

InterCommunity Health Network CCO

IHN-CCO serves Benton, Lincoln, and Linn Counties



Patient/Member Assignment & Engagement Pilot Project

Project is working to ensure that:

- 1) Members are quickly and appropriately assigned a Primary Care Provider (PCP)
- 2) PCPs are informed to whom they have been assigned
- 3) A nurse from the PCP's office sees members soon after assignment, assesses their needs, and informs them of when to utilize the services of the PCP, urgent care, or emergency department (ED)
- 4) When a member uses ED or urgent care, the PCP is informed and follows-up

Expected outcomes:

- Increase PCP visits
- Prevent acute needs and decrease urgent and ED visits
- Screen member health and inform of appropriate use of services

Community Health Improvement Plan Process

The **Community Advisory Council (CAC)** consists of:

- 19 member regional council (majority CCO/Medicaid members)
 - supported by three local (county) committees

Health Priority Areas: Local committees separately researched and proposed 3-4 Health Priority Areas as well as a combined total of 45 goals

Goals, Strategies, & Activities: After the four Health Priority Areas were selected, a CAC CHIP workgroup prioritized:

- **8 goals**
- **15 strategies**
- **44 activities** to achieve the goals, which were
 - Adopted by the CAC
 - Approved by the IHN-CCO Board of Directors

CHIP Health Priorities

A. Access to Healthcare

1. Ensure adequate provider capacity
2. Promote culturally sensitive care
3. Expand after-hours service availability

B. Behavioral Health

1. Increase child & youth mental health & wellbeing
2. Reduce stigma to improve access and utilization
3. Expand service options for treatment across life-span

C. Chronic Disease

1. Implement primary prevention strategies to promote health and reduce prevalence of chronic disease

D. Maternal & Child Health

1. Improve overall maternal & child health and wellbeing, including a focus on preconception needs

Mental Health Promotion Pilot Project

A key component of mental health promotion and mental illness prevention is early intervention. This pilot builds on existing strengths and partnerships to incorporate the following mental health promotion and early intervention strategies into existing mental health promotion frameworks. These include:

1) Regional Mental Health Promotion Steering Committee

with reps from each county, IHN-CCO, the IHN-CCO CAC to

- Oversee project work plan
- Complete a needs assessment
- Identify regional risk and protective factors
- develop a regional plan to build infrastructure and increase capacity to address the region's mental health promotion and mental illness prevention needs

2) Public Awareness/Social Marketing Campaign

focused on increasing community awareness and knowledge to reduce stigma associated with behavioral health care and increase help-seeking behavior and early intervention

3) Mental Health First Aid Training

which teaches laypeople:

- Risk factors & warning signs of mental health concerns in youth & adults
- Information on depression, anxiety, trauma, psychosis & substance abuse
- A five-step action plan to help someone developing a mental health concern or crisis
- Available evidence-based professional, peer, and self-help resources

Funding Sources came together through community concern and collaboration. The funders are:

- IHN-CCO Pilot Project Transformation Fund
- Association of Community Mental Health Professionals
- Mullins Charitable Funds
- Good Samaritan Hospital Foundation