

IMPORTANCE OF INCORPORATING CYMHSU CARE INTO PCN PLANNING

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Chair of ACES Working for the CYMHSU Community of Practice

First Provincial ACES (Adverse Childhood Experiences) Summit

November 2017 – Start of the Journey of Discovery

The ACES Study – the most important public health study by Drs.V. Fellitti and R.Anda that we never heard about



The three types of ACEs include

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical

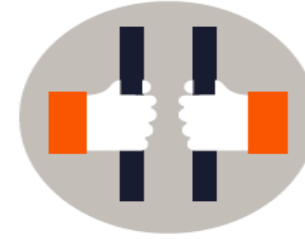


Emotional

HOUSEHOLD DYSFUNCTION



Mental Illness



Incarcerated Relative



Mother treated violently

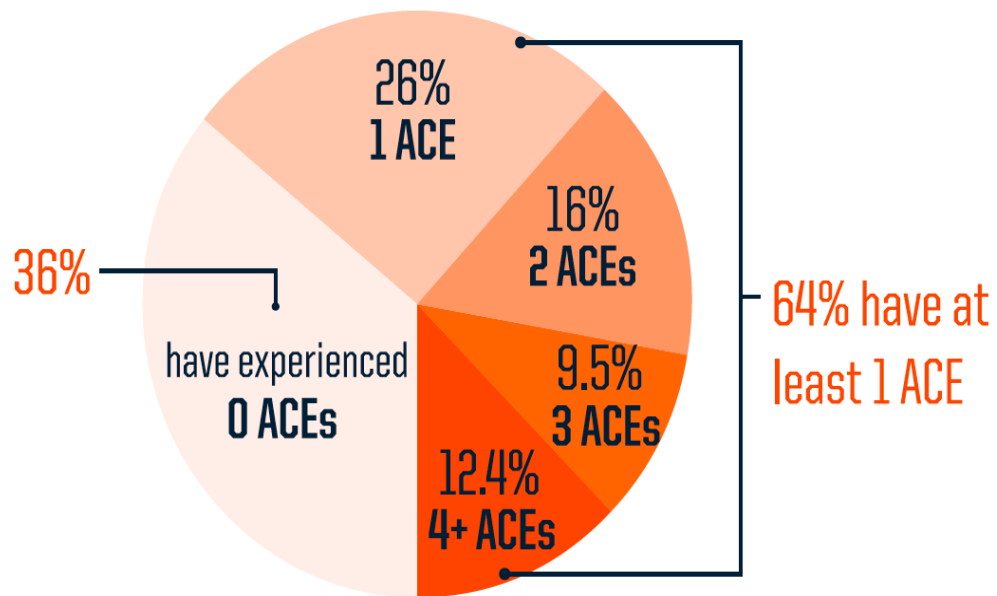


Substance Abuse



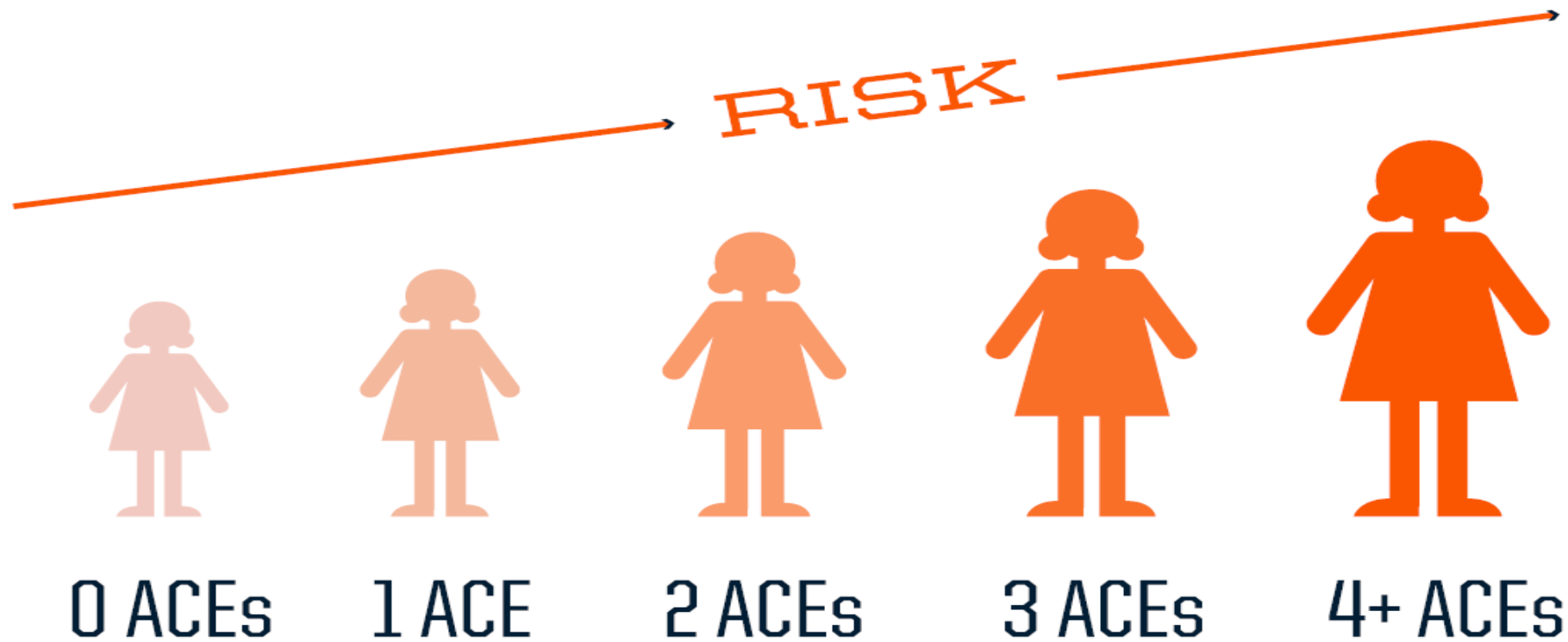
Divorce

*Of 17,000 ACE
study participants:*



WHAT IMPACT DO ACEs HAVE?

As the number of ACEs increases, so does the risk for negative health outcomes



Possible Risk Outcomes:

BEHAVIOR



Lack of physical activity



Smoking



Alcoholism



Drug use



Missed work

PHYSICAL & MENTAL HEALTH



Severe obesity



Diabetes



Depression



Suicide attempts



STDs



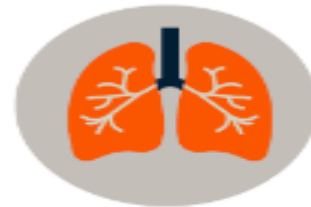
Heart disease



Cancer



Stroke



COPD



Broken bones


SOUTHCENTRAL FOUNDATION

- **This began their journey of whole system transformation characterized by:**
 - **De-siloing providers**
 - **Development of well defined primary care teams**
