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LLC

CASE STUDY

Strengthening Connections, Integrating Person-Centered Care

THE CHALLENGE

A county mental health department needed to improve integration efforts with local organizations to create seamless transitions between behavioral health, physical health, social services, and other community-based supports. This required a coordinated assessment of existing workflows and focused discussions to adopt a new way of coordinating care between organizations.

THE SOLUTION

Mutually agreed-upon workflows for bi-directional communication between clients and local providers.

WHAT WE DID

- Developed print and digital communications, bringing clarity to the CCBHC model and its relevance to the partnership.
- Convened key stakeholder meetings to map the process for an improved care state and created a workflow that was validated and accepted by teams.
- Worked with organizations to build referrals into their electronic medical record (EMR) system.
- Developed coordination of care agreements, incorporating required CCBHC language and established workflows.
- Established Key Performance Indicators (KPIs) to monitor progress.

OUTCOMES AND BENEFITS

- Strengthened and systematized the coordination of care between a behavioral health organization and local providers.
- Integrated care and improved communication between organizations.
- Created an improved experience for clients needing essential services beyond the county department.
- Identified key contacts and committed partners to make decisions.

You helped us frame a conversation with our partner organizations and articulate a way to transform care for our clients.

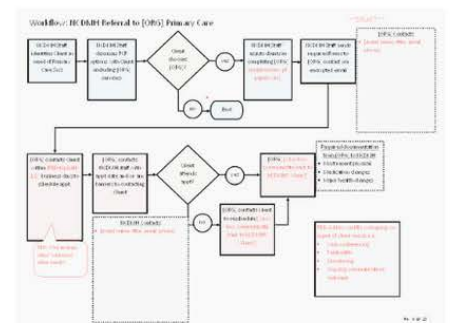
Director, Mental Health Department

THE CLIENT

The county mental health department provides behavioral health services to residents through comprehensive outpatient treatment and community-based programs.

AT A GLANCE

In Fall 2022, the department received a federal award to implement the Certified Community Behavioral Health Center (CCBHC) model and transform service delivery. CCBHC is an integrated community behavioral model of care that aims to improve quality and accessibility by enhancing care coordination and improving service delivery.



CONNECT

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