

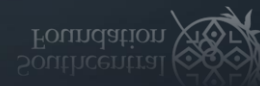
Southcentral Foundation Rural Behavioral Health Services

2018 NIHB AI/AN Behavioral Health Conference

Samantha Gunes, Behavioral Services Division Administrator

Nicole Tracy, Clinical Supervisor

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

Customer-Ownership



Leadership Principles

- O**perate from the strength of Alaska Native cultures and traditions of leadership.
- W**ill stand in the gap to align and achieve the mission and vision.
- N**urture an environment of trust that encourages buy-in, systematic growth and change.
- E**ncourage ownership of responsible, calculated risk taking.
- R**espect and grow the skills of future generations to drive initiatives and improvements.
- S**hare and listen to personal life stories in order to be transparent and accountable.
- H**edge people in by creating a safe environment where spiritual, ethical and personal beliefs are honored.
- I**mprove for the future by learning from the past, giving away credit and celebrating achievements.
- P**ractice and encourage self-improvement believing there is good in every person

Operational Principles

- R**elationships between customer-owner, family and provider must be fostered and supported
- E**mphasis on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
- L**ocations convenient for customer-owners with minimal stops to get all their needs addressed
- A**ccess optimized and waiting times limited
- T**ogether with the customer-owner as an active partner
- I**ntentional whole-system design to maximize coordination and minimize duplication
- O**utcome and process measures continuously evaluated and improved
- N**ot complicated but simple and easy to use
- S**ervices financially sustainable and viable
- H**ub of the system is the family
- I**nterests of customer-owners drive the system to determine what we do and how we do it
- P**opulation-Based systems and services
- S**ervices and systems build on the strengths of Alaska Native cultures

Core Concepts

- W**ork together in relationship to learn and grow
- E**ncourage understanding
- L**isten with an open mind
- L**augh and enjoy humor throughout the day
- N**otice the dignity and value of ourselves and others
- E**ngage others with compassion
- S**hare our stories and our hearts
- S**trive to honor and respect ourselves and others



