

# National Models of Integrated Healthcare: The Four Quadrant Model in Washtenaw County, Michigan



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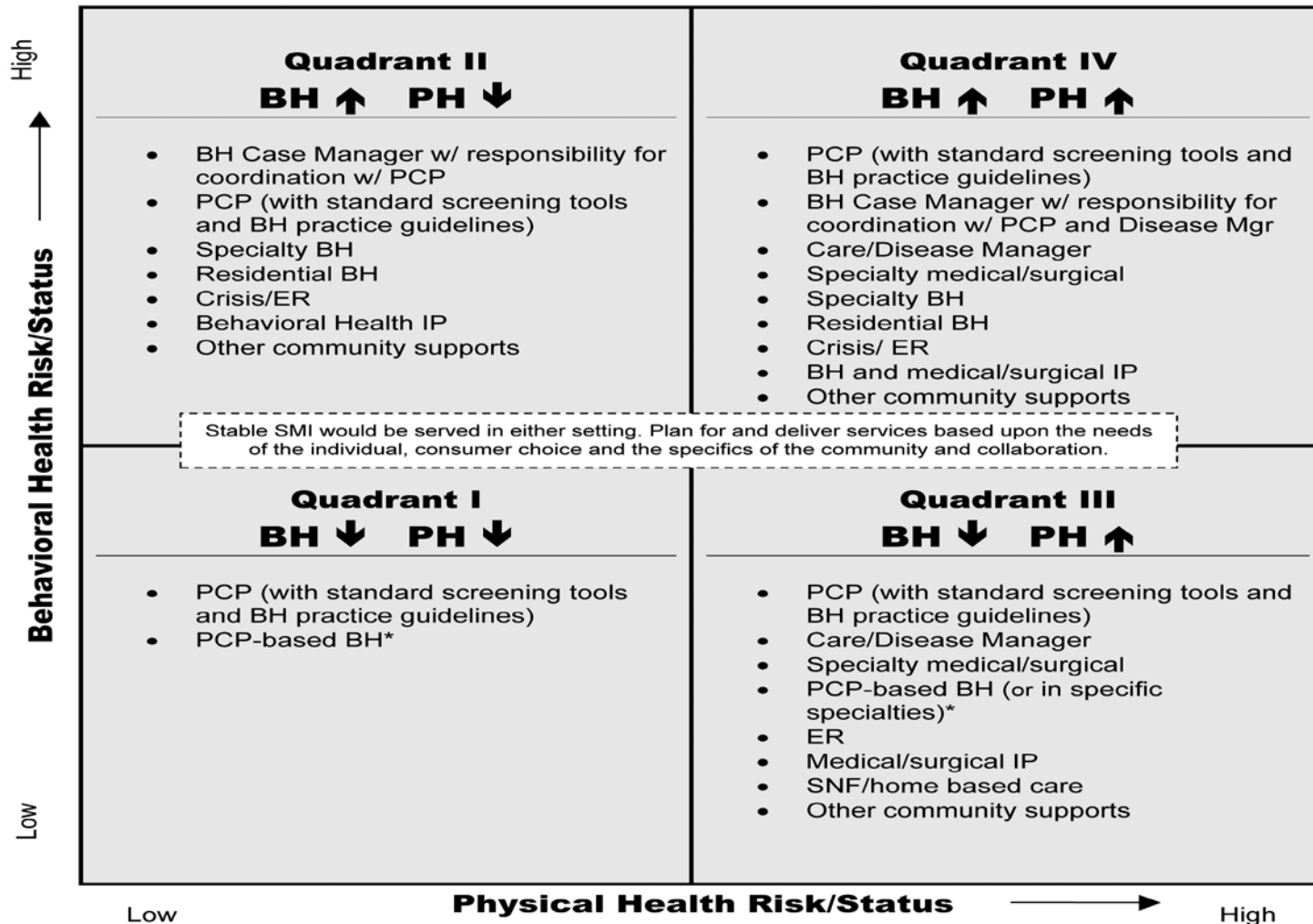
# Washtenaw Community Health Organization (WCHO)



