Whole Person Integrated Care

March 31, 2017

This conference is jointly provided by Charlotte Area Health Education Center and Partners Behavioral Health Management.

Hosted by Partners Training Academy
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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tr>
<td>8:30-8:45 a.m.</td>
<td>Welcome</td>
<td>Room M</td>
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<td>Speakers:</td>
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<td></td>
<td>• Paul Caldwell, Chief Community Operations Officer, Partners Behavioral Health Management</td>
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<td>• Jane Hinson, Health Director, Iredell County Public Health Department</td>
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<td>• Kelly Blasky, MPH, Director of Behavioral Health, Allied, and Public Health Education, Charlotte Area Health Education Center</td>
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<td>8:45-9:45 a.m.</td>
<td>Morning Keynote Address</td>
<td>Room M</td>
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<td>Morning Breakout Session Choices</td>
<td>Room L-West</td>
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<td>3. Natural Supports: Broaden Awareness, Help Others, &amp; Build Inclusive Communities</td>
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<td>• Speaker: Betsy MacMichael, Executive Director, First in Families of NC</td>
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<td>11:15 a.m.-1:15 p.m.</td>
<td>Luncheon Keynote Address</td>
<td>Room M</td>
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<td>Strong Medicine: Promoting Resiliency and Results in Whole Person Integrated Care</td>
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<td>Speaker: John Franz, Attorney, Educational Psychologist, Teacher, Child &amp; Family Advocate, Paper Boat Consulting</td>
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<td>1:30-2:45 p.m.</td>
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<td>Speaker: Dr. Sarah Van Driel, Clinical-Community Psychologist, Implementation Consultant, Triple P America</td>
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<td>4:15-4:30 p.m.</td>
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Sessions in Room M:
- 8:30-8:45 a.m. Welcome Session
- 8:45-9:45 a.m. Morning Keynote Address: Introduction to the Whole Person Integrated Care Model
- Noon-1:15 p.m. Luncheon Keynote Address: Strong Medicine: Promoting Resiliency and Results in Whole Person Integrated Care
- 3:00-4:15 p.m. Afternoon Keynote Address: Public Health Approach to Strengthening Families & Promoting Social-Emotional Health in Children
- 4:15-4:30 p.m. Closing Session

Session in Room L-East:
- 10:00-11:15 a.m. Evaluation of the Multi-County Whole Person Integrated Care Initiative
- 1:30-2:45 p.m. Evaluation of the Multi-County Whole Person Integrated Care Initiative

Sessions in Room L-West:
- 10:00-11:15 a.m. Impacting the Four Causes of Poor Health
- 1:30-2:45 p.m. Impacting the Four Causes of Poor Health

Sessions in Room K-West:
- 10:00-11:15 a.m. Natural Supports: Broaden Awareness, Help Others, & Build Inclusive Communities
- 1:30-2:45 p.m. The Power of Peers in Provider Healthcare

Reception Area:
- Stop by the booths in our reception area to learn more about Partners-supported Integrated Health Centers:
  - Burke Integrated Health
  - Gaston Complete Health
  - Impact Health of Iredell
  - Lincoln Wellness Center
  - Ollie Harris Behavioral Health Center (in Cleveland County)

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Welcome to Partners Health Summit! We’re glad you’re here.

This is your chance to learn about Partners’ new innovative integration model – Whole Person Integrated Care.

Whole Person Integrated Care, or WPIC, is the integration of medical, behavioral, and public health approaches to care for the whole person.

The WPIC model expands integrated care beyond the health care sector to include the social determinants of health, or the conditions in the places where people live, learn, work, and play. By tackling all the conditions that impact an individual’s overall health, we can improve population health, reduce health disparities, advance health equity, and optimize public and private resources.

Ultimately, WPIC helps achieve the best care for the whole population at the lowest cost, which is known as the Quadruple Aim. As care providers and managers, we strive to improve the patient and provider experience of care, improve the health of populations, and reduce the per capita cost of health care.

As you learn about the model today, consider ways that you could implement it in the organizations and communities you serve. We would be happy to help you in your local efforts.

