



The Practice of  
Integration: Lessons  
Learned and our  
Integrated Behavioral  
Health Vision

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# Agenda



- ❖ Background
- ❖ Integrated BH Health
- ❖ Cultural concepts and values when working with Latino populations
- ❖ Our Model
- ❖ Our Services
- ❖ Adaptations of the model
- ❖ Screening
- ❖ SUD & MAT

# La Clínica's History

- Founded in 1971
- By UC Berkeley Students
- Volunteerrun and free clinic
- Provided medical, dental, optometry and case management

And then...



# La Clínica's History

- 2005: Introduce Behavioral Medicine
- 2007: first Behavioral Medicine Specialist (BMS) was hired
- Case manager roles expanded to include clinical treatment (IBHCs)
- BMS role expanded to include more assessment and treatment





In CY 2017, La Clínica served **86,884** patients

- 44% were children under 18
- 50% were adults (18-64)
- 6% were older adults (>64 years)

## Patients Served

### La Clínica Patients by Service Type (2017)

<b>Medical</b>	64,717
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<b>Dental</b>	31,136
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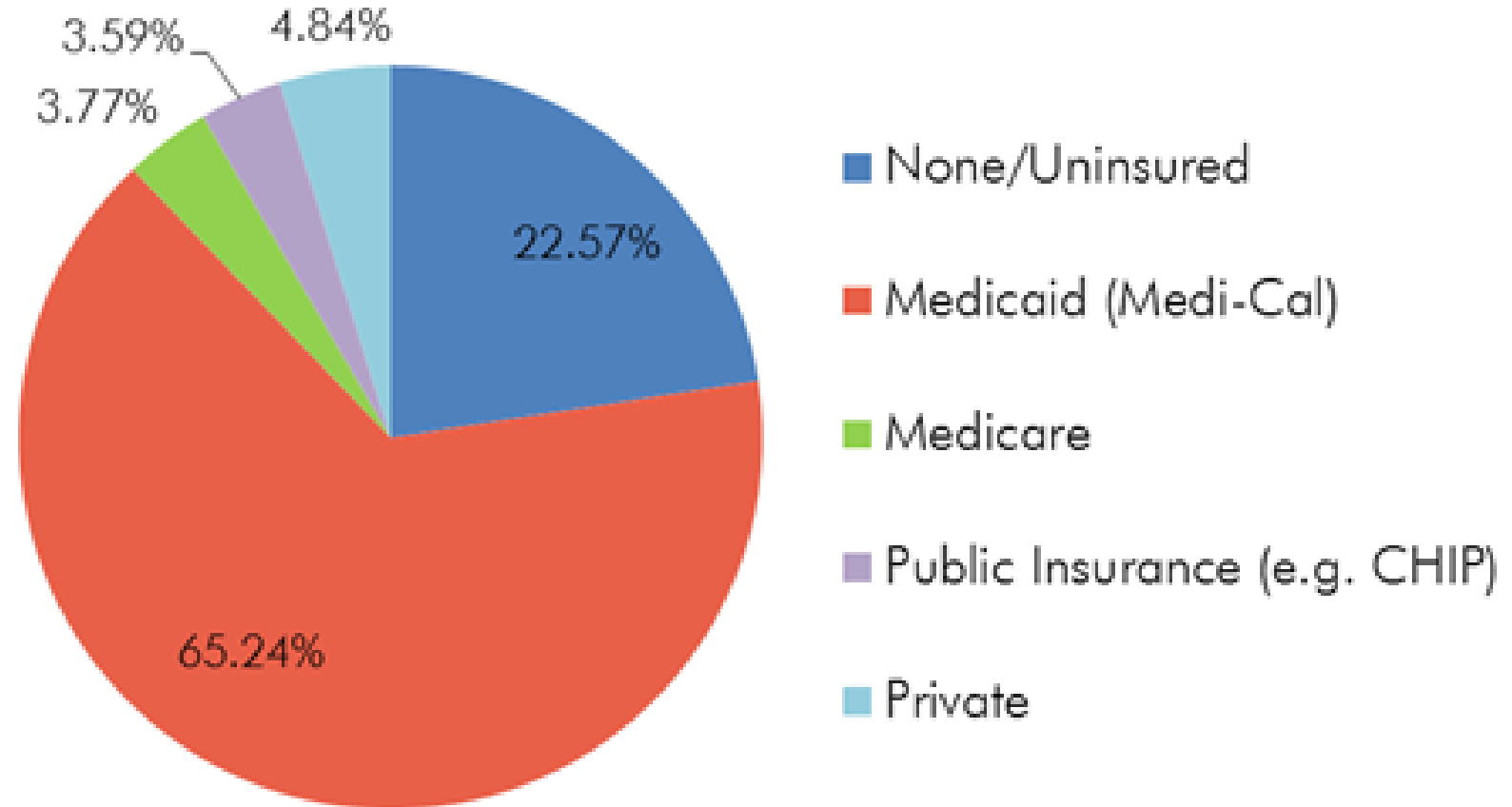
Behavioral Health	6,893
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<b>Vision</b>	10,279
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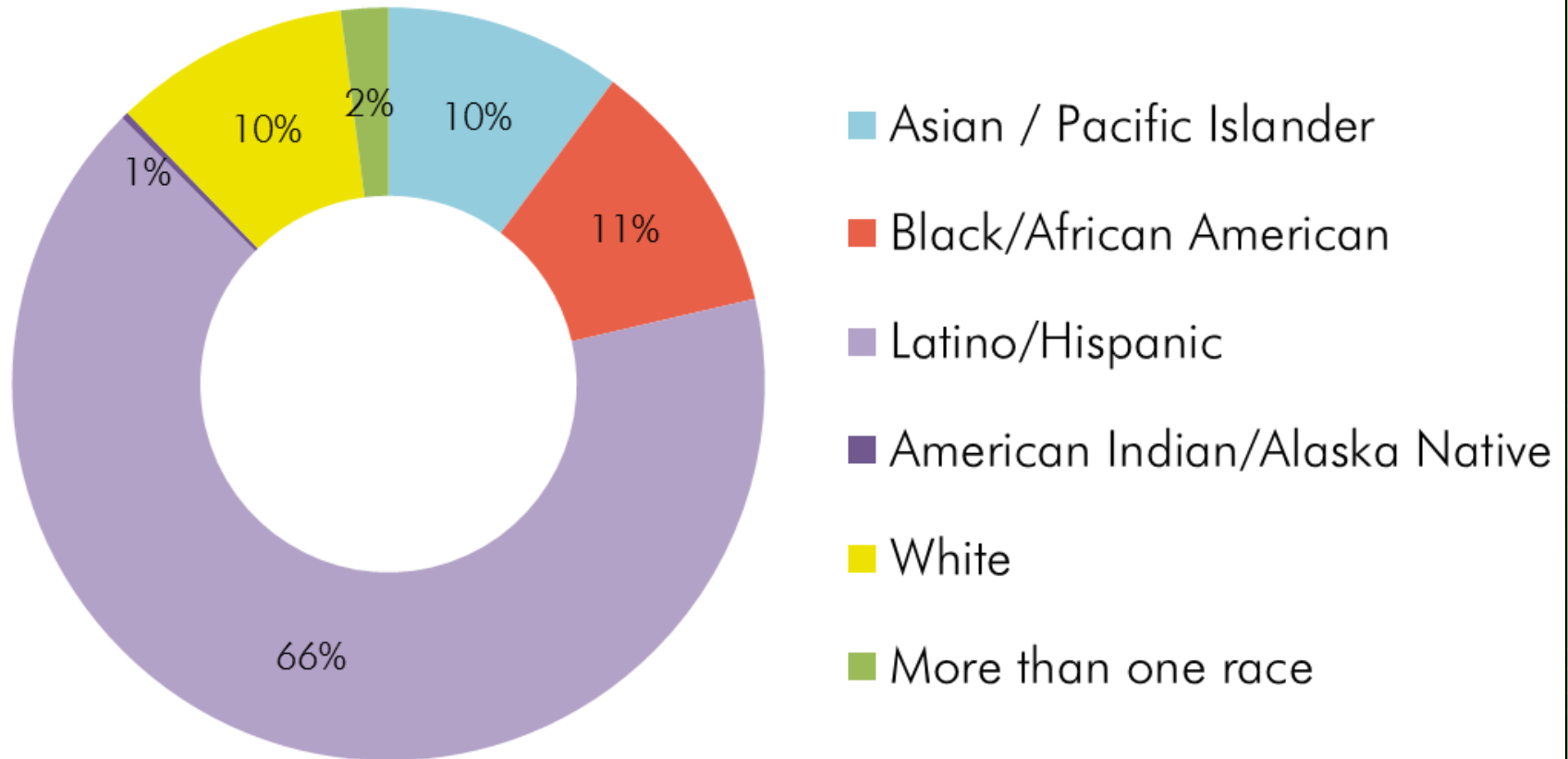
<b>Enabling</b>	5,251
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UDS, 2017

