



Comprehensive Case Management and its Sustainability at SDHC

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Our "Why"

Integrating behavioral health into primary care settings is integral to providing comprehensive care. Promoted by agencies such as the Substance Abuse and Mental Health Services Administration and the National Center for Trauma-Informed Care, this integrated model of health care has expanded and improved care in many communities. Although some tribal health clinics may have behavioral health programs, true integration of these services is rare. A medical home model that includes primary care mental health integration allows for interdisciplinary teams to work together rather than in their own silos.

Project Description

To promote long-term sustainability and growth with transparency in operations by the design, implementation, and evaluation of a sustainable case management program through the CareLink NM opportunity. Kewa Pueblo Health Corporation currently holds the designation in the state as the only tribal community with this program. Case management services have been performed by staff who have other full time duties and this leads to inefficiencies in coordination of care. CareLink NM provided a funding opportunity to build a comprehensive program that is culturally safe and efficient.

Our Goal

To measure the recruitment and retention of participants in accordance with projections, as well as to analyze the increase in 3rd party revenue in the hopes to build/expand a sustainable case management department.

Our Tracking System

CareLink NM provides a web-based tracking system that allows us to have real time data on participants in the program and their insurance provider. Additionally at KPHC, the Business Office and Behavioral Health Program Director have developed an internal database to monitor the billing and claims process of CareLink encounters. These were the two primary sources of data collection.

What We Found

CareLink NM at KPHC began in April 2018 with 26 participants. The program grew to 188 in a year's time although we only initially projected to have 135. These participants were mainly enrolled in Medicaid Fee-for-Service (n=108), although we had participants from each of the managed care organizations. There were 124 adults and 64 children participating in the program during this time. In all, the number of funds accrued by this program from April 2018 to April 2019 was \$672,612. This far exceeded the annual revenue earned by the Behavioral Health department in any previous years. Success was also partly due to the ability to grow the department with six additional staff.

Future Direction

Thanks to the success of our CareLink program in its first year, we recognize a case management department to be a sustainable, and more importantly, integral part of comprehensive behavioral health and medical services here at SDHC. It is our aim to continue to heal the whole person at our facility. We are planning a continuation of this project to look at the health outcomes of the original cohort (n=26) of this project and their health maintenance behaviors from April 2018 to April 2019. Specifically we will look at appointment compliance and emergency department visits.

