



Integrated Care at the Medical Home

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Marillac Clinic

Grand Junction, CO





Brief History of Marillac

- Started in 1987 after United Way needs assessment
- Sponsored by Sisters of Charity Leavenworth
- Shared mission and values with affiliate hospital (St. Mary's)



The Medical Home Motto:

**“The right care, at the right place,
at the right time.”**





Guiding Philosophy:

Meeting several patient needs in one visit results in greater efficiency for both patient and provider.



Marillac's Model

Five Lines of Service - All Under One Roof

- Medical
- Mental Health
- Dental
- Optical
- Low Cost Pharmaceuticals

No Wrong Door



Clinic Eligibility

- At or below 250% of federal poverty level
- Mesa County residents
- 20,000 Uninsured in Mesa Co



Patient Panel - 2008

- 7650 Unduplicated Patients
- 29,300 Visits
- 20,000 Uninsured in Mesa Co

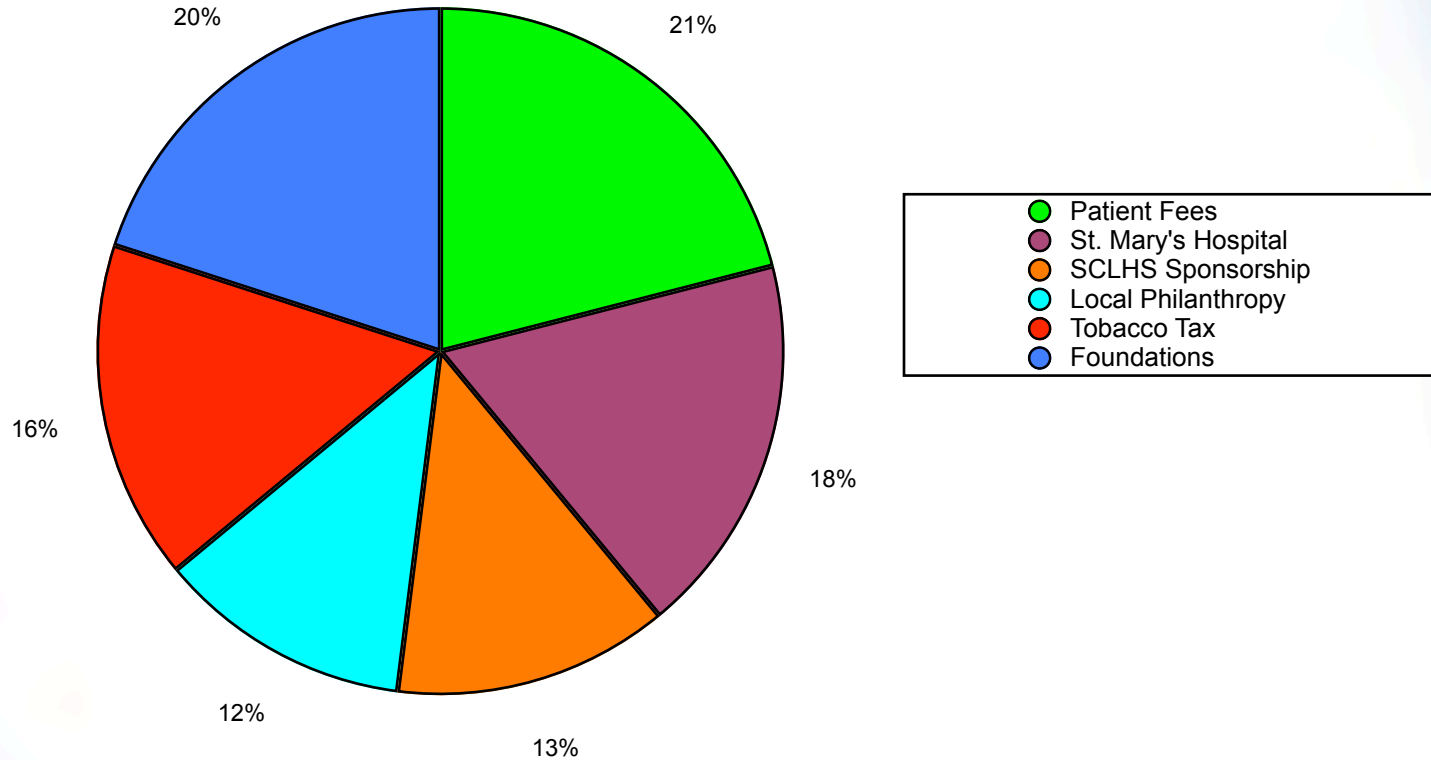


Staffing Pattern

- Size: 72 FTE
- 150 Referral Specialists- Sliding Scale
- Lab & Radiology – Sliding Scale
- Annual Budget = \$7.5 million



Marillac Revenue Sources FY 08 - 09





Operations

- **LEAN Principles**
 - Use of Impact Grids
 - Reduce Variability / Eliminate Waste
- **Process Improvement**
 - Horizontal teams meet weekly
 - Reduce variability/Eliminate waste
- **Incorporate Patient Feedback**



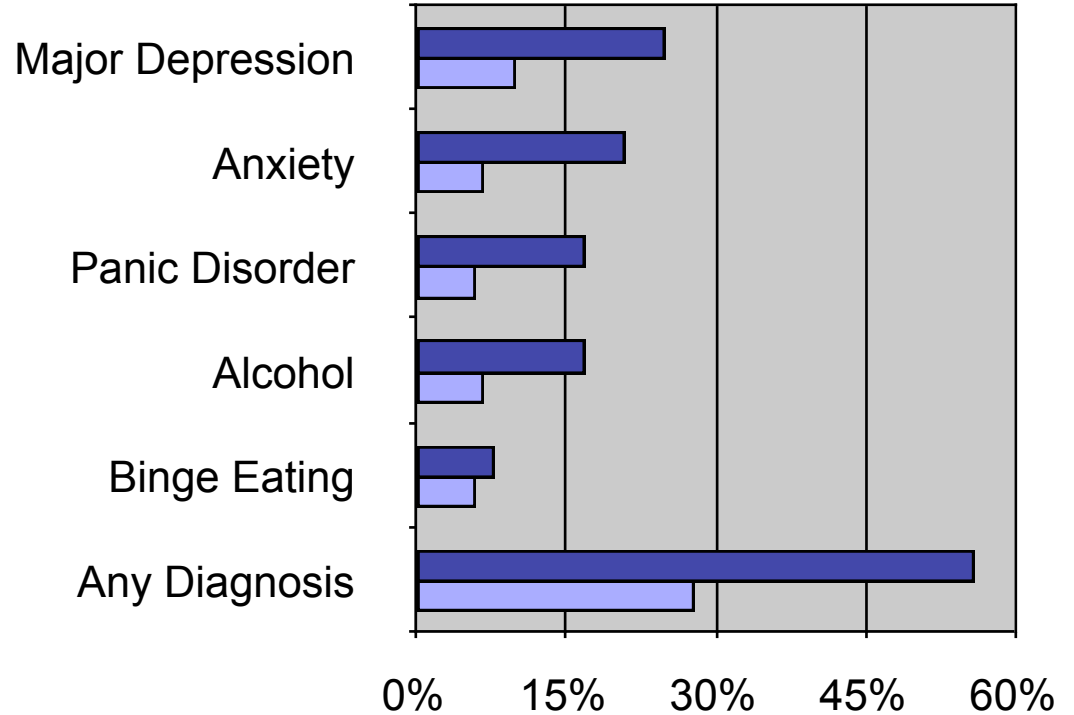
Integrated Care - Defined

Medical and Behavioral Health providers work side-by-side to improve clinical and functional outcomes for patients with chronic medical and psychiatric conditions.
Psychiatry consultation available.



