



**COMMUNITY
PARTNERS OF WNY**

Performing Provider System

ERIE - NIAGARA - CHAUTAUQUA COUNTIES

CARE IMPACTS THROUGH BEHAVIORAL HEALTH AND PRIMARY CARE INTEGRATION

PROMOTING COORDINATION OF CARE:

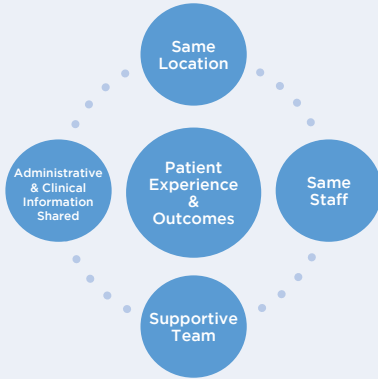
Primary and behavioral health care providers work together to provide comprehensive care to their patients in the primary care setting.

- Primary care providers determine the need for behavioral health intervention using Screening and Brief Intervention, Referral to Treatment (SBIRT), and then refer the patient to in-house behavioral services via a warm hand-off
- Behavioral health providers deliver treatment immediately or provide outside referrals to patients
- Primary care and behavioral health providers exchange summaries of care, improving their ability to treat the whole patient and understand their needs

This has increased access to adolescent populations through **collaboration with local schools**, which allows children with behavioral health issues to be referred. **10 primary care clinics are integrated** with behavioral health providers and over **21,000 behavioral health screenings** have been performed.

“The behavioral health counselor has been a huge asset to our practice, I couldn’t imagine going back to not having someone available. She has been, and continues to be, a great resource to our patients... She takes the time to get them connected with other services and follows up if needed.”

Primary care provider at an integrated practice



Using a shared receptionist in the office allows the primary care practice (PCP) to see if their patients follow up with the behavioral health specialist.

30 % HIGHER SHOW RATE

Warm hand-offs and collaboration between providers and counselors create a better flow of care and make follow ups more likely as compared to PCP referrals to external behavioral health services.



- On-site behavioral health services in the primary care setting
- Outpatient mental health and chemical dependency services
- Establish billing models for long-term sustainability beyond the duration of DSRIP



The Hope Center is a fully integrated behavioral health clinic with a mission to provide collaborative interventions that address Body-Mind-Spirit well-being, through a full continuum of life situations.

- Built as an intentional partnership between primary care providers and behavioral health providers
- Developed as a result of DSRIP funding