying to get medical providers

407
00:18:46.005 --> 00:18:48.425
to do mat services was really a challenge.

408
00:18:49.165 --> 00:18:50.985
Um, so our first year of our goal,

409
00:18:51.125 --> 00:18:53.025
you can see we didn't quite hit our target.

410
00:18:53.125 --> 00:18:55.905
We, we knew it would be a huge lift for us

411
00:18:55.925 --> 00:18:58.105
to do this in our service system, so we said,

412
00:18:58.105 --> 00:19:00.465
we're just gonna do 25, and we actually only got six,

413
00:19:00.765 --> 00:19:02.345
but then we started getting momentum.

414
00:19:02.405 --> 00:19:05.225
And one of the things that we learned is as we continue to,

415
00:19:05.445 --> 00:19:08.905
um, present to folks talk about, folks talk about this,

416
00:19:09.355 --> 00:19:10.625
we're starting to get more people,

417
00:19:10.625 --> 00:19:13.105
we're getting more providers as well as we're getting, um,

418
00:19:13.175 --> 00:19:15.265
more in input and, and,

419
00:19:15.285 --> 00:19:16.945
and more people enrolled in the program.

420
00:19:17.285 --> 00:19:19.225
So we did hit our targets in year two.

421
00:19:20.005 --> 00:19:22.585
Um, in year three, we were a little short,

422
00:19:23.165 --> 00:19:24.345
um, of our target.

423
00:19:24.645 --> 00:19:27.745
Um, but then in year four, we again are making progress.

424
00:19:28.205 --> 00:19:31.665
Um, our goal is really to continue to build those services

425
00:19:31.965 --> 00:19:36.145
by building a whole cadre of primary care providers,

426
00:19:36.335 --> 00:19:40.025
psychiatrists, um, independently licensed clinicians,

427
00:19:40.055 --> 00:19:42.265
peer support, everyone to really, uh,

428
00:19:42.285 --> 00:19:44.025
um, identify and address this.

429
00:19:44.445 --> 00:19:47.105
One of the things that also we worked in with this grant,

430
00:19:47.125 --> 00:19:48.905
and again, trying to blend funding

431
00:19:49.045 --> 00:19:50.265
and blend initiatives,

432
00:19:50.485 --> 00:19:53.225
is we also have another initiative in Arizona

433
00:19:53.225 --> 00:19:55.505
that's called Targeted Investment, um,

434
00:19:55.505 --> 00:19:57.385
which was really focused on working

435
00:19:57.695 --> 00:19:59.585
with folks in the justice system

436
00:20:00.165 --> 00:20:02.905
and how can we work to, um,

437
00:20:03.895 --> 00:20:06.945
conduct inReach and into the prison.

438
00:20:07.205 --> 00:20:10.025
And we specifically target with the prison, not the jail.

439
00:20:10.605 --> 00:20:12.625
Um, and so we're doing a lot of work

440
00:20:12.625 --> 00:20:15.385
with the justice population under target and investment,

441
00:20:15.445 --> 00:20:18.545
but we're hooking it together with our MAT program as well

442
00:20:18.725 --> 00:20:22.505
and connecting folks with services so that upon release, um,

443
00:20:22.615 --> 00:20:24.425
upon reentry back into the community,

444
00:20:24.615 --> 00:20:27.305
that they can get those MAT services that are needed.

445
00:20:28.045 --> 00:20:30.225
Um, we also have a mobile unit

446
00:20:30.365 --> 00:20:33.305
and we actually have our value wise Health mobile unit now

447
00:20:33.305 --> 00:20:37.825
that is, that goes to all of the parole orientations

448
00:20:38.365 --> 00:20:41.745
in Maricopa County, so that as people have to,

449
00:20:41.745 --> 00:20:45.385
they are required to attend an orientation, uh,

450
00:20:45.535 --> 00:20:47.765
upon reentry upon release from prison.

451
00:20:48.225 --> 00:20:51.365
Um, and so we have our service system right there.

452
00:20:51.545 --> 00:20:55.605
We have, um, peers that are right there to welcome them back

453
00:20:55.605 --> 00:20:58.485
to the community, but also engage them if they have

454
00:20:58.485 --> 00:21:00.125
immediate needs with our mobile unit

455
00:21:00.305 --> 00:21:02.965
or get them connected with appointments within, um,

456
00:21:03.025 --> 00:21:04.365
to making sure that, and

457
00:21:04.365 --> 00:21:08.385
that has really helped our enrollments as well, focusing on

458
00:21:08.385 --> 00:21:11.705
that partnership between our justice involved initiatives

459
00:21:11.725 --> 00:21:14.745
and then our medication assisted treatment initiatives.

460
00:21:15.255 --> 00:21:18.905
This is just a breakdown of our, um, kind of the population

461
00:21:18.905 --> 00:21:20.105
that we're currently serving.

462
00:21:20.645 --> 00:21:23.785
Um, right now we are serving more males than females.

463
00:21:23.935 --> 00:21:26.065
It's about 70 to 30%.

464
00:21:26.605 --> 00:21:28.545
Um, looking at our age groups,

465
00:21:28.725 --> 00:21:30.825
you can see we have a diverse, um,

466
00:21:31.045 --> 00:21:33.425
age group population that we're serving.

467
00:21:34.005 --> 00:21:37.185
Um, we are not providing medication assisted treatment

468
00:21:37.245 --> 00:21:38.825
to anyone under 18.

469
00:21:39.275 --> 00:21:43.465
There is still some barriers to doing that with licensing

470
00:21:43.525 --> 00:21:44.705
and different requirements.

471
00:21:45.165 --> 00:21:47.945
And so right now, that's not an area we're focused on,

472
00:21:48.265 --> 00:21:50.385
although we hope to someday focus on that.

473
00:21:50.845 --> 00:21:52.305
Um, we are able

474
00:21:52.725 --> 00:21:55.745
to serve if somebody needed medication assisted treatment

475
00:21:55.745 --> 00:21:57.305
through our first episode centers

476
00:21:57.305 --> 00:21:59.185
because they serve 15 to 21.

477
00:21:59.475 --> 00:22:01.545
Those two programs are a little separate

478
00:22:01.575 --> 00:22:03.305
that they would be able to meet that need.

479
00:22:04.055 --> 00:22:07.315
Um, our ethnicity breakdown, we're in Arizona,

480
00:22:07.415 --> 00:22:11.075
so we have a large Hispanic Hispanic population, um,

481
00:22:11.475 --> 00:22:13.795
although I think we could probably do a little better in

482
00:22:13.795 --> 00:22:16.235
that area as well with our outreach and engagement.

483
00:22:16.535 --> 00:22:20.395
Um, and we're still serving about 87% of individuals

484
00:22:20.395 --> 00:22:21.555
who identify as white.

485
00:22:21.695 --> 00:22:24.275
Um, so we have some opportunity to expand

486
00:22:24.455 --> 00:22:27.875
and really look at what are some of our marketing materials

487
00:22:27.875 --> 00:22:30.195
and information, um, to reach some

488
00:22:30.195 --> 00:22:31.835
of those underserved populations

489
00:22:31.835 --> 00:22:33.275
that we know there is a need

490
00:22:33.775 --> 00:22:36.075
but are not engaging yet in services with us.

491
00:22:38.015 --> 00:22:40.675
Um, one of the things that I was asked to do is just

492
00:22:40.675 --> 00:22:42.755
to talk a little bit about kind of what is

493
00:22:42.755 --> 00:22:44.635
that population in more details, right?

494
00:22:44.755 --> 00:22:47.675
I gave you that high level male female, that type of thing.

495
00:22:47.675 --> 00:22:49.795
And you, again, you can look at the charts in more detail

496
00:22:49.795 --> 00:22:51.275
later, but I just wanted to talk

497
00:22:51.275 --> 00:22:53.675
to you a little bit about kind of what is a,

498
00:22:53.835 --> 00:22:55.395
a complex patient portrait.

499
00:22:55.425 --> 00:22:58.235
What is, what does this look like, somebody who's seeking

500
00:22:58.755 --> 00:23:00.235
recovery, seeking our services.

501
00:23:00.855 --> 00:23:03.475
Um, and here's just some characteristics of those folks

502
00:23:03.535 --> 00:23:05.315
who are receiving our MAT services.

503
00:23:05.735 --> 00:23:07.835
And this is based on, um, data

504
00:23:07.865 --> 00:23:09.955
that we must collect for our SAMHSA grant.

505
00:23:10.015 --> 00:23:11.035
And, you know, and,

506
00:23:11.055 --> 00:23:14.075
and we do, um, an initial interview with folks,

507
00:23:14.615 --> 00:23:18.275
and then we also do, uh, a six month interview

508
00:23:18.295 --> 00:23:19.915
and then a, a final interview

509
00:23:19.975 --> 00:23:21.915
to really look at those outcomes of folks

510
00:23:21.975 --> 00:23:24.035
who are getting services under this grant.

511
00:23:24.575 --> 00:23:26.835
But our main age is about 40 years old.

512
00:23:27.245 --> 00:23:28.715
We're not serving a lot of veterans.

513
00:23:28.715 --> 00:23:30.795
And that was one of the areas that we, again, we wanted

514
00:23:30.795 --> 00:23:32.755
to identify that we need to do better

515
00:23:32.975 --> 00:23:34.795
and seeking out serving veterans.

516
00:23:35.275 --> 00:23:37.355
Although I think one of the challenges is a lot

517
00:23:37.355 --> 00:23:39.715
of the veterans get served through

518
00:23:39.715 --> 00:23:41.315
that veteran system of care.

519
00:23:41.855 --> 00:23:44.315
Um, but developing those partnerships with them.

520
00:23:44.615 --> 00:23:46.845
And the VA has actually had a, a,

521
00:23:46.965 --> 00:23:49.685
a very strong medication assisted treatment program here in

522
00:23:49.685 --> 00:23:50.885
Arizona for many years.

523
00:23:51.905 --> 00:23:56.325
Um, 40% of the folks speak a, a language other than English.

524
00:23:57.025 --> 00:23:59.085
Um, 56% of the individuals

525
00:23:59.085 --> 00:24:02.325
that are serving report using fentanyl in the last 30 days.

526
00:24:02.825 --> 00:24:05.805
You know, and one of the things we looked at initially

527
00:24:05.865 --> 00:24:07.485
as a harm reduction strategy

528
00:24:08.065 --> 00:24:11.565
was looking at fentanyl test strips, and would we need that?

