

A PRIMARY CARE PACT TO IMPROVE THE HEALTH CARE OF PATIENTS WITH SERIOUS MENTAL ILLNESS: SMI-PACT

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Disclosure

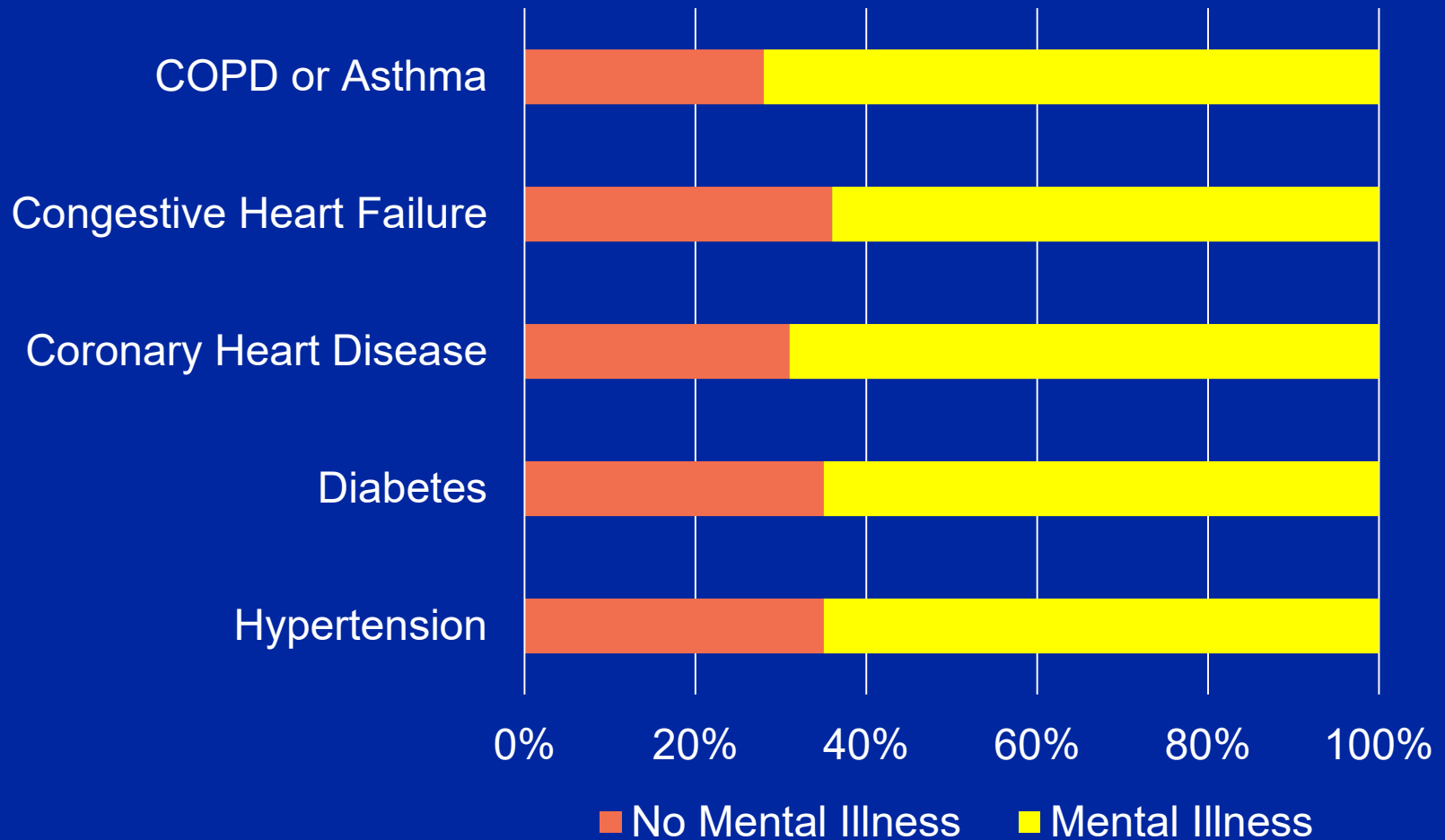
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No relationships or conflicts of interest related to the subject matter of this presentation