Thank you for joining us,

W. Rhett Melton, CEO
Partners Behavioral Health Management

About Partners

Partners Behavioral Health Management is the local manager of mental health, substance use disorder, and intellectual and developmental disabilities treatment available through Medicaid, state, and county funding. We contract with care providers to ensure that treatment options are available for eligible residents of Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, and Yadkin counties. Our Crisis Line is available all day, every day at 1-888-235-HOPE (4673). Learn more about us at www.PartnersBHM.org.
MORNING KEYNOTE PRESENTATION

Introduction to the Whole Person Integrated Care Model

Learn how the Whole Person Integrated Care model integrates medical, behavioral, and public health approaches to care for the whole person, including the social determinants of health. This session will help you understand how to incorporate the model for the organizations and communities you serve.

Presenter: Martha Kaufman, M.Ed., has focused on advances in behavioral health care throughout her career. Currently, she is responsible for developing Partners’ Whole Person Integrated Care initiative. Martha has worked with a number of LME-MCOs and health departments across the state, focusing on care systems that build partnerships to better serve individuals. Prior to her role at Partners, Martha worked at the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services as State Project Manager for North Carolina’s first three SAMHSA-funded System of Care grants, and served as director of North Carolina’s Child and Family Mental Health Services. She has worked in a variety of other communities and states to help improve life outcomes for children and their families. Martha holds a M.Ed. in Counseling Psychology from Auburn University, with undergraduate work at Auburn and the University of Idaho.

MORNING BREAKOUT SESSIONS

Choose one of the following three sessions to attend between 10:00 and 11:15 a.m.

1. Impacting the Four Causes of Poor Health

The presentation will examine how four factors of poor health (tobacco, alcohol, diet and exercise) impact on mental health as well as physical health and the reasons they are a concern for all clinicians. The importance of brief assessments and monitoring will be discussed. Brief and effective interventions will outline actions that can be a part of any clinical appointment.

Presenter: Michael Clark, MD, is a psychiatrist and has over twenty years of experience in the mental health field, is board-certified in both Psychiatry and Child and Adolescent Psychiatry, and is a member of the American Academy of Child and Adolescent Psychiatry. He received his medical degree from Texas A & M University and completed a psychiatry residency and child psychiatry fellowship at the University of North Carolina at Chapel Hill. At Partners, he focuses on utilization of services, and is involved with the development of integrated care within our communities. Dr. Clark is also very involved with Partners’ work to eradicate the opioid epidemic by educating others about addiction.

2. Evaluation of the Multi-County Whole Person Integrated Care Initiative

An overview of an integrated evaluation model that includes developmental, systems-based, collaborative, outcome and implementation evaluation will be presented with emphasis on structuring the evaluation for rapid detection and response to trends and emerging issues. Staff training, data collection methods, and reporting will be emphasized.

Presenter: Dr. Gary Walby’s, Ph.D., M.S.P.H., M.S., career has spanned clinical practice, research, evaluation, community network improvement, and resource and sustainability development. He has focused on the enhancement and application of systems-based intervention and evaluation
for much of his career. As a clinician, he specialized in working with families at risk and adults with severe mental illness, using systemic family therapy and other systems based models. As an evaluator, he ensures that all evaluations, simple to intricate, are contextually relevant and applies systems and complexity models to enhance findings and to develop sustainability for the client. Dr. Walby received his Bachelor Degree from Michigan State University with a dual major in Psychology and Criminal Justice. He completed a Master’s of Science in Psychology from Nova University, a Masters of Public Health in Epidemiology and Doctorate in Public Health from the University of South Florida.

3. Natural Supports: Broaden Awareness, Help Others, & Build Inclusive Communities

All humans depend upon their organic relationships with other people and with their environment. Some also use formal services and paid support staff. This session will describe many types of natural supports that complement formal services, or can substitute to a certain degree for services unable to be accessed due to waiting lists, eligibility or finances. In addition to descriptions and many real examples of people helped through natural supports, a case will be made for how this also creates more inclusive and open-minded communities, thus overall reducing loneliness and isolation. The types of natural supports explored will include time banking, personal support networks, creative technology applications, and supported decision-making.

Presenter: **Betsy MacMichael**, Executor Director of First In Families of NC, has worked in the field of Intellectual/Developmental Disabilities to promote self-determination, inclusion and positive community awareness of families and family support needs for the past 19 years in NC, in both service and policy contexts. First In Families complements the formal service system to meet the various and changing needs of families and individuals with disabilities, especially those without formal services. Since 2005, Betsy’s work has emphasized the crucial need for future planning and how to make it more accessible to families. Through both First In Families, and her personal involvement with people with disabilities, she has implemented the use of Personal Networks, Time Banking, supported decision-making, and whole family support.