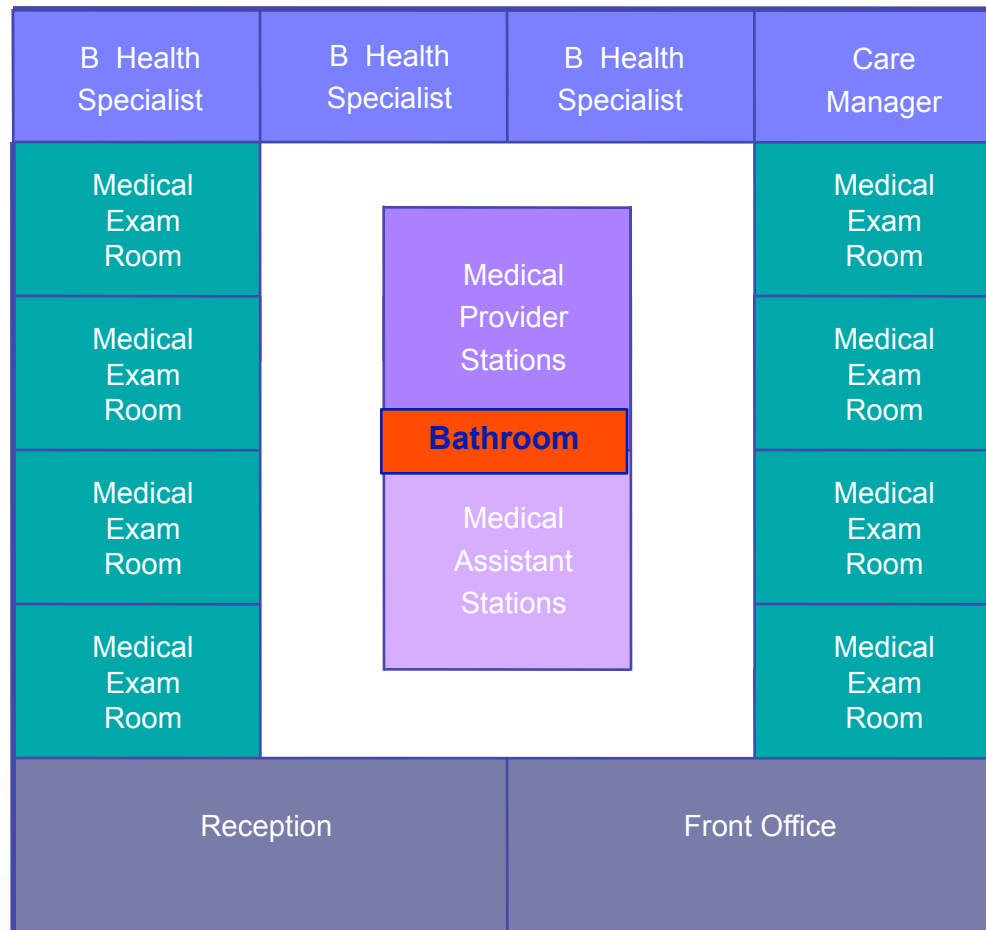
Prevalence Comparisons

■ Marillac Clinic vs. ■ PHQ 3000





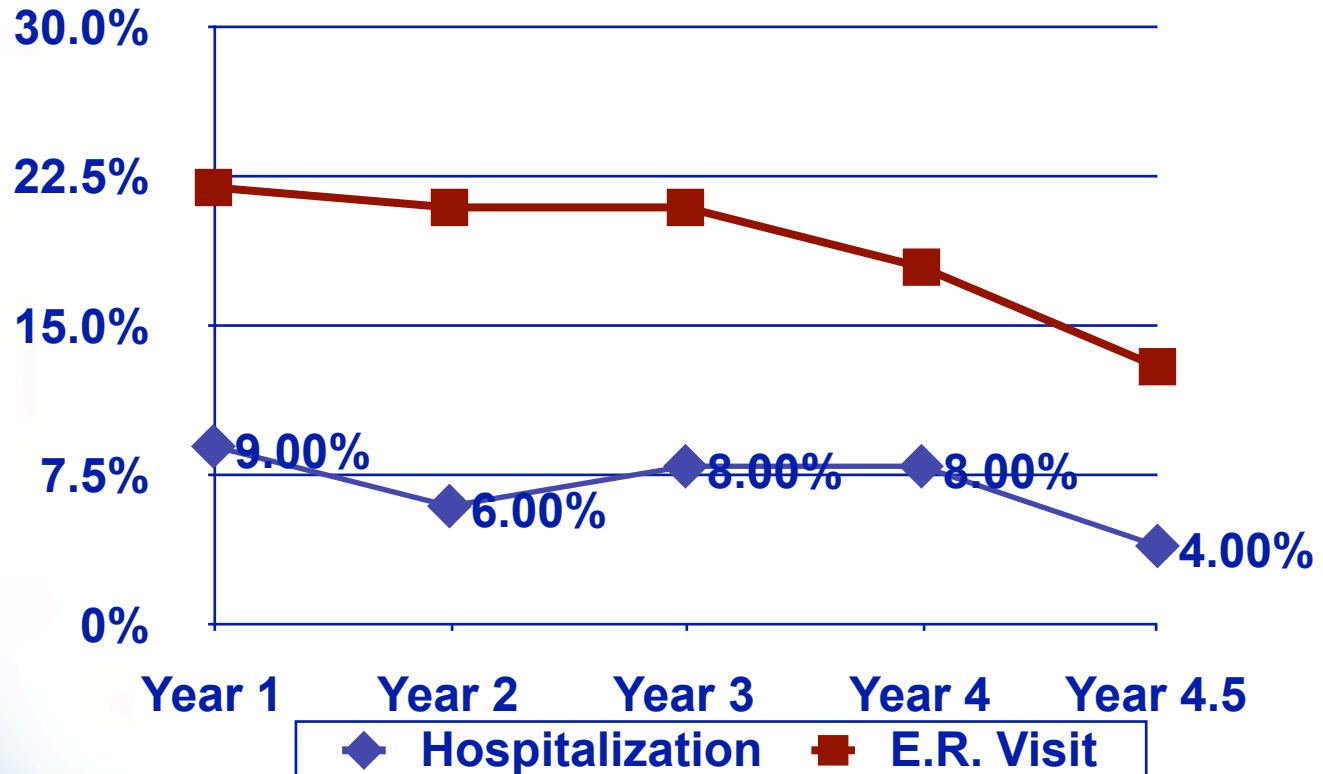
Location, Location, Location





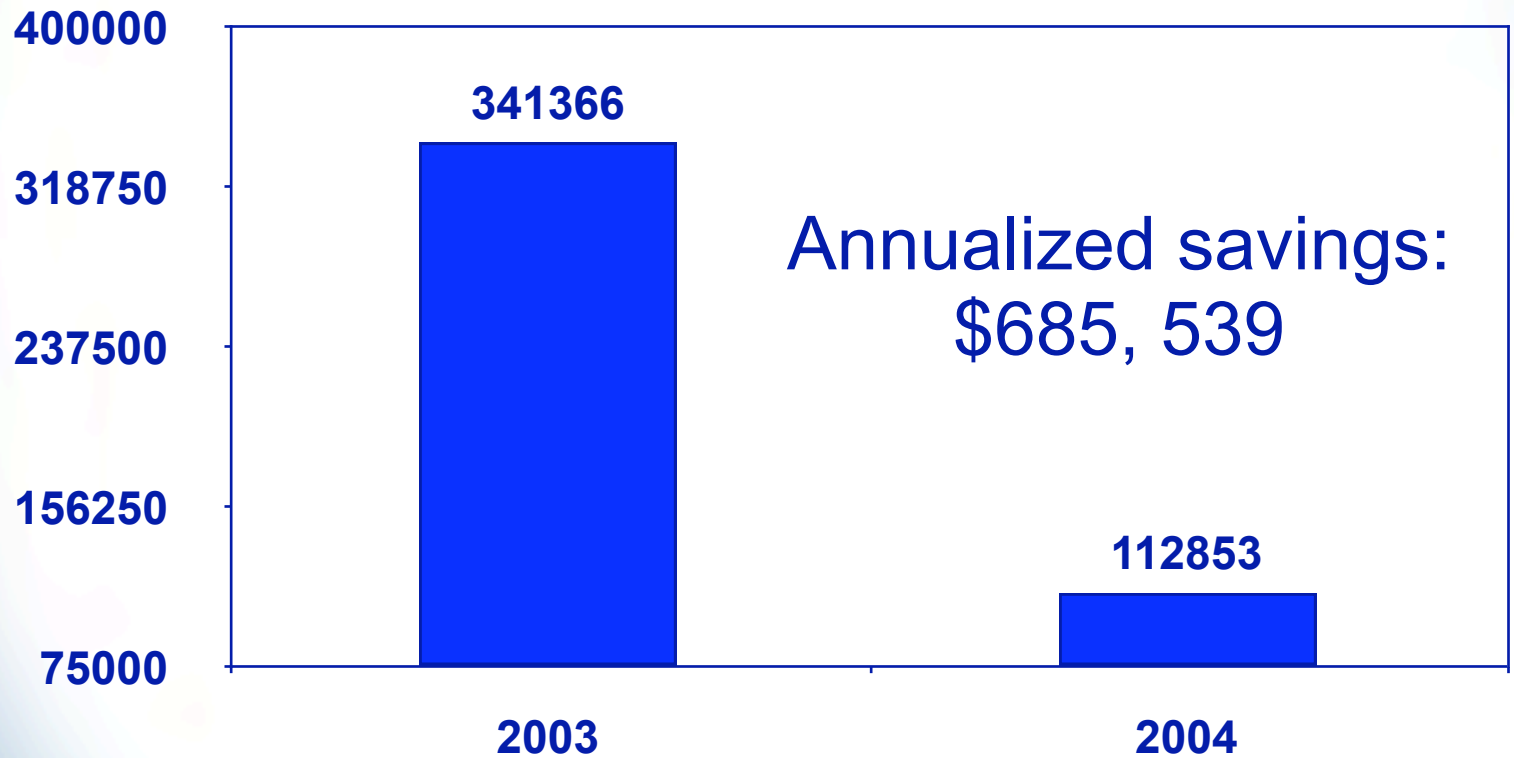
Outcomes

Utilization of ER and Inpatient Services by Marillac's Integrated Care Patients





Inpatient Psychiatric Costs Jan – Apr 2003 vs. Jan – Apr 2004





Fiscal Sustainability via Blended Funding



Fiscal Sustainability via Blended Funding

- Shared savings from St. Mary's Hospital and Colorado West Mental Health
- United Way
- Foundations
- Patient Fees





Advantages of Blended Funding

- Removes barriers to care
- Patients need to present at only one location
- Encourages development of one treatment plan
- Billing through CPT coding is eliminated



Service Delivery

- Delivery model is spontaneous – introductions, hallway consults
- Both medical and mental health providers expect to be interrupted to assist one another
- All providers work from the same medical record



Advantages of Integrating Medical & Mental Health for Patients

- More convenience
- Less stigma, more patient follow-through
- Team approach leads to more accurate diagnoses, higher quality, and more holistic care
- Encourages self-management of illness
- Greater satisfaction

Advantages of Integrating Medical & Mental Health for Providers



- Better match between provider skills and patient needs
- Allows development of common treatment plan and consistency between providers
- Enhances knowledge and skills for providers
- Better exchange of information between disciplines
- Shared responsibility for patient care
- Reduces professional isolation



Advantages of Integrating Medical & Mental Health Healthcare System

- Simplified record-keeping
- More opportunities for mid-level and mental health providers to leverage physician resources
- Less likely to have duplicative or dangerous medication complications
- Greater emphasis on prevention and early intervention



Marillac Clinic

Bridging the healthcare gap

