

Facility Planning

Rethinking Flow in an Integrated Setting

Jeffrey Howard, CPA
Chief Financial Officer
Cherokee Health Systems

Integrated Care

Integrated Care is the process and product of medical and mental health professionals working collaboratively and coherently toward optimizing patient health through biopsychosocial modes of prevention and intervention.

O'Donohue, Byrd, Cummings, and Henderson (2004)

Cherokee's Blended Behavioral Health and Primary Care Clinical Model

- **Embedded Behavioral Health Consultant on the Primary Care Team**
- **Real time behavioral and psychiatric consultation available to PCP**
- **Focused behavioral intervention in primary care**
- **Behavioral medicine scope of practice**
- **Encourage patient responsibility for healthful living**
- **A behaviorally enhanced Healthcare Home**

Typical BHC Services in Primary Care

- Triage/Liaison
- Behavioral Health Consultation
- Behavioral Health Follow-Up
- Adherence Enhancement
- Relapse Prevention
- Behavioral Medicine
- Consultative Co-Management
- Group-based interventions
- Conjoint Consultation
- On-Demand Medication Consultation
- Care Management
- Psychiatric Consultation
- PCP Consultation
- School/Agency Consultation
- Prevention
- Telephone Consultation

If Buildings Could Speak...

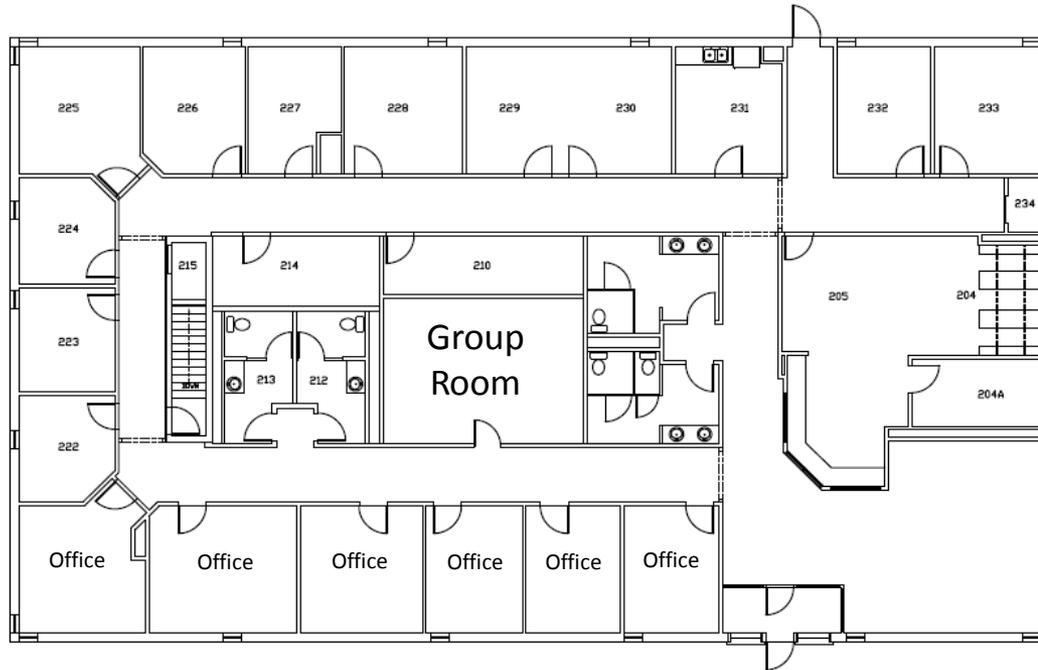
5th Street Confessions

Jeff Howard, CPA
Cherokee Health Systems

815 W 5th North Street Morristown, Tennessee

- **Community Mental Health Center**
 - ✓ Outpatient Mental Health
 - ✓ Case Management
 - ✓ Day Treatment (Basement)
- **High Concentration of Persons with SPMI**
- **Original Corporate Headquarters**

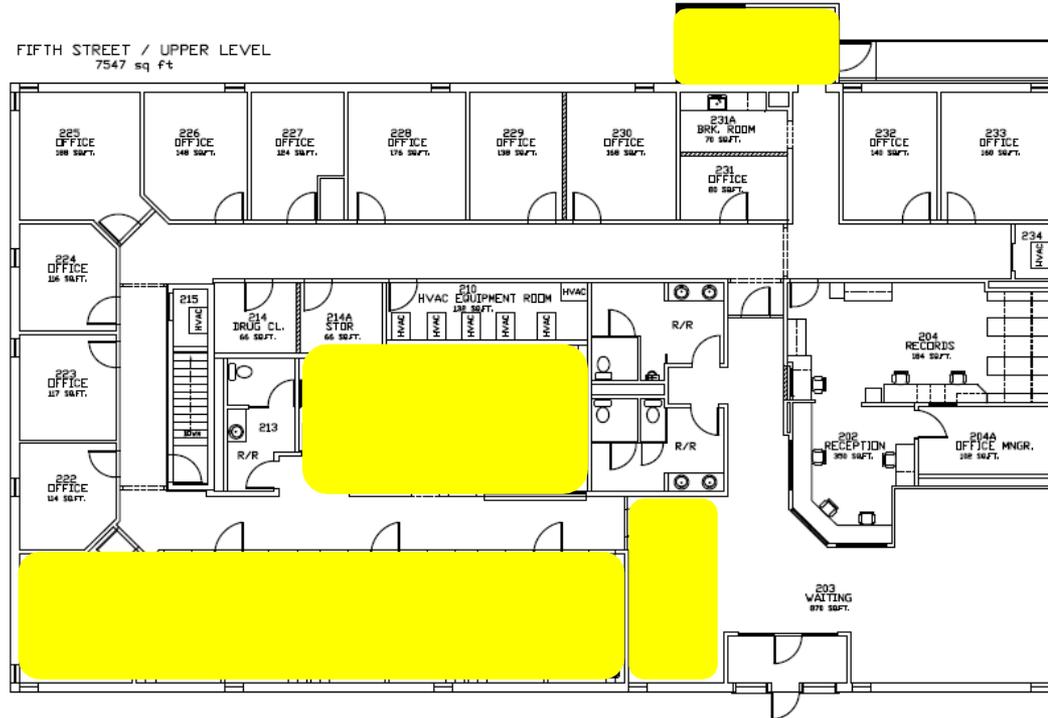
6 Weeks Before Integration



Integration (Phase 1)