529
00:24:11.705 --> 00:24:13.165
And, and, and more recently,

530
00:24:13.325 --> 00:24:16.885
I think there's a lot more awareness of, you know, a lot

531
00:24:16.885 --> 00:24:19.005
of people aren't really seeing that as, as, as one

532
00:24:19.005 --> 00:24:20.885
of the best strategies, um,

533
00:24:21.115 --> 00:24:25.325
because pretty much most things are now have some trace

534
00:24:25.345 --> 00:24:28.045
of fentanyl in 'em and, and, and a variety of things.

535
00:24:28.065 --> 00:24:31.765
So we kind of put that aside for right now as, as, as,

536
00:24:31.785 --> 00:24:33.645
as looking at implementing that and,

537
00:24:33.665 --> 00:24:36.245
and just really helping to people to understand

538
00:24:36.245 --> 00:24:38.645
and to recognize that most of the substances

539
00:24:38.645 --> 00:24:41.445
that they're using right now do contain fentanyl.

540
00:24:41.905 --> 00:24:43.245
Um, 22%.

541
00:24:43.425 --> 00:24:45.965
Um, we've also reported using methamphetamine,

542
00:24:46.845 --> 00:24:48.085
a lot of tobacco use.

543
00:24:48.345 --> 00:24:53.205
Um, 64%, most people are coming in requesting buprenorphine.

544
00:24:53.705 --> 00:24:58.045
Um, also almost 70% report having a prior history

545
00:24:58.185 --> 00:25:01.525
of mental health as well as struggling with substance use.

546
00:25:02.105 --> 00:25:04.885
And the, the most common mental health diagnosis is,

547
00:25:04.885 --> 00:25:06.165
are major depression, bipolar,

548
00:25:06.465 --> 00:25:08.405
and generalized anxiety disorder.

549
00:25:10.275 --> 00:25:12.655
Um, additional characteristics, um,

550
00:25:13.205 --> 00:25:16.815
individuals have tried at at least 2.6

551
00:25:16.815 --> 00:25:18.375
times in the past.

552
00:25:19.075 --> 00:25:22.255
Um, this is not their first recovery, um, attempt.

553
00:25:22.795 --> 00:25:25.055
Um, and, and what I always like to talk

554
00:25:25.055 --> 00:25:27.575
with our teams about too is this probably is not

555
00:25:27.575 --> 00:25:28.615
gonna be their last, right?

556
00:25:28.715 --> 00:25:33.375
We have to recognize that relapse is part of, you know, uh,

557
00:25:33.375 --> 00:25:36.335
of, of the recovery, um, process.

558
00:25:36.715 --> 00:25:39.895
And so we have to recognize and, and really work with people

559
00:25:39.955 --> 00:25:42.055
and develop those relapse prevention plans.

560
00:25:42.435 --> 00:25:44.735
Um, but then make sure that, you know, that the,

561
00:25:44.765 --> 00:25:48.455
it's not a shameful, it's not, uh, it's not an a,

562
00:25:48.475 --> 00:25:49.615
you know, it's part of the process.

563
00:25:49.755 --> 00:25:51.775
So we wanna in make sure we're touching base,

564
00:25:51.775 --> 00:25:53.695
we're reengaging reconnecting with people

565
00:25:53.805 --> 00:25:57.215
because we, we recognize that there are gonna be, um,

566
00:25:57.495 --> 00:25:59.415
relapses, um, for individuals.

567
00:25:59.415 --> 00:26:01.295
And how do we make sure that it's comfortable

568
00:26:01.295 --> 00:26:02.495
for them to talk about it.

569
00:26:02.795 --> 00:26:05.695
You know, we, we don't, um, we don't do a, our,

570
00:26:05.715 --> 00:26:07.975
our role is not here to drug test people

571
00:26:08.075 --> 00:26:09.615
to say positive or negative.

572
00:26:09.815 --> 00:26:12.175
I always say our goal is to develop a, a,

573
00:26:12.255 --> 00:26:15.175
a Thera Strong Therapeutic alliance, a strong relationship

574
00:26:15.175 --> 00:26:17.495
with them so that they are comfortable talking

575
00:26:17.495 --> 00:26:19.975
with us about the relapses so that we can help

576
00:26:20.275 --> 00:26:22.655
to prevent them in the future so that we can help them

577
00:26:22.715 --> 00:26:26.295
to identify a plan, to see what their triggers are, to see

578
00:26:26.295 --> 00:26:30.135
what their challenges are to, to, to intervene early and,

579
00:26:30.195 --> 00:26:31.815
and to really prevent that relapse.

580
00:26:33.155 --> 00:26:35.775
Um, again, the majority of individuals coming

581
00:26:35.795 --> 00:26:36.935
to us are unemployed.

582
00:26:36.935 --> 00:26:41.735
51% are unemployed, 64% have a high school diploma or less.

583
00:26:42.315 --> 00:26:46.645
Um, this was an interesting 94% reported being housed,

584
00:26:46.645 --> 00:26:48.085
but then when you dig a little deeper

585
00:26:48.225 --> 00:26:50.685
and ask them, what does that housing look like for you?

586
00:26:51.195 --> 00:26:52.325
73%

587
00:26:52.325 --> 00:26:54.965
of those actually reported living in somebody else's house.

588
00:26:55.025 --> 00:26:57.525
So they weren't living independently or in their own home.

589
00:26:57.525 --> 00:26:58.765
They were living with someone else.

590
00:26:59.585 --> 00:27:02.325
Um, income, as you can imagine, again,

591
00:27:02.325 --> 00:27:06.005
being the public safety net system, um, income is very low

592
00:27:06.145 --> 00:27:07.405
for the individuals that we're serving.

593
00:27:07.985 --> 00:27:12.005
Um, we had 38% of the individuals that we are serving

594
00:27:12.005 --> 00:27:14.525
through this grant also are justice involved.

595
00:27:14.785 --> 00:27:16.045
Now, that might be skewed

596
00:27:16.045 --> 00:27:18.405
because we're also have a lot of initiatives that are

597
00:27:19.045 --> 00:27:21.765
reaching and and focused on justice involvement.

598
00:27:22.145 --> 00:27:24.605
Um, as a hospital system, I'm, I'm really proud

599
00:27:24.605 --> 00:27:28.005
to say we have partnered with our criminal justice partners

600
00:27:28.065 --> 00:27:31.965
to really make Valley Wise a place to support individuals

601
00:27:32.185 --> 00:27:34.405
and their families who are orienting the community,

602
00:27:34.405 --> 00:27:35.725
either from prison, jail

603
00:27:35.785 --> 00:27:38.125
or other, um, other involvement

604
00:27:38.235 --> 00:27:39.885
with the, the justice system.

605
00:27:40.345 --> 00:27:43.525
Um, we actually just invested in hiring, um,

606
00:27:43.965 --> 00:27:47.045
a justice liaison, the first one ever for value wise,

607
00:27:47.375 --> 00:27:50.565
whose sole job is to help us to look at

608
00:27:50.955 --> 00:27:54.045
what are the opportunities that we can do to have better

609
00:27:54.785 --> 00:27:57.445
ev avenues for engaging people,

610
00:27:57.445 --> 00:28:00.805
getting people into our services prior to release,

611
00:28:01.375 --> 00:28:04.765
connecting, um, women coming out of prison with our, our,

612
00:28:05.025 --> 00:28:08.325
our community resource centers, connecting people

613
00:28:08.435 --> 00:28:09.685
with our service system.

614
00:28:10.345 --> 00:28:12.325
Um, initially, you know, there was a lot

615
00:28:12.325 --> 00:28:15.845
of discussion about, um, do we co-locate

616
00:28:16.505 --> 00:28:18.645
within probation or within parole?

617
00:28:18.705 --> 00:28:20.765
And we said, no, we wanna make sure that

618
00:28:21.305 --> 00:28:24.725
our hospital system, our community health centers, um,

619
00:28:24.865 --> 00:28:26.885
our services are inviting

620
00:28:26.985 --> 00:28:30.285
and engaging to justice involved, you know, who wants

621
00:28:30.285 --> 00:28:33.285
to bring their child to an integrated clinic

622
00:28:34.185 --> 00:28:35.365
at a parole office?

623
00:28:35.475 --> 00:28:36.845
That didn't make any sense to us.

624
00:28:36.945 --> 00:28:38.485
So we really have focused on that

625
00:28:38.745 --> 00:28:42.165
and we're continuing to focus on looking at different areas

626
00:28:42.225 --> 00:28:44.445
around, um, better serving individuals

627
00:28:45.275 --> 00:28:46.375
who are justice involved.

628
00:28:46.955 --> 00:28:51.135
Um, let's see, 91% of the individuals we served, um,

629
00:28:51.315 --> 00:28:53.695
had contact with families in the last three days,

630
00:28:53.695 --> 00:28:58.615
and 78% actually said, um, they are satisfied

631
00:28:58.765 --> 00:29:00.135
with their relationships.

632
00:29:01.585 --> 00:29:04.165
Um, as we all know, addiction

633
00:29:04.165 --> 00:29:06.885
and recovery, you know, impacts

634
00:29:07.705 --> 00:29:09.445
so many areas of people's lives.

635
00:29:09.665 --> 00:29:13.245
And so, um, when we look at those social determinants

636
00:29:13.245 --> 00:29:15.845
of health, and we are doing those social determinants

637
00:29:15.845 --> 00:29:18.165
of health screening on individuals, um,

638
00:29:18.235 --> 00:29:20.485
that are served throughout our service system so

639
00:29:20.485 --> 00:29:22.685
that we can really help them to be successful

640
00:29:22.945 --> 00:29:24.965
by addressing their behavioral health needs,

641
00:29:24.965 --> 00:29:26.485
their education, their employment,

642
00:29:26.485 --> 00:29:27.725
looking at affordable housing,

643
00:29:27.995 --> 00:29:30.525
looking at ongoing recovery supports

644
00:29:30.605 --> 00:29:31.765
and other service needs.

645
00:29:34.245 --> 00:29:37.065
Um, here's just some information on some of our outcomes.

646
00:29:37.165 --> 00:29:40.505
We just did a recent analysis, um, at

647
00:29:40.575 --> 00:29:43.605
what are the significant differences between our pre,

648
00:29:44.505 --> 00:29:45.805
you know, um, g

649
00:29:46.925 --> 00:29:49.945
and then our, um, six month go GR evaluation.