- **WCHO created by change in law – May 2000**
  - Eliminated the CMH Board as we knew it
  - Created a new, joint Policy Board with broader responsibilities
  - Appointed an Executive Director
  - CMH Program, Substance Abuse Coordinating Agency, Primary Care Policy Oversight



# The Four Quadrant Clinical Integration Model



\*PCP-based BH provider might work for the PCP organization, a specialty BH provider, or as an individual practitioner, is competent in both MH and SA assessment and treatment

# Using the Four Quadrant Model



- Communication Tool between behavioral health and primary care
- Determining who pays for care
- Organizing Service Delivery

# Integrated Services and the Four Quadrant Model – Washtenaw County



- **Quadrant I: Low BH/Low PH**

- PCP (with standard screening tools and BH practice guidelines)
  - ✦ PHQ 9
- PCP-Based BH

- **Current Washtenaw Initiatives**

- Psychiatric Consultant – five hours per week at Primary Care Clinics (4)
- Care Web

- **Future Initiatives**

- Disease Management Training
- Screening Tools for BH

Who Pays?

# Integrated Services and the Four Quadrant Model – Washtenaw County



- **Quadrant II – High BH/Low PH**

- BH Case Manager w/responsibility for coordination w/PCP
- PCP with consultation
- Specialty BH
- Residential BH
- Crisis/ER
- Behavioral Health IP
- Other Community Supports

- **Current Washtenaw Initiatives**

- Mental Health Professional at primary care clinic w/psychiatric consultation
- Nurse Practitioner Clinics at CMH site
- Encompass/Care Web
- Personal Health Record

- **Future Initiatives**

- Expansion to other clinics
- Expand NP clinics

Who Pays?

# Integrated Services and the Four Quadrant Model – Washtenaw County



- **Quadrant III – Low BH/High PH**

- PCP with screening tools
- Care/Disease Management
- Specialty Med/Surg
- PCP based- BH
- ER

- **Current Washtenaw Initiatives**

- Psychiatric Consultation
- Care Web
- Medical Management Center with Care Navigators for UMHS

- **Future Washtenaw Initiatives**

- Expand Medical Management to all physicians and clinics in the County

Who Pays?

# Integrated Services and the Four Quadrant Model – Washtenaw County



- **Quadrant IV- High BH/High PH**

- PCP with screening tools
- BH Case Manager with Coordination with Care Management and Disease Management
- Specialty BH/PH