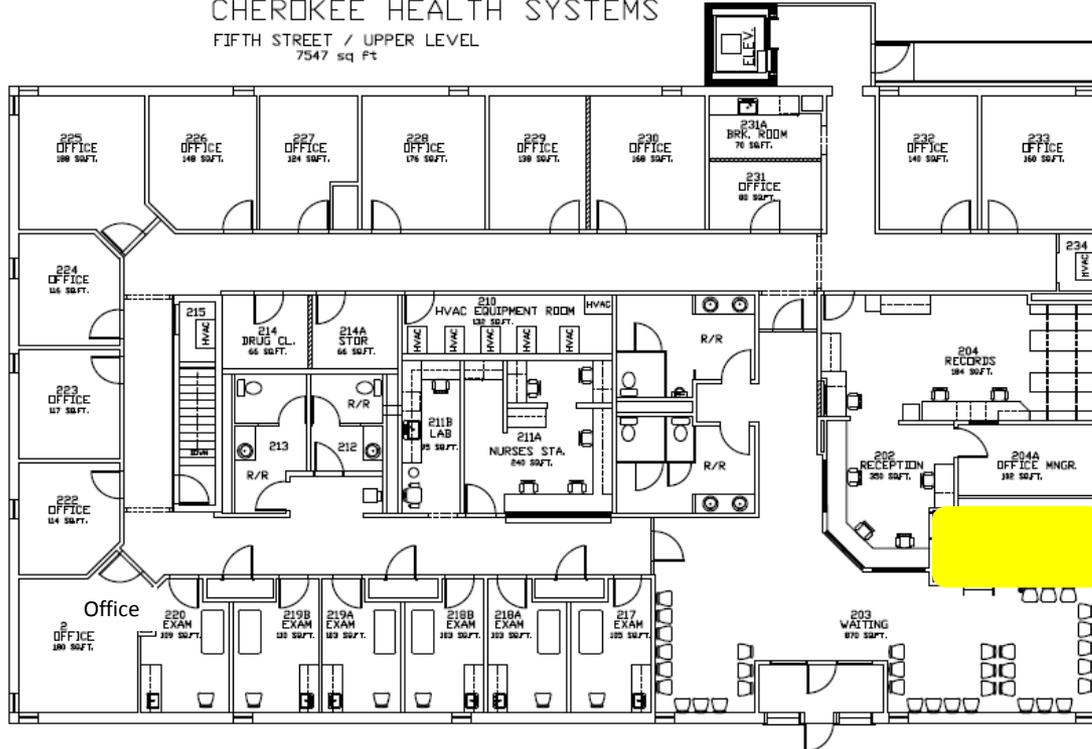


Integration (Phase 2)

