



ADVANCING INTEGRATED HEALTHCARE

Care Coordination Welcome and Overview

Facilitator: Pat Flanagan, MD

Date & Time: Wednesday, 7/26/2023 7:30am-8:30am

PLEASE NOTE: Project ECHO case consultations do not create or otherwise establish a provider-patient relationship between any clinician and any patient whose case is being presented in a project ECHO setting

Care Transformation Collaborative of RI

Agenda

Time	Topic	Presenter
7:30 AM – 7:35 AM	Welcome & Faculty Introduction	Pat Flanagan, MD
7:35 AM – 8:05 AM	Understanding BHDDH Developmental Disability and Behavioral Healthcare Transitions of Care	Susan Hayward & Denise Achin, BHDDH
8:05 AM – 8:25 AM	Case Presentation & Discussion	Susan Hayward & Denise Achin, BHDDH
8:25 AM – 8:30 AM	Wrap up; Evaluation; Announcements	Kim Nguyen-Leite CTC-RI

Welcome

Please note that the didactic portion of an ECHO session will be recorded for educational and quality improvement. The case presentation portion of an ECHO session will never be recorded.

Remember to never disclose protected health information (PHI), verbally or in writing, to preserve patient confidentiality.

We are participating in an open and welcoming learning environment. Thank you for generously sharing your knowledge and experience so that all can benefit from it!

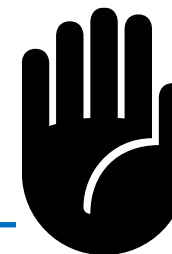
Videoconferencing Etiquette



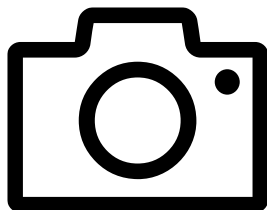
Mute your microphone when not speaking



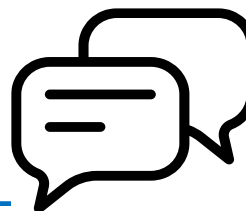
Limit distractions as best as possible.



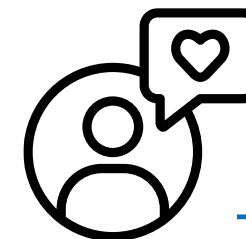
Use reactions & the raise hand feature.



Engage and turn on your camera, if you are able.



Use the chat to introduce yourself, ask questions and share resources.



Engage - ask questions, offer feedback, provide support.

Faculty Introduction

➤ Susan Hayward, MSW, LCSW

Since 2019 Susan has been Administrator of Transition Services for youth/young adults transitioning from high school and children's services into adulthood. She works closely with the RI Dept of Education, Office of Rehabilitative Services and RIPIN to collaboratively ensure youth are provided with statewide, choice based, person driven transition services. Prior to that Susan was a Casework Supervisor at the Division of Developmental Disabilities and Social worker at both the Division of Developmental Disabilities and Dept for Children, Youth and Families.

➤ Denise Achin, M.Ed.

At BHDDH since 2016 as Project Director for the Healthy Transitions Grant that provides Treatment and Supports to Youth and Young Adults with a Serious Mental Illness. Started with 2 sites and currently have 6 sites. Previous was the School-Based Medicaid Coordinator at RIDE overseeing the development, enrollment, and billing practices for schools to access Medicaid funds for services provided through special education.



Care Coordination: Developmental Disabilities and Behavioral Healthcare

Susan Hayward, MSW, LCSW
Denise Achin, M.Ed.



Rhode Island Department of
Behavioral Healthcare,
Developmental Disabilities &
Hospitals (BHDDH)

Bio Slide/ Presenters

➤ Susan Hayward, MSW, LCSW

Social caseworker – Department of Children, Youth and Families and Division of Developmental Disabilities

Casework Supervisor - Division of Developmental Disabilities

Administrator, Transition Services, Division of Developmental Disabilities

susan.hayward@bhddh.ri.gov

401-462-2519

➤ Denise Achin, M.Ed.

Associate Administrator, Division of Behavioral Healthcare

Project Director Healthy Transitions Grant

denise.achin@bhddh.ri.gov

401-462-0421

Disclosures

Session presenters have no financial relationships with a commercial entity producing healthcare-related products used on or by patients.

If CME credits are offered, all relevant financial relationships of those on the session planning committee have been disclosed and, if necessary, mitigated.

