

Cove Behavioral Health

Certified Community Behavioral Health Clinic



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What is a CCBHC?

A CCBHC is a behavioral health organization that directly provides (or with partner organizations to provides) specific types of services, with an emphasis on the provision of evidence-based practices, care coordination with primary care and hospital partners, and integration with physical health care.



CCBHC Overview

- CCBHCs are typically certified by their home states
- Each state defines their own CCBHC requirements
- States may prioritize specific difficult-to-serve populations
- CCBHC rates are set by state Medicaid agencies through a cost reporting process (prospective payment system or PPS)

Note: Florida does not currently have CCBHC model



CCBHC Model Criteria

- **Staffing** –
Staffing plan driven by local needs assessment
- **Availability & Accessibility of Services** –
Standards for timely and meaningful access to services, outreach and engagement,
- **Care Coordination** –
Care coordinate across services and providers
- **Scope of Services** –
Nine services, as well as person-centered, family-centered, and recovery-oriented care
- **Quality and Other Reporting** –
21 quality measures
- **Organizational Governance** –
Consumer representation in governance

CCBHCs provide or link patients to:

crisis mental health services

screening, assessment and diagnosis

patient-centered treatment planning

outpatient mental health and substance use services

primary care screening and monitoring

targeted case management

psychiatric rehabilitation services

peer support, counseling and family support services

services for veterans



Cove's CCBHC focuses on

- 4 phased Assessment of patients
- Primary care integration
- Expansion to include psychiatric services
- Care coordination to track patient progress
- Hospital Bridge programs to identify high risk patients
- Innovations to support patient access and engagement





Cove's Four Phased Evaluation model



Goal – to divert patients from repeated costly use of emergency medical and behavioral health care by identifying and treating their chronic and emerging medical and behavioral health needs.

Integrated Medical & Behavioral Healthcare



Coordinated

Routine screening for medical problems

Seamless referrals between Cove and Tampa Family

Routine exchange of information between collaborating organizations

Co-located

Behavioral Health and Medical services co-located in same clinic

Easy referral process with convenient locations throughout Hillsborough for follow-up

Great working relationship between co-located providers due to proximity

Integrated

Behavioral Health & Medical Services able to communicate through EHR direct messaging

MOU allows team to work closely together to improve patient care

Integrated Service Plan reflects all areas of patient care

Expansion to Psychiatric care

By hiring Psychiatric Nurse Practitioners and a part time psychiatrist, Cove's medical team can now provide psychiatric care in addition to addiction assessments.



Hospital Bridge Programs

- Peer Bridge Program
 - Since 2020, we have hired and trained 3 Peer Support Specialists to support our local Emergency Departments (St Joseph's, South Florida Baptist, and Tampa General Hospital).
 - Our peers provide treatment education to patients and ED staff, and support the prospective patients through the admission process.
 - We have increased the number of opioid abuse overdose patients identified and served from:
 - 38 in FY20/21 to 118 in FY21/22.



Hospital Bridge Programs cont'd

- Pre-Natal/Pregnant Women Bridge Program
 - USF Dept of Pediatrics NICU Team provides quarterly group prenatal education and individual consultation to Cove's pregnant women.
 - Pregnant women tour NICU and speak with Team on expectations of delivery.
 - Coordinate care for babies in NICU with neonatologist for babies born prematurely or undergoing NAS symptoms due to withdrawal from MAT.
 - Coordinate care to return women back into treatment after delivery.
 - Served 42 pregnant women in FY22.

INNOVATIONS TO ENGAGE PATIENTS IN LONG TERM BEHAVIORAL HEALTH CARE

Access

- Call Center
- Patient lobby kiosk (self-service)
- Hybrid telehealth & in person services

Engagement

- Patient App
- Patient selected groups
- Peer support at multiple levels of care



Care Coordination:

- Available to all eligible patients with special focus on:
 - Pregnant women
 - Opioid users
 - Patients identified in Emergency Departments
- Tracks patients and patient outcomes throughout treatment and after discharge
- Leverages Cove's extensive array of services and established community partnerships
- Uses engagement strategies to improve patient follow up with appointments and medication



Initial Impacts/Outcomes

- 81% of those who completed a reassessment reported continued management of their recovery (compared to our general population of 73%).
- Patients reported a 65% improvement in the function of their everyday life and 16% improvement in overall health
- Patients reported a 19% improvement in serious psychological distress and 35% improvement in illegal substance use.
- Impact on Health Disparities:
 - Increase of 167% in Youths (Under 18yrs) served
 - Increase of 42% in African Americans served
 - Increase of 83% in American Indians served



Next steps in implementation...





COVE

BEHAVIORAL HEALTH

"When life's journey gets rough, we are your safe harbor"