## Insurance Type of La Clinica Patients Served, 2017



## Race/Ethnicity of La Clinica Patients Served, 2017



# Cultural Concepts and Values





## Cultural Concepts and Values



- ❖ Barriers to care: stigma, insurance, discriminatory policies, MH utilization rates, language and cultural competence of professionals, vulnerable populations....
- ❖ Personalismo: relationships are everything; WHO and relationships impacting outcomes
- ❖ Familismo: recognition of strong family connections/role this plays in patient care
- ❖ Machismo/marianismo: integration of concepts in care approaches; openness/inquiry around concepts
- ❖ Respeto: deference and how this impacts care

- ❖ 'susto' and somatic complaints
- ❖ Role of psychoeducation: dx, medications, therapy
- ❖ Role of religion/faith
- ❖ Asking questions; patient as expert
- ❖ Indigenous populations; linguistic/cultural diversity
- ❖ Adapting interventions: awareness of political, cultural, environmental contexts
- ❖ Crossection of ethical/legal issues and immigration status (ie: IPV reporting)



## Current Climate



**DREAMERS  
WELCOME**

- ❖ **Agency communication:**  
'sanctuary building'; waiting room policies; La Maquina info
- ❖ **Patient communication:**  
signage; medical-legal partnerships; safety planning
- ❖ **Patient clinical support:**  
political stress class; curriculum adaptations; individual sessions to support and provide resources
- ❖ **Clinician/provider support:**  
countertransference issues, supportive spaces to discuss impact, activism and information sharing



# La Clínica's Sites



## SOLANO

1. Vallejo Medical

1 BMS  
1 IBHC  
0.5 CM  
1 IBH MA

2. Vallejo North

1 IBHC  
0.5 CM  
1 IBH MA

3. Great Beginnings

1 CM

## CO-CO

4. Pittsburg Medical

1 BMS  
2 IBHC  
0.5 CM  
1 IBH MA

5. Monument

2 IBHC  
1 IBH MA

6. Oakley

IBHC  
0.5 CM

## ALAMEDA

7. Clinca Alta Vista

2 IBHC  
1 IBH MA

8. San Antonio

1 BMS  
2 IBHCs  
1 CM  
1 IBH MA

9. Transit Village

4 IBHCs  
1 CM  
1 IBH MA

10. School-Based Fremont/TIGER

1 IBHC

11. School-Based Hawthorne

1 IBHC

14. Davis Pediatrics

1 IBHC

15. School-Based Youth Heart Health Center

1 IBHC

16. School-Based San Lorenzo High

1 IBHC

12. School-Based Havenscourt

1 IBHC

13. School-Linked Fuente

1 IBHC

17. School-Based Roosevelt

1 IBHC

18. School-Based TechniClinic

1 IBHC

# Why integrate?

Primary Care  
referral



## **Barriers to Access**

Distance  
Transportation  
Language  
Stigma  
Time  
Unknown system



Sub-optimal  
specialty mental  
health care  
utilization



## Integrated Behavioral Health

*Merges silos of Primary Care and Behavioral Health*

Primary care



Access

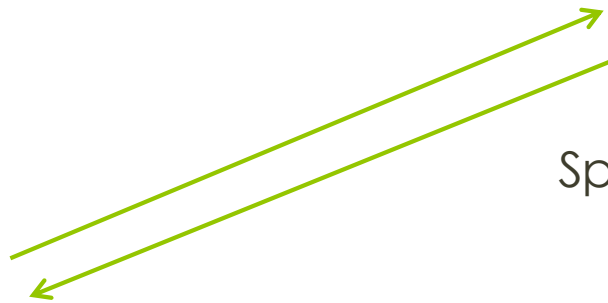


Primary Care  
referral



In house IBH  
services

Specialty Mental  
health





- ❖ Consultation model
- ❖ Co-location model (not communicating too much)
- ❖ Treatment based model
- ❖ Hybrid