650
00:29:50.205 --> 00:29:54.065
And I'm really excited to see the significant abstinence

651
00:29:54.215 --> 00:29:55.705
that people are reporting.

652
00:29:56.165 --> 00:29:58.585
Um, also, you know, and,

653
00:29:58.685 --> 00:30:01.025
and no involvement with justice

654
00:30:02.255 --> 00:30:04.675
hasn't really changed a whole lot and probably

655
00:30:05.035 --> 00:30:07.075
'cause a lot of that is as people are coming into our

656
00:30:07.075 --> 00:30:08.675
service system, within that six months,

657
00:30:08.985 --> 00:30:11.075
they still might be on probation or parole

658
00:30:11.175 --> 00:30:13.755
or have a, you know, so, so we're not gonna see a lot

659
00:30:13.755 --> 00:30:14.995
of change initially there.

660
00:30:15.575 --> 00:30:18.835
Um, but we have seen significant change in employment

661
00:30:19.175 --> 00:30:21.275
and significant change in stable housing.

662
00:30:22.015 --> 00:30:25.675
Um, so I'm excited to continue to do that.

663
00:30:27.885 --> 00:30:30.145
Um, lessons learned.

664
00:30:30.525 --> 00:30:32.545
Um, let me talk a little bit about

665
00:30:32.545 --> 00:30:33.585
some of the lessons learned.

666
00:30:33.585 --> 00:30:36.265
And I, I, I shared some of those along the way, is really

667
00:30:36.265 --> 00:30:38.785
around that stigma and am myth associated

668
00:30:39.255 --> 00:30:40.905
with just serving this population.

669
00:30:41.065 --> 00:30:43.385
I talked about that initial, um, kind

670
00:30:43.385 --> 00:30:45.825
of readiness assessment where, you know,

671
00:30:45.845 --> 00:30:49.785
we had doctors very much saying, um, I, you know,

672
00:30:50.085 --> 00:30:51.385
we don't serve that population.

673
00:30:51.385 --> 00:30:52.545
They don't come to our clinics.

674
00:30:52.545 --> 00:30:54.385
And we're like, well, yeah, actually they do,

675
00:30:54.385 --> 00:30:55.465
and they're already here.

676
00:30:55.605 --> 00:30:57.265
You're just not meeting their needs

677
00:30:57.325 --> 00:30:58.585
and they're going to other places

678
00:30:59.165 --> 00:31:01.825
to get their substance abuse services

679
00:31:01.925 --> 00:31:03.105
or mental health services.

680
00:31:03.415 --> 00:31:05.945
They might be coming to you for primary care,

681
00:31:06.325 --> 00:31:07.945
but that doesn't mean they don't have those needs.

682
00:31:08.245 --> 00:31:09.465
And we really wanna make sure

683
00:31:09.465 --> 00:31:11.905
that value wise is a one stop shop for everyone

684
00:31:11.905 --> 00:31:13.425
that you can get all of your health needs.

685
00:31:13.805 --> 00:31:16.025
Not that we are the best fit for everyone.

686
00:31:16.125 --> 00:31:17.385
We still wanna give people choices.

687
00:31:17.605 --> 00:31:20.145
We still wanna connect people with other services,

688
00:31:20.645 --> 00:31:24.225
but again, we want to be offering that as much as possible.

689
00:31:24.325 --> 00:31:27.465
We know from the research, we know from the, the reports,

690
00:31:27.775 --> 00:31:30.905
when you just do a referral to someone else, very few

691
00:31:31.085 --> 00:31:32.425
of those are very successful.

692
00:31:32.425 --> 00:31:35.625
And unfortunately, that's when we see people recycling

693
00:31:35.625 --> 00:31:39.785
through our hospitals, our ERs, um, and those situations in

694
00:31:39.785 --> 00:31:42.065
and out of both our behavioral health and mental hospitals.

695
00:31:42.065 --> 00:31:45.435
And so we wanna make sure, you know, that, that

696
00:31:46.175 --> 00:31:49.235
we can offer all of those services to meet people's needs

697
00:31:49.415 --> 00:31:51.115
and, and help them to be successful.

698
00:31:51.775 --> 00:31:55.675
Um, we've done a lot of, um, training with folks.

699
00:31:55.925 --> 00:31:59.915
We're still working. We've, um, built some online webinars.

700
00:31:59.925 --> 00:32:02.755
We've been going to what's called our dyad meetings

701
00:32:02.755 --> 00:32:06.435
where we have our primary care leadership talking about the

702
00:32:06.435 --> 00:32:08.835
grants, talking about the success, um,

703
00:32:09.695 --> 00:32:13.355
and then also just getting more information out to folks.

704
00:32:13.735 --> 00:32:17.195
Um, we're getting ready to work on actually getting, um,

705
00:32:17.195 --> 00:32:20.155
Narcan vending machines within our community health centers.

706
00:32:20.375 --> 00:32:22.715
I'm really excited about that, making sure that

707
00:32:22.985 --> 00:32:25.515
that Narcan is available to everyone.

708
00:32:25.895 --> 00:32:28.795
Um, I think there's still a fear for people to have to go up

709
00:32:28.795 --> 00:32:31.395
and ask for it or to ask for their provider.

710
00:32:31.495 --> 00:32:34.475
So I think this is another opportunity to, for people

711
00:32:34.475 --> 00:32:38.435
to access this, um, in more of a private, um,

712
00:32:39.205 --> 00:32:41.265
non-confrontational kind of method to make sure

713
00:32:41.265 --> 00:32:42.385
that people have that available.

714
00:32:42.925 --> 00:32:45.825
Um, but there is still a lot of challenges,

715
00:32:46.325 --> 00:32:47.705
um, with getting folks.

716
00:32:47.725 --> 00:32:49.905
And we had a lot of challenges even with the training

717
00:32:50.005 --> 00:32:52.745
of providers because, and, and it's so funny

718
00:32:52.905 --> 00:32:56.065
'cause we have, uh, kind of our champions that are working

719
00:32:56.065 --> 00:32:58.745
with us, our champion providers in this area, they're like,

720
00:32:58.745 --> 00:33:00.745
you're prescribing a lot of medications

721
00:33:00.855 --> 00:33:04.425
that are much more dangerous, much more harmful,

722
00:33:04.735 --> 00:33:07.665
much more risky than medication assisted

723
00:33:07.665 --> 00:33:08.705
treatment interventions.

724
00:33:09.165 --> 00:33:13.265
Um, so, you know, trying to, to kind

725
00:33:14.285 --> 00:33:17.145
de myth that, that these medications are so harmful.

726
00:33:17.285 --> 00:33:19.665
And I know that with some of the lessening

727
00:33:19.665 --> 00:33:22.585
of the restrictions for providers to be able to do that,

728
00:33:23.005 --> 00:33:24.785
we thought we would have a huge amount

729
00:33:24.785 --> 00:33:26.865
of providers ready and willing to do that.

730
00:33:26.885 --> 00:33:28.505
And we unfortunately didn't.

731
00:33:28.965 --> 00:33:31.665
Um, one of the things working with our medical director,

732
00:33:32.005 --> 00:33:33.585
you know, I kind of went in there

733
00:33:33.585 --> 00:33:35.585
and said, you know, we really need to do this.

734
00:33:35.805 --> 00:33:37.305
Um, we need to, we need

735
00:33:37.305 --> 00:33:39.705
to get more providers on board, and how can we do that?

736
00:33:40.045 --> 00:33:42.665
You know, and we talked about can we mandate any new

737
00:33:42.905 --> 00:33:44.505
provider coming in to Valley wise?

738
00:33:44.845 --> 00:33:48.505
Can we make sure that they are willing and able to do this

739
00:33:48.525 --> 00:33:49.985
and make this a requirement?

740
00:33:50.725 --> 00:33:54.745
Um, and unfortunately, given just the shortages of,

741
00:33:54.925 --> 00:33:58.785
of primary care doctors, um, the shortages we're struggling

742
00:33:58.785 --> 00:34:00.465
with, we couldn't mandate it.

743
00:34:00.565 --> 00:34:03.065
So we had to really do it on a voluntary basis.

744
00:34:03.285 --> 00:34:05.985
So really how do we get those champions to talk

745
00:34:05.985 --> 00:34:08.145
with other people, to talk with their colleagues,

746
00:34:08.365 --> 00:34:11.505
to share their successes, um, to address that.

747
00:34:11.825 --> 00:34:14.705
I think one of the other things that have been critical

748
00:34:14.705 --> 00:34:18.705
to addressing the stigma within our healthcare system is the

749
00:34:18.705 --> 00:34:19.785
hiring of peer support.

750
00:34:20.325 --> 00:34:24.305
So providers, doctors, nurses, everyone in our hospital,

751
00:34:25.065 --> 00:34:27.905
everyone at our clinics, having people who they themselves

752
00:34:28.485 --> 00:34:32.585
are in recovery and who are doing amazing

753
00:34:32.845 --> 00:34:34.305
and giving back and,

754
00:34:34.365 --> 00:34:39.225
and sharing their experiences to help, um, save lives, um,

755
00:34:39.365 --> 00:34:42.025
has been probably one of the best strategies

756
00:34:42.445 --> 00:34:43.945
to reducing stigma is

757
00:34:43.945 --> 00:34:46.425
because then the, then everyone can see they're a

758
00:34:46.425 --> 00:34:47.465
part of the care team.

759
00:34:47.695 --> 00:34:49.305
They're, they're my colleagues.

760
00:34:49.455 --> 00:34:51.785
They're, they're people I'm working with every day,

761
00:34:52.165 --> 00:34:54.865
and they can do this, others can do this as well.

762
00:34:54.885 --> 00:34:57.705
And they bring that hope, that encouragement, not only

763
00:34:57.725 --> 00:34:58.785
to the people they're serving,

764
00:34:59.005 --> 00:35:01.145
but also to our other service providers.

765
00:35:02.015 --> 00:35:04.115
Um, so I talked a little bit about recruiting.

766
00:35:04.275 --> 00:35:06.235
A lot of the recruiting already I said is,

767
00:35:06.535 --> 00:35:09.955
is from our champions, um, trying to do that.