Objectives

Provide an understanding of:

- Division of Developmental Disabilities (DDD) Application, Eligibility Criteria and Services
- DDD Transition link resources to support families
- Healthy Transition Program
- Behavioral Health Transition Guidebook
- Behavioral Health Wellness/Coping Cards
- Case presentation depicting combined DDD and BH services

Department Website: bhddh.ri.gov

- Transition to Adulthood
 - <https://bhddh.ri.gov/developmental-disabilities/transitioning-adult-services>
- Application and Eligibility
 - <https://bhddh.ri.gov/developmental-disabilities/eligibility-and-application>

Community Mental Health Centers

- ❖ 8 CMHCs providing access statewide (see Guidebook pages 16-17)
- ❖ This network provides comprehensive behavioral health services to children and adults. The CMHCs provide various behavioral health services including emergency services, general and intensive community-based outpatient treatment, substance use treatment, case management and other services. They may offer vocational and supported employment services, navigators who can help you get health insurance, tax preparation assistance, and housing support. If you receive services as a child, they will help you transition to adult services or programs provided within or outside their agency.
- ❖ The Community Mental Health Centers are regionally based. RI residents may access services at any CMHC.
- ❖ Residents of any town can access services at Fellowship Health Resources, which provide behavioral health services for individuals with mental health and substance use conditions.



Mental Health

Healthy Transitions

- Youth and Young Adults 16-25:

- Trauma Screening and Functional Assessment
- Diagnoses: schizophrenia, schizotypal, psychosis, delusional, schizoaffective, bipolar, depression, persistent mood, anxiety, adjustment, PTSD, anti-social personality, conduct.
 - Can have co-occurring substance use disorder

- Coordinated Specialty Care Model:

- Team: team leader, prescriber, clinicians, case manager, supported employment/education specialist, nurse, substance use
- Community Based
- Shared-Decision Making
- Family Psychoeducation and Treatment

SIX HEALTHY TRANSITION SITES

Community Care Alliance: 235-7121

Gateway Johnston: 667-6761

Gateway Pawtucket: 667-6761

Newport County: 846-1213

The Providence Center: 276-4020

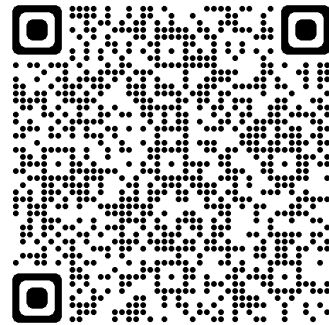
Thrive Behavioral Health: 691-6000

Take Charge: Behavioral Health Transition Guidebook

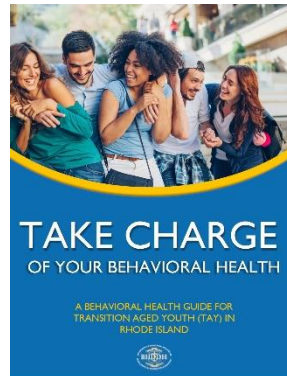
Online and Print
English and Spanish

Created for Youth and
Young Adults

Each Page Stands Alone
(intentional redundancy)



Take Charge
of Your
Behavioral
Health



Guidebook Highlights

- Introduction
- What Happens at 18 (pp. 4-8)
- Making Decisions (p. 9)
- Finding Employment/Career (p.10)
- SSI (p. 11)
- Find BH Services (p. 12)
- College Resources (p.15)
- Community MH Centers (pp.16-17)
- Addiction & Substance Use (pp. 19-21)
- Crisis, Psych Hosp, Hotlines (pp.22-24)
- Local Resources (pp. 26-27)


How Do I Take Charge of My Behavioral Health?

One of the most important things you will do as an adult is take charge of your behavioral health needs. School, community, job, and relationship success depend largely on how well you are managing your behavioral health challenges. Continuing access to health resources is important when you are transitioning into adulthood.

When you turn 18, you are considered a legal adult. This means that you are in charge of your medical decisions – including your physical and behavioral healthcare needs. Your care providers will ask you about your medical needs, your health history, and what treatments you may or may not want. You need to be prepared to make these decisions and manage your health as you transition to adulthood.

But this doesn't mean you have to do everything yourself. Don't be afraid to ask trusted family and friends for support and guidance as you make the transition to adulthood.