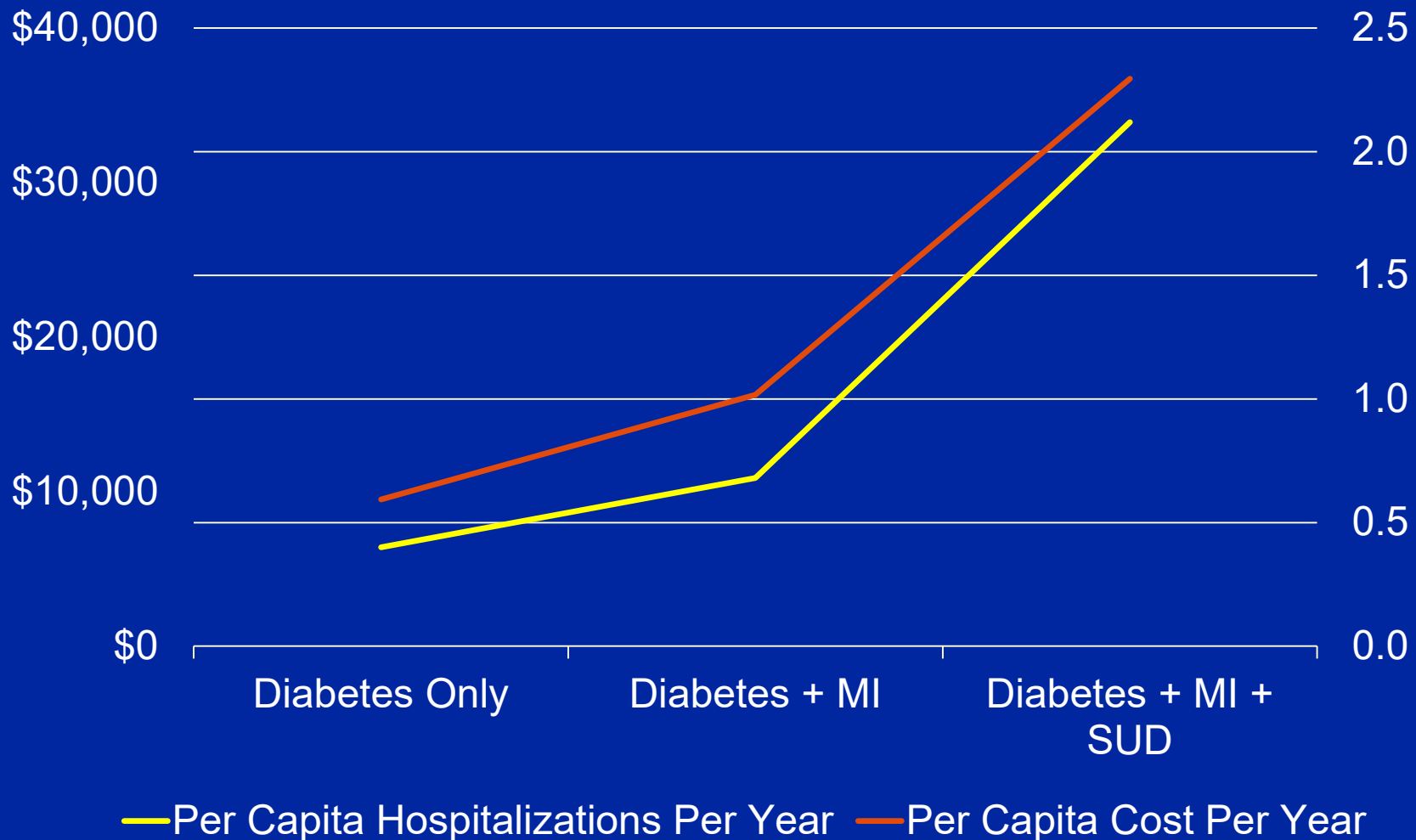
Serious Mental Illness (SMI): Complex Needs & Poor Outcomes

- Common, high-cost disorders
 - bipolar, schizophrenia, major depression, chronic PTSD
- High rate of premature mortality
 - 3 times the general population
 - 10 to 15 years of life lost
 - mostly due to cardiovascular, respiratory, cancer
- Not well engaged in primary care
 - cognitive deficits, social disadvantage, smoking, obesity
 - fail to get high-value primary care services
 - life expectancy has not increased with rest of population

