

PATIENT RETENTION

Medication Assisted Treatment Program

HILL COUNTRY HEALTH & WELLNESS CENTER

ROUND MOUNTAIN, CA

SEPTEMBER 18, 2019



Hill Country from a Distance



- ✓ Shasta County in Northern California
 - ✓ Rural and frontier sites
- ✓ 7,784 patients at all locations
 - ✓ 4,160 patients in Round Mountain
- ✓ 80% patients at or below 200% FPL
- ✓ Integrated High Intensity Primary Care

OUR MISSION, VISION & VALUES

- ✓ **With kindness**, Hill Country Health and Wellness Center works in partnership with our patients and community, providing to everyone the health care services, education and support needed to live whole, healthy and satisfying lives.
- ✓ Hill Country Health and Wellness Center inspires health and wellness in all areas of life so that we may learn to heal ourselves and our communities through the choices we make every day.

INTEGRITY

OPTIMISM

COMPASSION

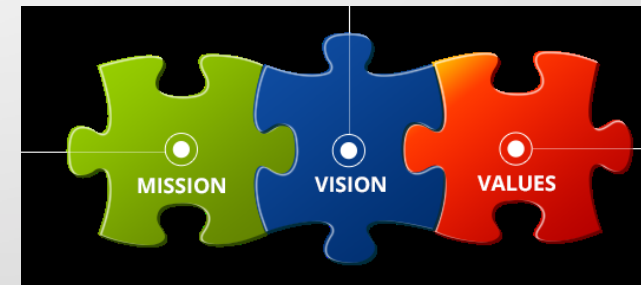
INGENUITY

SINCERITY

SUSTAINABILITY

HUMAN DIGNITY

STEWARDSHIP



ROUND MOUNTAIN LOCATION



- RURAL / FRONTIER AREA
- BARRIERS TO HEALTH AND RECOVERY
 - ✓ LARGE GEOGRAPHICAL AREA
 - ✓ LACK OF INFRASTRUCTURE/
COMMUNITY RESOURCES
 - ✓ MINIMAL RECOVERY
SUPPORT
- FULLY INTEGRATED CARE
- HEALTH CENTER/ COMMUNITY
SAFETY NET

HILL COUNTRY MAT PLUS

A TEAM APPROACH

- ✓ Building Relationships/ connection
- ✓ Whole person care approach
- ✓ Collaboration
- ✓ Strong case management correlate to better retention rates.

Induction & Stabilization

Tier 1

- ✓ Weekly MAT visits w/ PCP
- ✓ Connection to community service agencies
- ✓ Weekly BH visits
- ✓ Weekly contact from MAT Care Manager

