



Integrated Healthcare for Everybody!

Mountain Health and Wellness (MHW) is Southeastern Arizona's premier provider of integrated primary care, behavioral health, wellness and pharmacy services.

We provide person and family centered, choice driven services to more than 9,500 individuals and families of all ages, from infancy and throughout the lifespan. We believe that as healthcare recipients become healthier and happier through integrated services, the healthcare landscape will see improved health outcomes and reduced healthcare costs.



Since 1986, MHW has been a well-respected, multi-community leader in the behavioral health arena serving Pinal, Gila, Maricopa, Yuma and La Paz counties. In February 2008, Robert Evans, then the President and CEO at MHW, introduced a powerful vision of integrated healthcare to the Board of Directors, and since then, we have never looked back. With the Board's full support, we took a leap and MHW designed a new 35,000 square foot facility in Apache Junction, which is now our new integrated health home where our community has access to behavioral health, primary care, wellness and pharmacy services, all under one roof. In Yuma, though MHW's services are in different facilities, they are connected via one EHR and are able to coordinate primary care and behavioral health services effectively and efficiently. In all of our locations, our staff work with healthcare recipients to coordinate transportation based on insurance eligibility and need.

The provision of integrated services has required a substantial cultural shift where staff can no longer think and work from disparate perspectives. MHW operates under one governing board, one management structure, and utilizes one electronic record in order to support this culture shift. MHW had a clear vision regarding the talent needed to ensure that the "culture of integration" was carried throughout the organization in order to not practice within silos of care.



By integrating behavioral health, primary care and wellness services, we provide whole-person care that addresses the mind, body and spirit. We have a multi-directional no-wrong-door approach where folks of all ages can enter into any or all of our services through our primary care, behavioral health or wellness services. Culturally responsive Integrated Service Plans are developed in partnership with both the individual served and their provider(s), starting from a framework of wellness and self-management, vs. pathology, and focused on eight domains of wellness. Prior to the development of the Integrated Service Plan, we encourage folks to complete a self-assessment to identify their expressed

needs, values and priorities so the service plan is tailored to individuals' lives. In addition, to ensure we are providing quality care effectively and efficiently, we provide the opportunity and encourage the completion of a satisfaction survey after each visit.

As part of our strategic planning regarding our workforce, we invested in talent, time and resources and changed policies and procedures to create organizational infrastructure that would bring our vision of integration to fruition. MHW has a diverse, talented and dynamic Executive Leadership Team and Board whose occupational and educational backgrounds reflect the communities we serve. Our Executive Leadership Team includes the following members: Jennifer Siozos, Interim CEO; Dr. Michael Vines, Chief Medical Officer; Maria Elena Ochoa, Chief of Medical Operations; Chad Vance, Interim Chief Financial Officer; and Gustavo McGrew, Senior Director of Wellness Services. The combined nearly 200 years of experience has contributed to an assertive and agile organizational transformation.

To ensure that our services are tailored to meet the needs of the community, MHW conducted a needs assessment. Findings included high incidence of under and uninsured individuals, as well as individuals experiencing co-morbid conditions such as heart disease, pulmonary disease, diabetes and obesity. In another analysis, out of a sample of 806 individuals with mental health issues, a significant number of individuals are faced with two, three or four co-morbid chronic conditions. As we provide services that meet the identified needs of individuals as well as the communities we serve, we are able to track the impact of our services through our electronic health record. Aprima can track and trend overall health outcomes, which informs organizational decisions regarding the provision of effective health care. This is especially important with regard to making a positive impact in the prevention and improvement related to chronic health issues such as obesity, diabetes, asthma, COPD, heart disease indicators such as cholesterol levels. Our system can also track smoking cessation, mammograms, colon health, etc. of chronic health conditions such as obesity, diabetes, asthma, COPD, heart disease, and smoking.