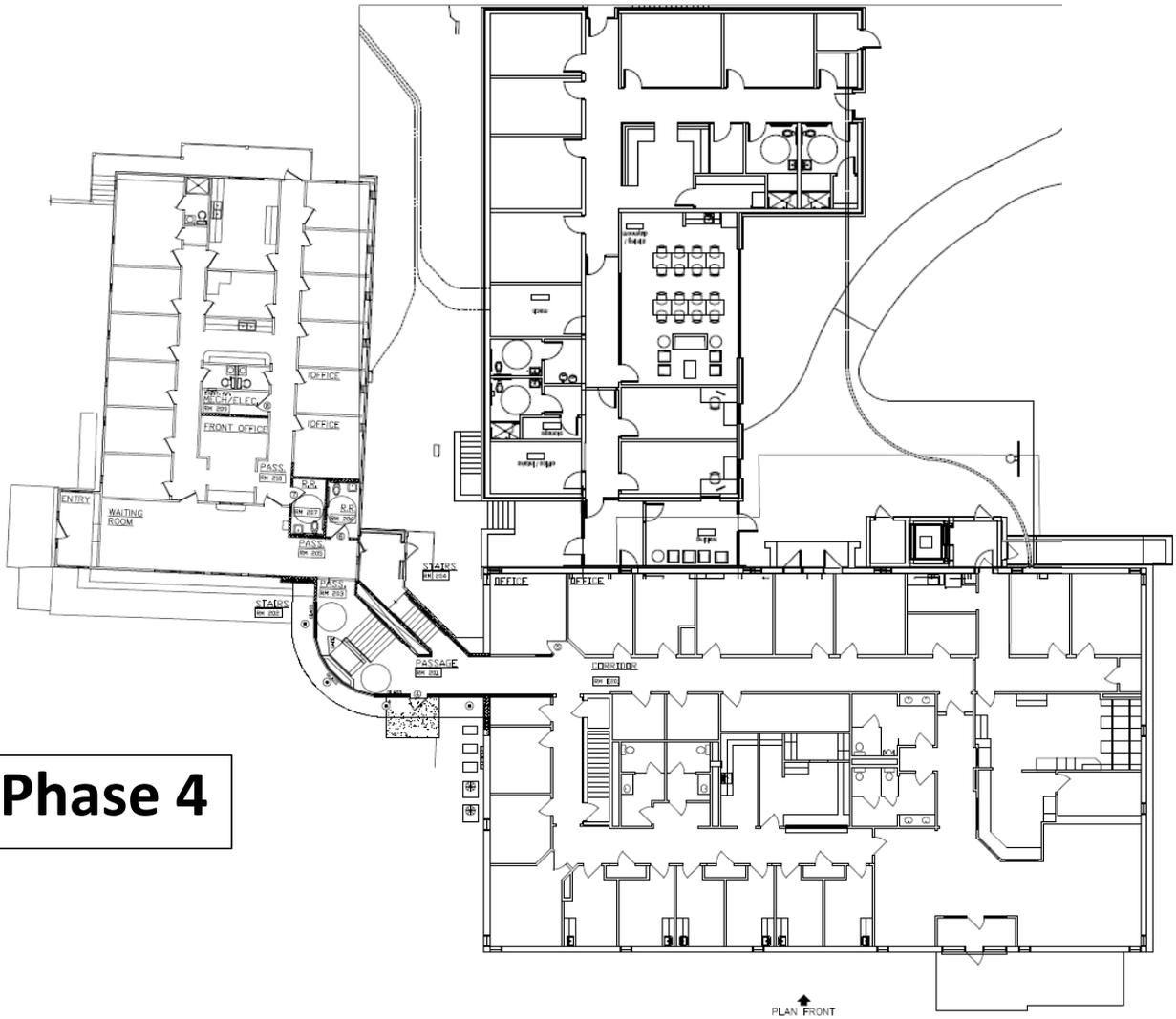


Integration (Phase 3)

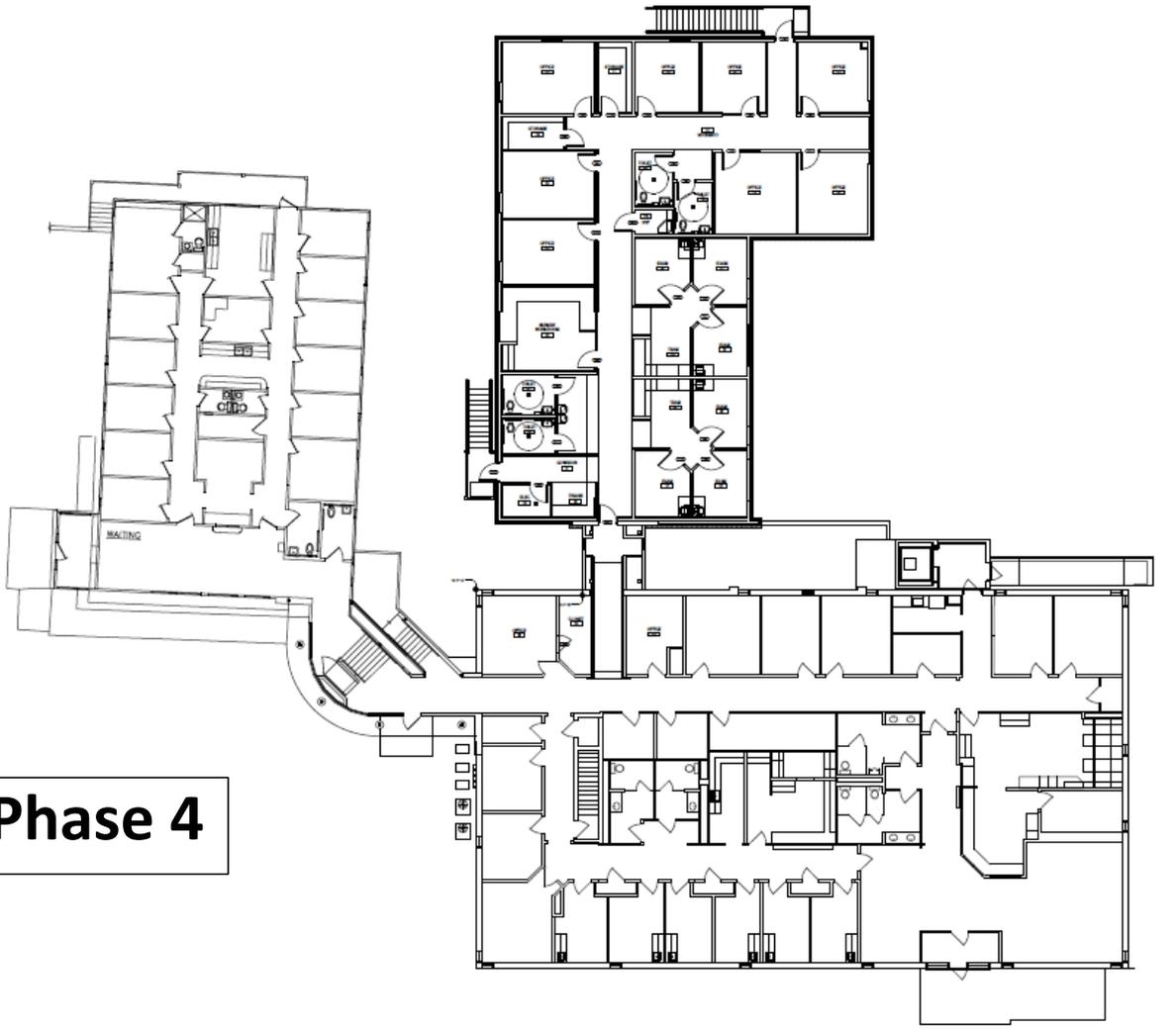
CHEROKEE HEALTH SYSTEMS
FIFTH STREET / UPPER LEVEL
7547 sq Ft