Know the 5 Signs of Emotional Suffering
Join Rhode Island's Pledge to Change Direction
SAMHSA's [Understanding BH Benefits](#)



TAKE CHARGE BY KNOWING YOUR RIGHTS*	TAKE CHARGE OF YOUR HEALTH RECORDS	TAKE CHARGE OF YOUR MEDICAL DECISIONS
<p>You have the right:</p> <ul style="list-style-type: none"> To receive equal and nondiscriminatory treatment To be fully informed and participate in decisions regarding treatment and services To be treated with dignity and respect for your privacy and confidentiality To question your mental health services through a formal process To request information about the professional experience, training, and credentials of your provider To change providers 	<p>Health records include:</p> <ul style="list-style-type: none"> Your complete health history A list of your allergies Documentation of your relevant diagnoses Your immunization records List of medications you take and why you take them Names and contact information for your pharmacy, doctors, dentists, specialists, and therapists Your insurance card and insurance plan/coverage information Know your Discharge, Aftercare and Crisis Plans 	<p>How can you take charge?</p> <ul style="list-style-type: none"> Know your treatment goals identified in your treatment plan Keep track of your appointments and commitments Be ready to ask and answer questions about your health Know your medications: learn what they're for and when and how to take them Find out about your family's health history you may need to share it Learn how to stay healthy, prevent illness, and maintain good health

* A full list of your rights can be found in the [Rules and Regulations for the Licensing of Behavioral Healthcare Organizations](#)

What If I Have a Crisis?

A crisis may occur when you are feeling overwhelmed, and your coping strategies are not working, or you might be in trouble with the law, or you are thinking about injuring yourself or others. You may feel out of control or hopeless or feel as though you are having trouble managing your medications. Do not ignore these feelings. Get in touch with someone who can help you. If you or others are in immediate danger, call 911 immediately.

Coping strategies include things you can do or say to help you get things under control. They can include taking deep breaths, talking through what's bothering you, talking with someone, doing something healthy like exercising, eating or making something healthy, or creating something! Refer to Wellness page 9 for more ideas.

Do something when you start to feel anxious, fearful, panicky, angry, overwhelmed, afraid, or out of control.



If you are in a Behavioral Health Crisis Call or Text 988

Call or go to RI's 24/7 [BH 1-800-368-5734](#) link. [BH 1-800-368-5734](#) is a statewide, confidential, one-stop, call-in, stage, treatment, and referral center for adults 18 and older, who are experiencing a behavioral health crisis.

Located at: 975 Waterman Avenue in East Providence
RIPTA Bus Route 34
Refer to hotlines and other resources on page 24.

Reach out to someone who can help. This can include:

- Call your doctor
- Call mental health counselor
- Call your pastor, priest, other faith-based leader
- Call RI's Hope and Recovery Line: 942-STOP
- Call a Community Mental Health Center or other [BHEOH](#) licensed provider: [Mental Health Providers](#) or [Substance Use Providers](#)

Call or Text other Programs

- [Trevor Project](#) Lifeline-specific for LGBTQ young people under 25: 1-866-488-7386
- [System's Crisis Line](#): Call 988 and press 1, or text 83255
- [RI's Crisis Line](#): Text HOME to 741-741 for a free confidential conversation with a trained counselor 24/7. Click here if you are experiencing suicidal thoughts
- National Text Detox Abuse Helpline: 1-866-331-9474 or text "love it" to 22522 24/7

Refer to [After an Attempt](#), a guide developed by and for family members whose loved one attempted suicide.

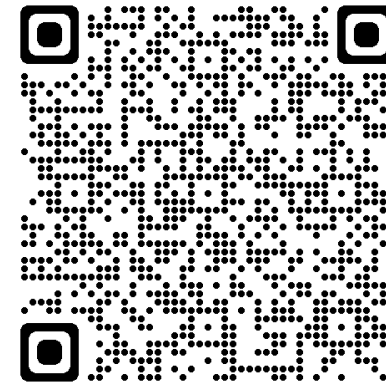
BH Wellness Coping Cards

English, Spanish, and Portuguese

Connected to a Treatment Program

- Conditions Addressed:
 - Breathing, Anxiety, Depression, Feeling Overwhelmed, Panic, Fear, Phobia, Anger, Pain, Nourishment, and Self-Love

