

*BUILDING AN INNOVATIVE MODEL OF
CARE
FOR VULNERABLE PATIENTS,
THROUGH OUTREACH & PEER
SUPPORT*

Providence Health & Services
Oregon Regional Behavioral Health



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INTRODUCTION

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PRESENTATION GOALS

WHAT ARE YOU HOPING TO LEARN? WHO IS IN THE ROOM?

BETTER OUTCOMES THRU BRIDGES (BOB) PROGRAMS

OREGON REGIONAL BEHAVIORAL HEALTH

*"Utilizing Peer Support, Outreach and
Community Partnerships to help our most
vulnerable behavioral health patients access
services and support"*



PROGRAMS



Emergency Department Outreach & Peer Support



SUD Peer Support

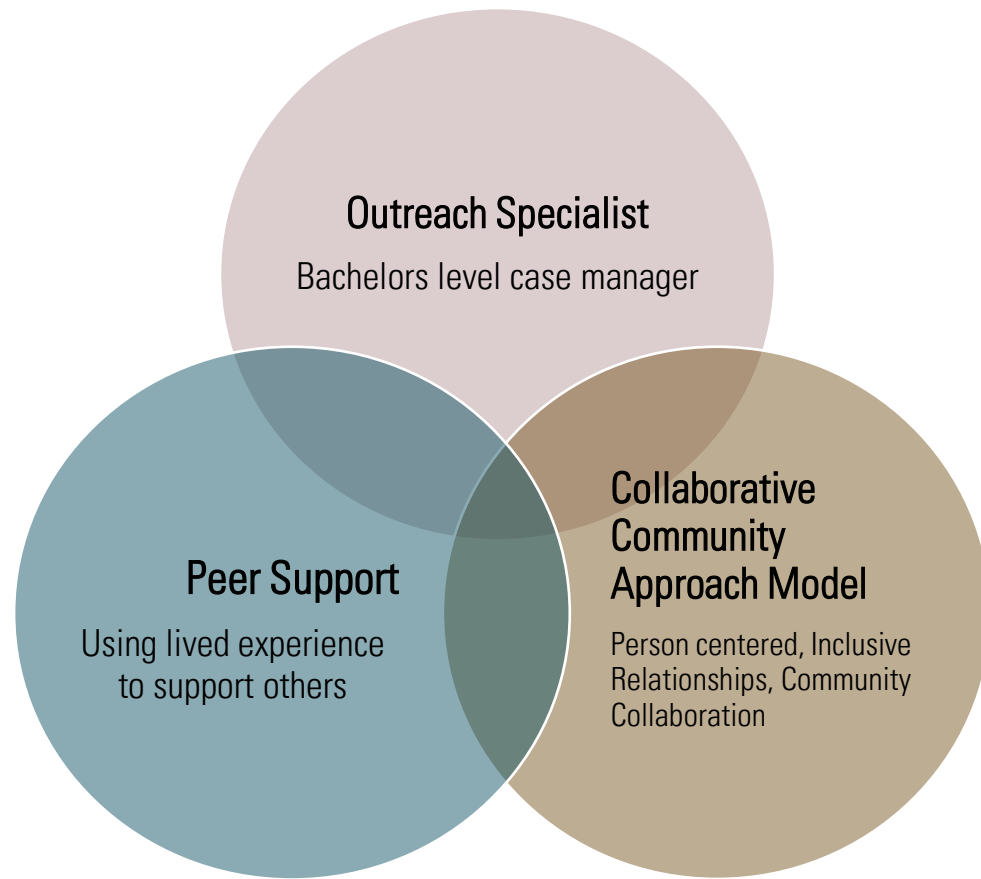
IP Medical, ED, IOP



IP Psychiatric Peer Support DC support



ED Peer Crisis Follow up calls

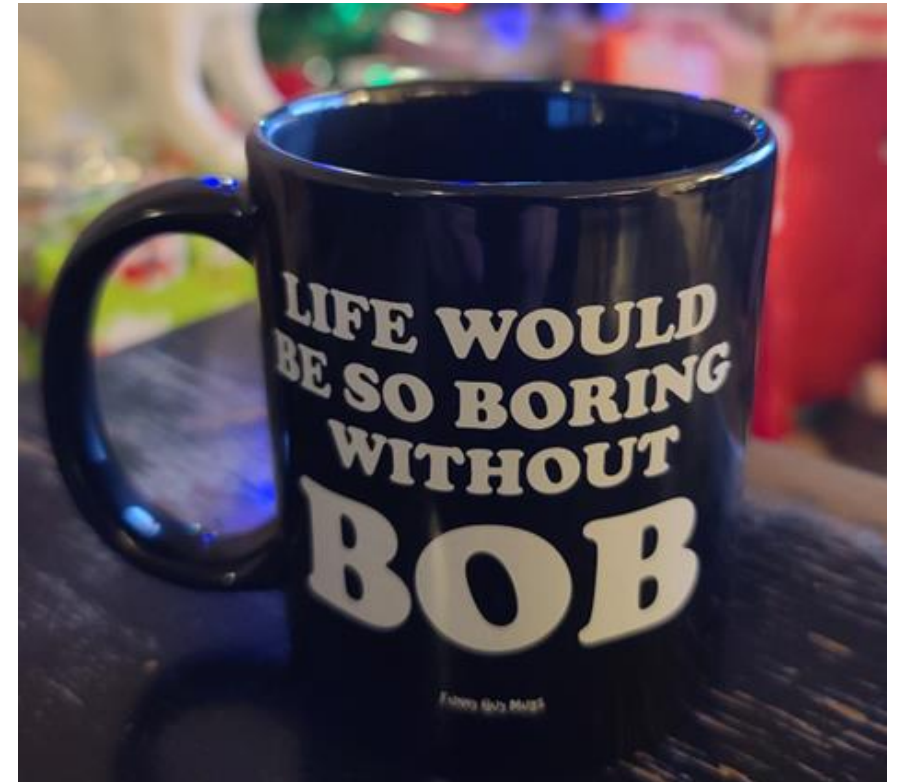


COLLABORATIVE COMMUNITY APPROACH



PROGRAM PHILOSOPHIES

- Innovation
- Change Agents
- Understanding Trauma
- Stories
- Redefining success
- Community & Relationship



DANNY



System Impact



Staff



Community

HOW ARE WE DIFFERENT?

- Directly hiring peers/outreach workers
- Developing our own model of care
- Emphasizing Community partnerships and connections
- Training
- Wellness structure/Self-Care Initiatives
- Changing with the needs of our patients & communities