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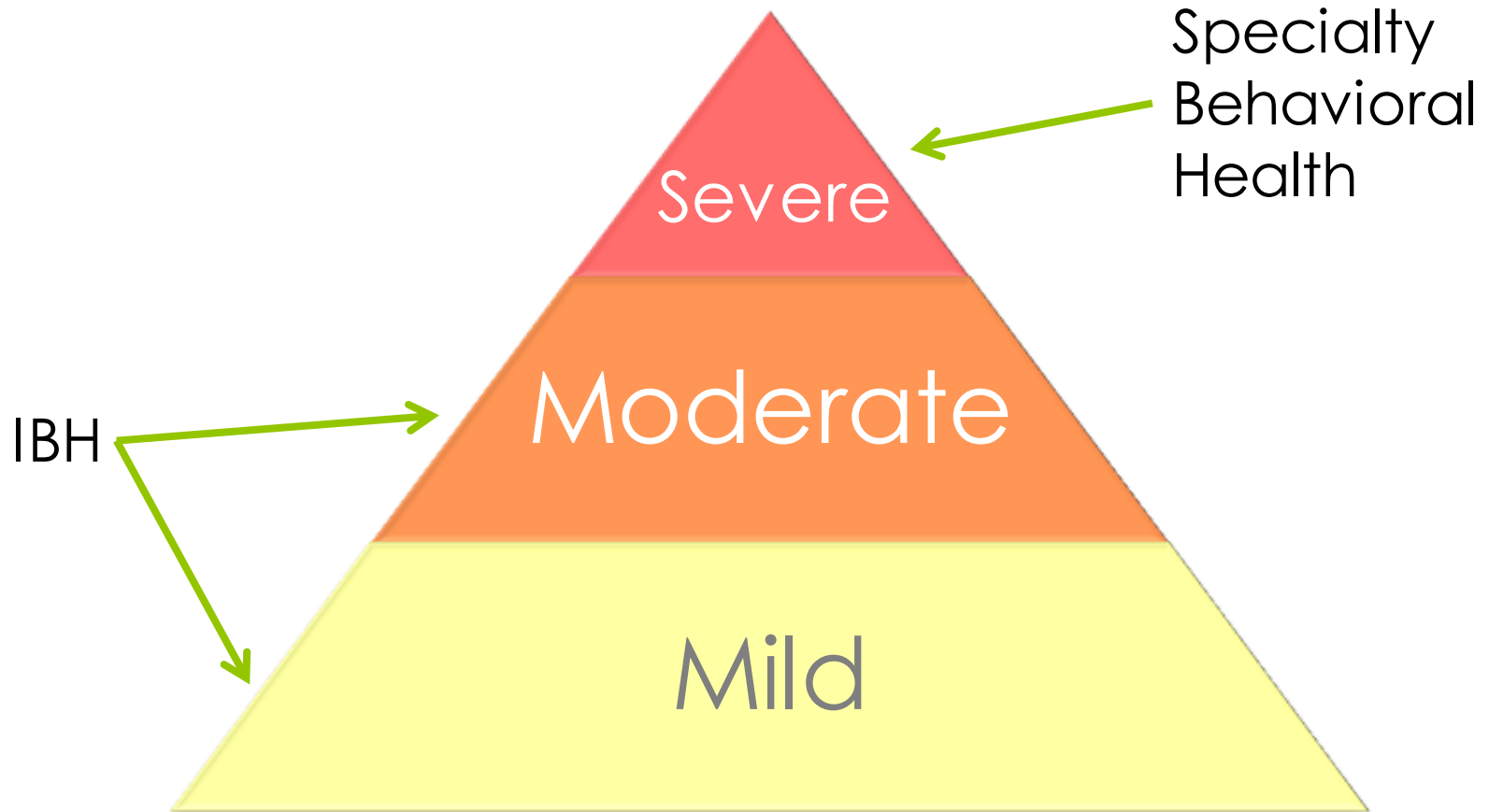


## Our Model

- ❖ Goal: make BH services accessible to all
- ❖ Consultation, brief assessment and treatment, monitoring and triage
- ❖ Course of treatment = 1-10 visits and triage to higher level as needed
- ❖ 'warm hand-off' WHO concept utilized for same-day urgent visits Evidenced-based treatments
- ❖ Group psychoeducation and treatment