- **Current Washtenaw Initiatives**

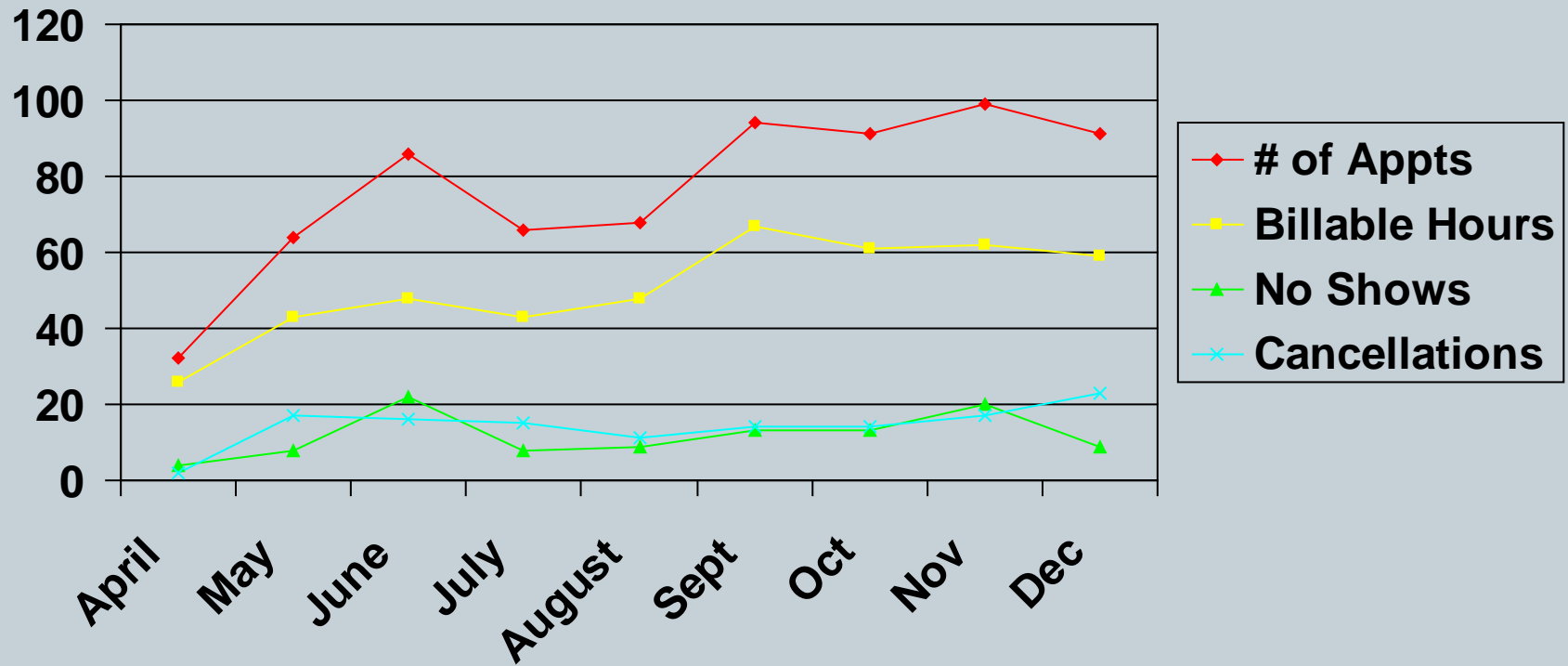
- NP Clinic at CMH help coordinate medical care
- Disease Management Programs -Diabetes
- Case Managers/Care Navigators linked more closely
- Care Web/Encompass
- Personal Health Record

Who pays?