*PROGRAMS
IN YOUR
AREA*

Discussion



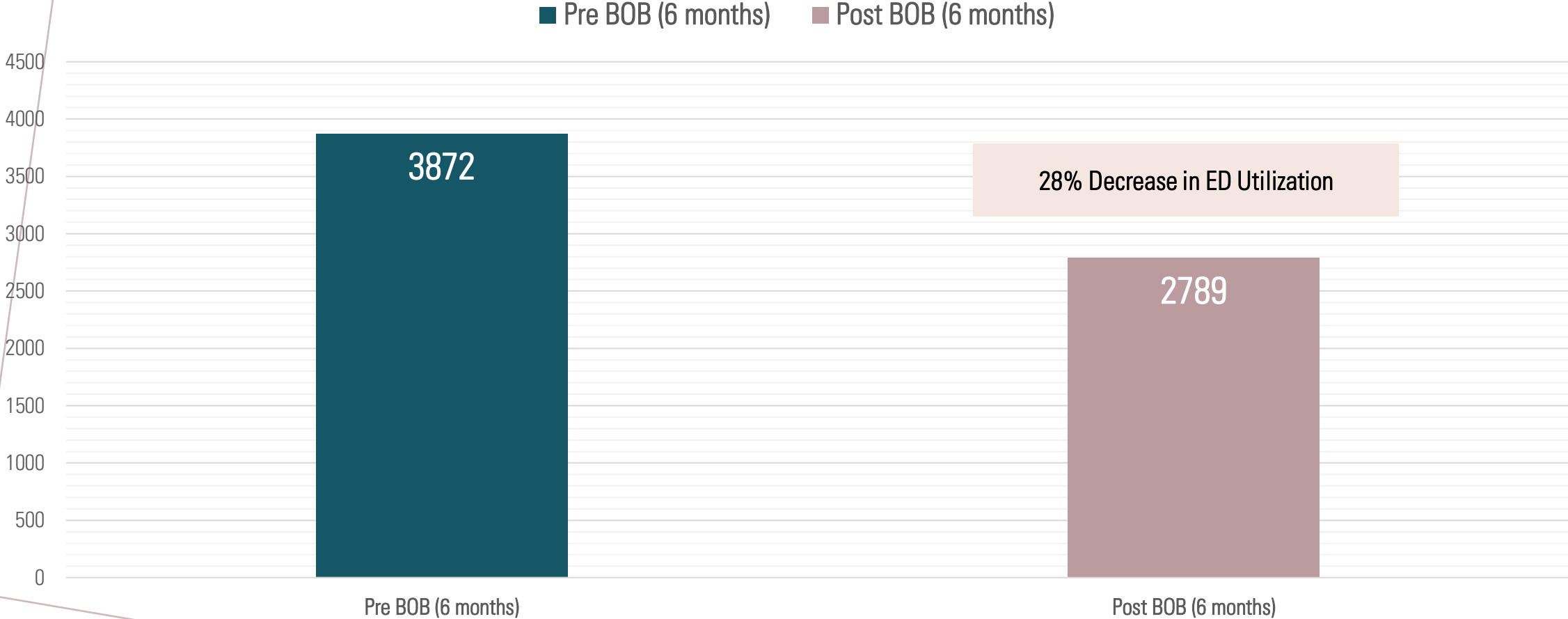
MEASUREMENTS OF SUCCESS

- Utilization
- Social Determinants of Health
- Quality of Life (Pro QoL)
- Client testimonials



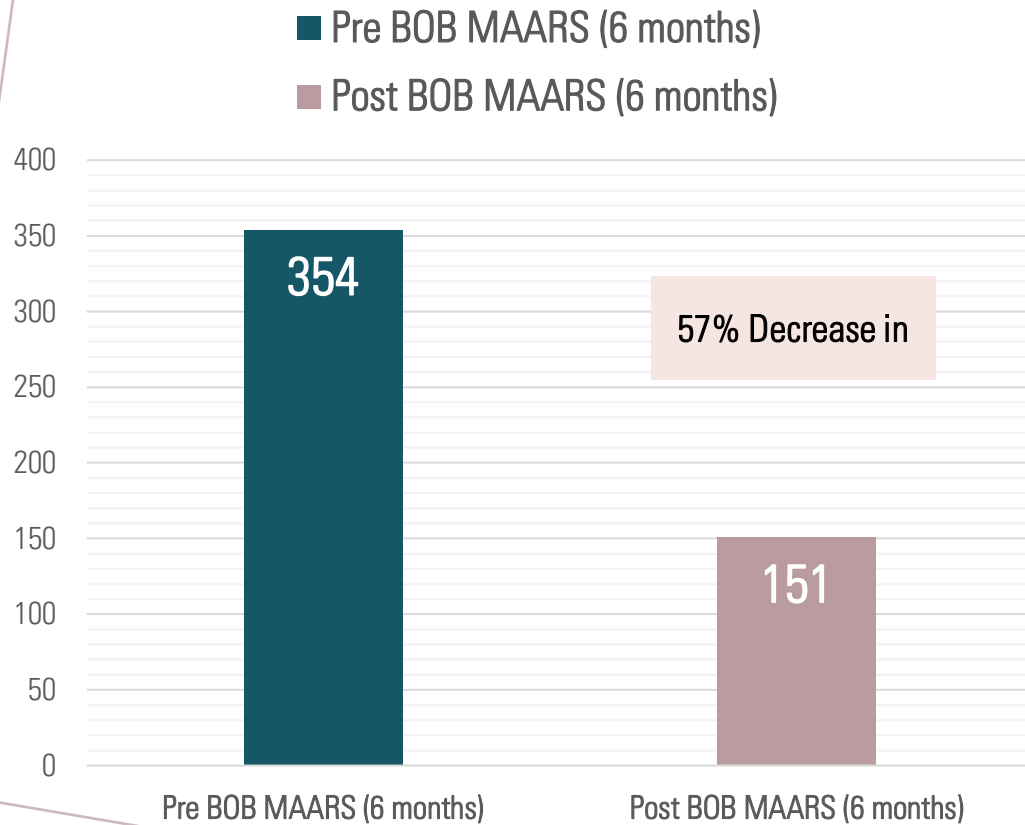
2023 OREGON BOB: ED UTILIZATION OUTCOMES