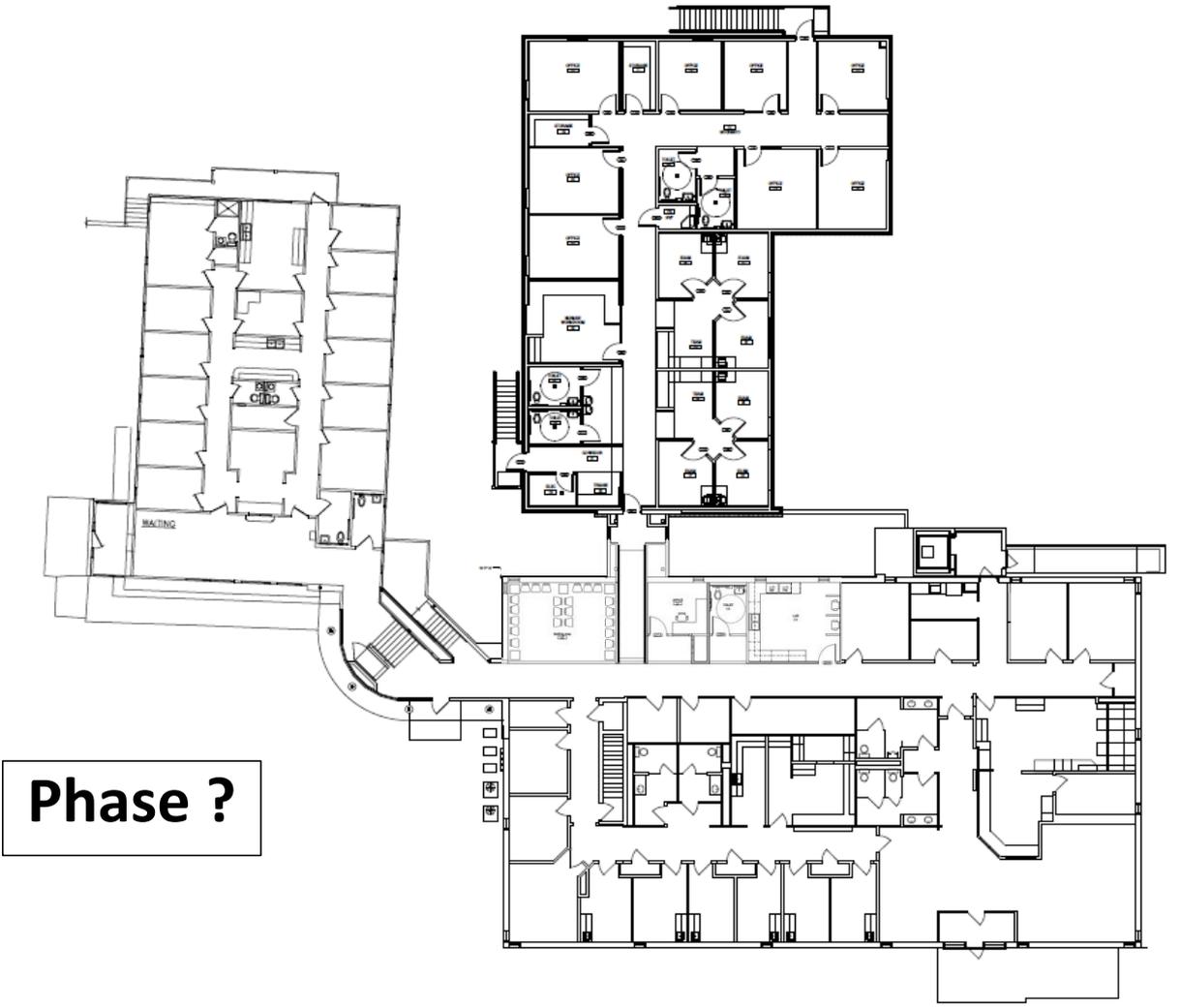


Phase 4



Phase 4





Phase ?