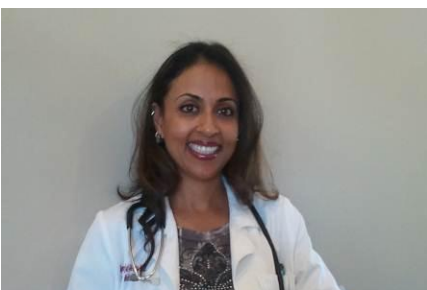
Our practitioners, who recognize that services should have been integrated all along, are excited about our model, knowing that, together, they can achieve the best possible health outcomes for people. In



Tai Chi in Multiple Communities through Telehealth

our Apache Junction Primary Care setting, Health & Wellness Specialists, Doctors, Nurse Practitioners and Behavioral Consultants are located within the primary care milieu, ready to provide services in the same exam room. Practitioners are involved in assessments, brief interventions, follow-up and referral with patients. To strengthen the therapeutic impact, practitioners encourage folks to participate in our Wellness Services such as Tai Chi, Yoga, Smoking Cessation, nutritional education, gardening, physical activities, as well as traditional counseling, psychotherapy, and psychiatric services.

By fostering doctor-to-doctor and doctor-to-therapist communication, we have integrated primary care services into our outpatient facilities. Individuals with emergent physical needs, who previously might have been sent to an emergency room or urgent care setting, can now be triaged and receive primary care services and regularly avoid the emergency room admission. By integrating primary care into our Recovery Center, individuals with serious mental illness who might not have seen a primary care doc in as many as 15 years, have expressed happiness and relief to be able to receive primary care from compassionate practitioners who understand the special needs of people with serious mental illness.



Dr. Dhanjal, Medical Director

By utilizing one electronic record, all of our providers have access to an individual's record, which fosters informed, whole-person care. When it is not practical for practitioners to walk across the hall to talk to one another, Aprima provides options such as Spark, an IM feature, as well as notes for instant electronic staffing.

MHW values our community partnerships as we strive to be “The Healthiest and Happiest Community in Arizona.” We have alliances with 30 community organizations which partner with MHW on body transformation campaigns, smoking cessation campaigns, nutrition classes, yoga, tai chi and other wellness related activities. In addition, our staff link individuals to services and supports through our extensive referral relationships with a number of social services and specialists in the area. The referral relationship fosters timely follow-up, efficient receipt of test results, and coordination of care plans. Those relationships include but are not limited to: ear, nose and throat, urology, pulmonology, dermatology, cardiology, rheumatology, nephrology, gastroenterology, neurology, radiology, physical therapy, pain management, lab work, hospital care, orthopedic referrals, and pain management.

To enhance access to care, MHW utilizes a scheduling model that supports walk-ins and same-day appointments. For behavioral health crisis, our Crisis Team is available 24 hours and our Primary Care Medical Director is on-call after-hours for primary care related emergencies. If an individual or family needs assistance with their health insurance, our staff is prepared to help with eligibility, changing to our providers upon request, co-payment and billing issues.

Integrated services are delivered by professionals who can navigate in an integrated environment. Our medical assistants interchangeably work in our behavioral health and primary care settings. Nurse Practitioners who are dually licensed in Family Practice as well as Psychiatry are able to provide both services. Even our financial services include professionals with behavioral health and medical experience.

By partnering with a number of educational institutions as a preceptor site, Nurse Practitioner, Physician Assistant students and Medical Assistant students experience an integrated externship where their rotation includes both inpatient and outpatient behavioral health and as well as primary care, providing students an experiential foundation for integrated service delivery.

In 2012, MHW opened the EarthHeart Park and Community Garden. The 4.2 acre garden includes a one-quarter mile walking path, an outdoor kitchen, 23 raised gardens, an amphitheater, and a labyrinth. Through this initiative, individuals served and members of the community are able walk in a safe environment and to participate in outdoor classes focused on wellness activities such as cooking, nutrition, and dancing for health, etc. The plants in the garden are either edible or hold natural healing properties.



It is our goal to partner with people we serve as they find the greatest possible joy in their lives!