Total ED Visits by BOB Patients- Pre & Post BOB (n=283)

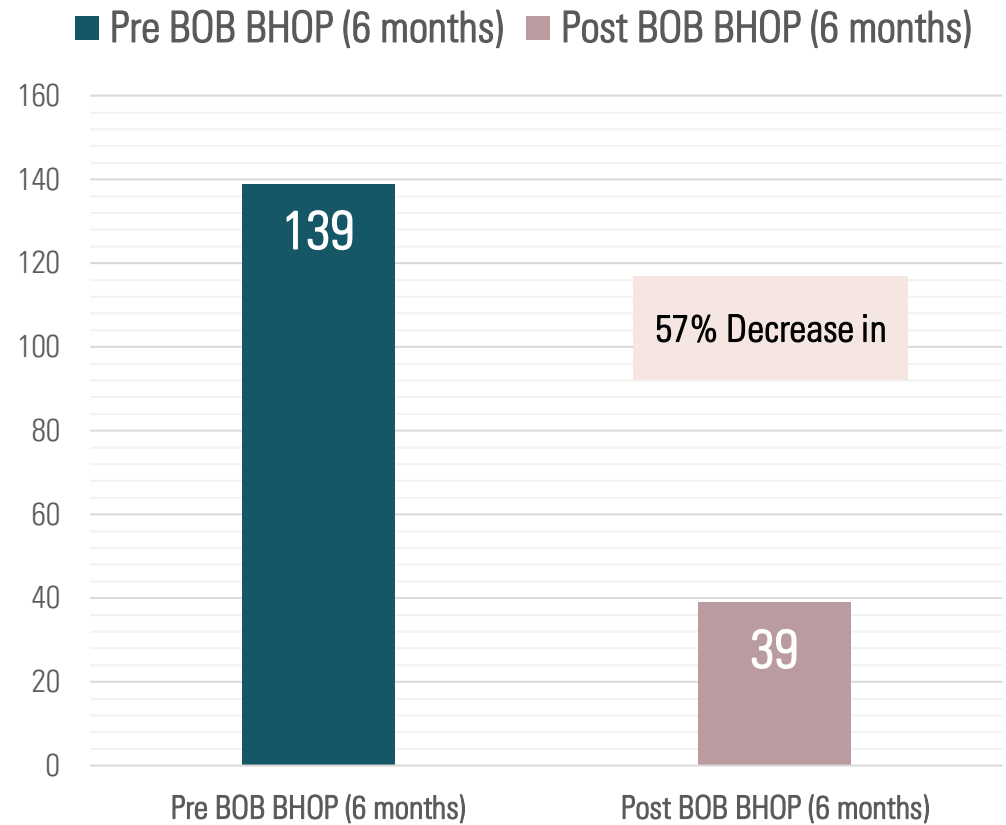


BOB UTILIZATION OUTCOMES

Total IP Medical Admits by BOB MAARS Patients- Pre & Post BOB

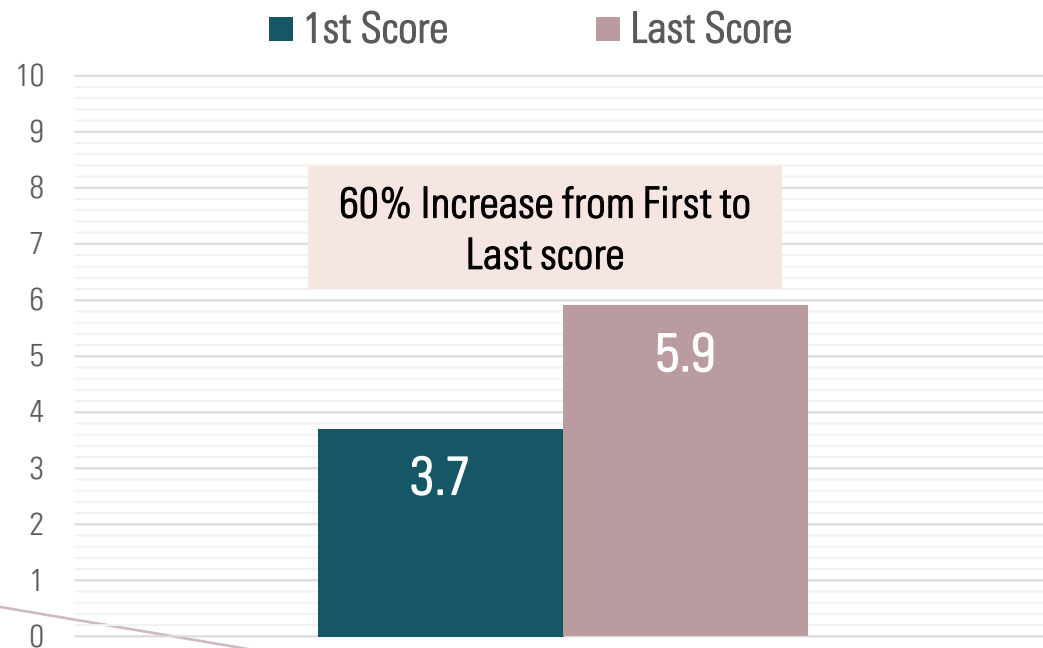


Total Acute Psych Admits by BOB Patients- Pre & Post BOB

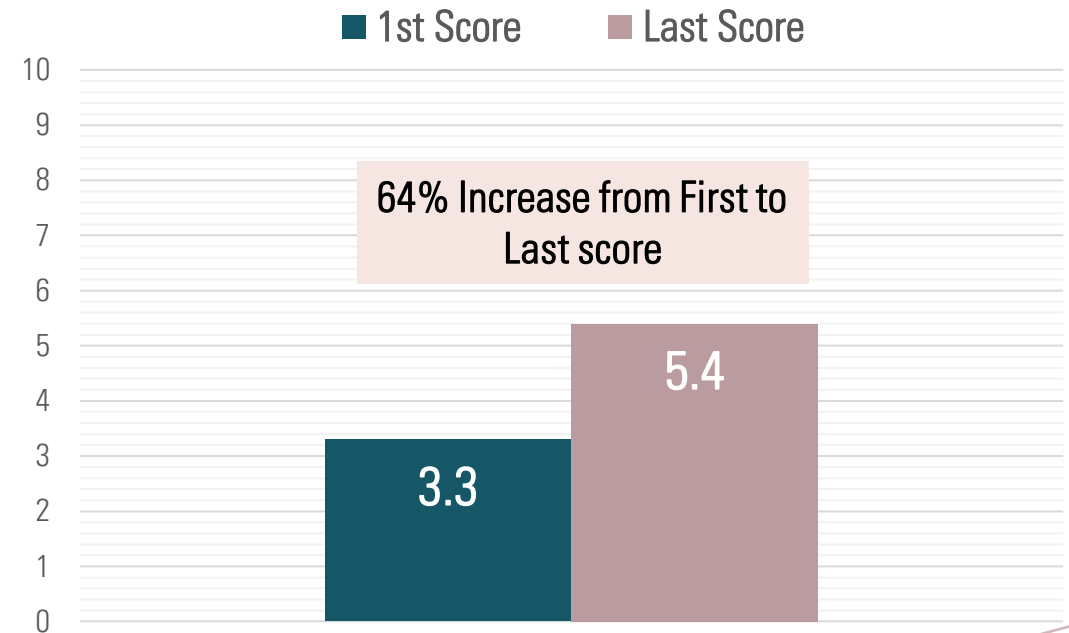


QUALITY OF LIFE (PRE & POST)

