



# Blending an Integrated Model of Primary Care and Behavioral Health with Brick & Mortar and Telehealth Components



# PANCARE/HEALTH

*Your Patient-Centered Medical Home*

Bay, Calhoun, Franklin, Gulf, Holmes, Jackson, Liberty, Walton and Washington Counties, Florida

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# Objectives

1. Identify different types of integration of primary care and behavioral health.
2. Discuss obstacles to blending brick & mortar and telehealth.
3. Identify effective workflows for delivery of care.

# PanCare of Florida, Inc.

- ▶ A 501(c)3 non-profit organization which operates FQHCs throughout 10 counties in the panhandle of Florida.
- ▶ Operates 10 Medical and 10 Dental Clinics.
- ▶ Provided over 115,000 encounters consisting of primary medical care, behavioral health, and dental services to over 45,000 unique individual patients.

# What is a Federally Qualified Health Center?

- ▶ Also known as Community Health Center
- ▶ Private, not-for-profit
- ▶ Qualifies for funding under Section 330 of Public Health Act
- ▶ Receives enhanced reimbursement from Medicare and Medicaid
- ▶ Community-based and patient-driven
- ▶ Primary Care focus
- ▶ Serves those who have limited access to health care

# Bay County, Florida

- ▶ Located on the Gulf of Mexico in the panhandle of Florida.
- ▶ Covers 1,033 square miles of which 758 are land and 275 are water.
- ▶ Panama City is the county seat and principal city of Bay County. Panama City is located 98 miles southwest of Tallahassee, 81 miles south of Dothan, AL, and 300 miles from Atlanta.

# Bay County



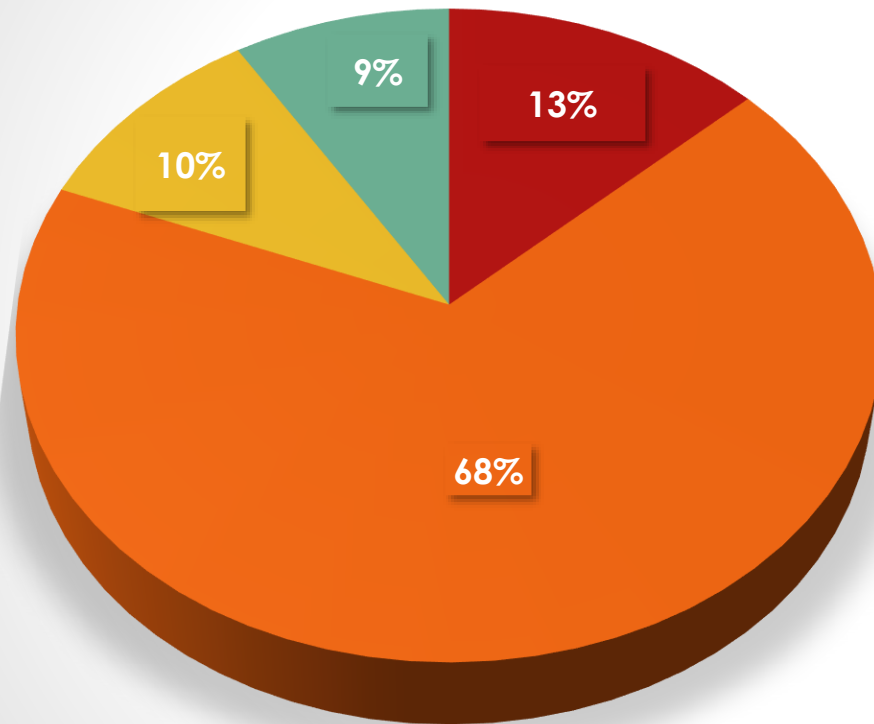
# Bay District Schools (BDS)

- ▶ Covers same geographic area as Bay County
- ▶ Enrollment is 25,600; includes 31 non-charter schools and centers
- ▶ Medium-sized, ranking 27<sup>th</sup> out of 67 counties in Florida
- ▶ Management of the school district is independent of the county and local governments
- ▶ Aside from 2 military bases, BDS administers one of the largest budgets in the county



# Demographics of BDS

## Students



# PanCare & BDS Collaboration



2010 Mobile Dental Screening

2015 Expanded to include vision screenings and sports physicals

2018 Health Tech Program has PanCare staff in every school

2020 All Bay District schools are supported by telehealth

# PanCare Clinics

- ▶ Operates fully integrated primary care facilities to include:
  - ▶ Dental
  - ▶ Behavioral Health
  - ▶ Optometry
  - ▶ Pharmacy
  - ▶ Laboratory and Radiology
  - ▶ Outreach Support

# PanCare of Florida Mobile Units



# Mobile Units Operations

- ▶ PanCare operates 12 mobile units that include:
  - ▶ Primary Care (5)
  - ▶ Dental (5)
  - ▶ Behavioral Health
  - ▶ Optometry (2)

# Medical Home

- ▶ PanCare is the *Medical Home* for 45,000 patients
- ▶ Delivered 115,000 encounters in 2021
- ▶ On pace for 5% increase in 2022

# PanCare Staffing

1. Medical Team
2. Behavioral Health
3. Telehealth

# Medical Staff

- ▶ Medical Director/Lead Physician
- ▶ Nurse
- ▶ Medical Assistant
- ▶ Office Manager
- ▶ Front Desk