## Our Model



- ★ Target population: mild-moderate
- ★ Higher severity: support to link to specialty BH programs/services
- ★ Episodic care
- ★ Crisis support
- ★ Intergenerational and lifetime course/medical home concept

## How does it work?

- ❖ Warm hand-off's
- ❖ Referrals from primary care providers
- ❖ Team-based care
- ❖ Shared medical records
- ❖ Shared treatment plans
- ❖ Population-focused care
- ❖ Cross-pollination of knowledge



Clinical Supervisors and Ops. Manager Leadership Team

## Case Manager

.....  
Bachelor's  
Level, not  
therapists

Psychoeducation  
Information  
Referral  
Screening  
F/U calls  
Resource needs

## Integrated Behavioral Health Clinician

.....  
Associate Clinical Social  
Worker (ASW) & Licensed  
Clinical Social Worker (LCSW)

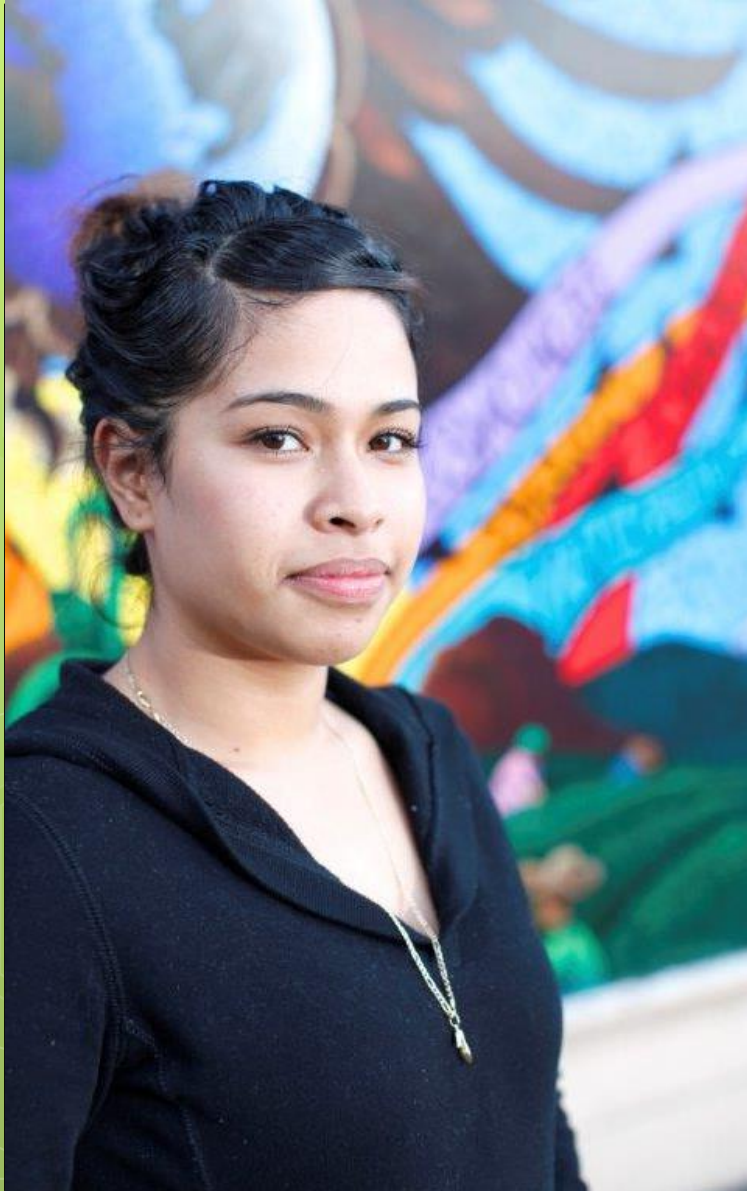
Assessment  
Brief counseling  
Diagnosis  
Brief Psychotherapy  
Crisis Intervention  
Linkage & Rererral  
Consultation

## Behavioral Medicine Specialist (BMS)

.....  
Licensed  
psychologist

Brief Treatment  
Differential Diagnosis  
Brief Evaluations  
Chronic Pain  
Cognitive Impairment  
ADHD  
Medical Co-morbidity

