BEHAVIORAL HEALTHCARE

REGION ONE FOLLOW UP ON COMMUNITY MEETINGS: WHAT IS AND IS NOT WORKING.
Follow up

RMHP and CCDC held focus groups for clients and providers throughout the region and issued a report on findings.

- WE went back to each community to report on findings
- Durango
- Eagle
- Fort Collins
- Grand Junction
- Virtual
The Issues

Crisis
Universal complaints about lack of crisis services that work.

Improved choice
Clients are pleased with larger panel of providers.

Care Coordination
Need more for complex cases, increase tasks for reimbursement.

Transportation
Need something in between ambulance and nothing.

Alternatives
Universal call for more peers, telemedicine, alternatives to ER.
People happy with what RMHP has done to date..more is needed. No one size fits all in Region One!

**Solution**

- **Prioritize**
  - Crisis services, increased provider choice, services for those with high needs

- **Authorize**
  - Care coordination expansion
  - Transportation
  - Alternatives

- **Verify**
  - Do not assume “safety net” services are serving community. More quality control and oversight requested
Working well

Some services working well.

Emergency Reduction Co Responder Model

Peer Services
  Peers in ER
  Peers in MH settings

Telemedicine
  Works well if there are staff to facilitate

BH in FQHC
  Works well for those with more mild needs
Continuation
How we will communicate

Different in each community

• Each community has different needs for ongoing communication.

Outgoing

• Improved communication to providers and clients
  • Provider emails one per topic
  • Client communication through client councils, peer programs, website, etc.
  • General communications, website, etc

Incoming

• Ongoing feedback important
  • Regular meetings in GJ
  • Durango/Eagle meet through existing community groups
  • Client councils
  • PIAC
  • Complaints and grievances
  • General feedback
• People throughout the region are working to improve behavioral health--
  • Desire to see RMHP take stronger oversight role with CMHCs
  • Desire to see strong support of innovative programs like co-responder model
  • Communities want to be engaged and are supportive of efforts, appreciate discussion and changes