**LUNCHEON KEYNOTE PRESENTATION**

**Strong Medicine: Promoting Resiliency and Results in Whole Person Integrated Care**

This presentation will describe the role of individual, family, and community resiliency as health and wellness drivers, and suggest practical techniques for infusing a resiliency orientation in both the normal course of patient interactions and also in the internal culture of a health care organization dedicated to delivering Whole Person Integrated Care.

Presenter: **John Franz** has advanced degrees in law and educational psychology and has worked as a teacher and a child and family advocate for more than four decades. He has worked with communities, agencies, and tribal governments throughout the United States in their efforts to develop more integrated, effective, and people-focused systems of care. Mr. Franz has represented children and families in class action lawsuits to obtain proper services and benefits and authored legislation and administrative rules for child welfare and child and adult mental health services. He is known for developing collaborative and creative solutions when children and families have complex needs across multiple life domains.
AFTERNOON BREAKOUT SESSIONS
Choose one of the following three sessions to attend between 1:30 and 2:45 p.m.

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3. The Power of Peers in Provider Healthcare

Burke Integrated Health is the first Whole Person Integrated Care facility in North Carolina to utilize peer support in an integrated setting of Primary Care, Substance Abuse, and Mental Health services for children and adults. This resulted in mobilizing an integrated peer support force to navigate peers through all systems of care with ease. A peer support specialist is a person who uses his or her lived experience of recovery from mental illness and/or addiction, plus skills learned in formal training, to deliver services in healthcare settings to promote mind-body recovery and resiliency. Peer support specialists share their own experiences giving the power of hope no matter what the struggle happens to be by providing the options and resources needed to succeed in life. They work directly with peers to encourage and empower them.
Presenter: **Joshua Singleton** currently serves as an Integrated Health “Life Recovery Coach” at A Caring Alternative and Burke Integrated Health in Morganton NC. He has 10 years of personal and professional experience with MH/SA Whole Person Integrated Care. He is a Certified Peer Support Specialist, Duke University Certified Non-Profit Manager, Copeland Certified Wellness Recovery Action Plan Facilitator, NC Registered Certified Substance Abuse Counselor, and Certified Assemblies of God Minister. Joshua serves in the non-profit sector for A Caring Solutions, The House of Refuge, Frontier Bible College, and Lenoir for Christ Church. Additionally, he has served as UNC Chapel High Fidelity ACTT Peer Trainer, ACA CPSS ACTT Team, Celebrate Recovery State Rep, and Celebrate Recovery Ministry Leader.

Presenter: **John Weeks** currently serves in the B3 Peer Support Services unit for A Caring Alternative. He has been in recovery for 10 years and certified as a peer support specialist since 2010. John is the vice president of the South Mountains National Alliance on Mental Illness affiliate. Previously, he worked as an Assertive Community Treatment team peer support specialist for RHA. John conducts training sessions about Wellness Recovery Action Plans, Adult Mental Health First Aid, and Youth Mental Health First Aid. He has earned three Associate of Science degrees in Computer Electronics from Florida Technical College, Computer Programming and Analysis from Valencia Community College, and Building Construction Technology from Isothermal Community College.

**AFTERNOON KEYNOTE PRESENTATION**

**Public Health Approach to Strengthening Families & Promoting Social-Emotional Health in Children**

Stretch your thinking of the application of “public health” approaches to enable stronger families and healthier children. The presentation will focus on the application of public health approaches to create a positive impact on the social determinants of health and the prevention of adverse childhood experiences. Triple P – the Positive Parenting Program – will be highlighted as one example of how a public health approach can be applied. Case studies, including examples from North Carolina, will be used to illustrate how Triple P has resulted in public health outcomes.

