

I am Coleman

A quarterly publication of

 **COLEMAN**[™]
Professional Services

A Note from Nelson

Health care — it seems to be on everyone's mind. What's working? What isn't? And most importantly, how do we make it work to save lives and save money? Clearly, this is a complicated and sensitive issue to tackle.

After more than 20 years leading the Coleman organization, I've seen many ideas come and go. Though, unfortunately I don't have a fix-all solution to propose for Congress, I am uplifted by the progress of late with an approach called integrated health care. This collective collaboration and communication by each medical care provider treating a certain patient is making for reduced costs that were previously caused by redundant testing and treatment of illnesses. It also brings mental health up to where it belongs — as an equal and vital arm of interdisciplinary health care.

Clients also receive more efficient care within an integrated health care system. We find this system not only helps care providers catch problems sooner, but also treat them faster and better. Shouldn't that be the benchmark of good health care?

As you'll see in this newsletter, Coleman is taking steps to explore how integrated health care can work in the communities that we serve. Currently, we have a case manager on location at Portage Community Health Resources, the federally qualified health care center in Kent, to provide access to a behavioral health professional at the primary care facility.

I believe that this model of care can succeed and help us navigate the challenges of 21st century health care. I hope you'll continue to be an advocate for the provision of behavioral health services to all neighbors in need, and join us in our crusade for providing the best care possible in our communities.



Nelson W. Burns
President and Chief Executive Officer

Integrated Health Care

How it can save money and lives

The strengths and weaknesses of America's health care system are being dissected on a daily basis in Congress, on the news and in our living rooms. Collectively, it seems we know we have the best health care in the world, but probably not the best systems of care in place to serve our citizens to the best of our ability.

A persistent problem in the behavioral health world is the absence of integrated care with primary care physicians and specialists that customers also may be seeing. The analysis and treatment of co-morbid conditions, which are the effect of all other diseases an individual patient might have other than the primary disease, can sometimes overlap and be counterproductive for the patient and the doctors.

Integrated health care is the suggested solution by many oversight organizations in the United States. Integrated health care, sometimes referred to as interdisciplinary health care, is characterized by a high degree of collaboration and communication among health professionals. It is unique in the sharing of information among team members related to patient care and the establishment of a comprehensive treatment plan to address the biological, psychological and social needs of the patient.


According to the American Psychological Association, the integrated health

care team includes members such as physicians, psychologists, social workers and occupational and physical therapists, depending on the needs of the patient.

Evidence suggests that coordinated care, which integrates psychologists and other mental health providers within primary care, can enhance access to services, improve quality of care, and lower overall health care expenditures.

A first step in this process is moving toward electronic medical records that can be accessed by each member of the patient's health care team. When all members are aware of what each is doing, the risk for overmedication and redundant treatments is reduced significantly.

Some experts believe that overdoses, such as the high profile cases of Heath Ledger, Anna Nicole Smith or Michael Jackson, could be prevented more often in the general population if doctors are aware of what has already been prescribed to patients who may have a chemical dependency. Presently, it can be rather easy for people to get prescription medications from a multitude of doctors at one time.

As health care providers begin to explore the variety of ways in which integrated health care can lower expenses and improve patient care, Coleman will continue to be actively involved in the process in our communities. Visit Coleman-Professional.com to stay apprised of new developments. 

Partners in Health

Portage Community Health Resources

As we focus on integrated health care in this newsletter, it is only fitting to feature Coleman's notable integrated health care partnership with Portage Community Health Resources (PCHR) that began in January 2009. PCHR is a federally-qualified clinic with a mission to promote health and wellness, and to provide medical care to all Portage County residents regardless of medical insurance.

PCHR sees Coleman clients who need medical services but lack a primary care doctor, and Coleman provides case management each week for people presenting at their clinic who need behavioral health services. Coleman staff makes referrals, ensures there is coordinated care and monitors follow-up. To help reduce the load on Coleman's psychiatric services, PCHR treats mental health patients who are stable.



PCHR is located around the corner from Coleman's Rhodes Road office at 1993 St. Rt. 59, Kent. Since it opened November 1, 2008, it has served 3,800 patients. PCHR has 16 employees, including two family practice physicians, three nurse practitioners and two part-time dentists. In January 2010, they plan to expand their hours to include evening hours for medical and dental care, and to have a chiropractor on site one half day per week.

PCHR accepts all insurance including Medicare, Medicaid and private insurance. Patients without insurance are asked to bring proof of income and may qualify for a reduced rate based on a sliding fee scale.

"PCHR does not want to take patients away from providers in the community, but does want to be a resource or medical home for residents who cannot access traditional offices," said Christina Coenen, PCHR's Clinical Director.

This partnership is bringing better disease management and continuity of care to Coleman clients, as well as other neighbors in Portage County. This is integrated health care in action.