Mental Illness Among Disabled Patients with Medical Disorders



Impact of Mental Illness (MI) on Costs and Hospitalizations



Poll Question #1

- What is your primary role in VA?
 - student, trainee or fellow
 - physician, nurse practitioner or physician assistant
 - other nurse
 - other clinician
 - researcher
 - administrator, manager or policy-maker
 - other

Poll Question #2

- What is your primary VA clinical location?
 - primary care
 - mental health
 - substance abuse
 - other specialty service
 - none

Integrated Care Model for Veterans with Complex Needs

- How to organize primary care for complex patients with substantial specialty needs?
- Many projects on SMI outside VA
 - high priority as systems become responsible for populations
 - rarely studied using experimental designs
 - few projects in VA
- Research has been rare
 - inconsistent results
 - regression to the mean

Overview

- ❑ Improve primary care of Veterans with SMI
- ❑ Build on PACT
- ❑ Build on integrated care management & medical care management
 - VA Primary Care Mental Health Integration (PCMHI)
- ❑ Grant from HSR&D QUERI
- ❑ Hybrid implementation effectiveness study
- ❑ Clustered controlled trial in VISN 22

Aims

- Implement SMI PACT model
 - one VISN 22 medical center
- Study model effectiveness
 - compare to two other VISN 22 medical centers
 - study change over time
- Outcomes
 - quality of primary care
 - care experience, chronic care, symptoms, quality of life
- Formative evaluation
 - implementation, acceptability, barriers, facilitators
 - triangulate: context, intervention, outcomes

SMI PACT Team

Los Angeles VA

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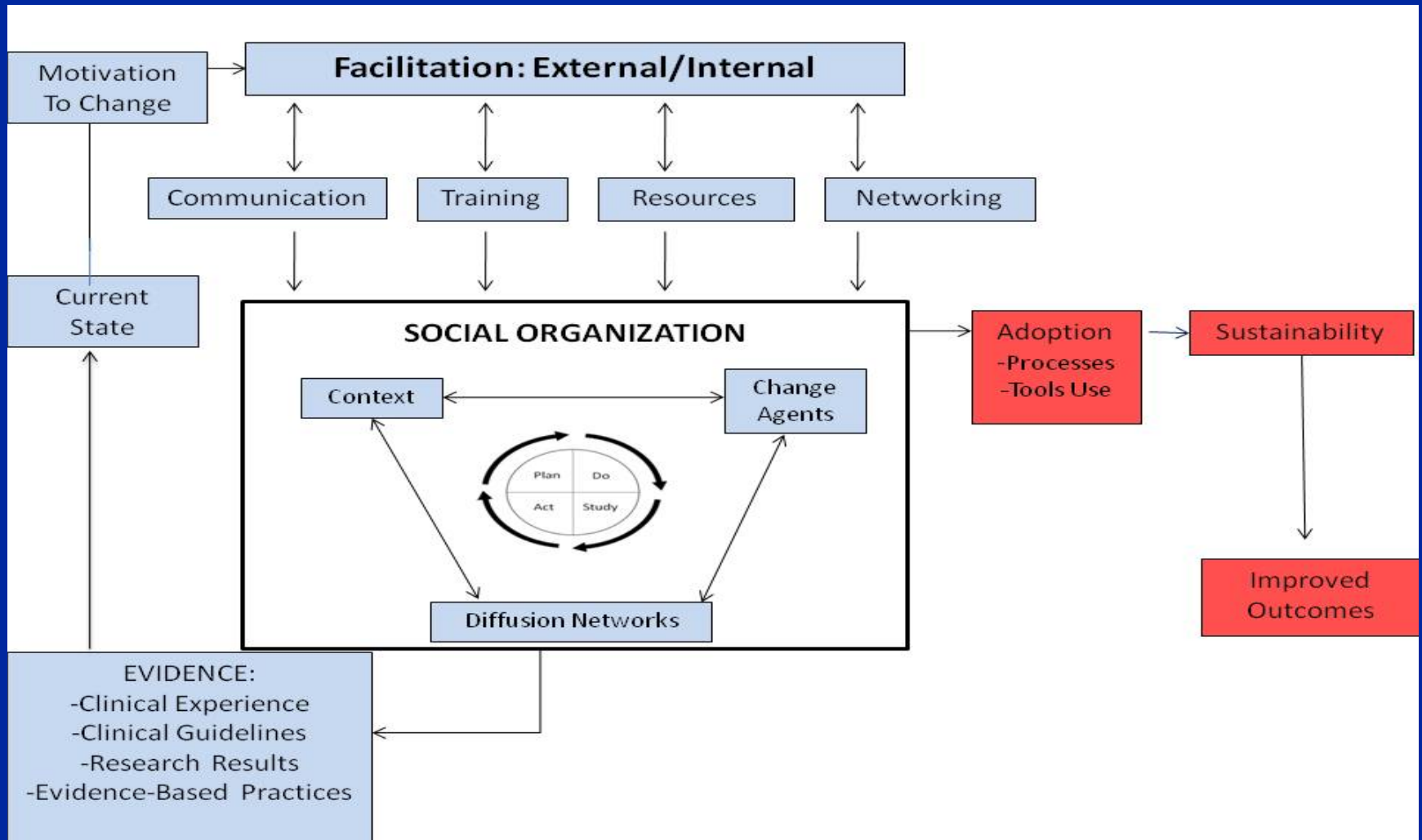
SMI PACT Clinical Model