# Behavioral Health Staff

- ▶ Director of Behavioral Health: Licensed Psychologist
- ▶ Program Manager: Licensed Mental Health Counselor (LMHC)
- ▶ Therapy Staff: Licensed Clinical Social Worker (LCSW)
- ▶ Medication Management: Psychiatric Advanced Practice Registered Nurse (PAPRN)
- ▶ Support Staff: Grants Manager  
Case Manager/Scheduler

# Telehealth Team

- ▶ One Health Tech and Nurse at each school
- ▶ Dedicated medical provider at set location
- ▶ On-call Behavioral Health staff

# No Wrong Door Philosophy

- ▶ Patient can be established through any PanCare provider
- ▶ Medical, Dental, Behavioral Health, and Optometry can establish patient within PanCare system

# No Wrong Door Philosophy (cont.)

- ▶ Ancillary services are available only to PanCare patients
  - ▶ Radiology and Lab
  - ▶ Case Management
  - ▶ Pharmacy (340b pricing benefit)
  
- ▶ Screening services alone are not sufficient to establish as a patient

# Health Tech Role

- ▶ Similar to the concept of the “school nurse”
- ▶ Can assist with minor medical issues, like band-aids
- ▶ Facilitates students who are ill and must leave school
- ▶ Assists telehealth nurses with medical encounters



# Telehealth Nurses

- ▶ Typically, LPNs (Licensed Practical Nurses)
- ▶ Can administer routine medications to students per the Medication Administration Protocol
- ▶ Main role is to facilitate telehealth visit with medical provider
- ▶ Completes typical “work-up” of students prior to them seeing the medical provider
- ▶ Facilitates the visit for the medical provider by utilizing the peripheral equipment with student (e.g. stethoscope, otoscope)









# PanCare – BDS Workflow

## Referral Process—

- ▶ Any Health Tech intervention can lead to a medical referral through the telehealth nurse
- ▶ A referral from the telehealth nurse can lead to a Dental, Behavioral Health, Optometry referral

# BDS – Behavioral Health Referral Process

- ▶ A student may be referred to Behavioral Health by:
  - ▶ Health Tech
  - ▶ Telehealth Nurse
  - ▶ Medical Provider

# BDS – Behavioral Health Referral Process (cont.)

In addition, BDS and PanCare have developed a specific process for referrals:

- ▶ The principal in each school has the capability to refer students for services
- ▶ Internally, BDS staff have a system to refer students for behavioral health services
- ▶ The teachers, guidance counselors, and other staff refer students to the principal who, in turn, places the student on the list for services

# Community of Care (CoC)

- ▶ The CoC is able to gather required information to facilitate the referral of a student for behavioral health care
- ▶ This process is not unique to PanCare
- ▶ This process is utilized for all approved community providers

# CoC (cont.)

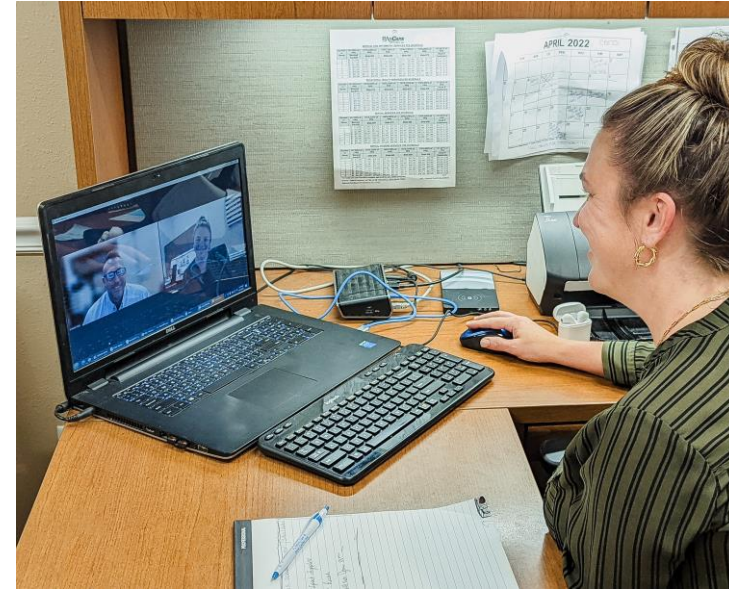
- ▶ Once the CoC has gathered the necessary information, which includes parental consent for the treatment, the CoC provides a choice of providers to the parents.
- ▶ The choices are based upon:
  - ▶ Provider offering the anticipated services
  - ▶ Insurance coverage
  - ▶ Location
  - ▶ Wait time
  - ▶ Hours of availability

# CoC (cont.)

- ▶ The CoC Coordinator notifies PanCare of a potential referral
- ▶ The parent makes the initial call to the PanCare Referral Coordinator
- ▶ Although it may seem duplicative, the PanCare Referral Coordinator reviews the referral information and secures a PanCare Consent for Treatment



- ▶ PanCare Referral Coordinator will then pass the referral and information to the Scheduling Coordinator who will utilize the information to schedule with the provider thought to be “best fit” for the student and identified service needs





Outpatient Therapy, conducted by an LCSW or LMHC, through telehealth allows the therapist to work from the office as well as treating students in the school.

# Medication Management Services

- ▶ A student prescribed routine medication, typically for ADHD, can be seen through telehealth
- ▶ The parent is invited and able to be a part of the visit either through telehealth platforms or by telephone



# Telehealth Platforms

- ▶ 2 proprietary platforms
- ▶ 1 sponsored kiosk model at BDS
- ▶ Zoom