 - **Creation of an organizational culture and structure that recognizes complexity of patients and health and wellness**
 - **Key enablers:**
 - **Relentless commitment to serving the health and wellness needs of the customer-owners**
 - **A family-like environment with relationships as central to all that they do**
 - **An atypical organizational structure (flat) that supports and resources empowerment, innovation and improvement**
 - **Seeking and carefully applying evidence**
 - **Leadership that “stands in the gap” (CEO, Katherine Gottlieb)**


WHY SOUTHCENTRAL FOUNDATION?

Transformational change that has led to:

40%
DROP IN
ER VISITS
2000-2017



36%
DROP IN
HOSPITAL STAYS
2000-2017



2011 AND 2017
MALCOLM
BALDRIGE
AWARD
WINNER



97%
CUSTOMER-
OWNER
SATISFACTION



95%
EMPLOYEE
SATISFACTION



75th
to 90th
percentile
ON MANY
HEDIS
OUTCOMES

Core Clinical Team

- PCP
- RN Case Manager
- Certified Medical Assistant
- Case Manager Support

- Chronic pain specialists
- HIV specialist
- Addictions specialist
- Aging well in place specialist
- OB/GYN
- Complex adult and pediatric specialists

Integrated Care Clinic Team (per 6 CCTs)

- 2 Behavioral Health Consultants
- 1 Dietitian
- 1 Pharmacist
- 1.5 Midwives
- 1 Manager
- 2 coverage providers

Other

- Psychologist
- Physiotherapy
- Acupuncture
- Chiropractor
- Traditional Healer
- Lactation consultants
- E.H.R. coach