- Engage patients in primary care
- Collaborative care (PCMHI) for SMI
- Integrated medical and psychiatric treatment
 - care coordination
- Proactive nurse care management

Patient Eligibility

- Diagnosis of SMI
 - Schizophrenia
 - Major Depression with psychosis
 - Bipolar Disorder
 - Chronic, serious Post-Traumatic Stress Disorder
- Elevated medical risk: CAN > 75th percentile
- Stable mental health: not high risk
 - Milestones of Recovery (MORS) score ≥ 6

Consolidated Framework for Implementation Research (CFIR)



Facilitation

- Preparing for SMI PACT
- Staffing SMI PACT
- Offering care to patients
- Providing SMI PACT

Role: Primary Care Physician

- Training
- Care management
- Medication monitoring
- Interface with consulting psychiatrist
- Interface with other specialists

Role: Nurse Care Manager

- Training
- Panel management
- Collaborate with other clinics & providers
- Patient education
- Smoking cessation & health coaching
- Triage walk-ins
- Review primary care almanac quality measures

Role: Psychiatrist

- Weekly meetings with primary care physician (PCP) and nurse care manager
- Available in real time by phone or IM
- Assist PCP with psychiatric treatments
- Facilitate coordination with specialty mental health
- Oversee implementation of SMI PACT model

Roles: Other

- Licensed Vocational Nurse (LVN)
 - scrub schedule, reminders to patients, manage patient messaging, review labs, pre-visit
- Social Worker
 - outreach, ensure patient engagement, social assessment, connect with resources
- Clerk
 - appointments, documentation

Methods

- Effectiveness: mixed effects repeated measures
 - compare intervention to control over time
- Formative evaluation
 - constant comparison
 - strengthen intervention
 - study patients, providers, organizational context, treatments

Data Sources

- Quantitative patient interviews
 - baseline and 1 year
- Semi-structured interviews
 - baseline and 1 year
 - patients
 - staff: physicians, nurses, social workers, managers
- Field notes, intervention logs
- VistA data

SMI PACT was Implemented

- Primary care staff training
 - motivational interviewing, mental health treatment, substance abuse treatment
- Psychiatrist integrated into PACT team
 - weekly team meeting, real time consultation
- Coordination with specialty substance abuse and mental health services
 - led by psychiatrist
- Tobacco cessation services

SMI PACT was Well Received

- Patient satisfaction was high
- Well accepted by clinicians
- No problems with burnout
 - additional supports to manage complex patients
- Sustained after the study

Implementation

- ❑ Tool kit is available
- ❑ Apply PCMH psychiatrist staff to serious mental illness
- ❑ Offer SMI PACT supports to select PACT teams
 - no full time SMI PACT teams
- ❑ Patient outreach
- ❑ Target quality measures, including SAIL

Conclusions

- ❑ First controlled trial in serious mental illness of a primary care medical home with integrated, collaborative care
- ❑ Specialized PACT for SMI is feasible, safe, more effective than usual care
- ❑ Addresses healthcare challenges faced by people with serious mental illness
- ❑ Tools available for implementation

Questions / Comments?

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