768
00:35:10.295 --> 00:35:13.395
You know, I, I was telling the story at another presentation

769
00:35:13.445 --> 00:35:15.915
about, you know, when we first brought up we wanted

770
00:35:15.915 --> 00:35:17.395
to do this, people, you know,

771
00:35:17.495 --> 00:35:19.875
our leadership was kind of leery about this.

772
00:35:19.875 --> 00:35:21.395
They were kinda like, well, you know,

773
00:35:21.395 --> 00:35:23.035
we got all these other issues, we have all these other

774
00:35:23.035 --> 00:35:24.915
things, you know, we,

775
00:35:25.185 --> 00:35:28.835
they too were a little bit leery about really EE expanding,

776
00:35:29.295 --> 00:35:30.515
um, into this area.

777
00:35:31.175 --> 00:35:33.835
And one of the things we did is we outlined all

778
00:35:33.835 --> 00:35:35.715
of the other federally qualified health centers

779
00:35:35.895 --> 00:35:38.325
and all the other providers within our community

780
00:35:38.325 --> 00:35:40.485
who were doing this and said, you know,

781
00:35:40.585 --> 00:35:44.325
if we wanna be competitive, if we wanna be, you know,

782
00:35:44.555 --> 00:35:47.365
providing meeting our mission, meeting our goal,

783
00:35:47.505 --> 00:35:50.085
or you know, then we need to be there.

784
00:35:50.185 --> 00:35:53.485
And I think that really opened up people's eyes too, to say,

785
00:35:54.035 --> 00:35:57.165
this is no longer the exceptions.

786
00:35:57.435 --> 00:35:59.645
This is what we have to expect.

787
00:35:59.905 --> 00:36:01.325
People have these needs

788
00:36:01.425 --> 00:36:02.925
and we need to be able to address them.

789
00:36:04.665 --> 00:36:07.325
Um, training providers I'll share at the end of the,

790
00:36:07.385 --> 00:36:08.485
or if I don't get time to,

791
00:36:08.485 --> 00:36:10.925
you can see in the slide deck later, we had to, we had

792
00:36:10.925 --> 00:36:13.125
to do a whole kind of, it,

793
00:36:13.125 --> 00:36:16.645
it wasn't a one model training for our providers.

794
00:36:16.845 --> 00:36:19.885
'cause we had providers that had worked in our residency

795
00:36:19.885 --> 00:36:23.925
program who had been paired with providers

796
00:36:23.925 --> 00:36:25.925
who now were being hired, were ready to go with mat.

797
00:36:25.945 --> 00:36:30.325
We had providers that were already had, had addiction,

798
00:36:30.745 --> 00:36:31.965
you know, were addictionologists

799
00:36:31.985 --> 00:36:34.325
and had specialty in this area that came to us.

800
00:36:34.475 --> 00:36:35.605
They didn't need any training,

801
00:36:35.985 --> 00:36:38.165
but then we had other providers who were really kind

802
00:36:38.165 --> 00:36:39.285
of hesitant, were fearful.

803
00:36:39.665 --> 00:36:41.485
And so we had to do everything from,

804
00:36:41.745 --> 00:36:43.405
here's a couple webinars to watch

805
00:36:43.745 --> 00:36:47.685
to here's somebody you are going to shadow for the day

806
00:36:47.865 --> 00:36:50.165
and observe and watch and work with them.

807
00:36:50.705 --> 00:36:53.405
We also, um, with the grant funding that we had,

808
00:36:53.545 --> 00:36:56.965
we were able to hire, um, a national expert, um,

809
00:36:57.075 --> 00:36:59.685
that could be available, kind of like on call

810
00:36:59.785 --> 00:37:03.445
to answer questions, to meet with the providers to kind

811
00:37:03.445 --> 00:37:06.365
of alleviate their anxiety and, and, and,

812
00:37:06.385 --> 00:37:07.725
and their fears around this.

813
00:37:08.305 --> 00:37:09.325
Um, and you know,

814
00:37:09.385 --> 00:37:10.885
and again, making sure

815
00:37:10.885 --> 00:37:13.445
that we have a comprehensive care team supporting the

816
00:37:13.445 --> 00:37:14.685
person, not only so

817
00:37:14.685 --> 00:37:16.645
that the person doesn't feel like they're out there

818
00:37:16.665 --> 00:37:18.085
and they don't have that support,

819
00:37:18.145 --> 00:37:20.405
but also to make sure that the, the provider has

820
00:37:20.405 --> 00:37:23.285
that support and that encouragement, you know, and, and,

821
00:37:23.285 --> 00:37:24.885
and that expertise to help them.

822
00:37:26.125 --> 00:37:29.065
Um, identifying patient and participants.

823
00:37:29.445 --> 00:37:33.705
We did, um, recruiting brochures, um, we

824
00:37:34.365 --> 00:37:35.705
put materials out there,

825
00:37:36.085 --> 00:37:37.145
but I think one of the areas

826
00:37:37.175 --> 00:37:39.785
that we really did is we're going into the community

827
00:37:39.785 --> 00:37:42.905
where people are going to those parole orientations,

828
00:37:43.165 --> 00:37:45.305
making sure that our mobile unit knows

829
00:37:45.305 --> 00:37:47.145
that we have these services available so

830
00:37:47.145 --> 00:37:48.625
that they're meeting with everyone.

831
00:37:49.005 --> 00:37:51.705
Um, just getting the word out about this and,

832
00:37:51.725 --> 00:37:54.945
and making sure that we are, um, having

833
00:37:54.945 --> 00:37:57.465
that we're right now in the process of getting, um,

834
00:37:58.095 --> 00:38:01.985
some additional materials that we can have available in,

835
00:38:02.125 --> 00:38:04.705
in our waiting rooms in, in our areas.

836
00:38:04.965 --> 00:38:08.105
And again, I think the vending machines are gonna be amazing

837
00:38:08.215 --> 00:38:11.225
once we get that in place, um, for people to be able

838
00:38:11.225 --> 00:38:14.905
to access, um, both Narcan but also other information and,

839
00:38:15.005 --> 00:38:16.545
and, and really talk about

840
00:38:16.885 --> 00:38:19.305
how we really wanna support people in this area.

841
00:38:20.155 --> 00:38:21.195
I think I've already talked about our

842
00:38:21.195 --> 00:38:22.595
clinician and peer support.

843
00:38:23.375 --> 00:38:26.595
Um, you know, we have been very fortunate in

844
00:38:26.595 --> 00:38:29.515
that we've been able to hire amazing folks.

845
00:38:29.675 --> 00:38:33.195
I think one of the most challenging things for a clinician

846
00:38:33.735 --> 00:38:36.605
and others who are working in a federally qualified health

847
00:38:36.605 --> 00:38:37.805
center is you have to be able

848
00:38:37.805 --> 00:38:39.205
to do a little bit of everything.

849
00:38:39.745 --> 00:38:44.575
Um, so, you know, we right now have between two

850
00:38:44.875 --> 00:38:48.015
and four, um, clinicians in each

851
00:38:48.015 --> 00:38:49.575
of our federally qualified health centers.

852
00:38:49.675 --> 00:38:51.935
But when we first started, we only had one,

853
00:38:52.715 --> 00:38:54.055
um, in the health center.

854
00:38:54.235 --> 00:38:55.735
And so they had to like,

855
00:38:55.795 --> 00:38:58.935
and they got referrals from everything from I need

856
00:38:58.935 --> 00:39:01.975
to lose weight to, I'm struggling with substance use,

857
00:39:02.035 --> 00:39:03.135
to, I'm depressed.

858
00:39:03.555 --> 00:39:06.975
And over the years we've really expanded our, um,

859
00:39:07.305 --> 00:39:09.535
clinicians, our peer support services.

860
00:39:09.875 --> 00:39:12.535
But in addition, within our federally qualified health

861
00:39:12.535 --> 00:39:14.775
centers be, we've also expanded

862
00:39:15.075 --> 00:39:18.215
and we also have psychiatry services available where a lot

863
00:39:18.215 --> 00:39:21.535
of times, um, primary care would refer out to psychiatry.

864
00:39:21.795 --> 00:39:25.175
We now have in-house, um, both adult psychiatry

865
00:39:25.395 --> 00:39:26.575
and then we also have child

866
00:39:26.575 --> 00:39:30.255
and adolescent psychiatry services available for individuals

867
00:39:30.255 --> 00:39:34.175
who are within our, um, federally or FQHCs

868
00:39:34.175 --> 00:39:35.255
or community health centers.

869
00:39:35.675 --> 00:39:36.855
And our, our child

870
00:39:36.855 --> 00:39:40.055
and adolescent program was an amazing program

871
00:39:40.165 --> 00:39:44.735
because it's partnered up with all of our residencies

872
00:39:44.995 --> 00:39:48.095
and, um, our child and adolescent fellows

873
00:39:48.115 --> 00:39:49.975
who are working in that program.

874
00:39:50.515 --> 00:39:53.895
Uh, again, really trying to build that future workforce now.

875
00:39:54.395 --> 00:39:56.655
Um, and, and setting up those expectations.

876
00:39:57.735 --> 00:40:01.795
Um, scheduling was a bit of a challenge, right,

877
00:40:01.795 --> 00:40:03.195
because you needed more time.

878
00:40:03.535 --> 00:40:05.075
So we had to get agreement

879
00:40:05.305 --> 00:40:09.515
because the traditional 15 minute block

880
00:40:09.735 --> 00:40:11.875
for the appointment, or 10 minute block for

881
00:40:11.875 --> 00:40:13.515
that primary care appointment's not

882
00:40:13.515 --> 00:40:14.715
gonna work for this, right?

883
00:40:15.095 --> 00:40:19.915
So we did kind of a plan where the doctor met with the,

884
00:40:20.025 --> 00:40:21.515
it's, it's a three part schedule.

885
00:40:21.615 --> 00:40:24.155
So we schedule for the doctor to come in, meet,

886
00:40:24.535 --> 00:40:27.515
do the initial induction, they then meet with the peer

887
00:40:27.615 --> 00:40:30.475
or the clinician, they go through those evaluations,

888
00:40:30.475 --> 00:40:32.755
through the social determinants of health, identify

889
00:40:32.755 --> 00:40:35.315
what supports, but are there with them through that.

890
00:40:35.575 --> 00:40:38.075
And then the doctor comes back in to check on them,

891
00:40:38.105 --> 00:40:39.275
make sure everything's okay,

892
00:40:39.275 --> 00:40:40.675
and schedule any follow-up appointments

893
00:40:40.675 --> 00:40:42.675
or address any, maybe if they're having any,

894
00:40:42.985 --> 00:40:44.555
they need some comfort medications,

895
00:40:44.655 --> 00:40:46.035
any issues or challenges.