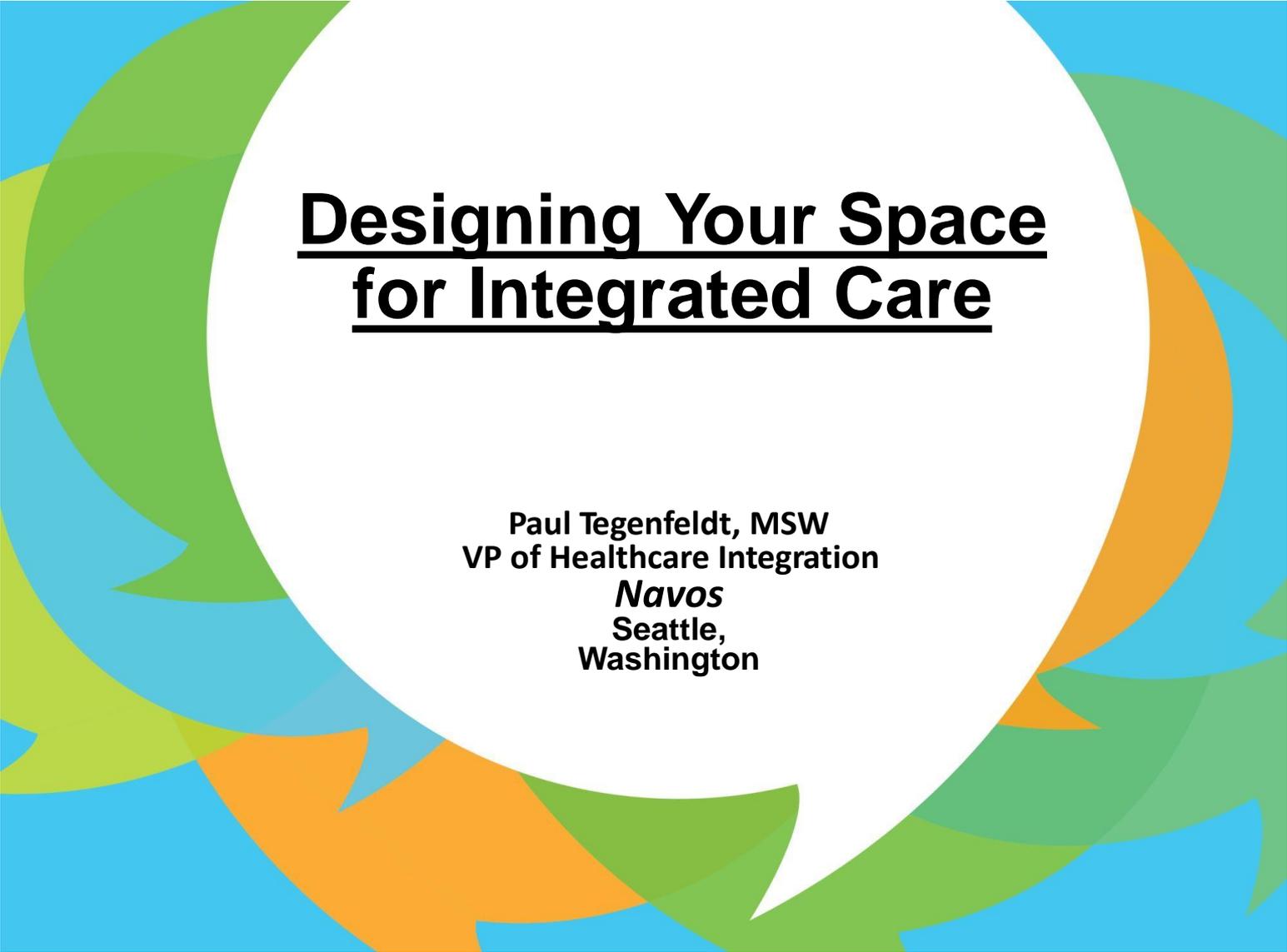
Where do we go from here?



cherokee health systems - center city

2014 mar 31

redChair:architects



Designing Your Space for Integrated Care

Paul Tegenfeldt, MSW
VP of Healthcare Integration
Navos
Seattle,
Washington

Overview

SMI population's life expectancy is 25 years less than the general population

4 year SAMHSA/PBHCI demonstration grant (2011-2015)

- **Navos** is 1 of 100 grantees across the country and 1 of 3 here in Washington State
- Our goal is to develop a model that produces **positive outcomes** and is **financially sustainable**

Partnership model with **Public Health—Seattle**

- **& King County** as our primary care partner

Developing a **health home** for the SMI

- population served at Navos
 - ✓ One stop shopping
 - ✓ Patient-Centered Health Home
 - ✓ Collaborative Care Model
 - ✓ Wellness Program



Our Model

- Partnership with an FQHC having a shared mission and experience with a similar population
- Full scope primary care services operating as part of a collaborative care team with behavioral health clinicians
- On-site primary care operating 4 days per week
- Staffing
 - ✓ Nurse Care Manager
 - ✓ Family Practice Physician and Nurse Practitioner
 - ✓ Medical Assistants
 - ✓ Reception and referral staff
- On-site lab and pharmacy
- Wellness Program
 - ✓ Smoking Cessation
 - ✓ Exercise
 - ✓ Nutrition



Co-Location Collaborative Care

Co-Location

- One stop shopping
- **Separate care teams**
- **Separate health records**
- **Separate treatment plans**
- Opportunity for informal **curb side consultation**
- Improved (but still limited) communication between primary care and behavioral health providers
- Improved referral arrangements between primary care and behavioral health providers

Collaborative Care

- One stop shopping
- **One care team**
- **One health record**
- **One treatment plan**
- Population focused **care coordination and management** using a **patient registry** and **'Treat to Target'** to manage treatment
- Seamless referrals and transfer of clients between behavioral health and primary care

Navos

Mental Health and Wellness

Seattle, Washington



Shared Reception



Exam Room



Team Work Stations



Collaborative Work Area



3rd Floor





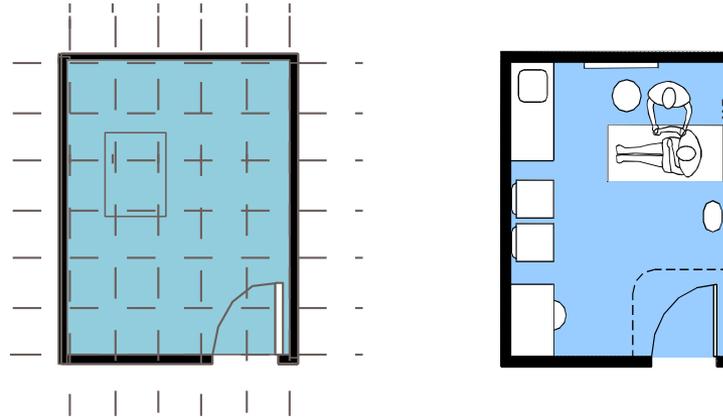
Designing Your Space for Integrated Care

Case Studies in the Future of
Integration

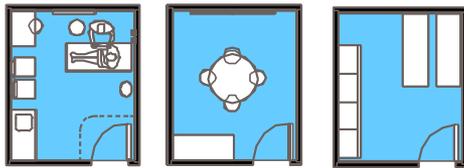
Timothy M. Rommel, AIA, MRAIC
Principal
CANNONDESIGN

The Outpatient Clinic: Modularity

Exam / Office as
“Building Block”:
100 – 150sf



Full
Module

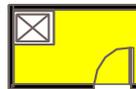


Exam

Office/
Consult

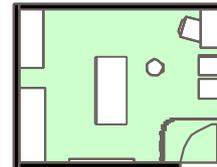
Clean
Supply

Half
Module



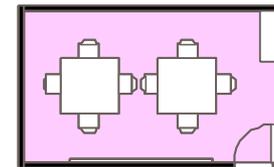
Hskp.