Psychological Health QoL: How satisfied are you with your *psychological health*, emotions and mood in the past four weeks?
(1-10 scale, 10= Completely Satisfied)



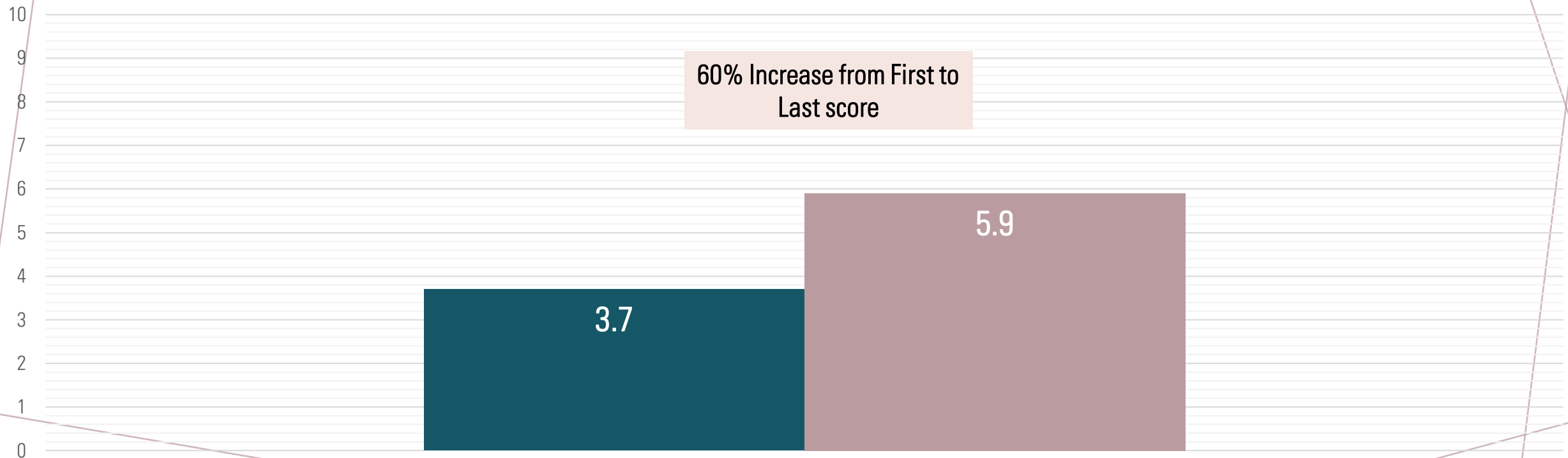
Physical Health QoL: How satisfied are you with your *physical health* in the past four weeks?
(0-10 scale, 10= Completely Satisfied)



OREGON BOB QUALITY OF LIFE (PRE & POST BOB)- OVERALL LIFE

Overall QoL: Thinking about your own life and personal circumstances, how satisfied are you with your life as a whole in the past four weeks?
(1-10 scale, 10= Completely Satisfied)

■ 1st Score ■ Last Score



TESTIMONIALS

"One of the things I appreciate most about the efforts of the B.O.B. team is that they not only offer the resources, but they also encourage me to take steps on my own. I feel like this has helped me become more self-aware of my own accomplishments."