896
00:40:46.055 --> 00:40:48.715
And then, and figure out that schedule for going forward.

897
00:40:49.095 --> 00:40:51.555
So we had to build specialized schedules so

898
00:40:51.555 --> 00:40:53.235
that we could schedule these appointments,

899
00:40:53.255 --> 00:40:54.475
but that we had blocks.

900
00:40:54.855 --> 00:40:56.795
But then again, you know, you,

901
00:40:56.795 --> 00:40:58.555
you're not always sure when somebody comes in,

902
00:40:58.705 --> 00:41:00.955
they might come in for a regular appointment,

903
00:41:00.955 --> 00:41:02.275
but then they want to do this.

904
00:41:02.735 --> 00:41:04.315
And so trying to figure out how

905
00:41:04.315 --> 00:41:06.035
to have some flexibility within that.

906
00:41:06.495 --> 00:41:09.795
Um, and so we've had, we've had to do a lot of work

907
00:41:09.795 --> 00:41:12.395
around scheduling and how we do those kinds of things.

908
00:41:12.895 --> 00:41:16.435
Um, we are fortunate that our services are, are Bill

909
00:41:16.435 --> 00:41:18.355
and encountered through our PPS rate.

910
00:41:18.575 --> 00:41:20.595
Our clinicians are paid at the PPS rate.

911
00:41:20.815 --> 00:41:22.995
Our doctors are paid at that.

912
00:41:23.415 --> 00:41:25.435
Um, our peer supports are paid at that.

913
00:41:25.855 --> 00:41:29.955
Um, and so it, it, it really has been very successful for us

914
00:41:29.955 --> 00:41:31.675
to take that initial grant funding

915
00:41:32.055 --> 00:41:33.765
and that initial funding that we use

916
00:41:33.765 --> 00:41:37.325
through targeted investment to hire staff, then

917
00:41:37.345 --> 00:41:40.085
to ramp them up so that they can be sustainable.

918
00:41:40.085 --> 00:41:42.525
And we're not reliant on grant foundation

919
00:41:42.825 --> 00:41:45.725
or other kind of funding to, to keep those positions.

920
00:41:46.065 --> 00:41:49.005
And we've been able in the past eight years, again,

921
00:41:49.005 --> 00:41:51.965
to grow our program in our integrated behavioral health

922
00:41:51.965 --> 00:41:56.925
program with kind of using that model, um, of using any kind

923
00:41:56.925 --> 00:41:59.285
of funding, but making sure it's sustainable going forward.

924
00:41:59.585 --> 00:42:02.205
We started with one integrated behavioral health clinician,

925
00:42:02.585 --> 00:42:05.205
um, eight years ago or nine years ago now.

926
00:42:05.385 --> 00:42:09.325
And we now have a team of over 140 different, um,

927
00:42:10.325 --> 00:42:14.285
providers in behavioral health, psychiatrists fellows, um,

928
00:42:14.355 --> 00:42:15.805
peer support and everything working

929
00:42:15.805 --> 00:42:17.005
within our system of care.

930
00:42:17.375 --> 00:42:20.765
We've also been able to expand our outpatient programs,

931
00:42:20.765 --> 00:42:23.365
our specialty behavioral health clinics, um, to,

932
00:42:23.365 --> 00:42:25.485
we now have five clinics, um, with a variety

933
00:42:25.485 --> 00:42:27.005
of programs within those clinics.

934
00:42:28.035 --> 00:42:30.295
Um, microdosing, um,

935
00:42:30.685 --> 00:42:33.015
when I first did this presentation a while back,

936
00:42:33.015 --> 00:42:34.775
that was kind of the new thing and right.

937
00:42:34.875 --> 00:42:35.935
And how are we doing that?

938
00:42:35.955 --> 00:42:37.735
And we had a, a doctor who came on

939
00:42:37.735 --> 00:42:42.275
and was like, we had this very rigid, um, policy

940
00:42:42.375 --> 00:42:45.235
and procedure for, you know, for doing mat inductions.

941
00:42:45.815 --> 00:42:49.595
And as we got more expertise and more people coming in and,

942
00:42:49.655 --> 00:42:52.835
and people, um, we, we realized very quickly we had

943
00:42:52.835 --> 00:42:54.155
to change that policy and procedure.

944
00:42:54.215 --> 00:42:55.755
We had to be like, okay, we have

945
00:42:55.755 --> 00:42:57.555
to have some flexibility in this.

946
00:42:57.775 --> 00:43:01.315
We have to definitely have some specific guidelines, um,

947
00:43:01.335 --> 00:43:04.355
but we cannot have like these really rigid

948
00:43:06.025 --> 00:43:07.315
processes in place.

949
00:43:07.695 --> 00:43:09.115
We need to meet people where they're at.

950
00:43:09.175 --> 00:43:11.235
We need to have a, a variety of opportunities

951
00:43:11.335 --> 00:43:12.875
and ways to meet people's needs.

952
00:43:13.255 --> 00:43:15.475
And so we've really changed that policy

953
00:43:15.575 --> 00:43:18.555
and procedure now, um, to be much more flexible,

954
00:43:18.655 --> 00:43:22.075
to be much more fluid to, as things change

955
00:43:22.135 --> 00:43:26.915
and as there's, um, updates and system changes to do that.

956
00:43:28.035 --> 00:43:30.615
Um, and then as with anything else,

957
00:43:30.615 --> 00:43:32.615
there's always competing priorities.

958
00:43:32.715 --> 00:43:35.015
How do we do that? One of the things I'm really lucky in our

959
00:43:35.015 --> 00:43:38.095
new strategic plan, um, we have strategic plan

960
00:43:38.715 --> 00:43:42.175
for our entire hospital system that focuses around, um,

961
00:43:42.395 --> 00:43:44.255
stigma and harm reduction.

962
00:43:44.765 --> 00:43:46.055
Also looking at expansion

963
00:43:46.055 --> 00:43:48.975
of medication assisted treatment services, increase

964
00:43:48.975 --> 00:43:50.095
of behavioral health services.

965
00:43:50.555 --> 00:43:53.055
And so it's no longer just a grant

966
00:43:53.435 --> 00:43:55.815
or it's this initiative, it's part

967
00:43:55.815 --> 00:43:57.975
of our overall strategic plan for our hospital.

968
00:44:00.545 --> 00:44:03.045
Um, just to kind of see how we're kind

969
00:44:03.045 --> 00:44:05.365
of targeting different clinics and,

970
00:44:05.425 --> 00:44:08.565
and looking at some of those specialty popul populations

971
00:44:08.565 --> 00:44:11.405
that we're really still trying to work with our justice

972
00:44:11.925 --> 00:44:13.845
involved persons with a serious mental illness.

973
00:44:14.265 --> 00:44:16.045
Um, active duty military.

974
00:44:16.705 --> 00:44:18.885
Um, we have a very specialized program.

975
00:44:19.345 --> 00:44:22.885
Um, our McDonald clinic was one of the first, you know,

976
00:44:23.045 --> 00:44:25.965
programs that really focused on supporting individuals

977
00:44:25.965 --> 00:44:27.125
with HIV and aids.

978
00:44:27.185 --> 00:44:29.605
And so we're really working with that clinic as well

979
00:44:29.705 --> 00:44:32.125
to make sure that we have medication assisted treatment

980
00:44:32.125 --> 00:44:34.325
there as well as those support services.

981
00:44:34.425 --> 00:44:36.245
And then veterans and military families.

982
00:44:38.025 --> 00:44:41.045
Um, this talked about kind of that new provider training.

983
00:44:41.265 --> 00:44:43.245
You know, it's kinda like, I have no experience.

984
00:44:43.805 --> 00:44:46.885
I have some experience, but I need a little more ta, um,

985
00:44:47.105 --> 00:44:48.165
or I'm ready to go.

986
00:44:48.945 --> 00:44:50.085
You know, that we had

987
00:44:50.085 --> 00:44:53.125
to look at really being very individualized about

988
00:44:53.225 --> 00:44:54.685
how we bring people on,

989
00:44:55.025 --> 00:44:59.125
but we also utilized that grant funding to reimburse

990
00:44:59.145 --> 00:45:01.605
for the downtime because anytime you pull,

991
00:45:01.605 --> 00:45:03.725
as everyone knows, you pull a provider offline,

992
00:45:03.785 --> 00:45:05.405
you're losing money for them to go

993
00:45:05.405 --> 00:45:06.685
to training and that type of thing.

994
00:45:06.905 --> 00:45:09.965
So we were able to use funding to say, okay,

995
00:45:10.475 --> 00:45:14.965
that downtime funding will be reimbursed so

996
00:45:14.965 --> 00:45:17.685
that the individual can get the training and needs,

997
00:45:17.705 --> 00:45:20.165
and we don't have to worry about the coverage

998
00:45:20.185 --> 00:45:22.205
for those appointments or those types of things so

999
00:45:22.205 --> 00:45:25.845
that there's not a loss of appointments when people need to,

1000
00:45:26.425 --> 00:45:27.845
um, have the training done.

1001
00:45:32.165 --> 00:45:35.345
So I went through a lot of information pretty quickly.

1002
00:45:36.045 --> 00:45:39.225
Um, so I think we're ready to open it up for questions.

1003
00:45:45.725 --> 00:45:48.105
So we'll give, uh, we'll give Corey a moment

1004
00:45:48.205 --> 00:45:50.345
to let us know if some questions have come in.

1005
00:45:50.435 --> 00:45:53.105
Thank you so much for sharing your experience.

1006
00:45:54.185 --> 00:45:56.585
A lot of exciting work has been done there.

1007
00:45:58.045 --> 00:45:59.635
Karen, more To go, Karen, we

1008
00:45:59.635 --> 00:46:02.805
Have not, we have not received any questions yet.

1009
00:46:02.865 --> 00:46:04.485
So if you guys would like to proceed, I'd like

1010
00:46:04.485 --> 00:46:06.165
to remind everybody in the crowd if you would like

1011
00:46:06.165 --> 00:46:08.285
to submit any where there's a question box in the right hand

1012
00:46:08.285 --> 00:46:10.765
side of your screen and you can, uh, ask anything you like.

