



## **History:**

Shangri-La's Outpatient Mental Health Clinic received its Certificate of Approval from Oregon Health Authority in September 2016, we contracted with Mid-Valley Behavioral Care Network in January 2017 and began serving clients in Salem in February 2017. Additionally, we began serving clients in Eugene, under our contract with Trillium, in August 2018.

## **Vision:**

Shangri-La's Outpatient Mental Health Clinic focuses on creative ways to provide mental health treatment and services to individuals with intellectual and developmental disabilities (I/DD) and/or a serious mental illness. We are an innovative clinic that views people from a holistic perspective to ensure we are providing person-centered, trauma informed and culturally diverse service options. Shangri-La's Outpatient Mental Health Clinic provides evaluation, treatment and medication management for a range of psychiatric disorders in adults.

## **Where:**

Services are provided in the space where the individual is most comfortable. While therapy is typically provided at the clinic site, there are times that the therapist or skills trainer goes to the individuals home to provide services. Shangri-La collaborates with primary care providers in treatment of medical problems which may intersect with the individual's mental health. Currently we have a clinic in Salem and in Eugene.

*Get in touch.*

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## **Services include, but are not limited to:**

- *Psychiatric evaluations* address a person's living situation, employment/education experience, trauma history, past mental health treatment and psychiatric history, childhood experiences, and strengths. The information that is collected is used to make a diagnosis and recommendations for treatment and services.
- *Treatment planning* is done in coordination with the psychiatric evaluation. Identifying the problem (related to the diagnosis), goals, objectives, and intervention style to ensure that mental health symptoms are taken into account when goals are being made during treatment planning. Meaningful goals are created through the evidenced-based practice of person-centered planning and collaborative problem solving.
- *Individual therapy* is provided in a one-on-one setting with a therapist. We practice a person-centered approach where supports are provided based on identified goals within the treatment plan. These sessions practice the latest therapeutic techniques.
- *Referrals for services not provided by Shangri-La.* Example: an individual with dementia who wanted to be seen by us but was in need of physician care was referred out. Example: drug and alcohol addictions need to be seen by substance abuse treatment professionals first.
- *Case management and assessments:* consists of progress checks on an individual's goals as set out in the treatment plan and applicable changes based on treatment progress.
- *Skills training and in-home services:* a qualified mental health associate (QMHA) works with a client to teach life skills, ranging from grocery shopping to resource connections.
- *Trauma informed treatment and services* create a safe and comfortable environment that minimizes traumatic triggers.
- *Dual diagnosis treatment:* mental health treatment for individuals with intellectual and developmental disabilities, as mentioned in our vision, is a specialty of our Outpatient Mental Health Clinic.
- *Mental health treatment for individuals with a serious mental illness*
- *Group therapy* as an option for groups of individuals facing similar situations
- *Family therapy* to address the holistic family system

- *Medication management and prescribing* through telehealth services
- *Peer support services*: when a person who has been through a similar situation walks alongside someone suffering from a mental illness as a peer

### **Challenges associated with treating dually diagnosed individuals:**

In Marion County, one-third of our clients (28 out of 84) have clearly documented dual diagnosis of IDD and a mental illness.

People with cognitive disorders, known as intellectual & developmental disabilities (IDD), have significantly higher rates of mental illness & related problem behaviors when compared to the general population.

- Roughly 1.5-3.0% of people are diagnosed with an IDD, and of those, up to 35% have a co-occurring mental illness.
- Individuals on the autism spectrum have a higher rate of mental illness and behavioral conditions.
- While Shangri-La's clinic currently serves clients ages 14 and up, early identification and intervention is key to preventing the development of SPMI (severe and persistent mental illness). By the age of 14, 50% of mental illnesses emerge, and 75% of mental illnesses manifest by age 24. Serving clientele younger than 14 is an area we would like to expand our expertise in.

Research on mental illness demonstrates that at-risk populations, such as those with IDD or other disabilities, are more likely to have co-occurring conditions & barriers to specialized health care. While much of the recent research on mental illness has focused on racial & economic disparities in mental health care, it is important to note that patients with IDD often face physical & social challenges (i.e., chronic illness, social exclusion, difficult developmental transitions) that are known contributors to the onset of the mental illness.