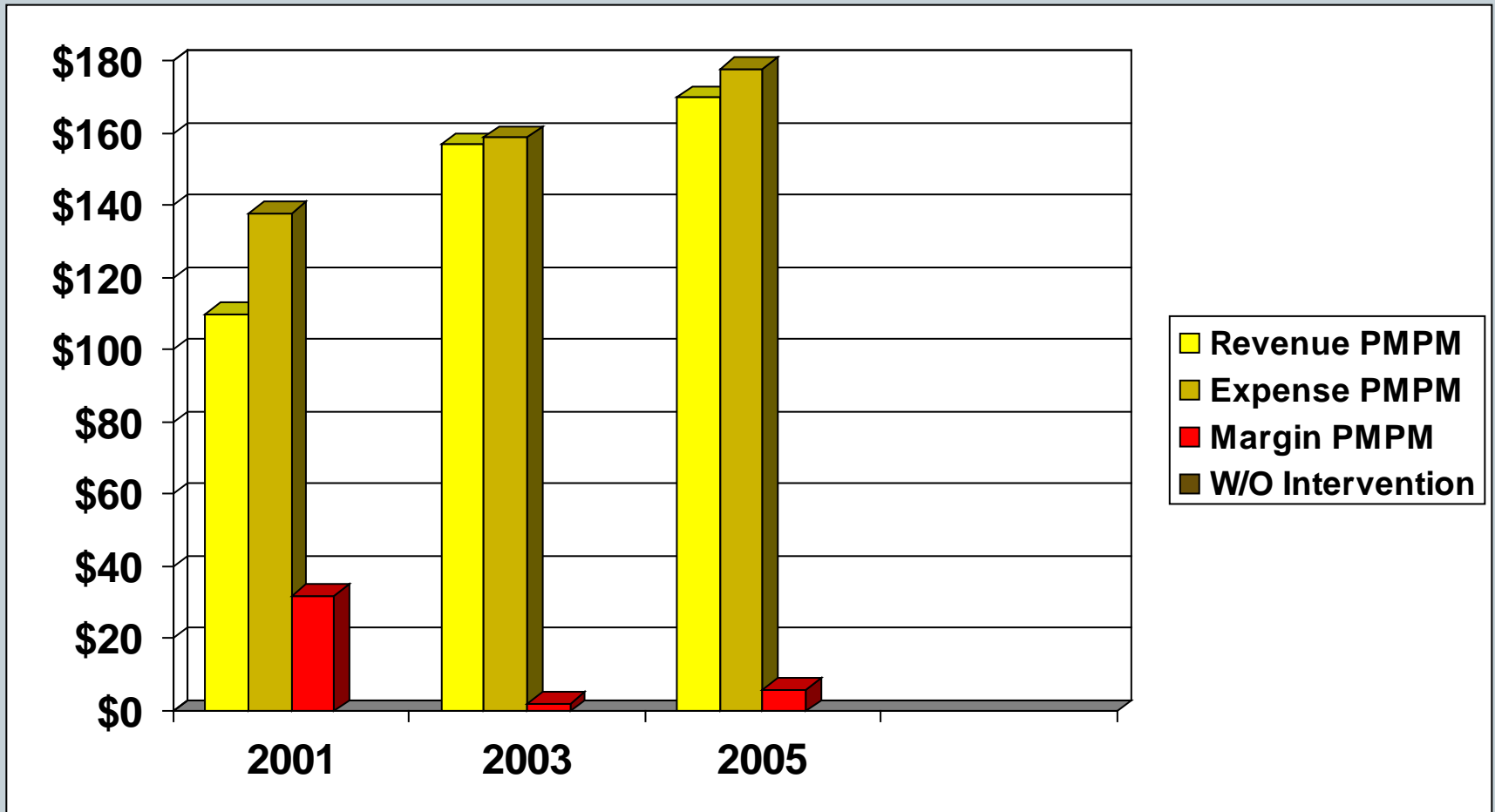
# Impact on No Shows



## Scheduled Appointments - 2004



# Impact on Costs



Primary Care Clinic	Return on Investment (Financial Costs)				
All are not-for-profit clinics that serve safety net patients	Behavioral Health Providers	FY 2006-07 full year mental health staff cost	FY 2006- 07 full year budgeted cost off-sets*	Variance	FY 2006-07 Projected Savings for CMH
Clinic #1: 4 M.D.s; 2 nurse practitioners; 1 physician assistants; 1 nutritionist Serves all ages	1.FTE MSW .10 FTE Psychiatrist .10 FTE Admin 3 <sup>rd</sup> year operation	\$97,040	\$98,967	\$1,927	\$48,608
Clinic #2: Homeless Health Clinic (adults) 2 half time nurse practitioners; volunteer MDs and health providers	.30 FTE Psychiatrist .10 FTE admin 2nd year operation	\$78,608	\$52,576	(\$26,032)	None; expect 33% shortfall in this program
Clinic #3: University Based Clinic Serves all ages 6 family MDs; 1 nurse practitioner; 4 pediatric MDs + training site	.10 FTE Psychiatrist .10 FTE Admin (FTE MSW planned in 2007) 1 <sup>st</sup> year operation	\$35,459	\$25,770	(\$9,689)	\$48,608
Clinic #4: Clinic serves ages 12-20 and their children 2.5 M.D.s; 1 nurse practitioner; 2 nutritionists	1.FTE MSW .10 FTE University Psychiatrist*** .10 FTE Admin 7 months operation	\$71,516	\$24,806	(\$46,710)	\$30,380
Clinic #5: 2 MDs Safety-net Clinic, arm of local private hospital	1.FTE MSW .10 FTE Psychiatrist .10 FTE Admin 5 months operation	\$88,218	\$44,627	(\$43,591)	\$60,760