- To receive copies, contact Denise Achin or Raisa Garcia=Diaz
 - Half-hour presentation



BH Link: For any Rhode Islander, 18 and older

TRIAGE CENTER

- 24/7 phone screening
- 401-414-LINK (414-5465)
- Transportation to Center
- 24/7 face-to-face assessments
- Emergency prescribing
- Recovery support
- Connections to treatment
- Continued engagement
- System navigation
- Connection to recovery housing

HOTLINES

- 988 Suicide and Crisis Lifeline
 - Provides 24/7, free, confidential support for people in distress, and prevention/crisis resources for you or your loved ones.
- Rhode Island's Warm Line
 - 942-STOP (7867)
- BHDDH 24/7 Quality Assurance Hotline (for those 18-59 years old)
 - 462-2629

MOBILE CRISIS RESPONSE

- Help de-escalate identified community members
- Provide assessments in the community
- Divert people to community resources
- May complete involuntary certifications/hospital coordination

BH Link Contact

BH Link Contact Number (24/7)

988

or

414-Link (5465)

Website:

<https://www.bhlink.org>

Address:

975 Waterman Avenue
East Providence

Contact Information:

Catherine Hunter, BHDDH

462-3024

Catherine.hunter@bhddh.ri.gov

Where to get help:

[Division of Behavioral Healthcare](#)

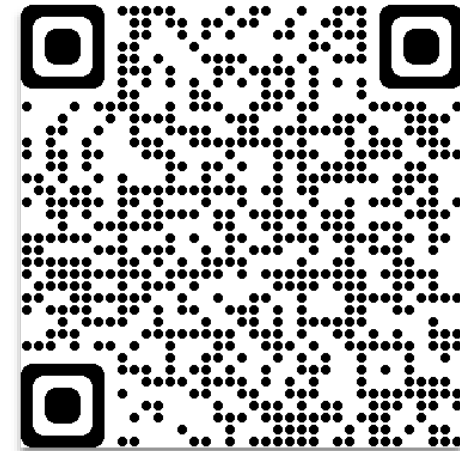
[Overview | Dept. of Behavioral](#)

[Healthcare, Developmental](#)

[Disabilities, and Hospitals \(ri.gov\)](#)

Healthy Transitions, Take Charge Guidebook, and Coping Cards

[Mental Health-Individual and Family Information | Dept. of Behavioral Healthcare, Developmental Disabilities, and Hospitals \(ri.gov\)](#)



Healthy Transitions CONTACT INFORMATION

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Raisa Garcia-Diaz
HT Youth Coordinator
raisa.Garcia-diaz@bhddh.ri.gov

**RHODE
ISLAND**

Case Study: Co-occurring DD and MH

- ▶ Initial: Individual open to the Division of Developmental Disabilities (DD)
- ▶ Arrested for entering a local high school (felony)
- ▶ Sent to forensic unit at Eleanor Slater Hospital
- ▶ Diagnosed with a serious Mental Health (MH) condition
- ▶ Need for Competency Restoration
 - ▶ Provided by DD Provider
 - ▶ Connected with local Community Mental Health Center (CMHC) through Forensic Unit
- ▶ Cultural background resistant to treatment/support outside the home
- ▶ DD Provider and CMHC worked together to support individual and family
 - ▶ Set-backs-not taking medication for MH condition
- ▶ Currently receiving support from both agencies:
lives at home, competitively employed part-time, and no more felonies!

Announcements & Reminders



Next Session Date:	Wednesday, 8/30/2023 7:30am – 8:30am EST
Topic:	Care Coordination for Children with Special Healthcare Needs in College
Presenter:	Adam Pallant, Brown University

Evaluation & CME

- Please provide us your feedback!
- Evaluation/Credit Request Form :
<https://www.surveymonkey.com/r/CCECHOCME2023>



Please request CME credits or a certificate of participation when filling out the evaluation at the end of the meeting.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

CTC-RI Annual Conference

CTC-RI Annual Conference:
**INVESTING IN PRIMARY CARE &
HEALTH EQUITY**

The Crowne Plaza Hotel - Warwick, RI
Breakfast & Registration at 7:00AM
Event starts at 7:30AM

Thank you to our sponsors:



OCT
05
23

Register here:

<https://www.eventbrite.com/e/ctc-ri-annual-conference-investing-in-primary-care-health-equity-tickets-579436378807?aff=oddtcreator>