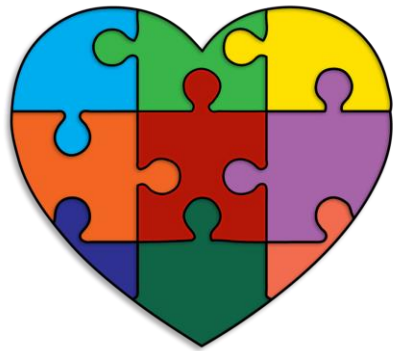


MONTEREY COUNTY



WHOLE PERSON CARE

M O N T E R E Y C O U N T Y

Physical Wellness • Behavioral Health • Social Services

Presentation to Safety Net Integration Council, August 15 2017



COUNTY OF MONTEREY
HEALTH DEPARTMENT





WHOLE PERSON CARE PILOT

WPC coordinates comprehensive health, behavioral health, and social services case management to

- **Improve beneficiary health & wellness and**
- **Reduce overutilization of hospital resources for**

Minimum 600 Medi-Cal and potential Medi-Cal Enrollees who are

- **Homeless/chronically homeless and**
- **May have mental illness and/or**
- **Chronic disease diagnoses**

Focus Population



Homeless/Chronically homeless Medi-Cal recipients who:

- ARE Frequent and high cost users of emergency departments and hospitals
- MAY Have 2 or more chronic diseases
- MAY Have a diagnosed mental or substance use disorder



WHOLE PERSON CARE PILOT



WPC In effect now through June 30, 2021

\$34 M annually (1/2 Federal Funds, 1/2 non-Federal Match)

County partners are

- **Health Admin, Public Health, Behavioral Health, Clinics**
- **NMC**
- **DSS**
- **Probation**



WHOLE PERSON CARE PILOT



Community Partners

- **Central CA Alliance for Health**
- **NMC, CHOMP, SVMH, Mee hospitals**
- **Community and rural clinics**
- **Coalition of Homeless Services Providers**
- **Mental health & substance use services providers**
- **Social services providers**
- **Housing Authority, low income housing providers, & low income housing developers**



WPC GOVERNANCE STRUCTURE



Executive Sponsor – Health Department

Executive Committee

**Finance
Committee**

**Financial
Accountability**

**Inter-
government
Transfers**

**Service
Payments**

**IT
Integration**

**Infrastructure
Development**

Data Analysis

Reporting

**Social & Clinical
Committee**

**Case
Management**

Acute Care

**Behavioral
Health**

**Social
Services**

**Social
Services**

**Pre-hospital
Care**

Housing & Housing Supports



NEW STRATEGIES & INTERVENTIONS



IT systems to integrate and share data among providers

- Master Patient Index
- Case Management System
- Data Warehousing

Real time, shared interagency referrals

- CCAH, all hospitals, County and community clinics, behavioral/mental health service providers, homeless and social services providers



NEW STRATEGIES & INTERVENTIONS



Complex, comprehensive care coordination

- Interdisciplinary teams headed public health Registered Nurses
- Outreach and enrollment
- Health, mental health, housing, and vulnerability assessments
- Individual health, housing, & services plans and coordination
- Warm hand-off referrals
- Crisis support, substance use treatment, life skills, tenant education & coaching, paths to employment
- Health & services appointment supports, transportation solutions



NEW STRATEGIES & INTERVENTIONS



Facilities

- 8-bed, 24/7 Sobering Center to reduce incarceration, minimize hospitalization, opportunity for intervention
- 6-bed Respite Center for medically fragile enrollees recently discharged from hospital
- MidPen & CHISPA case-managed supportive housing (128 beds)

Programs

- Peer Navigators – Franciscan Workers/Dorothy's Place
- Behavioral Health intensive “hot-spotting” case management team
- Mobile and Targeted outreach to enroll homeless persons
- Pre-release jail coordination for homeless inmates



NEW STRATEGIES & INTERVENTIONS



Performance Measure Examples

- IT solutions for timely & efficient data sharing among partners
- Outreach and engagement by peer and multi-disciplinary teams
- Health/mental health appointments within 30 days of hospital discharge or jail release
- Timely health/mental health, substance use, and housing assessments
- Establishment of primary care homes
- Comprehensive care plans completed within 30 days of enrollment
- Enrollee achievement of diabetes and hypertension self care
- Decreased ED visits and hospital inpatient days
- Plan-Do-Study-Act quality improvement activities



THANK YOU



Resources:



WHOLE PERSON CARE

M O N T E R E Y C O U N T Y

Physical Wellness • Behavioral Health • Social Services

<http://www.co.monterey.ca.us/government/departments-a-h/health/public-health/whole-person-care>

CA Department of Health Care Services

<http://www.dhcs.ca.gov/services/Pages/WholePersonCarePilots.aspx>