



# Integrated Care

## Uniting Primary Care and Mental Health Care

### What is Integrated Care?

The Integrated Care Model involves the embedding of mental health care services into a primary health care setting. This model supports a proactive and collaborative approach to patient care by uniting the expertise of mental health clinicians and primary care providers. This overview is for health care professionals who want to learn more about implementing an integrated behavioral health approach in their practices.

### How It Works

- ⇒ Upon entering into a Memorandum of Understanding, a mental health therapists will be available to your office in-person, as well as through the use of telehealth technology to meet the needs of your patients. Frequency and hours must be pre-established.
- ⇒ We can provide on-site mental health assessments, diagnosis, and make individualized treatment recommendations in some primary care settings where Mental Health Therapists have been given space in the same building as a primary care provider.
- ⇒ Peace River Center can also support primary care physicians who are seeking certification as a Patient Centered Medical Home by providing coordinated behavioral health care.

### Primary care and mental health clinicians work together with patients and their families to address common issues that come up during primary care visits:

- ⇒ Mental health and substance use issues.
- ⇒ Behaviors that contribute to chronic conditions such as high blood pressure, diabetes , or heart disease.
- ⇒ Stressful life situations or crises.
- ⇒ Stress related physical symptoms.

### Why It's Important

- ⇒ The primary care setting serves as the gateway to the behavioral health system.
- ⇒ Individuals with serious mental illnesses have higher rates of chronic physical illnesses and often live 13-30 years shorter than the general population (NIMH, 2020).
- ⇒ Individuals with common physical health conditions also have higher rates of mental health issues (NIMH, 2020).



Agency for Healthcare Research and Quality. 2020. Integrating Behavioral Health and Primary Care. Journal of the American Board of Family Medicine, March-April 2017. Vol. 30 No. 2.  
National Institute of Mental Health, 2020. Integrated Care.

**Peace River Center Access to Care Line: 863-248-3311**

## Benefits of Integrated Care

- ⇒ **Better Access to Care.** Patients gain access to all services provided by Peace River Center and referrals can be made for specialty services as needed.
- ⇒ **Care Coordination.** Patients receive coordinated, comprehensive care in a single familiar setting.
- ⇒ **Improved Compliance and Outcomes.** Patients are more compliant with treatment plans for both physical and mental health care, leading to better health outcomes.
- ⇒ **Reduced Depressive Symptoms.** Patients show improvements in Patient Health Questionnaire 9 (PHQ9) results.
- ⇒ **Decreased Cost of Care.** Patients have lower rate of hospitalization and an average reduction in overall health care cost.
- ⇒ **Improved Coping Skills.** Patients learn coping skills that can build resilience and manage stress.
- ⇒ **Increased Patient Satisfaction.** Patients report higher rates of satisfaction due to involvement in decision-making, stronger patient-provider relationships, and better organization of care.



### Services

- Immediate crisis intervention by phone, mobile response, or walk-in
- Consultation for individuals' family or key people such as school personnel
- Linkage to emergency services if needed
- Evaluate and arrange for inpatient crisis stabilization as necessary
- Referral to follow-up behavioral health services

### CRT Offices

Bartow Crisis Campus  
1255 Golfview Avenue  
Bartow, FL 33830

Lakeland Crisis Campus  
715 North Lake Avenue  
Lakeland, FL 33801



**If your patient experiences a mental health crisis in your office, Peace River Center's Mobile Crisis Response Team is available 24 hours a day, 7 days a week at 863-519-3744 for immediate on-site intervention and assessment.**

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