**Presenter: Dr. Sarah Van Driel** is an advocate for helping to build communities that support families in giving their children the best opportunity to achieve their potential. Sara has her doctorate in Clinical-Community Psychology and has worked to support children, families, and communities for over 15 years. She completed her clinical internship here in North Carolina at Duke Medical Center and currently helps to support implementation of Triple P – Positive Parenting Program – in over a third of the United States including North Carolina. Sara currently serves as an Implementation Consultant for Triple P America, where she works with communities across the US to help in the planning of effective implementation of Triple P. Sara’s previous experience spans research, clinical practice, and training.
Partners Health Summit: Whole Person Integrated Care

Continuing Education Units

Partners Health Summit has received approval to offer the following continuing education units for this conference:

- Continuing Medical Education (CME) - 6.25 AMA PRA Category 1 Credit™
- CEUs/Contact Hours - 6.25 CEU
- National Board of Certified Counselors (NBCC) - 6.25 NBCC Hours
- Continuing Nursing Education (CNE) - 6.25 CNE Contact Hours
- North Carolina’s Substance Abuse Professional Practice Board (NCSAPPB) - 6.25 NCSAPPB GSB
- NC Psychologist Credit - 6.25 Contact Hours (category A) CE for NC Psychologists
- Certified Health Education Specialist - 6.25 Contact Hours
- Contact Hours - 6.25 Contact Hours

Continuing Medical Education (CME) Accreditation Statement: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Carolinas HealthCare System/Charlotte AHEC and Partners Behavioral Health Management. Carolinas HealthCare System/Charlotte AHEC is accredited by the ACCME to provide continuing medical education for physicians.

Credit Statement: Carolinas HealthCare System/Charlotte AHEC designates this Live Activity for a maximum of 6.25 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in this activity.

CEUs/Contact Hours: This Live Activity fulfills the requirement of .63 Continuing Education Units (CEU’s), representing 6.25 contact hours.

National Board of Certified Counselors (NBCC): Charlotte AHEC has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 5096. Programs that do not qualify for NBCC credit are clearly identified. Charlotte AHEC is solely responsible for all aspects of the program.

Charlotte Area Health Education Center is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

This conference is jointly provided by Charlotte Area Health Education Center and Partners Behavioral Health Management.
Whole Person Integrated Care - What Providers Need to Know

Integrating various types of health care—specifically physical and behavioral health care—has been a major topic for many years. So, how is Whole Person Integrated Care, or WPIC, different from the current integrated care model Partners Behavioral Health Management has worked to develop?

Whole Person Integrated Care is a new model that expands the concept of integrated care beyond the health sectors. The pivot toward achievement of the Triple Aim, and now the Quadruple Aim, requires those who manage and provide care to re-envision the components and processes of health delivery. Integration of research in neuroscience, social epidemiology, public health and the behavioral sciences create new opportunities to advance Whole Person and Value Based Care. WPIC leverages these advances to create a new model of comprehensive care by using research-based elements that positively affect behavioral and overall health, reduce health disparities, and optimize community resources.

By adding these elements, Partners hopes to help its members become healthy and stay healthy by addressing their health needs as a whole, instead of physical and behavioral. We will utilize what we have learned through the integrated care center concept and introduce public health knowledge to understand the barriers that impact a member’s desired wellness outcomes.

WPIC uses a systematic approach to involve three elements, or tiers, into care.

**Tier One: Introduce the WPIC Pathway to Care**

Integrated health care practices are built upon the current model to include elements such as peer engagement and support for the member’s overall health and social needs. Each member in the practice would see appropriate behavioral and medical health professionals, but would also be introduced to a person, or peer, to discuss their behavioral, medical and non-medical needs. This peer would obtain an understanding of the member to identify what other factors may be affecting the member’s health, and possibly find ways to positively address these factors.

**Tier Two: Advance the Quadruple Aim by Developing the Community’s Health Network**

There are many groups and agencies working to improve the health of citizens. One of the best ways to impact a community’s health is through information and resource sharing. One component of WPIC is
the development of a Wellness Council in each community so that medical practices, behavioral health agencies, and community partners can create a collective health care vision and share resources, solutions, and opportunities.

**Tier 3: Engaging Everyone in a Culture of Health**

At this point, Partners, along with members, behavioral health and medical providers, stakeholders, and the Wellness Councils will collaborate and develop resources that impact the social determinants of health that prevent people from becoming and staying healthy. The resources will be unique to each health home's population.

**What is the role of providers within the Partners’ Network in regard to Whole Person Integrated Care?**

The WPIC model will initiate in Burke, Gaston, and Iredell counties via the current integrated care/wellness centers managed by Partners. However, if you are interested in using this model within your practice, please contact Partners Integrated Care Director Martha Kaufman at MKaufman@partnersbhm.org or Integrated Care Project Manager Jennifer Greene at jgreene@partnersbhm.org.
Learn more about Partners’ Whole Person Integrated Care Model at www.PartnersBHM.org

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