Engagement

Tier 2

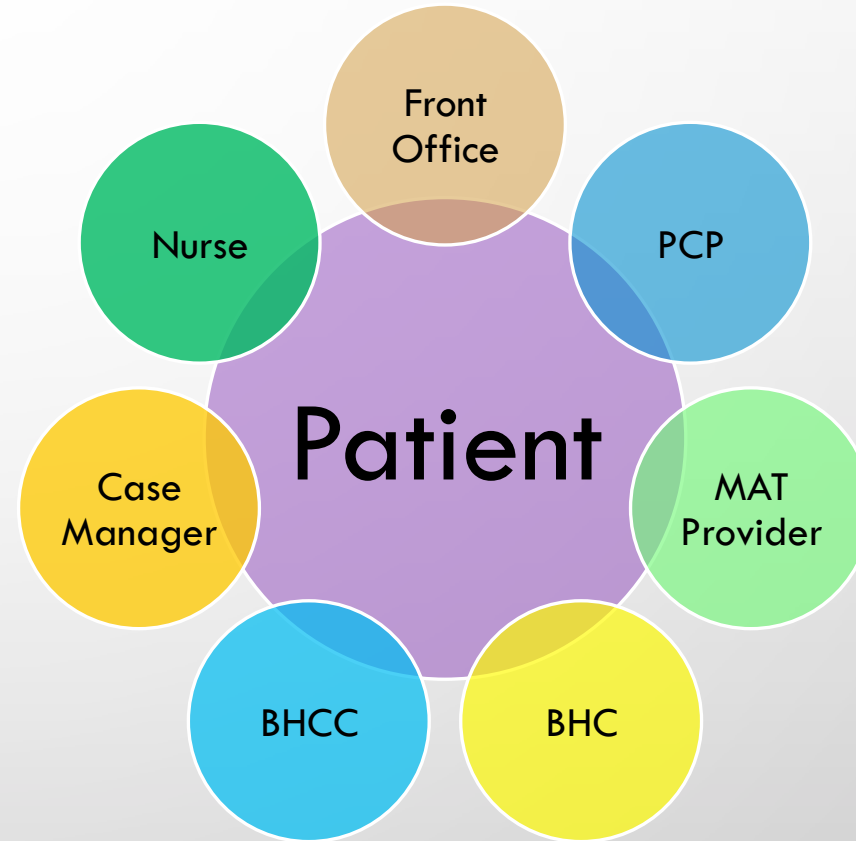
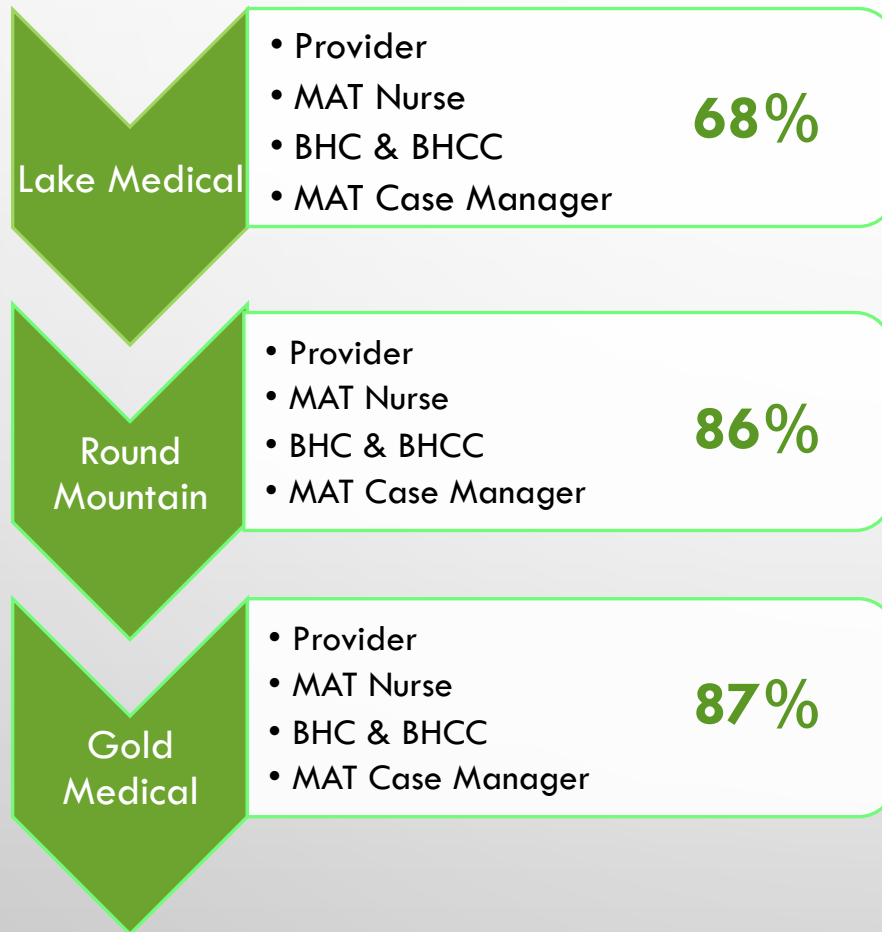
- ✓ MAT visits every 2 weeks w/ PCP
- ✓ Participation in Services
- ✓ BH visits 2X per month
- ✓ Bi-weekly contact from MAT Care Manager

Maintenance

Tier 3

- ✓ Monthly Follow up visits w/ Provider /BH
- ✓ Monthly contact w/MAT Care Manager

HILL COUNTRY INTEGRATED MAT TEAMS



132 Active Patients

79% 6-Month Retention Rate

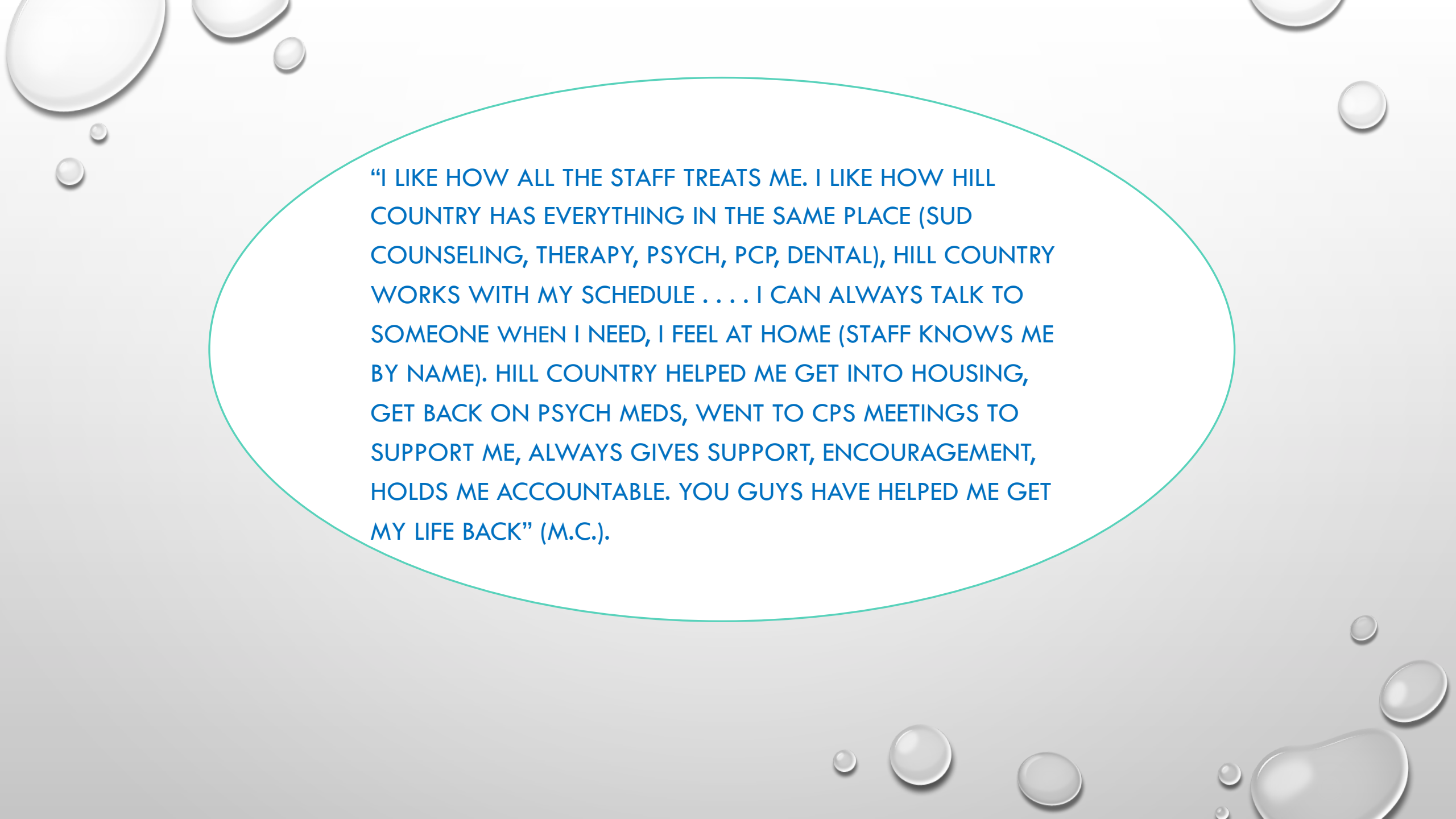
➤ **WHAT DO YOU LIKE ABOUT HILL COUNTRY?**

➤ **WHAT KEEPS YOU ENGAGED & COMING BACK?**

“I GENUINELY THINK HILL COUNTRY CARES ABOUT ME. EVEN WHEN I RELAPSE AND WANT TO QUIT, YOU GUYS CALL ME AND GIVE ME HOPE. I DON'T FEEL JUDGED AND I CAN BE HONEST. “ (B.D.)

“The people and positivity is what I LIKE MOST. It feels like home. You guys knew my name before I knew yours. There is a lot of compassion and you guys wrapped around me when I needed it most. You guys did not give up on me. You guys have helped me change my life.” (W.F.)

“YOU GUYS ARE NON-JUDGMENTAL, GO ABOVE AND BEYOND JUST MEDICAL, (HOUSING, WHAT EVER MY PROBLEMS ARE), I LIKE GROUPS, YOU GUYS ARE MY SAFE PLACE AND I ENJOY COMING FOR THERAPY, COUNSELING. WITH OTHER MAT PROGRAMS I DID NOT FEEL A CONNECTION, TIME WITH DOCTOR'S WERE IN AND OUT. A LOT LESS ONE ON ONE TIME. I HAVE STARTED TO REALLY LEARN RECOVERY TOOLS, STARTED TO OPEN UP AND ADDRESS EMOTIONAL ISSUES, FOUND MORE SUPPORT.” (R.H.)



“I LIKE HOW ALL THE STAFF TREATS ME. I LIKE HOW HILL COUNTRY HAS EVERYTHING IN THE SAME PLACE (SUD COUNSELING, THERAPY, PSYCH, PCP, DENTAL), HILL COUNTRY WORKS WITH MY SCHEDULE I CAN ALWAYS TALK TO SOMEONE WHEN I NEED, I FEEL AT HOME (STAFF KNOWS ME BY NAME). HILL COUNTRY HELPED ME GET INTO HOUSING, GET BACK ON PSYCH MEDS, WENT TO CPS MEETINGS TO SUPPORT ME, ALWAYS GIVES SUPPORT, ENCOURAGEMENT, HOLDS ME ACCOUNTABLE. YOU GUYS HAVE HELPED ME GET MY LIFE BACK” (M.C.).



HILL COUNTRY'S ORGANIZATIONAL CULTURE=SUCCESS

- ✓ LIVE BY OUR MISSION
& VISION STATEMENTS
- ✓ VALUES GUIDE OUR
PRACTICE
- ✓ RECRUITMENT OF STAFF
- ✓ RELATIONSHIP DRIVEN
- ✓ REDUCES STIGMA
- ✓ PATIENT CENTERED
- ✓ HARM REDUCTION
APPROACH
- ✓ RECOVERY FOCUSED

Q & A

- ✓ WHAT STRATEGIES HAVE BEEN USED TO EXPAND MAT SERVICES IN A RURAL AREA?
- ✓ HOW CAN WE BETTER SUPPORT OUR PATIENTS WITH LIMITED COMMUNITY RESOURCES?