



INTEGRATED HEALTHCARE: TURNING SWISS CHEESE INTO PROVOLONE

Katie Fitzsimmons, MSW
Manager of Care Navigation
Squirrel Hill Health Center
Pittsburgh, PA

SQUIRREL HILL HEALTH CENTER

- Federally Qualified Health Center
- Pittsburgh
 - 2006- Squirrel Hill
 - 2015- Brentwood
- Integrated
- Medical Home
- Mobile Unit

TEAMS

- Primary Care Providers
- Nurses
- Behavioral Health
 - Psychiatrist
 - Therapists
 - Behavioral Health Coordinator
 - Peers
 - MSW Intern
 - Groups
- Care Navigation
 - Staff Care Navigators
 - 4 AmeriCorps Members
 - Outreach and Enrollment
- Dental

INITIAL MEDICAL VISITS FOR REFUGEES

- Coordinated between Care Navigator Team (AmeriCorps members) and Resettlement Agency Staff
- ~500 so far in 2016
- Behavioral Health visits scheduled ahead of time if indicated by overseas paperwork

REFERRAL PROCESS FOR BEHAVIORAL HEALTH SERVICES

- Must be Primary Care patient
- Shared Medical Record
- Team Meetings
- Warm Hand Offs
- Close work with Resettlement caseworkers

WARM HAND OFFS

- Full time Behavioral Health Coordinator
- 3 LCSWs
- Meet new patients at their PCP visits, schedule referrals on the spot
- Allows patients to meet the Behavioral Team ahead of appointment

OUTREACH

- Agency collaboration
- Community outreach in Brentwood area
- AmeriCorps Service Sites

CARE NAVIGATION: WHAT IS THIS?

- Filling in the gaps of healthcare
 - Referral assistance: scheduling imaging tests, specialist visits, prescription assistance programs, etc.
 - Bridging to resources: caseworkers, food assistance, employment services, etc.
- After visit meeting as part of check-out process
- Phone follow ups
- Referral tracking
 - Including specialist ordered referrals

GET INTEGRATED: HOW

- How we did it:
 - Integrated from the beginning
- How to start it:
 - Provider buy in
 - Defined roles within and between teams
 - Design services that look at the whole person

ACTION STEPS

1. Case Management that focuses on the whole person
2. Map resources based on identified needs, and make community connections

QUESTIONS??

Katie Fitzsimmons

kfitzsimmons@squirrelhillhealthcenter.org

412-904-5284