24/7 Crisis Help: 877-796-3555

Help When I Needed it Most *"I am Coleman"*

I have struggled with bipolar disorder and post traumatic stress disorder for nearly my entire life. It all started not long after my parents divorced when I was young. My dad received full custody, and in 1959, that was unheard of. That situation caused me to be teased badly by classmates because I didn't have a mother. When my dad remarried, I remember being angry and irritable.

All of those angry and aggressive emotions grew as I got older, and everything got worse. I've been incarcerated a few times, most recently for breaking and entering. Bad things kept happening because I was on drugs and self-medicating. Sometimes I'd be awake for 30 hours straight with my mind racing, and I was so irritable that if anything bothered me, I'd turn aggressive.

I struggled with my illnesses for years and never got consistent treatment. One time I went to a counselor and she just never called me back. So, I tried again when I was on the verge of being homeless. Finally, Catholic Charities recommended I try Coleman. Right away, a lady named Wendy made me feel comfortable and helped me get started with my care on a consistent basis. Then, I got set up with Rick, my case manager. It was a little rocky at first, but now Rick and I have a good bond. He helps me get to counseling appointments and to my medical appointments so my medical problems can be addressed, too.

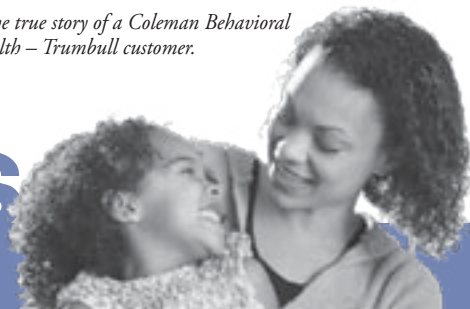


Before Rick, sometimes I wouldn't leave my house for six to ten months at a time. Now, nine out of ten times, when Rick comes to pick me up, I'll go with him. That's a really big deal to me. But one of my biggest accomplishments is that I've re-established a relationship with my kids. I talk to my daughter every couple of weeks and my son every week.

I'm different now that I've been at Coleman. My parole officer is so pleased with my progress that I'll be going off "post-release control" in two months – which is two years sooner than originally planned. And, I'm really proud that I'm clean and could pass any drug test. Now, I just take some prescription drugs to help keep my mind calm, but I always try to take the lowest dose possible.

I don't trust many people, because most of them back-pedaled when I needed them. But, Coleman employees haven't done that. They helped me learn that I have to be willing to work on getting better. Coleman is a good place to be for me, because I think people would now describe me as "dependable, honest and responsible." I want to be the best that I can be despite my limitations, and I know now that I must count on myself first, and then Rick and Coleman. I tell people now, "With Coleman, there's success, so don't settle for anything less." ☺

** The true story of a Coleman Behavioral Health – Trumbull customer.*



The Facts

Mental Health in America

Working to integrate our primary care and behavioral health care systems will allow health care providers to put due emphasis on the mental health and substance abuse issues facing our nation.

- Persons with serious mental illnesses served by public mental health agencies have the highest mortality rate of any population in America's public health system.
- 50% of children and youth in the child welfare system have mental health problems.

- Approximately 22% of adults with mental illness and/or substance use disorders are uninsured.
- Nearly 70% of youth in the juvenile justice system have a diagnosable mental health disorder.
- Individuals with mental illness die 25 years younger than the general population.

To learn how you can support Coleman in its efforts to provide care to those in need, visit coleman-foundation.com or call the Coleman Foundation at (330)676-6876.

How Would Integrated Care Work?

A clinical integration model

The National Council for Community Behavioral Health Care, with 1,600 member organizations, serves our nation's most vulnerable citizens — more than six million adults and children with mental illnesses and addiction disorders. They are charged with being advocates for policies that ensure that people who are ill can access

comprehensive healthcare services.

Their research and membership input has led to the creation of The Four Quadrant Clinical Integration Model. This model shows recommended methods for placing patients in the correct quadrant of care based on their needs. *See the key in Quadrant I.*