IBH MA supports all three roles



## Treatment Modalities

- ❖ Cognitive Behavioral Therapy (CBT)
- ❖ Motivational Interviewing (MI)
- ❖ Problem-Solving Therapy (PST)
- ❖ Solution-Focused Brief Therapy (SFBT)
- ❖ Mindfulness Based Stress Reduction (MBSR)
- ❖ Dialectical Behavioral Therapy (DBT)

# Model Adaptations

Primary  
Care  
Standard

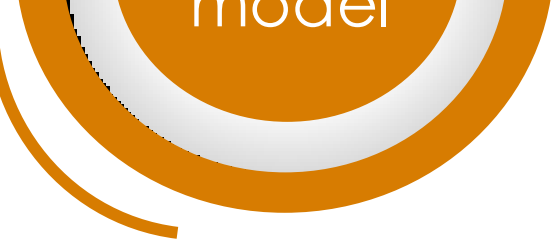
All ages served

Teens

50/50  
model

Youth all ages

School-  
Based



# All Ages Primary Care



# All Ages Primary Care

- ❖ BH Care linked to Pediatric, Adult Medicine & Women's Clinics
- ❖ Team = 2-4 IBHCs, 1 psychologist
- ❖ Consultation and Warm Handoffs
- ❖ Group Treatment:
  - Depression/Anxiety
  - Mindfulness
  - Postpartum Depression
  - Trauma/Seeking Safety





# Clínica Alta Vista



# Clínica Alta Vista

- ❖ Integrated BH and primary care for adolescents 12-23 years old
- ❖ Confidential services/minor consent
- ❖ Centering pregnancy and Centering Parenting
- ❖ 50/50 model of care for optimal access
- ❖ Care for children of adolescents



# School-Based Health Center



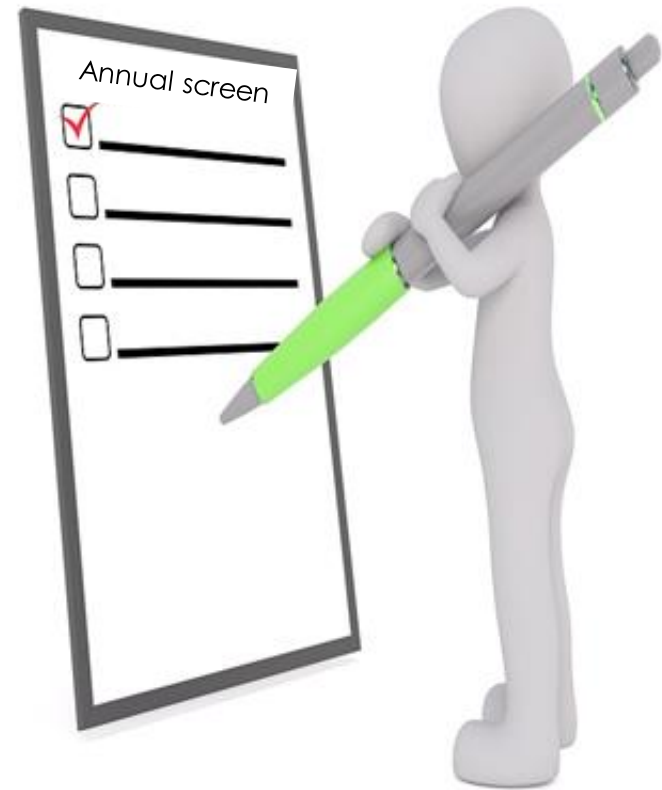
# School-Based Health Center



- ❖ Located on or linked to school campuses and open to community
- ❖ Micro teams: 1 PCP, 1 IBHC, Medical Assistant, Health Educator
- ❖ Participation in COST teams
- ❖ Assist with school-wide crises and interventions
- ❖ Grants to support services within clinic & on campus
- ❖ Groups:
  - Cognitive Behavior Intervention for Trauma in Schools
  - Grief
  - Newcomers