"'Kathy' left a huge impression on me. Her strength and determination to move forward when things got tough, and her courage to trust, when she has had many bad experiences, gave me hope for others in our community that are suffering just like Kathy was."
~BOB Team Member

"The first thing I noticed when the peer entered my room was all of her tattoos and her smile. "I trusted her immediately because she has been down the same paths I have. It was the first time I felt someone genuinely cared about me."

"BOB saved my life. Really! 2023 was one of the most difficult years of my life and I found myself completely lost, confused, and alone. I had to rebuild my entire life and thanks to BOB I didn't have to do this alone! Onward to a better and brighter future than I thought possible."

"In this kind of work, if you can impact one person, you can impact their children, their parents, their families, their friends, and the community itself." ~
BOB Team Member

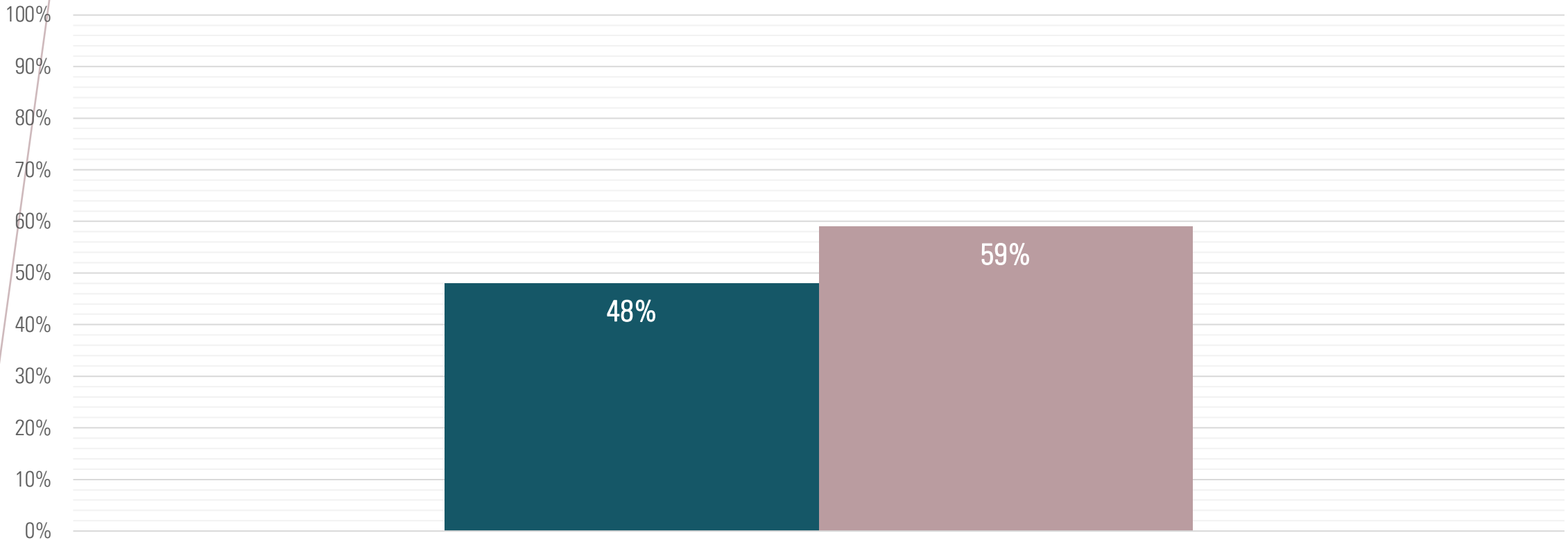
"I'm grateful every day for your presence in my life. You helped me arrive at a place in my life where I could see this beautiful patch of someone's and not only think of myself, but also have the fortitude to refrain from taking it for granted."

