

# Profiles of Integrated Care: Planning the Community Support Services Primary Care Clinic

## Description

The vision of the planning project was to create a primary care clinic co-located and integrated in an agency that serves adults with severe and persistent mental disorders. The program would provide direct patient care using an interdisciplinary model; allow patients to get mental health and primary care services in one trip; include an on-site pharmacy; and provide training opportunities for medical, nursing, and pharmacy students. The planning process took two years and involved partners from over a dozen community organizations.

The biggest challenges were identifying a medical partner to provide primary care services, finding startup funding to support a half-time nurse practitioner, and working out the complex contractual relationships between Community Support Services; the Northeastern Ohio Universities Colleges of Medicine and Pharmacy, which provides oversight of the pharmacy; the University of Akron College of Nursing, which provides the half-time nurse practitioner; and Klein's Pharmacy, which provides the pharmacy co-located at the agency.

## Operational Resources

A consultant and a quarter-time project manager led the planning process. Representatives from the partner organizations gave in-kind time to assist with planning. The clinic opened in November 2008 with a half-time nurse practitioner and a half-day-per-week physician, as well as an on-site pharmacy. The planning team is looking at how to expand physician services to make the clinic a training site for medical students.

## Financial Resources

Funding from the Ohio Department of Mental Health (ODMH) supported hiring of the consultant and quarter-time project manager. The Margaret Clark Morgan Foundation provided funding for the physical plant changes necessary to establish the clinic and pharmacy. The Margaret Clark Morgan Foundation has also underwritten the costs of the nurse practitioner, through the BEST Center, until a billing record can be established.

### Program Type



Direct clinical service



Psychosocial/  
psychoeducational



Agency practice



Workforce development



Other

### Location



Mental health or substance  
abuse treatment agency



Community



Primary care  
provider office



Hospital

### Provider



Primary care



Mental health or substance  
abuse treatment



Consumer



Trainer/  
consultant



Other

The scales below are meant to be at-a-glance graphic descriptions of this provider's perspectives of issues related to integration projects. For more information, please contact the provider or the Ohio Coordinating Center for Integrating Care.

### Cost



### Staffing



### Ease of Implementation



## Contact information

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