

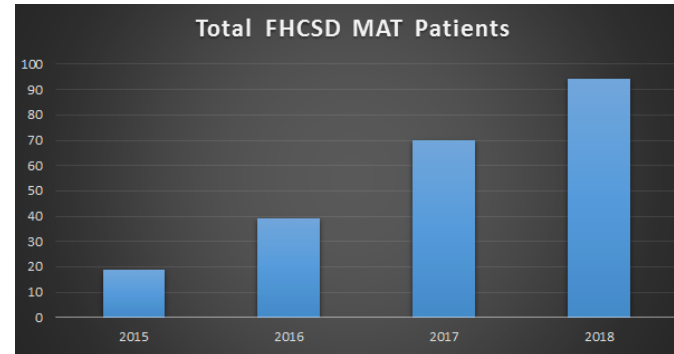


Family Health Centers of San Diego

Retention

Program Model: Multi-disciplinary team of Behavioral Health (Licensed Therapists/ Substance Use Disorder Counselors), Providers (Primary Care Doctors, Nurse Practitioners, Psychiatrist) in a Primary Care Clinic and Mental Health Outpatient Setting. Holistic care at FHCS D, structured program of weekly, bi-weekly, monthly and bi-monthly visits.

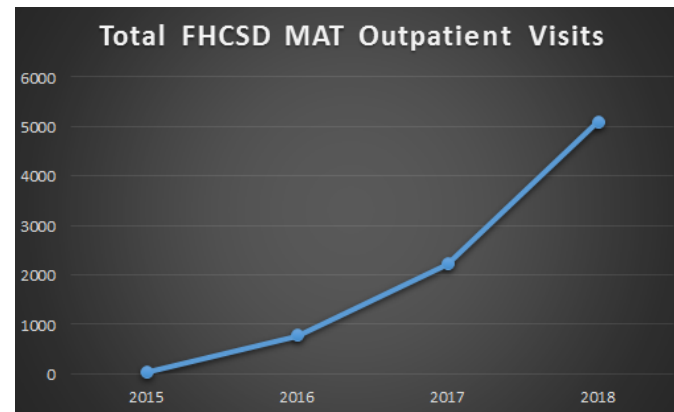
Patient Growth (2015-2018)



MAT Patients Actively in Care (2015-2018)

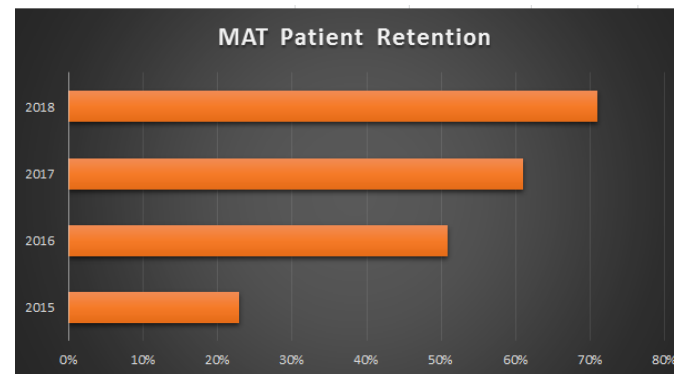
*Represents Hillcrest Family Health Center and Hillcrest Annex

*MAT Provider Growth from 3 in 2015-2016 to 15 in 2018. In 2019-3 Sites, 17 MAT Providers.



MAT Patient Encounters (2015-2018)

*Provider visits for weekly, bi-weekly, monthly, bi-monthly



FHCS D Retention 71% (National Average is 30%-50%)

*Retention was measured over a period of 6 months and includes total patients in care on buprenorphine or naltrexone long acting injection, at 6 months. Measure includes new patients who have started medication and continued with refills through clinic visits, as well as including established patients who may have discontinued treatment for at least 2 months and have been "restarted."

*National Average Retention cited from: 1.

<https://www.psychiatristimes.com/cme/responding-opioid-epidemic-and-expanding-access-quality-treatment/page/0/3.2>. Williams AR, Nunes EV, Olfson M. To battle the opioid overdose epidemic, deploy the "Cascade of Care" model. Health Affairs blog. March 13, 2017

What works for us:

- Voucher System
 - Behavioral Contracts
 - Weekly Case Conference
 - Discuss new patients
 - Facilitate a learning environment
 - Address Stigma
 - Community Collaboration/Partnerships
 - ED Bridge Program
 - BHS contracted programs for MH and SUD
 - Patients receive all services within FHCSD
- FHCSD is aggressive in treating patients with comorbid dx
 - MH/HCV/HIV/Pain Management/Primary Care
 - Open relationship with Executive Management
 - Strong buy in and support
 - Monthly meetings
 - Resources and ability to make changes immediately
 - Strategies to increase retention
 - Focused efforts on Housing Navigation



**FAMILY HEALTH CENTERS
OF SAN DIEGO**

Q&A and Discussion Questions

If you have questions or challenges you want to discuss with our team, please contact us!

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