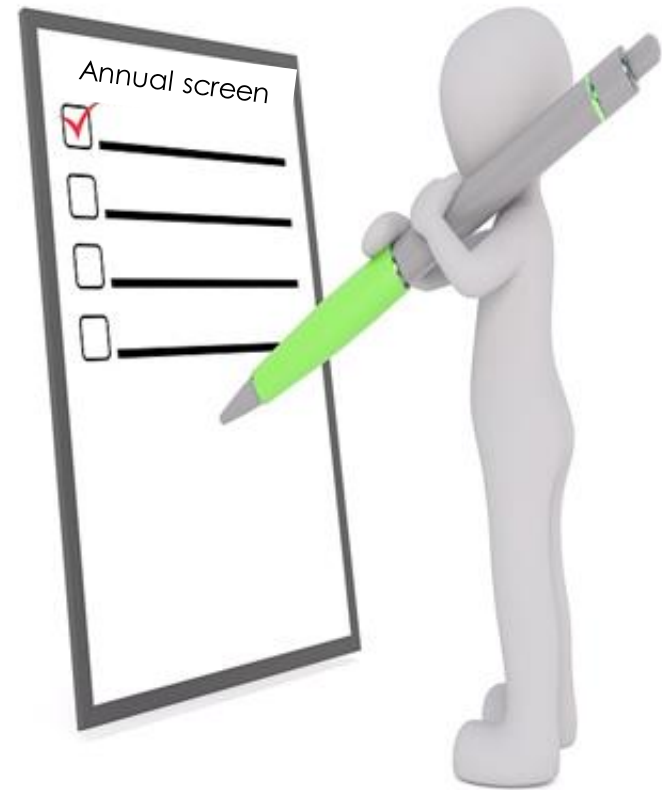
# Importance of BH Screening

- ❖ Identifying patients who need BH support
- ❖ Triaging need
- ❖ Tracking symptoms and progress
- ❖ Practice standard; understood by all service providers
- ❖ Psychoeducational tool for patients
- ❖ Gauging severity of symptoms; diagnostic info







# Importance of BH Screening

- ❖ BH Universal screening:
  - Yearly screen
  - Given at primary care appointments
- ❖ PSQ screening:
  - Given at all IBH appts.
  - Given by PCP if referring to IBH



# Annual BH Screen

We want to provide you the best care and the care that is right for you. Please answer the questions below. **Check the box that best applies to you.**

Over the <i>last two weeks</i> , how often have you been bothered by any of the following problems?	Not at all	Several Days	More than ½ of the Days	Every day
				
1. Little interest or pleasure in doing things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Feeling down, depressed, or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**During the past 12 months, did you:** Yes No

## Patient Stress Questionnaire

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www.lacimica.org

- La Clínica de La Raza     San Antonio Neighborhood Health Center  
 Clínica Alta Vista     La Clínica Oakley     La Clínica Pittsburg  
 La Clínica Monument     La Clínica Vallejo     La Clínica North Vallejo  
 La Clínica Vallejo Great Beginnings

MR# _____	DOB: _____
PRIMARY PROVIDER: _____	DATE: _____

### PATIENT STRESS QUESTIONNAIRE -IBH VERSION

What is the best phone number to reach you? \_\_\_\_\_

We want to provide you the best care and the care that is right for you. Please answer questions related to **how you are feeling today and recently:**

Over the <i>last two weeks</i> , how often have you been bothered by any of the following symptoms below? (Check the box that best applies to you)	Not at all	Several Days	More than ½ of the Days	Every day
1. Little Interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Either: <input type="checkbox"/> Trouble falling or staying asleep, or <input type="checkbox"/> Sleeping too much	0	1	2	3
4. Either: <input type="checkbox"/> Feeling tired or <input type="checkbox"/> Having little energy	0	1	2	3
5. <input type="checkbox"/> Poor appetite or <input type="checkbox"/> overeating	0	1	2	3
6. Feeling bad about yourself or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. <input type="checkbox"/> Moving or speaking so slowly that other people could have noticed	0	1	2	3





## Standardized Assessment Tools

PHQ-9  
GAD-7  
PCL-5  
UNCOPE  
CRAAFT  
PSQ

# Substance Use



- ❖ Screen for substance use through the UNCOPE & CRAFFT screen
- ❖ 1 or more X waived physicians are all primary care sites
- ❖ Active Chronic Pain and Opioid Use Disorder Committee

## Substance Use

- ❖ Recipient of HRSA award to expand MAT across all 3 counties
  - ❖ new CADAC counselor to assist Providers & Patients
  - ❖ IBH and Medical coordinating to provide support and supervision for CADAC counselor





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THANK YOU!