1013
00:46:12.685 --> 00:46:14.955
Thank you so much. And please don't hesitate

1014
00:46:14.955 --> 00:46:16.075
to send us a question.

1015
00:46:16.695 --> 00:46:20.635
Um, Vicki, the first thing that comes to mind for me is, um,

1016
00:46:22.035 --> 00:46:24.845
when I hear you say that this is now part

1017
00:46:24.845 --> 00:46:27.725
of your overall strategic plan, that suggests to me

1018
00:46:27.725 --> 00:46:29.125
that you've had a lot of

1019
00:46:30.175 --> 00:46:33.965
leadership buy-in in Absolutely.

1020
00:46:35.155 --> 00:46:38.575
And that's probably a huge part of the recipe for success.

1021
00:46:38.675 --> 00:46:41.335
So can you talk a little bit about that process

1022
00:46:41.515 --> 00:46:43.815
and how you brought your leaders in to this

1023
00:46:44.035 --> 00:46:45.615
and how they champion this effort?

1024
00:46:46.325 --> 00:46:48.775
Okay, definitely. Well, I think one of the things I have

1025
00:46:48.775 --> 00:46:53.535
to, I, I'm, I'm always grateful for is, um, my VP

1026
00:46:53.535 --> 00:46:55.935
of behavioral health, so the vice president

1027
00:46:55.935 --> 00:46:57.855
of behavioral health who oversees all

1028
00:46:57.855 --> 00:47:00.695
of our inpatient behavioral health programs are three

1029
00:47:01.095 --> 00:47:03.935
hospitals that provide inpatient, um,

1030
00:47:03.985 --> 00:47:06.575
court order evaluation, court order treatment for all

1031
00:47:06.575 --> 00:47:10.175
of Maricopa County, and also then works with me on all

1032
00:47:10.175 --> 00:47:11.495
of our outpatient programs.

1033
00:47:11.995 --> 00:47:16.655
It has been such a great support and really speaks to this

1034
00:47:17.195 --> 00:47:20.855
and is very knowledgeable and, and talks with the other VPs

1035
00:47:20.855 --> 00:47:22.775
and the other leaders about this program.

1036
00:47:23.595 --> 00:47:27.975
Um, and then also our VP of ambulatory care, our CEO

1037
00:47:28.395 --> 00:47:30.765
of our federally qualified health centers,

1038
00:47:31.465 --> 00:47:33.525
she herself is a licensed clinician.

1039
00:47:34.225 --> 00:47:35.605
So she gets it.

1040
00:47:35.785 --> 00:47:38.885
She understands this need, she understands that.

1041
00:47:38.905 --> 00:47:43.865
And I think the other thing is, you know, we have

1042
00:47:43.965 --> 00:47:47.185
so many people now who are more open

1043
00:47:47.325 --> 00:47:51.825
and willing to share that they have a family member,

1044
00:47:51.895 --> 00:47:54.505
they have a loved one, or they themselves might have

1045
00:47:54.505 --> 00:47:56.865
experienced a behavioral health or substance use challenge.

1046
00:47:57.285 --> 00:48:01.105
And so our system as a whole is talking about it more.

1047
00:48:01.405 --> 00:48:03.265
We have leaders who are, you know,

1048
00:48:04.035 --> 00:48:07.185
constantly bringing this up as a key priority.

1049
00:48:07.845 --> 00:48:10.385
We also, as a part of a proposition

1050
00:48:10.395 --> 00:48:12.105
where we were value wise, health,

1051
00:48:12.205 --> 00:48:14.025
got almost a billion dollars

1052
00:48:14.205 --> 00:48:18.625
to redesign our whole service system for Maricopa County.

1053
00:48:18.805 --> 00:48:20.465
One of the key things that was in

1054
00:48:20.465 --> 00:48:22.665
that is we must address behavioral health.

1055
00:48:23.045 --> 00:48:27.745
So we as a hospital system made a commitment to,

1056
00:48:28.365 --> 00:48:31.585
you know, the, the voters in Maricopa County when they gave

1057
00:48:31.585 --> 00:48:33.945
us this funding that we would address mental

1058
00:48:33.945 --> 00:48:34.985
health and substance use.

1059
00:48:35.485 --> 00:48:38.025
Um, and so that was a commitment as well.

1060
00:48:38.725 --> 00:48:40.945
And I think that, you know, and, and,

1061
00:48:40.945 --> 00:48:42.585
and as they say money talks, right?

1062
00:48:42.775 --> 00:48:44.025
I'll just, I'll say that

1063
00:48:44.085 --> 00:48:45.505
and sometimes I can be a little direct,

1064
00:48:45.565 --> 00:48:46.705
but money talks, right?

1065
00:48:47.005 --> 00:48:49.025
So as we're funding these programs

1066
00:48:49.245 --> 00:48:53.185
and behavioral health is getting paid, you have a person

1067
00:48:53.405 --> 00:48:54.825
who is a licensed clinician

1068
00:48:55.285 --> 00:48:57.145
or you have a certified behavioral health

1069
00:48:57.885 --> 00:49:01.135
peer support person who can bill at the same rate

1070
00:49:01.675 --> 00:49:03.575
as a physician, right?

1071
00:49:04.235 --> 00:49:08.095
And so not only are we meeting the needs of folks,

1072
00:49:08.475 --> 00:49:11.215
but we're also getting reimbursed for those services.

1073
00:49:11.915 --> 00:49:13.615
You know, so it's that.

1074
00:49:13.635 --> 00:49:15.775
And I think, again, going back

1075
00:49:15.775 --> 00:49:19.015
to the leadership here at Valley Wise, you know,

1076
00:49:19.475 --> 00:49:22.215
we talk about whole health, right?

1077
00:49:22.215 --> 00:49:25.775
That we wanna be able to have a one stop shop for our folks,

1078
00:49:25.915 --> 00:49:27.015
for our community.

1079
00:49:27.435 --> 00:49:29.535
Um, we know that the research shows

1080
00:49:29.535 --> 00:49:31.775
that when you do the referrals, people don't get there.

1081
00:49:32.075 --> 00:49:34.735
And so we have to build that system, um,

1082
00:49:34.735 --> 00:49:37.095
but then also funding that system, right?

1083
00:49:37.515 --> 00:49:40.855
So I am constantly writing grants, working

1084
00:49:40.855 --> 00:49:45.015
with our foundation, looking at opportunities, how can we,

1085
00:49:45.315 --> 00:49:49.095
you know, take this and do this and add this to that

1086
00:49:49.115 --> 00:49:50.415
and making sure that all

1087
00:49:50.415 --> 00:49:52.815
of our strategies are addressing these areas.

1088
00:49:54.635 --> 00:49:57.105
Thank you. Um, the other thing that,

1089
00:49:57.215 --> 00:50:00.305
that I was thinking about as you were speaking particularly

1090
00:50:00.565 --> 00:50:03.425
around the issue of, of stigma

1091
00:50:04.165 --> 00:50:08.305
and getting providers bought into being part

1092
00:50:08.405 --> 00:50:10.465
of providing MAT services,

1093
00:50:11.745 --> 00:50:13.065
I was thinking about a couple of things.

1094
00:50:13.205 --> 00:50:17.185
We, we had written some briefings about how um,

1095
00:50:17.705 --> 00:50:21.065
although the waivers allowed people to prescribe, um,

1096
00:50:21.065 --> 00:50:22.345
medication assisted treatment,

1097
00:50:22.455 --> 00:50:25.505
that the prescribing didn't actually rise.

1098
00:50:26.005 --> 00:50:29.345
And so in looking into that,

1099
00:50:30.075 --> 00:50:32.705
there were several things that came out about that.

1100
00:50:32.885 --> 00:50:36.975
And one of them was of course, the need for education,

1101
00:50:36.975 --> 00:50:38.495
which it sounds like you're addressing.

1102
00:50:39.075 --> 00:50:41.975
And then to the need for workflows

1103
00:50:42.035 --> 00:50:43.735
and ongoing clinical support.

1104
00:50:43.825 --> 00:50:47.655
Could you speak to how you're providing workflows

1105
00:50:47.655 --> 00:50:48.775
that work for people?

1106
00:50:48.995 --> 00:50:51.455
And then also ongoing clinical support.

1107
00:50:52.245 --> 00:50:56.975
Okay. Let me know if I, all sorts of things came

1108
00:50:56.975 --> 00:50:58.935
to my mind, so if I missed something, let me know.

1109
00:50:59.315 --> 00:51:01.375
But one of the things, um, one of the, one

1110
00:51:01.375 --> 00:51:03.375
of the strategies we really looked at is

1111
00:51:03.755 --> 00:51:05.215
the future workforce, right?

1112
00:51:05.275 --> 00:51:07.095
So that's why we have our residency program

1113
00:51:07.475 --> 00:51:08.575
and we're making sure that,

1114
00:51:08.755 --> 00:51:12.055
and our residency program, that they are

1115
00:51:13.595 --> 00:51:16.095
all, all of the medical providers and,

1116
00:51:16.435 --> 00:51:19.255
and our psychiatrists, anybody who touches our, any

1117
00:51:19.255 --> 00:51:22.255
of our residency programs, that they understand

1118
00:51:22.285 --> 00:51:25.215
that they are going to do this, that this is the, again,

1119
00:51:25.275 --> 00:51:27.695
the expectation, our residency program.

1120
00:51:27.995 --> 00:51:30.575
Um, I was really excited 'cause they came to us

1121
00:51:30.635 --> 00:51:33.415
and said, we're not getting enough experience, you know,

1122
00:51:33.415 --> 00:51:35.055
with these one two inductions.

1123
00:51:35.315 --> 00:51:36.455
And so the person

1124
00:51:36.515 --> 00:51:39.615
who oversees our residency program actually now has a cl a

1125
00:51:39.875 --> 00:51:42.095
mat clinic that they're designing

1126
00:51:42.195 --> 00:51:43.935
and in the process of implementing

1127
00:51:43.935 --> 00:51:47.215
and have started to being, seeing people on a regular basis.

1128
00:51:47.355 --> 00:51:49.455
So again, getting people really comfortable with that.

1129
00:51:49.955 --> 00:51:53.175
Um, so making sure that our residents do that.

1130
00:51:53.435 --> 00:51:56.815
The other thing is, is again, that comfort level and, and,

1131
00:51:56.835 --> 00:51:58.855
and, you know, I don't know who coined this term,

1132
00:51:58.995 --> 00:52:01.215
but I love it and I use it all the time,

1133
00:52:01.445 --> 00:52:03.055
that pills don't teach skills.

