FULLY INTEGRATED CO-LOCATED BEHAVIORAL HEALTH IN PRIMARY CARE: CAN IT BE DONE?
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Making it work in Nashville, Tennessee

Launching into Integration
- Partnership made up of multi-sited private practice group and two primary care FQHC’s across 5 facilities
- Partnership Start Date: March 2015
- Partnership resulted from 3 years of talks related to providing underprivileged families integrated dentistry and primary care
- To Date: clinics exhibiting proficiency in integrated model are financially self-sufficient
- Top Five Presenting Problems: Depression, Anxiety, Sleep, Diabetes management, Chronic pain

1300+
...patients seen by behavioral health consultants since partnership began

Partnerships:
- Ross Behavioral Group
- University Community Health Services
- Matthew Walker Comprehensive Health

Results to Date
- Clinic depression screen utilization doubled
- 18% increase in provider visit counts; BHC role impacting ability of provider to decrease time in rooms
- Overall patient satisfaction increased 6% with specific increase related to behavioral health services offered
- Patients receiving documented follow-up with self-management goals increased 14% in 2015
- Cost savings for insurance companies realized in the reduction of office visits, emergency visits, and better chronic disease control

18%
...increase in provider visit counts since partnership began

Barriers
- Culture Change - It has taken time (and still taking time) to get buy in from all providers and support staff
- Space - Difficult to manage exam rooms when provider has finished visit and BHC is still working with patient
- Funding Resources - Specifically for sites with high self-pay volume; Challenging to offset with enough Medicaid or commercial volume to cover cost of service
- Key to financially viable partnerships is true collaboration and clinic buy-in to include BHC as integral part of the medical team

Clinic Feedback
- "They are great! They are better than anywhere else I have been." - UCHS Board member
- "He [BHC] does a great job and we’ve figured out how to move in and out of rooms without slowing anybody down." - Nurse
- "I love them! I think they see all of my patients." - Provider
- "It’s been awesome to have them for our pregnant and postpartum patients who might be struggling." - Midwife
- "They know Hanna [BHC] by name and sometimes they need her more than me!" - Provider

Special thanks to our community partners: