



Mental Health Awareness Month



STANISLAUS COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES

# CULTURAL COMPETENCY UPDATE

...a newsletter to address cultural issues that enable us to effectively work in cross cultural situations.

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## Integrated Behavioral Health in Primary Care

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**Golden Valley Health Centers (GVHC)** opened its doors in September of 1972 and has proudly been serving our community for over 43 years. GVHC is a Joint Commission accredited, private, non-profit Federally Qualified Health Center (FHQC) serving the counties of Stanislaus and Merced in the Central Valley of California. Golden Valley Health Centers provides Integrated Health Services. The World Health Organization (WHO) defines integrated health services as “the management and delivery of health services so that clients receive a continuum of preventive and curative services, according to their needs over time and across different levels of the health system.” In other words, GVHC is a one stop shop for medical and mental health services. Among the various services provided at various GVHC locations include: medical, behavioral health, psychiatry, substance use disorders services, pharmacy, geriatrics, vision, dental, services for the homeless, case management, cultural brokerage, obstetrics & gynecology, patient education, health education, ear, nose, and throat specialists, and chiropractic care. Additionally, in an effort to provide more access opportunity to our patients, GVHC offers late and weekend walk-in services for minor illnesses or injuries at our CARE NOW center in Modesto. Our CARE NOW center is located at 1510 Florida Avenue. The hours of operation are Mondays, Wednesdays and Fridays from 8:00 am to 9:00 p.m. and Tuesdays and Thursdays from 9:00 am to 9:00 p.m. PROMPT CARE is open Saturdays from 8:30 am to 5:00 p.m.

### Primary Care Settings: Program Overview

Golden Valley Health Centers Integrated Primary Care Program provides culturally sensitive mental health services that assist individuals in maintaining their recovery in the community with the greatest level of independence possible. Primary Care providers, medical staff, and other clinic employees work closely with a Behavioral Health Clinician in educating patient about the counseling services available and how to access them. “Warm hand offs” are often provided by Primary Care Physicians to assist the patient in feeling more comfortable when meeting the Behavioral Health Clinician. A warm hand off is a simple and effective way to connect the patient who came in for a medical visit, to a BH Consultant, and thus helps increase the likelihood of return BH appointments.

Access to Care: Patients at our clinics receive behavioral health treatment as part of regular primary care, with one visit addressing all needs for screening, brief intervention, and referral to treatment. Patients on average have a total of 3 sessions, more complex patients such as trauma treatment can be seen for a year. Patients often establish rapport and come back as needed.

Clinical Service Provision: GVHC clinical providers provide one treatment plan per patient, all service occur on site, and there is ongoing consultations. Patients have access to individual therapy, group whether it is psychoeducational or process group, and access to psychiatry.

Use of Evidence Based Practices: GVHC uses evidence based practices as well as screening tools such as PHQ-9 (to screen for depression), CAGE (to screen for substance use), GAD (to screen for anxiety) and Vanderbilt (to screen for

### Find a Health Center Near You!

At Golden Valley Health Centers we believe that the best way to create healthy communities is by expanding access to health care. We operate community health centers in 26 locations serving patients in Merced and Stanislaus Counties. Call 1-866-682-4842 to schedule an appointment.

Corporate Office 437 West Childs Ave.

### Medical Sites

- Ceres:** 2760 3rd St., 556-5011
- Dos Palos:** 1405 California Ave., 392-21111
- Le Grand:** 13161 Jefferson St., 389-1900
- Los Banos:** 81 Texas Ave., 826-1045
- Merced Suites** 847 West Childs Ave., 383-7441
- Merced Women’s Health:** 797 West Childs Ave., 383-5871
- North Merced 127 W. El Portal, Suite B.,** 381-4104
- O’Bapion Center** 401 Leshar Dr., 381-4114
- West Modesto** 1114 6th St., 576-2845
- Modesto Corner of Hope** 1130 6th St., 491-5550
- Modesto Florida Suites** 1510 Florida Ave., 574-1030
- Modesto Hanshaw** 1717 Las Vegas St., 576-4200
- Modesto Robertson Rd.** 1121 Hammond St., 576-4437
- Modesto Tenaya** 2101 Tenaya Dr., 576-6766
- Modesto Womens Health** 1500 Florida Ave., 574-1365
- Newman** 637 Merced St., 862-0270
- Patterson 200 “C” St.,** 892-8441
- Planada** 9235 E. Broadway, 382-0253
- Riverbank** 4150 Patterson Rd., 863-3990
- Senior Health and Wellness Center** 857 W. Childs Ave., 385-5600
- Turlock** 1141 North Olive Ave., 667-2749
- West Turlock** 1200 W. Main Street, 668-5388
- Westley** 301 Howard Rd., 894-3141

### Dental Sites

- Le Grand Dental** 301 Howard Rd., 389-1910
- Los Banos Dental** 725-West “I” St., 826-1094
- Modesto—Hanshaw Dental** 1717 Las Vegas St., 556-5044
- Merced Dental** 747 W. Childs Ave., 383-5764
- Patterson Dental** 200 “C” St., 892-6307
- Planada Dental** 9235 E. Broadway, 382-1697
- Newman Dental** 637 Merced St., 862-9449
- Modesto Robertson Rd.** 1121 Hammond St., 576-4800



**BHRS Cultural Competence, Equity and Social Justice Committee meets on the 2nd Monday of each month from 9:00 a.m. to 10:30 a.m. in the Martin Conference Room, 830 Scenic Drive**

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ADHD) to assist with evaluation and diagnosis. GVHC also uses a number of evidence based behavioral health intervention, including, Cognitive Behavior Therapy, Motivational Interviewing, and Dialectical Behavioral Therapy among other various therapeutic interventions.

**Referrals** – At GVHC we serve patients who are mild to moderate and when patients have been identified to require a higher level of care based on functional impairment they are referred to resources in the community, other non-profit agencies for outpatient mental health, or BHRS for adults or children that meet criteria for Severely Mentally Ill (SMI). We have established relationships with providers in the community and will assist patients by contacting the organization being referred to while patient is in session (“warm referral”) or provide patient with all the information needed and follow up with patient to ensure they have been linked. GVHC continues to provide services until the patient has established care with the referred entity for continuity of care.

### Target Population

The target population GVHC serves is comprised primarily of historically underserved populations, including Spanish speaking individuals in the underserved/unserved at-risk population, as well as individuals and families of individuals exhibiting onset of serious mental illness or early signs in its emergence. Our Latino patients account for approximately 70% of our practice. GVHC has been providing Primary Care and other adjunct services, including Behavioral Health to the underserved populations, cultural groups and minorities (e.g., Latinos, African Americans, people of low SES, LGBTQ, the elderly, etc.), for over 40 years. We also have a clinic that caters to the homeless which we named “Corner of Hope” (COH), to serve the specific medical and behavioral health needs of this population as they have been historically underserved, marginalized, stigmatized, and shunned from and by society).

### Advantages of Integrated Behavioral Health Services

Patients need the right care at the right place at the right time. It is imperative to provide medical and behavioral health services at the appropriate locations, with the right timing, and the right setting in order to help close the gap with reducing disparities with accessing services and improve outcomes, particularly service satisfaction. In our case, GVHC is an appropriate and highly sought setting as it is a primary health clinic. For many patients, depending on their culture and beliefs, it is easier for them to express mental health problems somatically. This could be contributed to the fact that it is less stigmatizing to report somatic problems versus mental health problems or behaviors, as many patients feel they have no control of their somatic symptom but “should” have control over their feelings and emotions. Examples of somatic symptoms that may be the result of BH issues include headaches, stomach aches, sleeping and eating difficulties, heart palpitations or asthma (which could be anxiety or panic attacks), low energy, body aches, etc.

### Accessing our Services

We have a total of 23 BH clinicians, 17 in Stanislaus County and 6 in Merced County. Following the Behavioral Integrated Services Model, at GVHC our BH clinicians see patients for services only after they have established care with a Medical Provider. Our Medical Providers are well educated in recognizing which patients may benefit or are good candidates to schedule an appointment to receive a mental health evaluation or immediately refer patient for a “warm hand off” to receive an immediate screening from a BH provider. With this approach, patients are being seen for their medical or somatic concerns first, to rule out any medical diagnoses. With this approach however, patients may feel more at ease that the PCP referred them to the BH provider versus the patient purposely seeking BH services. It’s as if they patient feels they have “permission” and it’s okay for them to receive BH services as they were referred by the PCP and they are just following recommendations.

*For appointments and to establish care patients can call our appointment line at 1-866-682-4842.*



## Highlights of April Cultural Competency, Equity and Social Justice Committee (CCESJC) Meeting



### \* Culturally and Linguistically Appropriate Standards (CLAS):

- \* Madelyn Schlaepfer, BHRS Director, discussed CLAS # 12-15.
- \* Some questions posed were:
  - ◆ Where else are we assessing for the cultural and linguistic needs of the populations in our service area ? CLAS 12
  - ◆ What examples exist where we partner with the community? CLAS 13
- \* CLAS 14—Create a conflict grievance process that is culturally competent. Currently we have the grievance process paperwork in Spanish.
- \* To satisfy CLAS 15, CCESJC members will take the CLAS back to their teams for further discussion, follow up and implementation.

### \* CCESJC—What does it mean?:

- \* Luis Molina and Abraham Andres asked the committee if the components of CCESJC—Cultural Competency, Equity and Social Justice continue to be implemented in treatment and care for Stanislaus County’s mental health consumers.

### \* Stigma Reduction

- \* Jorge Fernandez discussed the stigma reduction efforts of Golden Valley Health Centers (GVHC) Corner of Hope and it work with the homeless community.



**If you have questions or suggestions regarding Cultural Competency, please e-mail:**

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