



# **A Community Approach to Integrating Wraparound Services in a RHC**

**Cori Friedrich | Nicole Heath | LaRita Jenkins, LPN | Paul Sindors**

## PANELISTS



**Cori Friedrich**

Practice Manager,  
Union Medical Group



**Nicole Heath**

Project Associate,  
Richard G. Lugar  
Center for Rural Health



**LaRita Jenkins, LPN**

Clinical Coordinator,  
Clay City Center for  
Family Medicine



**Paul Sinderson**

Advisory Board  
Member &  
Clay County  
Commissioner

## OBJECTIVES

**1.**

Use existing community resources to integrate behavioral health and optometry services in a RHC.

**2.**

Identify community resources to assist patients in complying with their care plan.

**3.**




Develop strategies to embrace change by mapping and planning for success as illustrated through a change in medical records system and outcomes in quality reporting.

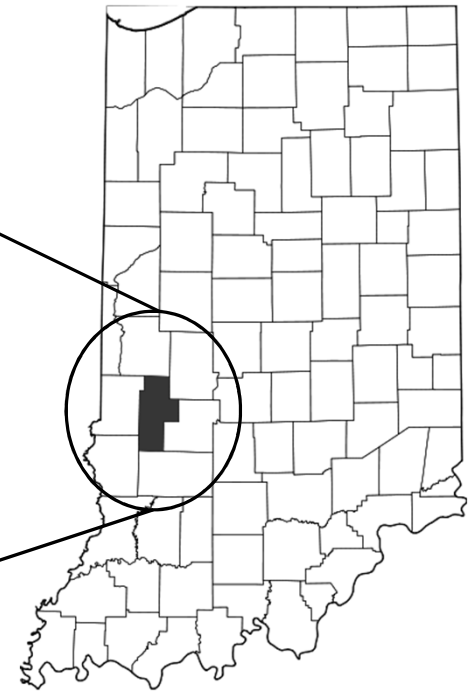
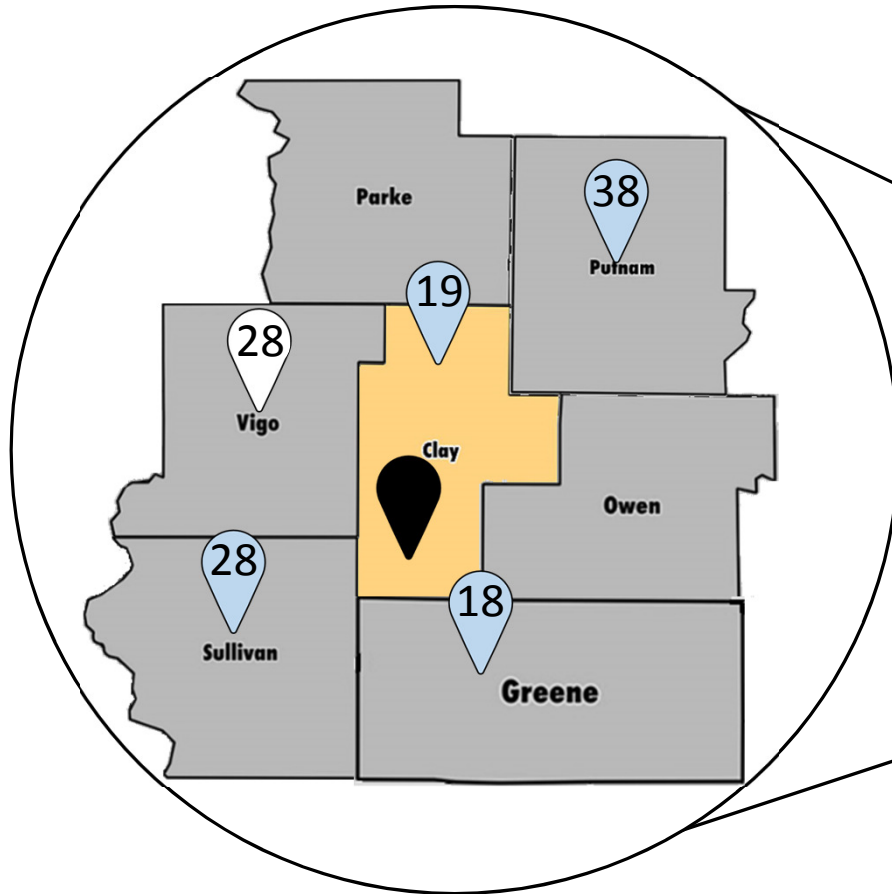
## CLAY CITY CENTER FOR FAMILY MEDICINE

