



### **SERVICE AREA**

Jackson, Josephine and parts of Douglas counties

### **MEMBERS SERVED**

10,222 Oregonians

### **FEATURED PROGRAM**

Oregon Health Management Services (OHMS) has implemented many innovative programs to improve health outcomes for Medicaid patients in Josephine County. One example is the design and development of a local maternal medical home at the Women's Health Center of Southern Oregon. By systematically enhancing the delivery system, the clinic has demonstrated sustained improvement in timeliness of prenatal care, prenatal and postpartum screening for clinical depression and prenatal substance abuse screening. The program has also reduced elective delivery before 39 weeks.

### **WEBSITE**

<http://primaryhealthjosephine.com>

### **VIDEO**

#### ***Cooking Classes***

Primary Health of Josephine County began offering cooking classes as a way to help promote cooking skills and healthy eating in the community.

<https://vimeo.com/135509674>

# Integrating behavioral health care into primary care clinics

PrimaryHealth is increasing the number of members who follow through with behavioral health appointments, thanks to a smart initiative to integrate mental health therapists, as well as alcohol and drug treatment counselors, into primary care clinics in Grants Pass.

PrimaryHealth increased patient access to counselors by bringing mental health and chemical dependency treatment providers directly into primary care offices. They started by funding one full-time therapist to work at Grants Pass Clinic (GPC) and gradually expanded the program to include several providers at multiple primary care clinics.



One primary care provider at GPC says she encounters patients every day who are struggling with mental health symptoms ranging from depression and anxiety to suicidality or bipolar disorder. “This situation is not unique in primary care,” the provider says. “What is unique is the ability to tell my patients, ‘We can help you. There are counselors right here in the clinic who can see you right now if you would like.’ I find myself saying this often, and see the surprise in patients’ eyes when they realize that they won’t have to struggle alone any longer.”

*“We can help you. There are counselors right here in the clinic who can see you right now.”*

But access is only part of the solution; employees are also working hard to break down emotional barriers to care. Providers have found that personally and warmly introducing patients to therapists on location helps alleviate fear and stress. The caring atmosphere continues when provider teams share information about patients’ progress. It’s an important attitude shift that helps patients feel comfortable and increases the likelihood they’ll return for follow-up appointments.

Through this initiative, PrimaryHealth partnered with Options for Southern Oregon, a nonprofit organization that serves as the community mental health program for Josephine County, as well as its own outpatient chemical dependency treatment center, Choices Counseling Center. Both organizations are now seeing their highest

engagement numbers in history, and are hiring new counselors and providing more services than ever before. Three area pediatricians’ offices have also brought counselors to their clinics after seeing the program’s success with adults.

PrimaryHealth’s intended model for care is now reaching more than 75 percent of membership, including children and their families. Reaching both adults and

children has the potential to increase the program’s impact by supporting families and reducing adverse childhood experiences — transforming and growing healthier future families and communities.



**Serving 11,939 Oregonians living in Jackson, Josephine and parts of Douglas counties**