

# The San Carlos Apache Wellness Center: Behavioral Health Services in a 638 Tribally-run Outpatient Setting



Dr. Thea Wilshire, Clinical Director

# What We'll Cover Today

## ➤ Where We Were

- History of the WC
- Integration Process

## ➤ Where We are Now

- Staff & Services
- Tools to Help with Program Devp

## ➤ Where We're Heading

# Clinic History



- In the past, IHS offered ½ time position, then only one counselor for the entire tribe.
- In 1996, Behavioral Health, as well as ADAP and Teen Wellness were 638'ed by the tribe.
- In 2003, these 3 clinics combined into the Wellness Center.

# Integration Challenges

- Combining cultures and disciplines
- Finding a common language
- Redesigning our role with the IHS hospital
  - Case communication
  - RPMS access
  - Privileging



# Integration Benefits

- Cross-disciplinary team approach
- Cultural competence
- Growth of clinic allowed for community outreach expansion
- Combined admin = greater effectiveness
- Burn-out prevention



# Results of Integration



- In 2007, began process of CARF accreditation & obtained this in 2008
- In 2008, awarded highest honor given by Phoenix Area IHS: Director's Award of Excellence

# Results of Integration

- In 2008, awarded the highest honor in the nation: The National Behavioral Health Program of the Year
- In 2011, awarded best in nation for our Suicide Prevention Task Force



# Other Achievements



- In 2009, started one of the few tribally-run telepsychiatry clinics in the nation!



# Other Achievements



- In 2008 and 2009, multiple honors from the State of Arizona and other groups for our prevention work (suicide, meth)
- Today, involved with policy-making related to Native Americans & MH issues in Arizona

# Today...



- 76 full-time staff members
- Clinics in Bylas & San Carlos, with buildings being built in Peridot & Bylas
- Programs in the schools, Detention Center, and Shelter Care
- Manage the Point of Pines Wellness Camp
- Outreach to most other departments

# Wellness Center Staff



- \* Team approach
- \* Supervision provided
- \* Educational support
- \* In-house training program
- \* License & certification support
- \* Team building activities

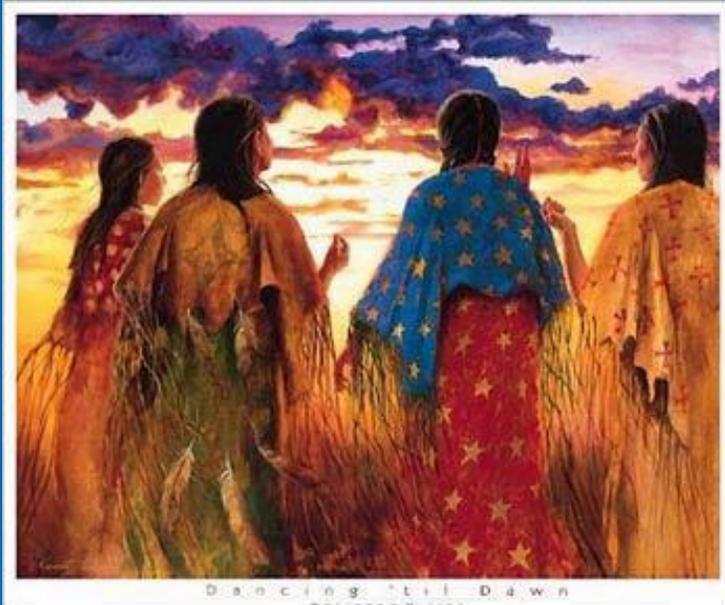
# The Wellness Center provides the following services:

## 1) Substance abuse counseling:

- \* Individual treatment
- \* Groups (adults & teens)
- \* Referral to residential detox & rehab treatment
- \* State-certified DUI treatment program
- \* Drug Court/Wellness Court collaboration
- \* Sponsor AA meetings



# Still More Services...



## 2) Mental Health Treatment:

- \* Individual therapy
- \* Group treatment (women, men, anger management, social support, DBT)
- \* In-patient psychiatric hospitalization

## 3) Family and marriage counseling

# Still More Services

4) SMI Psychosocial Rehabilitation Group with international accreditation



# Still More Services...

5) Telepsychiatry clinic

6) Case management services

7) Crisis services

- \* In E.R.
- \* In detention center
- \* In community
- \* Walk-in's at our clinic



# Still More Services...



## 8) Community Education

- \* Media
- \* Community Forums & Coalitions
- \* Classes in local schools & at Detention Center
- \* Trainings for 1<sup>st</sup> responders



## 9) Prevention

- \* Family events
- \* Youth events
- \* Wellness camps at Point of Pines
- \* School prevention programs

# Helpful Tools



## ➤ Accreditation Process

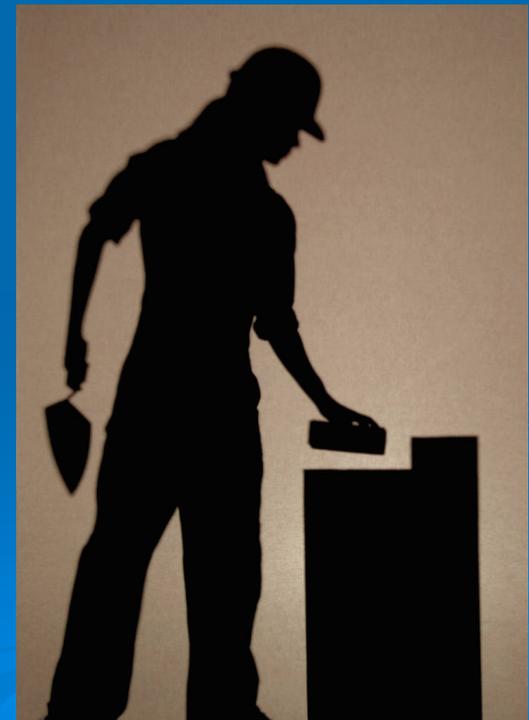
- Administrative
- Clinical
- Safety
- Policy and Procedure



## ➤ Staff Development



## ➤ Teambuilding Focus



# Where We're Heading



- Performance Indicators:
  - Client's perspective of their wellness
  - Resiliency ratings
  - Post-treatment wellness ratings
- Increased child services
  - Child telepsychiatry
  - Child psychologist
  - Weekend services
- Specialized services for Veterans
- Deaf support groups

# Where We're Heading

- Post-graduate training for Native American clinicians
- Statistical tracking of program treatment data through RPMS
- Reservation-based specialized group homes



# San Carlos Apache Tribe Wellness Center



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