

June, 2015



# The PULSE

*Enriching the lives of individuals we serve and keeping a pulse on healthcare integration at RBHA*

Thanks to the help of the Richmond Behavioral Health Foundation (RBHF), we have received a grant through the Jenkins Foundation to hire a full time **Health and Wellness RN**. This health educator position will work with RICH & RBHA to increase health/wellness programming and services for consumers!

***RICH Recovery Clinic now has evening hours!***

***Wednesday appointments until 7:00pm, call x4016***



## ***Referrals to RICH Recovery are now web-based!\****

1. Go to the RBHA website ([www.rbha.org](http://www.rbha.org)) and look for the **RICH Clinic Referral Form** under **Clinical Forms** in the Staff section.
2. Click on the link and a web-based form will open.
3. Fill out the referral form completely! The RICH Clinic staff need all requested information to ensure they can provide the best care possible to new patients. **Make sure to include a complete list of your consumer's medications and remind them to bring the bottles with them to their appointment!**
4. **Complete the form and click submit!** Carley will receive an email that the form was completed and will contact you!

***\*After July 1, the web-based form will be the only way to refer to RICH.***

**If you have questions about referrals or RICH, contact Carley at [batesc@rbha.org](mailto:batesc@rbha.org) or 819-4052.**

**If you have problems submitting the referral form, contact Amy Bradshaw, [bradshawa@rbha.org](mailto:bradshawa@rbha.org), or 819-4201.**

**Happy Birthday, RICH!** The RICH Recovery Primary Care Clinic has been operating full-time for almost **ONE YEAR** and we've been busy! In our 1st year, we have accomplished the following:

- Served over **600 RBHA consumers** from MH/SA/ID divisions
- Remained fully compliant with all grant evaluation reporting requirements (**completed over 325 intake NOMs evaluations**)
- Completed renovations on a fully functional, **two exam room clinic space**
- Held **3 open house events** to introduce RICH to our consumers, staff, and the community
- Offered a weekly smoking cessation group and other **health/wellness programming**
- Began offering evening clinic hours to meet demand



*The RICH Recovery Clinic is **open to all RBHA Consumers over age 18!***

## Snapshot of Health: What conditions are we seeing in the RICH Clinic?

Occurrence of Primary Axis I Diagnostic Categories	
Adjustment	1.3%
Anxiety	19.1%
Mood	40.3%
Psychotic	51.3%
Substance Use Disorder	58.1%

Medical Diagnoses in RICH Clinic	
Medical Diagnostic	Percent
Tobacco	59.6%
Obesity	58.6%
Hypertension	40.7%
High Cholesterol	32.5%
Asthma	22.1%
Diabetes	14.6%
Pain in Joint (all)	10.7%
Hepatitis C	8.6%
GERD	5.7%
Oral Health Problems	5.4%

## Got Questions? We've got answers!

**Q: My client is receiving medical services from the RICH clinic, but is about to be closed to RBHA. Can he still receive RICH services, even if he is closed to the agency?**

**A: YES!** If a client is receiving services from RICH and he/she is closed to RBHA, the client can still access medical care through the RICH Clinic. Please email Carley Bates ([batesc@rbha.org](mailto:batesc@rbha.org)) and let her know the client has been closed to the agency. RICH will take it from there!

**Q: What is NOMs and why do my clients need to complete evaluation assessments for RICH?**

**A: NOMs** stands for National Outcomes Measures and is a required assessment from SAM-HSA. As a requirement for the grant, we have to complete an assessment every 6 months with all individuals receiving services from the clinic. Collecting evaluation assessments every 6 months is an ever-growing task requiring major feats of interdisciplinary cooperation and coordination. It is our pleasure to report that the evaluation staff had their first perfect day! **Through the help of case management staff, client participation and evaluation staff, a total of six reassessments were completed on 5/11/2015.** The reason this is such an accomplishment for us is that, believe it or not, very few days go exactly according to plan but this one did! *We appreciate all that the staff and clients here at RBHA do to make the clinic evaluation possible.* From transporting clients for appointments to calling Carley when a client she has been looking for shows up, this huge project has become reality because of RBHA's hard work!



**KICK BUTTS: Smoking Cessation Group (Room 206) Thursdays 9:00-10:00am**

**Have you been thinking about smoking less or stopping altogether? Would you like to know more about how smoking affects your health?**

Whether you are just thinking about it or ready to quit, join us in our "kicking butts" smoking cessation group! You can monitor your levels of carbon monoxide as we progress through the group tracking your personal progress. Through support, stress management, nutrition and exercise, **let's work together to kick the habit!**



## ***RICH Clinic Same-Day Appointment Policy***

**We are excited to offer same-day appointments! Please review our same-day appointment policy below for details.**

- Case Manager contacts the clinic at ext. 4016 to inquire about the day's availability and describe the issue at hand.
- Based on pre-existing appointments, the clinic will determine if the consumer can be seen that day and at what time.
- If the clinic can accommodate a same-day appointment and ***the consumer is already a RICH patient***, the consumer will be seen at the time specified by the clinic.
- If the clinic can accommodate a same-day appointment but ***the consumer is new to RICH***, the Case Manager will need to fill out a RICH referral form and send it to Carley Bates (batesc@rbha.org) before the consumer can be seen in the clinic. **The referral form needs to be done at least an hour prior to the appointment time given by the clinic.**
- If the clinic cannot accommodate a same-day appointment, an appointment will be scheduled for the next available day. Please make sure to complete a referral form prior to this appointment if the consumer is new to RICH.

## **Integration in ACTION!**

**Ms. M recently experienced a house fire in the middle of the night.** Red Cross responded, but due to Ms. M's mental state, when they asked her if she wanted to go to the hospital, she told them "no" and they placed her in a hotel. She was unable to make decisions for herself at this time, due to shock & mental capacity. **Ms. M's RBHA case manager called the RICH Clinic about getting Ms. M. an emergency visit.**

The RICH medical staff noted burns to her face, burns on her body, and foam coming from her mouth, which is a **sign of pulmonary edema**. When asked if she would go to the hospital, she again said "no." Due to the possible emergency, the RICH Nurse assisted the case manager in obtaining a medical Temporary Detention Order (TDO), while the RICH physician made arrangements at a local hospital to ensure she would be properly evaluated.

**At the hospital it was discovered that Ms. M. had 2<sup>nd</sup> & 3<sup>rd</sup> degree burns all over her back, arms and legs, not to mention the burns which were visible to her face and the pulmonary edema, where her lungs had been burnt.** She remained in the burn unit at MCV hospital about six weeks, and was then transferred to a long-term skilled nursing home to manage the wound/dressing care.

Without the diligence of the medical staff and the RBHA case manager in initiating a TDO, this client may have returned to her hotel room and could have died due to the burns, loss of fluids, and pulmonary edema.