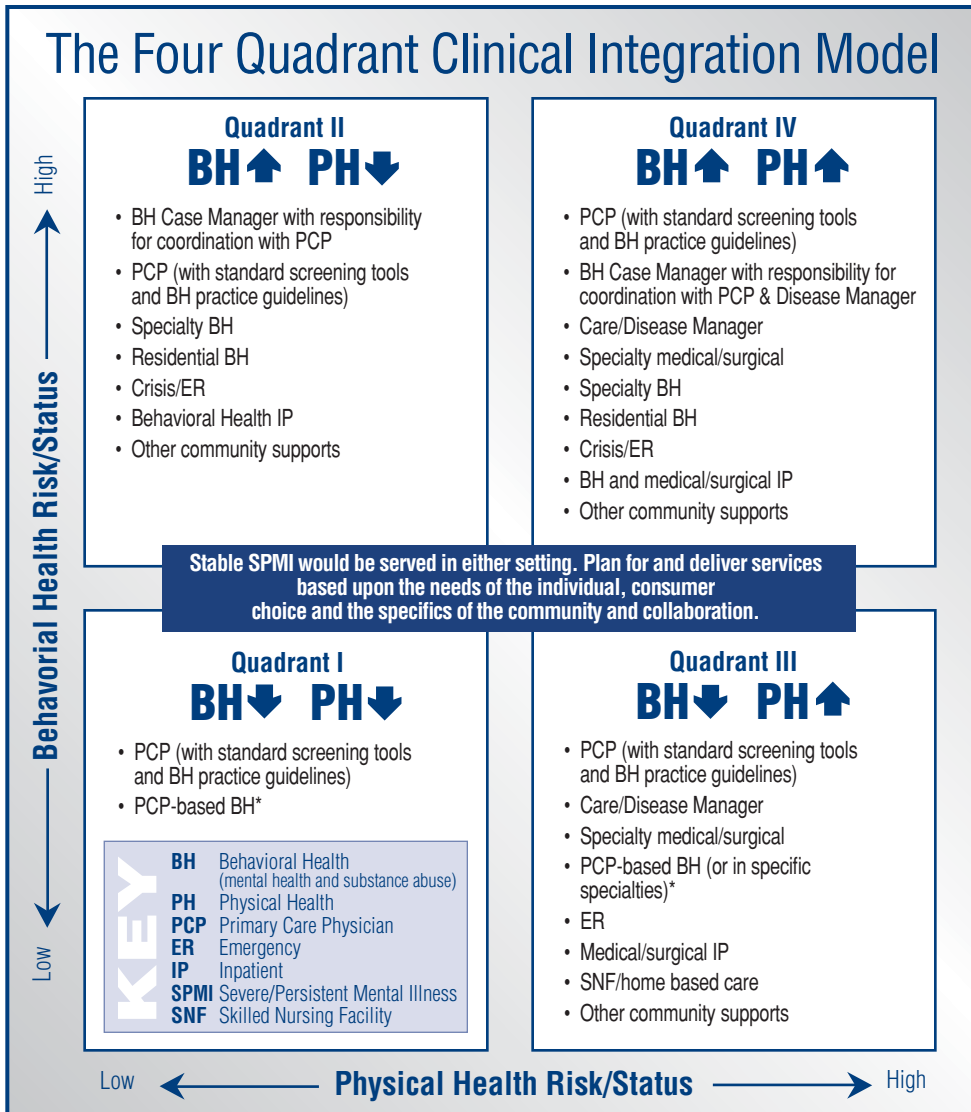
Endowments Fill the Gap

Under our current system of health care, millions of people are uninsured and underinsured. Those who are lacking mental health care coverage are even more numerous, as insurance plans often limit the amount of care available through their coverage.

For Coleman, a provider of care to uninsured and underinsured populations, the hits keep coming in terms of funding from Mental Health & Recovery Boards and the state. Finding ways to continue serving our neighbors in need is the utmost priority. Endowment funds through Coleman Foundation are an irreplaceable aspect of our ability to provide these services.

The Freeman Family Endowment for Uninsured is an integral part of funding for Coleman, providing nearly \$10,000 to date. Income from this specific endowment is gifted to Coleman Professional Services from Coleman Foundation to help fill the gap for the cost of caring for the working poor in Coleman's footprint who are not covered with health insurance.

The endowment was created by Tom and Mimi Freeman in 2005 to help support a cause dear to their hearts. It has grown to over \$50,000 from donations by members of the family, their friends and others who support this concept. The income from the fund, about 5% or \$2,500 annually, is awarded to CPS. Anybody can contribute to the endowment to assist in supporting Coleman's efforts. More information is available at coleman-foundation.com or 330-676-6876.



*PCP-based BH provider might work for the PCP organization, a specialty BH provider, or as an individual practitioner; is competent in both MH and SA assessment and treatment.

Right at Home 2009

Hundreds of people spent Saturday, September 12 raising funds used to care for children, adolescents and families recovering from a mental illness.

Their attendance at the 21st annual Right at Home benefit raised \$50,000 for Coleman Foundation to fund such care. Thank you to all sponsors, attendees and participants who provided their much-needed support to the Foundation's largest fundraiser of the year.

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Thank you for your dedication and service!

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A World of Opportunity

Coleman Professional Services is a nationally recognized not-for-profit provider of behavioral health and rehabilitation programs that improve the lives of individuals, families and businesses in Northeast Ohio. The company relies on an enterprise business model to diversify its funding. Coleman Foundation and three enterprise companies produce more than 25 percent of the company's funding for its award-winning programs.


 **COLEMAN™**
Professional Services
Corporate division of the organization.
www.coleman-professional.com

 **COLEMAN™**
Foundation
A philanthropic organization designed to raise money in support of behavioral health and rehabilitation services.
www.coleman-foundation.com

Programs


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Ohio Department of Mental Health
Ohio Department of Health
In association with Portage, Stark and Trumbull County Mental Health Boards

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Partners in Health
Four Quadrant
Integration Model

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