Malcolm Baldrige
National Quality Award

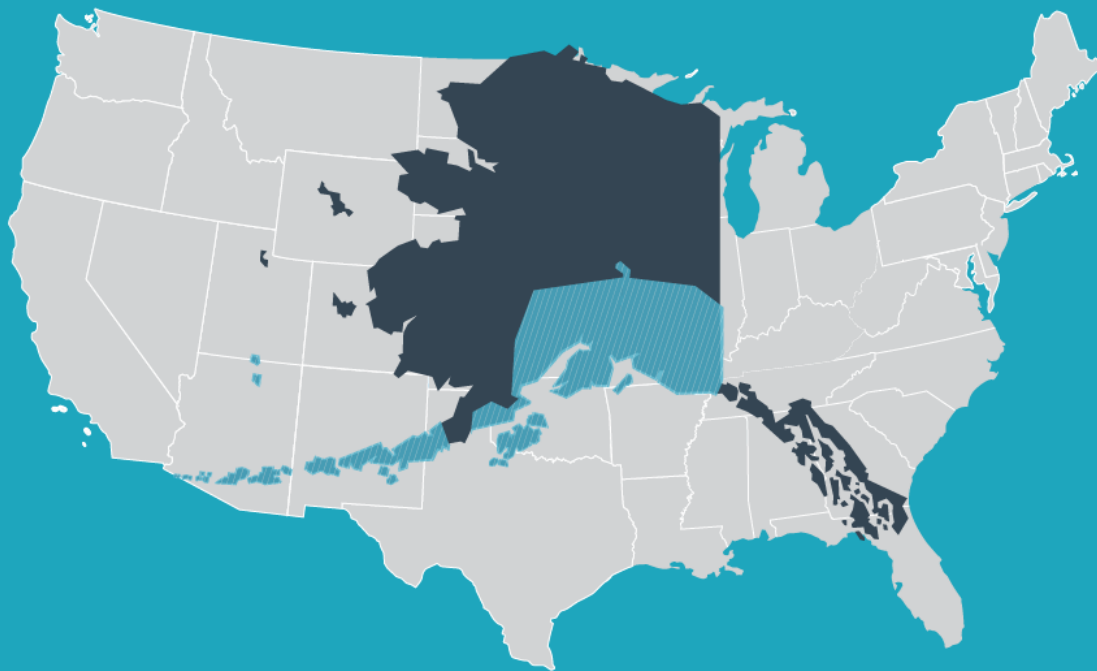
2011 & 2017 Award Recipient

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

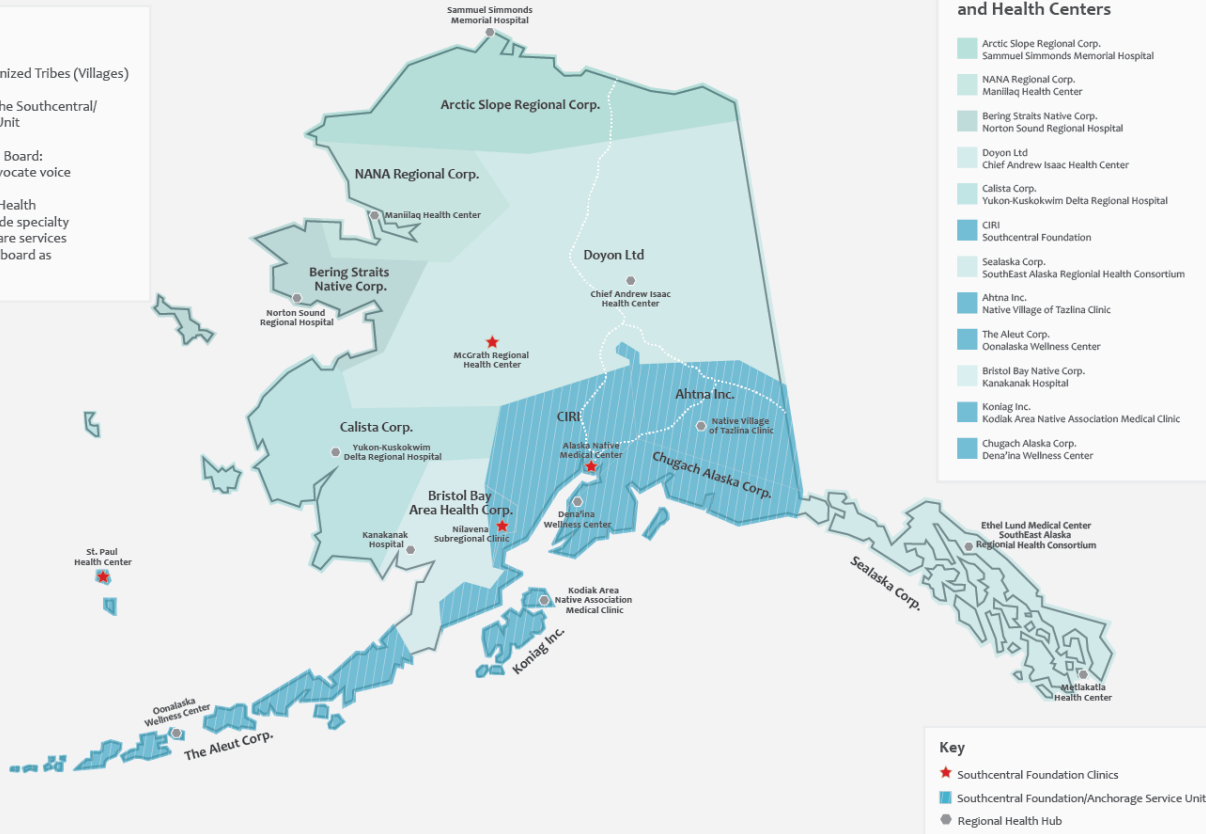
591,000 Square Miles



Tribes and SCF's Coverage

Facts

- 229 Federally Recognized Tribes (Villages)
- Over 60 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. Regionals seated on board as governance





SCF Community Health Centers



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

Rural Medical Staff

Clinic staffing may include:

- Physician Assistant
or Nurse Practitioner
- Community Health Aide
- Behavioral Health Aide
- Administrative Staff

Rural Behavioral Health Staff

Rural Behavioral Health staffing includes:

- Rural Clinician
- Behavioral Health Case Manager
- Behavioral Health Aide
- Psychiatric Med Provider
- Clinical Supervisor

Rural Behavioral Health Services

- 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



Rural Behavioral Health Services

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



Learning Circles

- Facilitation
- Topics
- Open & Closed Circles

Rural Behavioral Health Services



**Psychiatric Provider
Tele - Medicine**



Rural Clinician



**Primary Care
Provider**

Behavioral Health Aids

- 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 from 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

Rural Behavioral Health Services

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

McGrath Regional Health Center



St. Paul Health Clinic



Tyonek Health Clinic





Lessons Learned

- 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

The background is a solid teal color with a pattern of dark teal silhouettes of various plants and flowers, including what appears to be a clover-like plant and other leafy stems.

Questions?

Thank You!

Qāgaasakung

Aleut

Quyanaa

Alutiiq

Quyanaq

Inupiaq

Awa'ahdah

Eyak

Mahsi'

Gwich'in Athabascan

Igamsiqanaghalek

Siberian Yupik

Háw'aa

Haida

Quyana

Yup'ik

T'oyaxsm

Tsimshian

Gunalchéesh

Tlingit

Tsin'aen

Ahtna Athabascan

Chin'an

Dena'ina Athabascan