1134
00:52:03.555 --> 00:52:05.695
And so that we have to make sure that we're,

1135
00:52:05.795 --> 00:52:08.975
we have a full group of people that are working together

1136
00:52:09.155 --> 00:52:11.135
to help people be supportive

1137
00:52:11.515 --> 00:52:14.735
and to help people, you know, achieve their recovery goals.

1138
00:52:14.915 --> 00:52:17.455
And so that's why we've always said we're not gonna just do

1139
00:52:17.455 --> 00:52:18.575
medications alone.

1140
00:52:18.965 --> 00:52:22.295
That we wanna make sure that people are, are linked in and,

1141
00:52:22.315 --> 00:52:23.615
and supported in doing that.

1142
00:52:23.615 --> 00:52:25.655
And that our providers are linked in

1143
00:52:25.655 --> 00:52:28.655
and supported, um, to provide those services.

1144
00:52:29.075 --> 00:52:31.495
You know, I know when I first did training on social

1145
00:52:31.895 --> 00:52:34.215
determinants of health that, you know, I went to, uh, one

1146
00:52:34.215 --> 00:52:36.295
of our provider meetings and I'm talking about the needs

1147
00:52:36.295 --> 00:52:38.655
to do social de we have to do all these screenings,

1148
00:52:38.915 --> 00:52:41.535
and it was just like mutiny, no, we can't do that.

1149
00:52:41.535 --> 00:52:42.895
If we identify all these needs

1150
00:52:42.895 --> 00:52:44.655
and we don't meet 'em, we're gonna be liable.

1151
00:52:44.755 --> 00:52:47.215
All of a sudden, you know, it, it's all on us.

1152
00:52:47.275 --> 00:52:49.695
And we, and, and that's why I think it's so critical

1153
00:52:49.925 --> 00:52:52.175
that the providers know it's, they're not alone.

1154
00:52:52.565 --> 00:52:55.735
That this is a whole care team that's gonna work together

1155
00:52:55.835 --> 00:52:58.295
to support that patient and to support them.

1156
00:53:00.015 --> 00:53:02.245
Thank you. Um, and did I miss anything?

1157
00:53:02.385 --> 00:53:04.405
I'm sorry. Is there any other part of that? No,

1158
00:53:04.605 --> 00:53:05.765
I think, I think you hit the, I

1159
00:53:05.765 --> 00:53:06.805
think you hit the high points.

1160
00:53:07.065 --> 00:53:10.125
Um, I am wondering though, as you've rolled this out

1161
00:53:10.265 --> 00:53:11.285
and people have,

1162
00:53:11.745 --> 00:53:13.525
and you've really championed this effort,

1163
00:53:14.235 --> 00:53:17.525
have there been providers who were initially reluctant

1164
00:53:17.705 --> 00:53:20.165
and then decided that they would

1165
00:53:20.895 --> 00:53:23.685
start, start providing?

1166
00:53:24.225 --> 00:53:25.605
Yes, absolutely.

1167
00:53:25.745 --> 00:53:30.285
And I think no much, no matter how much training I do,

1168
00:53:30.425 --> 00:53:32.445
no ma how information we do.

1169
00:53:32.605 --> 00:53:35.685
I still think one of the strongest ways

1170
00:53:35.785 --> 00:53:40.235
to get buy-in from providers is by having a champion, right?

1171
00:53:40.235 --> 00:53:43.035
Having a champion that's working there in their clinic

1172
00:53:43.455 --> 00:53:47.635
that's doing this, that, um, says, you know,

1173
00:53:48.095 --> 00:53:49.115
let me just help you through it.

1174
00:53:49.215 --> 00:53:51.875
Let me, you know, that, that can have that mentoring.

1175
00:53:52.135 --> 00:53:53.675
And, and that to me is critical.

1176
00:53:54.015 --> 00:53:56.795
We had, you know, at one of our clinics, we had a provider

1177
00:53:56.815 --> 00:53:58.075
who just was like, Mm-Hmm.

1178
00:53:58.335 --> 00:54:01.955
Not my thing. Um, we also had a psychiatrist who was kind

1179
00:54:02.075 --> 00:54:03.835
of like, Nope, this is not my area.

1180
00:54:03.865 --> 00:54:05.035
It's gonna take too much time.

1181
00:54:05.355 --> 00:54:07.995
I don't, you know, I I just wanna send people out.

1182
00:54:08.535 --> 00:54:10.635
And both of them, after mentoring

1183
00:54:10.635 --> 00:54:12.195
and working with champions, both

1184
00:54:12.195 --> 00:54:15.475
of them now are onboard excited in talking

1185
00:54:15.475 --> 00:54:17.795
to other people about that because, and, and,

1186
00:54:17.795 --> 00:54:18.995
and one of the things we've talked

1187
00:54:18.995 --> 00:54:21.435
to doctors about too is the induction seems

1188
00:54:21.435 --> 00:54:23.035
to be the most fearful thing, right?

1189
00:54:23.035 --> 00:54:25.675
They're afraid of the induction, they're afraid of people

1190
00:54:25.705 --> 00:54:28.195
that you know, that going into withdrawal or,

1191
00:54:28.335 --> 00:54:31.875
or are having, you know, symptoms that are uncomfortable

1192
00:54:31.935 --> 00:54:34.635
or, you know, that that is the, the hardest thing.

1193
00:54:34.635 --> 00:54:36.795
So we talk about people about, you don't need

1194
00:54:36.795 --> 00:54:37.915
to necessarily do that.

1195
00:54:38.025 --> 00:54:40.395
Many of the people just may maybe need those

1196
00:54:40.505 --> 00:54:41.515
ongoing services.

1197
00:54:42.055 --> 00:54:44.715
So how can you, you know, begin to think about that,

1198
00:54:45.085 --> 00:54:47.515
don't look as, uh, we're just gonna be taken in.

1199
00:54:47.535 --> 00:54:49.395
And that, that was one of the things when we first

1200
00:54:49.755 --> 00:54:52.275
identified MAP providers, you know, I didn't say,

1201
00:54:52.595 --> 00:54:54.635
'cause we're, we are not, uh, you know, a,

1202
00:54:54.795 --> 00:54:55.915
a part two provider.

1203
00:54:56.055 --> 00:54:58.835
We are, you know, we do not hold ourselves out

1204
00:54:58.935 --> 00:55:00.995
as we are just doing MAT services, right?

1205
00:55:01.295 --> 00:55:04.235
MAT services are a part of our primary care services.

1206
00:55:05.015 --> 00:55:08.395
And so really looking at that,

1207
00:55:08.605 --> 00:55:11.475
we're not gonna be advertising, look at

1208
00:55:11.475 --> 00:55:12.555
who you're serving now.

1209
00:55:13.075 --> 00:55:14.995
'cause you already are serving these individuals.

1210
00:55:15.055 --> 00:55:17.355
You are already serving people who need this.

1211
00:55:17.855 --> 00:55:18.955
You are already serving people

1212
00:55:18.955 --> 00:55:20.475
who are receiving these services.

1213
00:55:20.655 --> 00:55:21.755
You might just not know.

1214
00:55:22.295 --> 00:55:23.715
Um, and so really increasing

1215
00:55:23.785 --> 00:55:27.875
that awareness about it's not about a whole new population,

1216
00:55:27.945 --> 00:55:30.275
it's about better serving the people you're already serving

1217
00:55:30.455 --> 00:55:35.155
and being able to do that in a much more, um, comprehensive,

1218
00:55:35.705 --> 00:55:39.955
much more collab, collaborative, um, way.

1219
00:55:41.705 --> 00:55:45.695
Thank you. I think, um, one of the things that our, uh,

1220
00:55:45.915 --> 00:55:49.735
our audience is always interested in is the roles that

1221
00:55:50.305 --> 00:55:52.335
technology plays in all of this.

1222
00:55:52.875 --> 00:55:55.895
And if there are any, um,

1223
00:55:57.035 --> 00:55:59.705
technology investments that you made that

1224
00:56:00.215 --> 00:56:02.905
made this go better, made workflows go well,

1225
00:56:03.285 --> 00:56:05.945
or if you are providing, um,

1226
00:56:06.165 --> 00:56:08.225
it sounds like you're doing a lot of on the ground services,

1227
00:56:08.255 --> 00:56:10.185
like assertive of community treatment and everything,

1228
00:56:10.285 --> 00:56:11.625
but are some of these

1229
00:56:12.145 --> 00:56:14.225
services being provided virtually as well?

1230
00:56:14.285 --> 00:56:17.385
Is it a hybrid Absolutely. Service plan?

1231
00:56:18.055 --> 00:56:19.945
Yeah. And, and I'll say out

1232
00:56:19.945 --> 00:56:22.025
of all the negative things about Covid, right?

1233
00:56:22.025 --> 00:56:23.845
Covid, we know there's so many negative things,

1234
00:56:24.205 --> 00:56:25.525
horrible things that happened as a part of covid.

1235
00:56:25.665 --> 00:56:28.885
But the one thing that was like the, the best outcome

1236
00:56:28.885 --> 00:56:30.005
of covid was telehealth.

1237
00:56:31.265 --> 00:56:33.725
We were, we had been proposing on our behavioral health

1238
00:56:33.835 --> 00:56:36.445
side, 'cause we knew other providers were doing telehealth,

1239
00:56:36.625 --> 00:56:39.125
we knew that there was a lot of opportunity there for us.

1240
00:56:39.265 --> 00:56:42.365
We also knew we didn't have a lot of space, right?

1241
00:56:42.365 --> 00:56:43.525
So when I'm sitting here saying,

1242
00:56:43.565 --> 00:56:45.165
I wanna hire behavioral health clinicians,

1243
00:56:45.325 --> 00:56:47.205
I wanna hire more psychiatrists, I wanna do that,

1244
00:56:47.205 --> 00:56:48.325
we're like, we're outta space.

1245
00:56:48.345 --> 00:56:49.645
We don't have anywhere to put 'em.

1246
00:56:49.825 --> 00:56:53.645
But when Covid came, you know, we had this three year plan

1247
00:56:53.665 --> 00:56:56.885
of trying to test out one clinician to do,

1248
00:56:57.185 --> 00:56:58.365
you know, remote services.