Due to a lack of specialized IDD knowledge among health care providers, some patients with IDD may manifest symptoms of mental illness & related problem behaviors that are misattributed to common IDD symptoms. *A recent review of the top fifteen medical journals reveals that fewer than ten articles have been*

*published about IDD among adults in the past fifteen years.* This lack of medical attention to IDD indicates that currently practicing health providers are largely unprepared to manage patients with IDD who may have several serious co-occurring conditions (IDD, SPMI, & chronic/frequent physical illness). Because many patients with IDD are now living in independent or semi-independent settings, it is imperative that community health professionals be provided more extensive information about how to properly address the special health care needs of patients with IDD, especially around mental wellness.

Case Study 1: Connor, an individual with autism was self-medicating for his anxiety related to past trauma with his abusive father and alcoholic mother. After working through his history with one of our clinicians, Connor went from isolating himself at home and self-medicating with marijuana to routinely engaging in healthy social activities outside the home and he is currently free of substances. Connor has deepened his relationship with his mother through his mental health and substance abuse treatment. We are currently helping Connor navigate IDD system to become eligible for IDD services.

Additionally, based on a referral given by our Outpatient Mental Health Clinic, Connor's mother received necessary alcohol treatment creating sobriety for her. This has greatly strengthened the family system.

Case Study 2: Joe suffers from two traumatic brain injuries and experiences dementia. Prior to supporting Joe in one of our 24-hour residential homes, Joe was in the state hospital for 12 years. Our first few months with Joe were challenging due aggressive behaviors. Before Joe started counseling and med management at our Outpatient Mental Health Clinic, he had regularly cycled in and out of the state hospital. It has been about a year now, and Joe has been stable and continues to receive the therapeutic help he needs.

### **Challenges Shangri-La has faced in building a sustainable clinic:**

- Approval of additional insurances to be able to bill multiple insurance companies to provide options for clients
- Financial sustainability has been difficult due to working through the confines of the different CCOs (coordinated care organizations)
- Understanding and navigating the complex billing system
- A clinic built into an organization such as Shangri-La expects a lot out of staff and sometimes this conflicts with meeting necessary billable hours to achieve financial sustainability
- Having the appropriate space for a clinic setting
- Lacking organizational knowledge on what it takes to begin and sustain a clinic
- Significant evolving rules and regulations

### **Opportunities created through our Outpatient Mental Health Clinic:**

- Ability to deeply impact the individuals in our residential homes. We realized our individuals were not always reaching their full potential due to a lack of quality mental health care, and our clinic has filled a need in the Shangri-La community as well as the larger communities of Marion and Lane Counties.
- Ability to raise the standard of care for people with a dual diagnosis
- Providing opportunities for interns in the community
- Raising awareness of the lack of quality and timely mental health care
- Connecting individuals in our homeless service program to therapy services
- Coordinating mental health services for individuals in our permanent supportive housing program, where this did not exist before

## **Additional Information:**

### **Current Marion County Clinic operations include the following positions and support:**

- Temporary consulting Services: Endurance Counseling & Consulting Services contracts with Shangri-La to provide the required Clinical Supervision of staff.
- Clinic Administrator provides clinic oversight and leadership.
- Medical Assistant: Provides assistance to clients checking in to clinic, takes blood pressure, weight, and height for medication check-ups, works with PMHNP to ensure telehealth services occur, assists therapists as needed with paperwork.
- Software Administrator: Provides ongoing assistance with Shangri-La's Electronic Health Record System, Credible, to ensure billing is occurring correctly, forms are accessible to providers, and ongoing HIPAA compliance.
- Psychiatric Mental Health Nurse Practitioner: Available two days per week providing evaluations and medication management via Telehealth Services. These services are provided on-site and off-site.
- Clinical Supervisor: Provides Clinical Supervision to appropriate staff, assessments, plan reviews, and therapy to clients of the clinic
- QMHP/Therapist: Provides assessments and therapy to clients, certified to train Collaborative Problem Solving, and trains Trauma Informed Care.
- QMHA/Skills Trainer: Providing case management and skills training at the client's home and in the clinic.
- Peer Support Specialist: Providing peer driven support services to clients as needed or requested.