1.5x
Module



Treatment

2x
Module



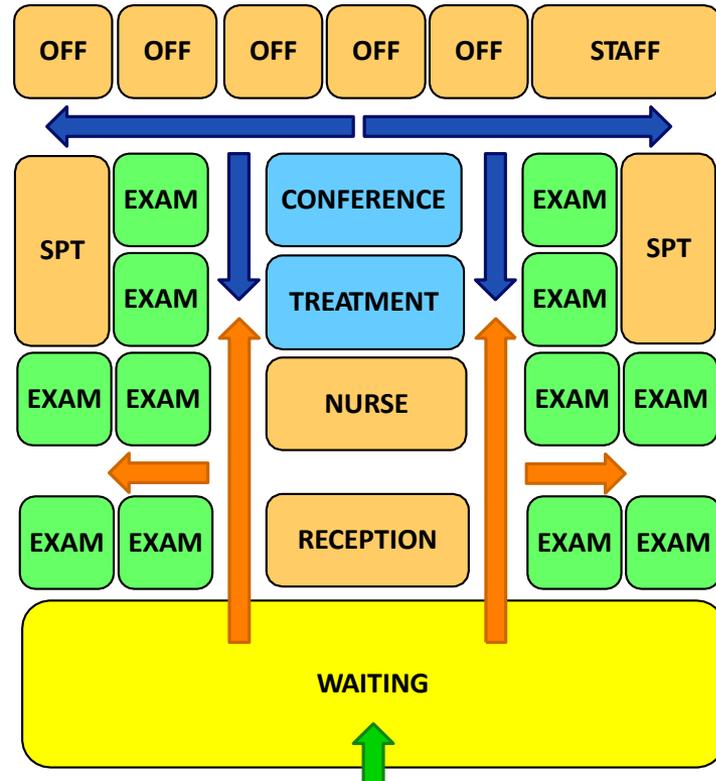
Conference

The Outpatient Clinic: Organization

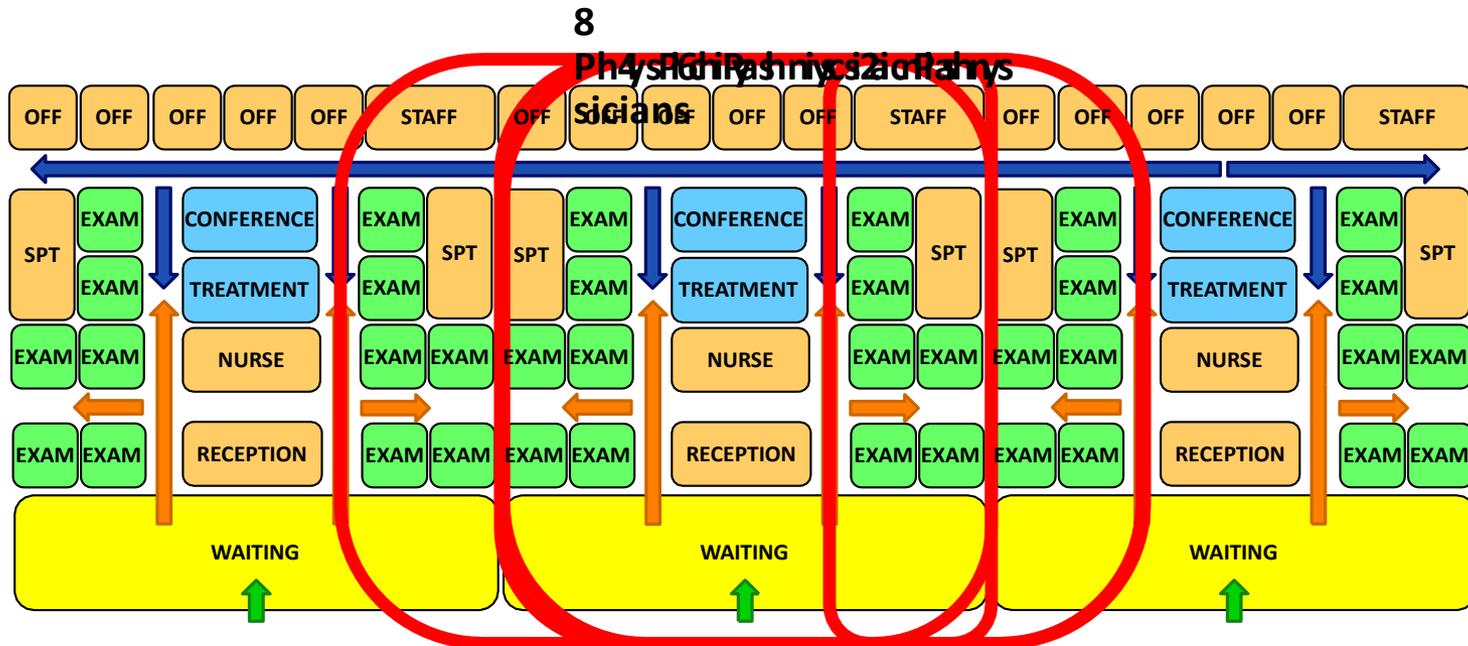
Key Drivers:

- Flow / Access
- Flexibility
- Standardization / Modularity
- Clarity of Circulation

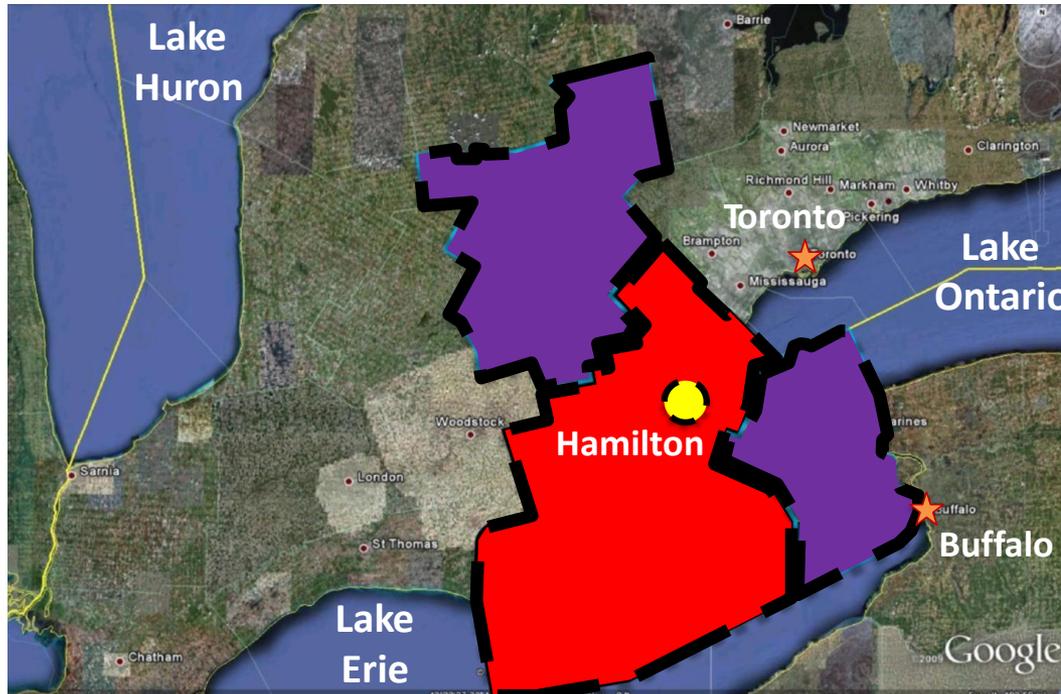
- ↑ Patient / Public Arrival
- ↑ Internal Patient Flow
- ↑ Internal Staff Flow