1249
00:56:58.495 --> 00:57:01.285
Covid came and bam, we had telehealth overnight.

1250
00:57:01.505 --> 00:57:03.165
It was like, it just,

1251
00:57:03.425 --> 00:57:06.005
and that's why I was really able to grow our workforce,

1252
00:57:06.585 --> 00:57:09.445
you know, so quickly, um, was

1253
00:57:09.445 --> 00:57:11.125
because we could do telehealth services.

1254
00:57:11.585 --> 00:57:13.245
And I think from some folks,

1255
00:57:13.265 --> 00:57:14.925
and when I talk to our clinicians, when I talk

1256
00:57:14.925 --> 00:57:16.725
to our psychiatrist, when I talk to other people,

1257
00:57:17.125 --> 00:57:18.565
I think it's opened the door.

1258
00:57:19.185 --> 00:57:21.405
Um, because of that stigma, that fear

1259
00:57:21.835 --> 00:57:25.285
that telehealth appointment can allow people

1260
00:57:25.305 --> 00:57:26.765
to have just enough space

1261
00:57:26.825 --> 00:57:29.845
to maybe feel comfortable sharing some things they might not

1262
00:57:29.845 --> 00:57:34.125
have shared when you're in that space, um, with the person,

1263
00:57:34.345 --> 00:57:36.725
it also opened up access to people.

1264
00:57:37.195 --> 00:57:39.245
Many of the people we serve, have children,

1265
00:57:39.515 --> 00:57:42.885
have transportation issues, have a variety of issues

1266
00:57:43.235 --> 00:57:44.285
that for them to get.

1267
00:57:44.345 --> 00:57:47.965
And, and if you've ever ridden the bus in Arizona when it's

1268
00:57:47.965 --> 00:57:51.445
120, you can imagine nobody wants to do that to come

1269
00:57:51.545 --> 00:57:53.405
for a 15, 20 minute visit, right?

1270
00:57:53.595 --> 00:57:54.965
It's gonna take you all day.

1271
00:57:54.985 --> 00:57:56.565
And that's just you, if you have kids

1272
00:57:56.665 --> 00:57:58.845
or other things, you know, you're gonna lose job,

1273
00:57:58.865 --> 00:58:00.645
you're gonna lose time at work, all

1274
00:58:00.645 --> 00:58:01.885
that kind of stuff, right?

1275
00:58:02.105 --> 00:58:04.325
So telehealth opened the door to access,

1276
00:58:04.425 --> 00:58:06.485
you can now access it on your phone.

1277
00:58:06.625 --> 00:58:08.485
You can ans you know, in your living room

1278
00:58:08.505 --> 00:58:10.285
and your whatever it, you know,

1279
00:58:10.285 --> 00:58:14.245
and we saw our referrals just continue to increase,

1280
00:58:14.865 --> 00:58:16.165
um, for behavioral health.

1281
00:58:16.745 --> 00:58:18.685
Um, and I think a lot of that is

1282
00:58:18.685 --> 00:58:21.645
because telehealth has expanded the ability to do that.

1283
00:58:23.105 --> 00:58:26.665
Absolutely. Um, one question did come in, Vicki, there,

1284
00:58:26.925 --> 00:58:29.745
one of our members wants to know about, um,

1285
00:58:30.235 --> 00:58:32.145
42 CFR part two

1286
00:58:33.245 --> 00:58:35.785
and whether you separate your MAT

1287
00:58:35.845 --> 00:58:38.545
and SUD records from your primary care records.

1288
00:58:39.245 --> 00:58:43.305
We do not, we are not considered, you know, a primary, um,

1289
00:58:43.735 --> 00:58:44.865
part two provider.

1290
00:58:45.445 --> 00:58:49.225
All of the services that we do are under our v uh,

1291
00:58:49.245 --> 00:58:50.305
are under primary care.

1292
00:58:50.805 --> 00:58:53.825
So one of the things in our integrated behavioral health

1293
00:58:53.825 --> 00:58:54.865
program, um,

1294
00:58:54.925 --> 00:58:57.865
and within our MAT services, it's all under the umbrella

1295
00:58:57.925 --> 00:59:00.145
of primary care or under the umbrella

1296
00:59:00.245 --> 00:59:02.225
of our outpatient behavioral health clinic.

1297
00:59:02.765 --> 00:59:05.065
Um, and so we do not have separate records.

1298
00:59:05.485 --> 00:59:09.305
We do, I will say, have, um, what's called sensitive notes

1299
00:59:10.005 --> 00:59:13.585
so that counseling notes are, um, blocked out.

1300
00:59:14.335 --> 00:59:17.475
Um, so you have to, you write a, a, a, you know, a very

1301
00:59:18.275 --> 00:59:21.035
overview note that says what you did so that you can,

1302
00:59:21.085 --> 00:59:22.205
can have enough information

1303
00:59:22.205 --> 00:59:23.605
for billing and that type of thing.

1304
00:59:23.905 --> 00:59:27.565
But we're able to do those sensitive notes, um, separate

1305
00:59:27.905 --> 00:59:31.165
and those are blocked out from folks being able to read.

1306
00:59:32.595 --> 00:59:33.945
Thank you. That was very helpful.

1307
00:59:34.225 --> 00:59:37.075
I appreciate it. I think we, but I

1308
00:59:37.075 --> 00:59:38.835
Know we're, we're constantly relooking at that.

1309
00:59:38.995 --> 00:59:41.595
I just had a, yeah. A meeting with our compliance officer

1310
00:59:41.735 --> 00:59:42.835
and all of our attorneys

1311
00:59:42.895 --> 00:59:45.235
and there's this fear, do we need to like,

1312
00:59:45.235 --> 00:59:46.275
have this whole thing

1313
00:59:46.375 --> 00:59:48.595
and are we now holding ourselves out there

1314
00:59:48.595 --> 00:59:50.155
as substance abuse providers?

1315
00:59:50.215 --> 00:59:52.755
And, you know, so it it, it is a fine line.

1316
00:59:52.775 --> 00:59:55.075
You have to, um, and one of the things I now, um,

1317
00:59:55.075 --> 00:59:59.915
there was a, there was a flow chart that was developed

1318
00:59:59.915 --> 01:00:02.875
by, um, somebody within the FQHC system

1319
01:00:03.305 --> 01:00:05.195
that it really was a nice flow chart

1320
01:00:05.195 --> 01:00:08.035
that said if you do this, if you do that, then you need,

1321
01:00:08.055 --> 01:00:10.395
you know, you are under these restrictions

1322
01:00:10.415 --> 01:00:11.715
or if you don't, then you're not.

1323
01:00:12.255 --> 01:00:15.675
Um, and if, if it's helpful, I can send that over to you all

1324
01:00:15.675 --> 01:00:16.875
to take a look at it.

1325
01:00:16.875 --> 01:00:19.355
It was a great resource to say, oh, oh,

1326
01:00:20.015 --> 01:00:21.195
how do we, how do we determine

1327
01:00:21.215 --> 01:00:22.215
You? That sounds great.

1328
01:00:22.215 --> 01:00:23.195
We would love to have that.

1329
01:00:25.855 --> 01:00:27.945
Well, thank you for being with us today, Vicki.

1330
01:00:27.945 --> 01:00:29.665
This was really helpful and,

1331
01:00:29.725 --> 01:00:32.505
and, uh, we appreciate your participation in telling us

1332
01:00:32.515 --> 01:00:34.825
about all of the wonderful services you're providing.

1333
01:00:35.575 --> 01:00:36.945
Well, I appreciate the opportunity

1334
01:00:37.345 --> 01:00:40.305
'cause I, I really believe, you know, having that, and, and,

1335
01:00:40.305 --> 01:00:41.145
and we talk a lot about

1336
01:00:41.145 --> 01:00:42.705
medication assisted treatment focused.

1337
01:00:42.785 --> 01:00:45.065
I kind of focused on the opioid, um, use,

1338
01:00:45.165 --> 01:00:47.945
but we also provide it for tobacco sensation.

1339
01:00:48.005 --> 01:00:50.145
We also provide it for, you know,

1340
01:00:50.175 --> 01:00:51.265
alcohol and different things.

1341
01:00:51.325 --> 01:00:54.065
But you know, again, I, I believe you know, it,

1342
01:00:54.175 --> 01:00:55.545
it's saves people's lives

1343
01:00:55.605 --> 01:00:57.905
and the more we can talk about it, the more we can reduce

1344
01:00:57.905 --> 01:01:00.945
that stigma, the more we can let people know, um,

1345
01:01:01.015 --> 01:01:03.425
that these services need to be available.

1346
01:01:03.575 --> 01:01:06.345
They are funded, um, they can make a difference.

1347
01:01:06.445 --> 01:01:08.025
And, and, and the more they're

1348
01:01:08.025 --> 01:01:09.385
available to people, the better.

1349
01:01:10.205 --> 01:01:12.185
So thank you for giving me the opportunity today.

1350
01:01:12.875 --> 01:01:15.265
Thank you Vicki.

1351
01:01:15.265 --> 01:01:18.145
Karen, I want to thank both you, uh, both of you for today

1352
01:01:18.145 --> 01:01:19.785
and I want to thank everybody who joined us

1353
01:01:19.785 --> 01:01:21.825
and I wanna remind everybody that the slides

1354
01:01:21.845 --> 01:01:24.705
and the recordings for this will be made available on the

1355
01:01:24.705 --> 01:01:26.345
Open Minds website starting tomorrow.

1356
01:01:26.885 --> 01:01:29.265
And I also invite you to join us next week, Thursday,

1357
01:01:29.545 --> 01:01:32.865
December 5th at 1:00 PM Eastern for the session, A Culture

1358
01:01:33.205 --> 01:01:36.425
of Compassion, the Shatterproof National Stigma Initiative

1359
01:01:36.495 --> 01:01:38.545
Case Study Register for that event,

1360
01:01:38.545 --> 01:01:40.985
or for a full list of upcoming round tables,

1361
01:01:41.285 --> 01:01:44.025
you can visit the Executive Round Tables page under the

1362
01:01:44.025 --> 01:01:47.785
executive education tab@www.open

1363
01:01:47.915 --> 01:01:49.025
minds.com.

1364
01:01:49.175 --> 01:01:51.545
Once again, Vicki, Karen, thank you very much.

1365
01:01:51.785 --> 01:01:53.385
I hope you both have a wonderful weekend.