- Established 1993
- State-funded RHC
- 3 providers
- 8,500 visits per year
- Services

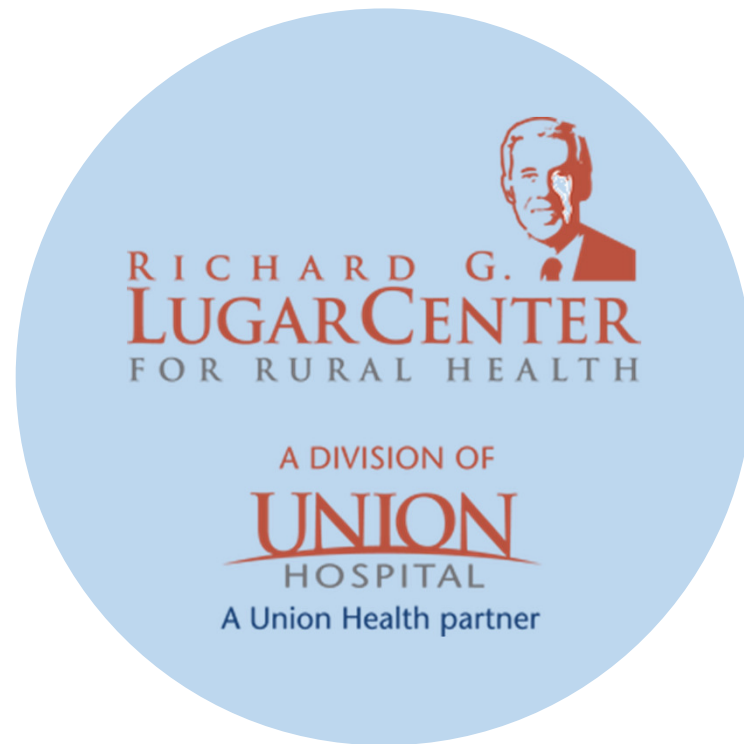


# NEAREST SOURCE OF CARE

-  CCCFM
-  CAH
-  STACH



# LUGAR CENTER FOR RURAL HEALTH



# WRAPAROUND INTEGRATION



**Community  
Resources**



**Access**



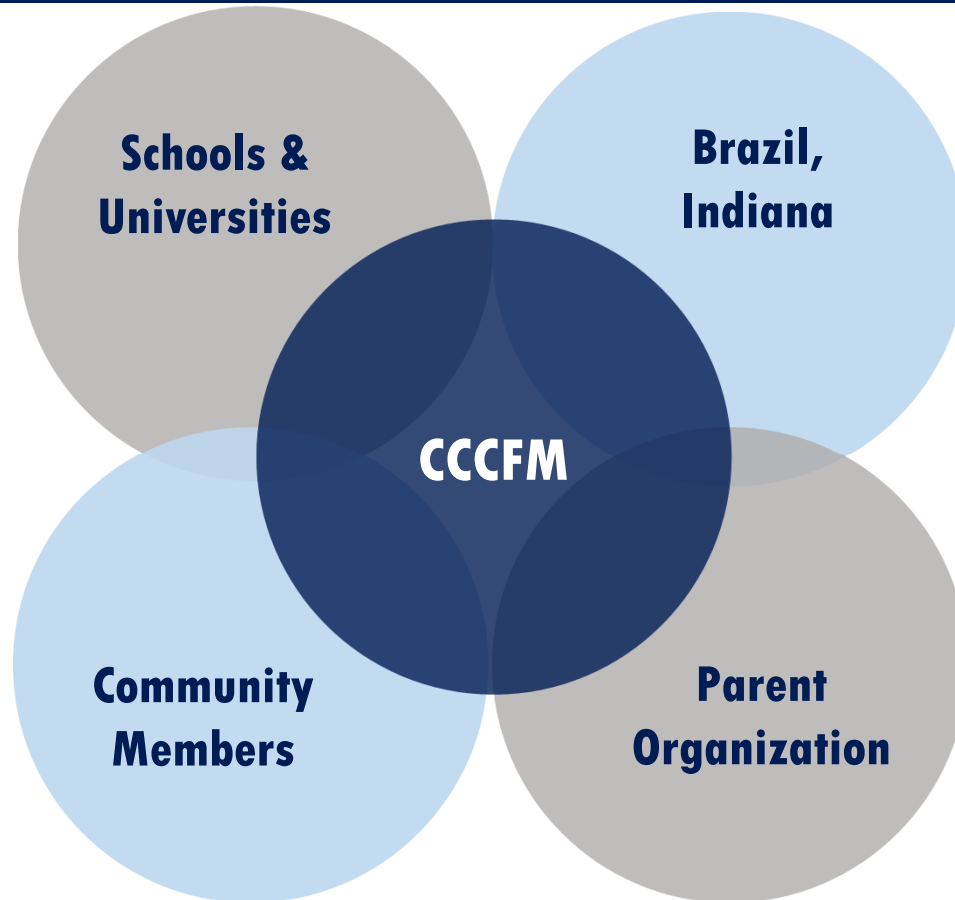
**Challenges**



**Opportunities**



# COMMUNITY RESOURCES





# ADVISORY BOARD

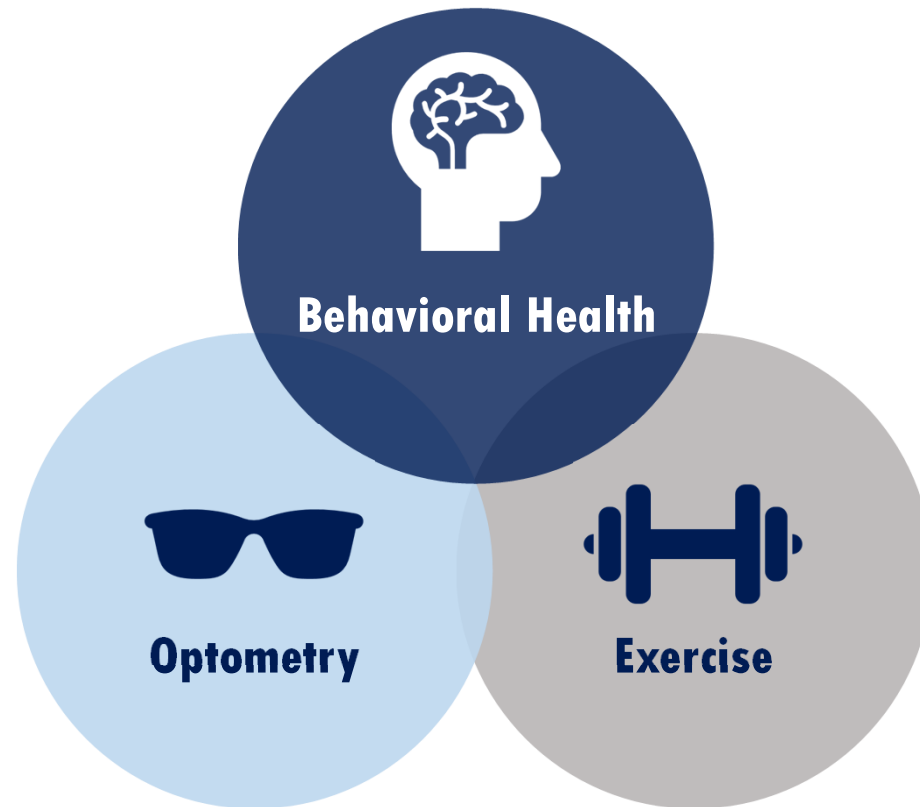


8 Community Members

- 7 Clinic Staff
- 2 Supervising Staff
- 2 Lugar Center Staff

Meet quarterly at CCCFM

# ACCESS



# BEHAVIORAL HEALTH



Indiana State University, Doctor of Psychology Student

- Stipend
- Hours
- Tele-supervision
- Rural experience

# OPTOMETRY



Brazil, Indiana

- Optometrist
- Once per month
- For CCCFM patients and veterans

## EXERCISE



### Clay Community Schools

- Clay City Jr/Sr High School
  - Gym
  - Weight Room
  - Indoor Track

# CHALLENGES



**EMR Change**

# EMR CHANGE



## Union Health

- EMR change

## Quality Measures

- Regular meetings with clinic staff and IT



# OPPORTUNITIES



Opportunities for improvement through:

- Innovation
- Collaboration
- Open minds

## CONTACT US



### Web

---

[www.LugarCenter.org/ClayCity](http://www.LugarCenter.org/ClayCity)



### Email

---

Nicole Heath  
[nheath@uhhg.org](mailto:nheath@uhhg.org)



### Phone

---

Nicole Heath  
812-237-3169



## REFERENCES

RHHub. (2018, August 16). Rural Healthcare Quality. Retrieved from RHHub:  
<https://www.ruralhealthinfo.org/topics/health-care-quality> RHHub. (2018).

Wraparound Programs. Retrieved from RHHub: <https://www.ruralhealthinfo.org/toolkits/services-integration/2/care-coordination/wraparound>