The Outpatient Clinic: Flexibility



Juravinski Centre for Integrated Healthcare | Hamilton, ON



Catchment Area

 Principal Mental Health Services

 Extended Forensic Services

 Medical Services

Juravinski Centre for Integrated Healthcare | **Hamilton, ON**

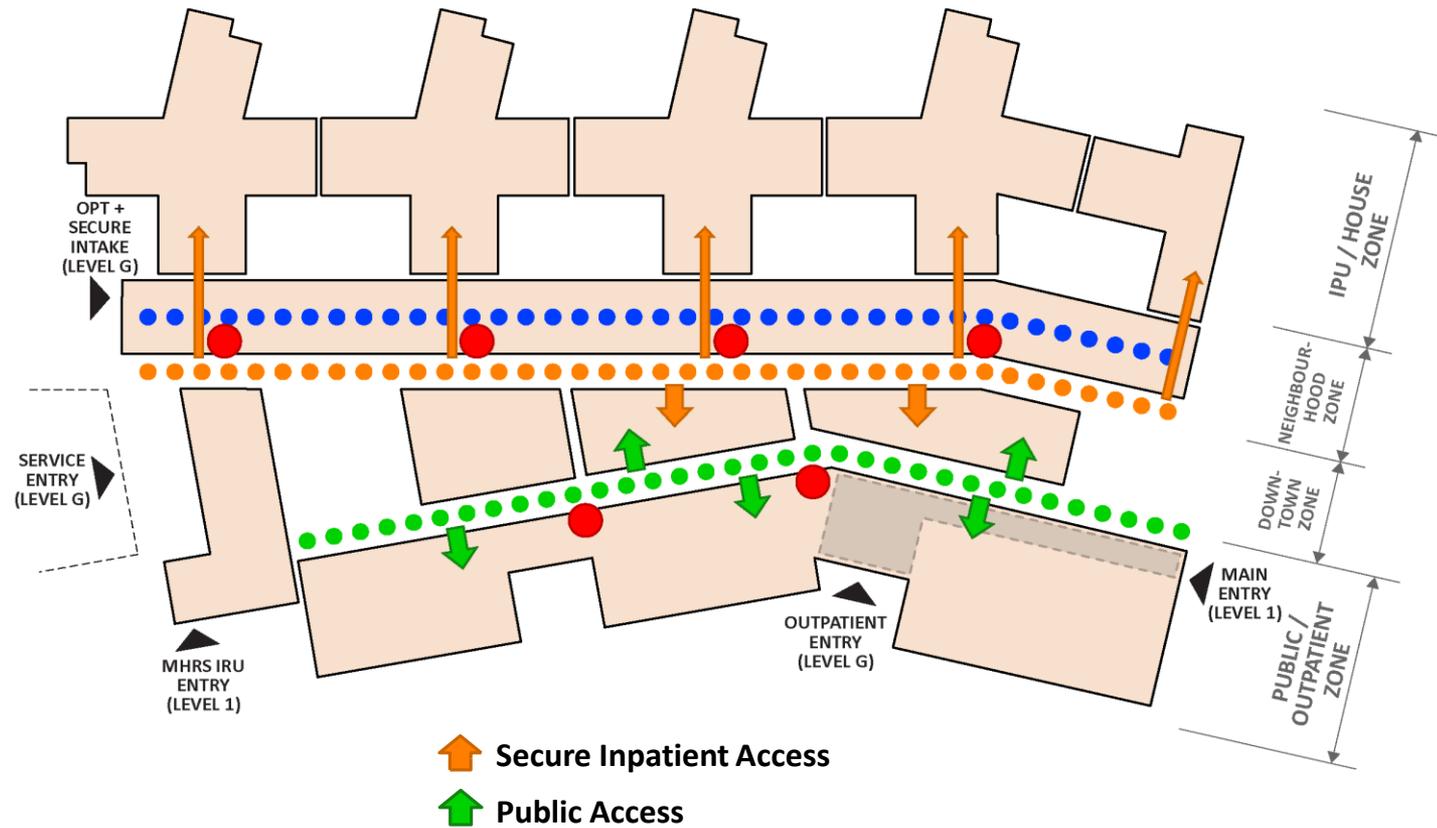


Juravinski Centre for Integrated Healthcare | Hamilton, ON

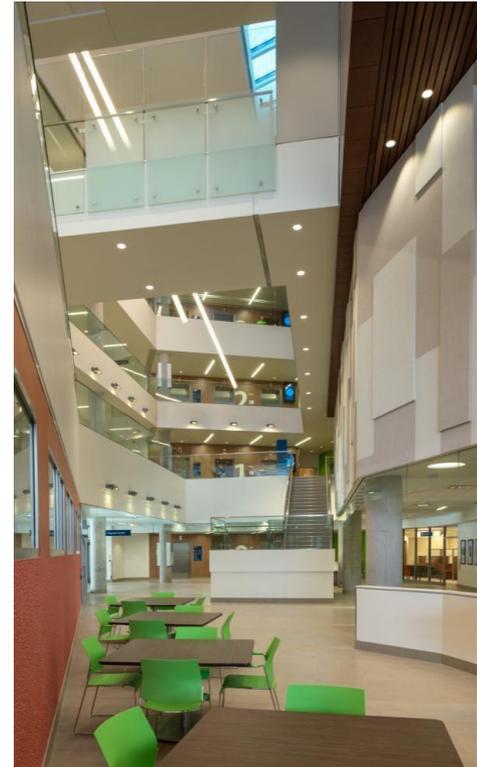


- | | | |
|--|---|---|
|  Outpatient Medical/Imaging |  Auditorium / Public |  Secure Inpatient Access |
|  Outpatient Psychiatric |  Inpatient Psychiatric |  Public Access |

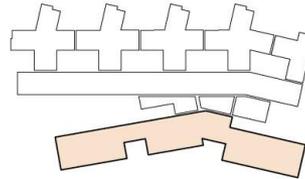
Juravinski Centre for Integrated Healthcare | Hamilton, ON



Juravinski Centre for Integrated Healthcare | **Hamilton, ON**

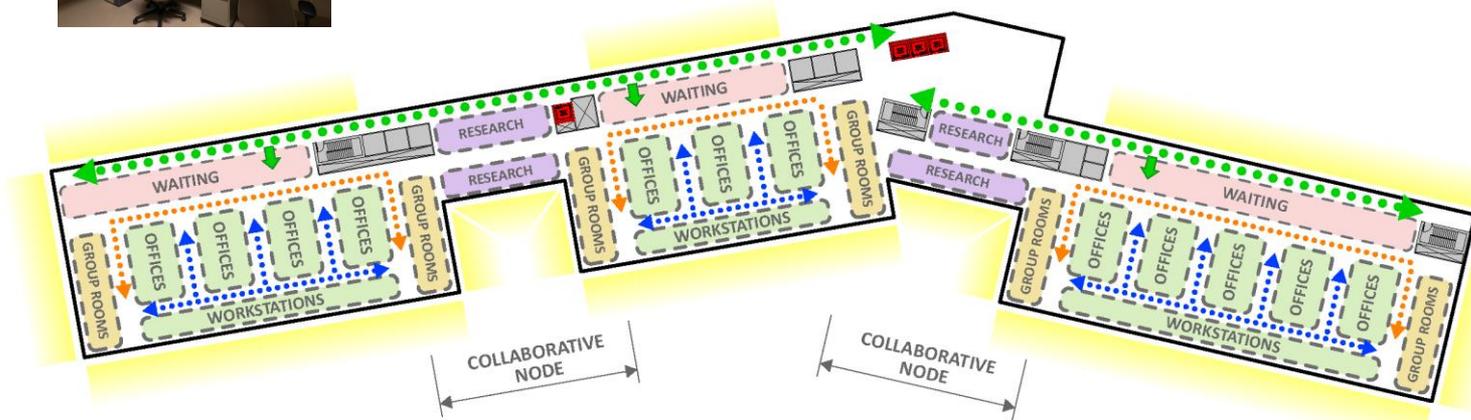


Juravinski Centre for Integrated Healthcare | Hamilton, ON



Outpatient Zone

- Patient Access
- Staff Work Areas
- Research Connectivity



Juravinski Centre for Integrated Healthcare | Hamilton, ON



- Waiting / Reception
- Clinics 1, 2, 3, 4
- Support / Procedure
- Staff Work Area
- Group Rooms
- Clinic Flexibility

Typical Clinic

- Flow / Access
- Flexibility
- Standardization
- Clarity of Circulation



Centre for Addiction and Mental Health | Toronto, ON



Urban Integration

Centre for Addiction and Mental Health | Toronto, ON

