Southcentral Foundation
Rural Behavioral Health Services

2018 NIHB AI/AN Behavioral Health Conference

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65,000 voices
Welcome!
Vision
A Native Community that enjoys physical, mental, emotional and spiritual wellness

Mission
Working together with the Native Community to achieve wellness through health and related services

Goals
Shared Responsibility Commitment to Quality
Family Wellness

Leadership Principles
O - Open and encourage true improvement knowing there is good in every person
W - Work to identify the gaps to align and achieve the mission and vision
R - Recognize ownership of responsibility, calculated risk-taking
E - Empower and grow the skills of future generations to drive initiatives and improvements
M - Share and listen to personal life stories in order to be transparent and accountable
H - Help people in by creating a safe environment where spiritual, ethical and personal beliefs are honored
I - Improve for the future by learning from the past, giving away credit and celebrating achievements
P - Promote and encourage self-improvement knowing there is good in every person

Operational Principles
R - Relationships between customer-owner, family and provider must be fostered and supported
E - Emphasize wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
A - Always consider the customer-owner with integral steps to get all their needs satisfied
S - Systems optimized and waiting times limited
E - Engage with the customer-owner as active partner
I - Intentional inclusory vision design to maximize coordination and minimize duplication
I - Identify and process resources continuously evaluated and improved
S - Solutions that are simple and easy to use
O - Organize financially sustainable and mobile
P - Work in the system to the family
O - Interests of customer-owners drive the systems to determine what we do and how we do it
S - Population-based systems and services
A - Systems and services build on the strengths of Alaska Native cultures

Core Concepts
W - Work together in relationship to learn and grow
E - Encourage understanding
L - Listen with an open mind
G - Laugh and enjoy humor throughout the day
O - Notice the dignity and value of ourselves and others
N - Engage others with compassion
S - Share our stories and our hearts
T - Strive to honor and respect ourselves and others
Malcolm Baldrige National Quality Award

2011 & 2017 Award Recipient
Learning Objectives

- Review the core elements of Southcentral Foundations integrated rural behavioral health care system
- Identify the unique challenges in the provision of behavioral health care in remote rural areas as well as potential solutions to those challenges as exemplified by Southcentral Foundation
- Describe key elements of the rural behavioral health care systems in which you practice and identify opportunities for improvement
Alaska Is Larger Than Texas, California and Montana Combined

591,000 Square Miles
Tribes and SCF’s Coverage

Facts
- 229 Federally Recognized Tribes (Villages)
- Over 40 Villages in the Southcentral Anchorage Service Unit
- Alaska Native Health Board: Statewide health advocate voice
- Alaska Native Tribal Health Consortium: Statewide specialty and tertiary health care services Regions seated on board as governance
SCF Community Health Centers

- McGrath Health Center
- St Paul Health Center
- Indian Creek Clinic
- C'eyiits’ Hwnax Life House Community Health Center
- Port Alsworth Clinic
- Nilavena Subregional Clinic

Locations:

- McGrath
- St Paul
- Tyonek
- Sutton
- Port Alsworth
- Iliamna
Rural Alaska Transportation
Rural Behavioral Health Integration

Key Elements

- Flexible communication
- Recruiting and training
- Orientation and training of primary care providers
- Medical and behavioral charting
- Proximity
- Maintain strong connection between behavioral and medical health
- Level of consultation and referral
- Operational
- Consistent communication with Tribal Leaders
Clinic staffing may include:

- Physician Assistant
- or Nurse Practitioner
- Community Health Aide
- Behavioral Health Aide
- Administrative Staff
Rural Behavioral Health staffing includes:

- Rural Clinician
- Behavioral Health Case Manager
- Behavioral Health Aide
- Psychiatric Med Provider
- Clinical Supervisor
Rural Clinicians spend approximately 2 weeks out of the month in the region they support unless living in the area.

Rural Clinicians provide:
- brief intervention services
- individual therapy
- substance abuse treatment
- learning circles
- medical assisted treatment
- crisis intervention
- tele-behavioral health
- CISM
Brief Intervention

- Time limited counseling encounters focused on targeted behavior
  - Risk/benefit to change
  - Self efficacy
  - Responsibility to change
  - Skill building
  - Empathetic but directive

- Communication emphasis:
  - Honor culture
  - Promote goal setting
  - Problem solving
Brief Therapy

- Focused process relies on
  - Assessment of need(s)
  - Client engagement
  - Implementation of change strategies
  - Duration of encounters and sessions vary
  - Is not an episodic form of long term therapy

- Emphasis on advanced approaches:
  - Motivational interviewing
  - Cognitive behavioral approach – problem solving
**Individual Therapy Services**

- **Individual therapy (weekly) 60 min appointments**
  - Addresses long term goals and problems in depth
  - Can be associated with depression, anxiety, complex trauma and/or co-occurring disorders
  - Provides substance abuse treatment – individually tailored based on customer need / American Society of Addiction Medicine criteria

- **Integrated assessment**
  - Treatment plan developed and reviewed every 90-135 days
  - Progress is tracked through plan and progress note included in transition/discharge plan

- **Additional services are added to plan as necessary**
Behavioral Health Case Manager is based in Anchorage:

- Provides case management
- Telephonic support
- Outreach
- Scheduling
- Referrals
- Networking in our system
- Coordinates residential services
- Co-facilitates learning circles

Rural Behavioral Health Services
Learning Circles

- Facilitation
- Topics
- Open & Closed Circles
Rural Behavioral Health Services

Psychiatric Provider Tele-Medicine

Rural Clinician

Primary Care Provider
Village-based counselors who are given training to address behavioral health needs in their communities

- Issues addressed:
  - Alcohol, drug, and tobacco use
  - Grief, depression, suicide, and related issues

- Levels are Trainee, I, II, III, and Practitioner
  - Education ranges form CDC to Masters Level Clinician

- Goal is to have all certified statewide

- BHA program facilitated through ANTHC’s Behavioral Health Dept., with approx. 100 BHAs statewide
Clinical Supervisor is based in Anchorage:

- Provides weekly clinical supervision
- Clinical staff meeting weekly to staff cases
- Communications with tribes, clinic staff and managers, and collaborates with multiple clinical teams
- Trains staff on clinical documentation, standards of practice and specific considerations for remote clinical workflow
- Fills in for clinicians Often keeps a small case load
- Participates in CISM TEAM
Life in the Village
Cultural Considerations

- Varying native cultures
- Native hiring preference – uniqueness to this team
- Subsistence Lifestyle
- Historical Trauma
- Role of Elders
- Using Story as a tool
- Relationships Differ (Aunts/Uncles/Cousins)
- Honoring Customer – meeting them where they are
C'eyiits' Hwnax Life House Community Health Center
Challenges

- Very Remote Locations
- Limited resources, jobs, and opportunities
- Wet/Dry Villages
- Unique conflicts of interests, boundaries, ethical considerations
- Limited availability to services
- Limited support
- Political considerations/tribal relations
- Higher rates of substance abuse, suicide rates, sexual abuse, domestic violence
- Stigma of behavioral health
St. Paul Health Clinic
Tyonek Health Clinic
Providing care with limited technology is a challenge.

Working to ensure continuity of care in rural areas helps build relationships.

Consistent staff is critical for those relationships.

Be flexible and creative with solutions.
Questions?
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