"I wanted to tell you again how thankful I am to you for literally saving my life. I am still sober and graduated from treatment. You were my guardian angel, and I will never forget you"

"I want to thank you. I am doing a LOT better and part of it I want to thank to you because I think all I ever wanted was for someone hear me out and you did just that when I needed help. So thank you for... making me wanna keep going! And I'm glad you helped me!"

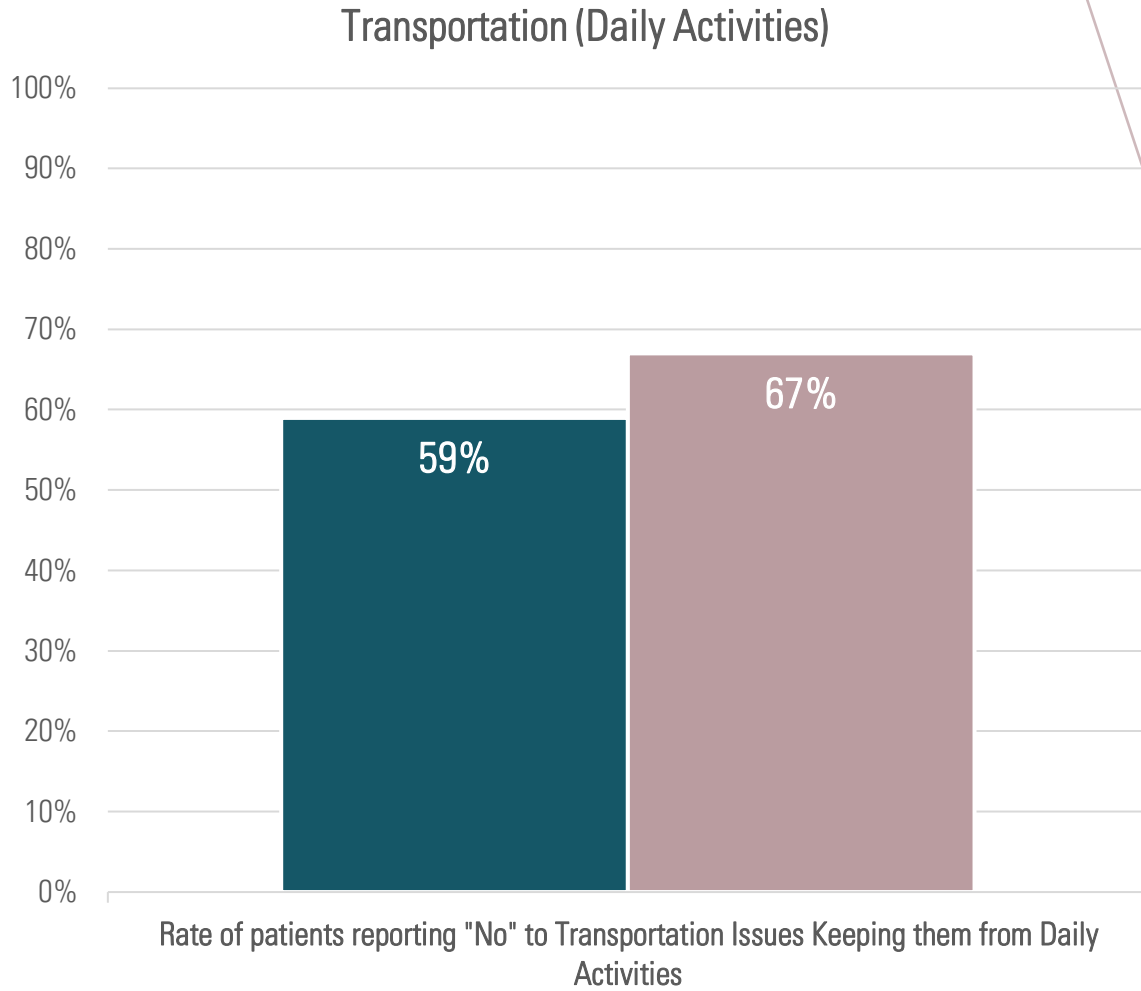
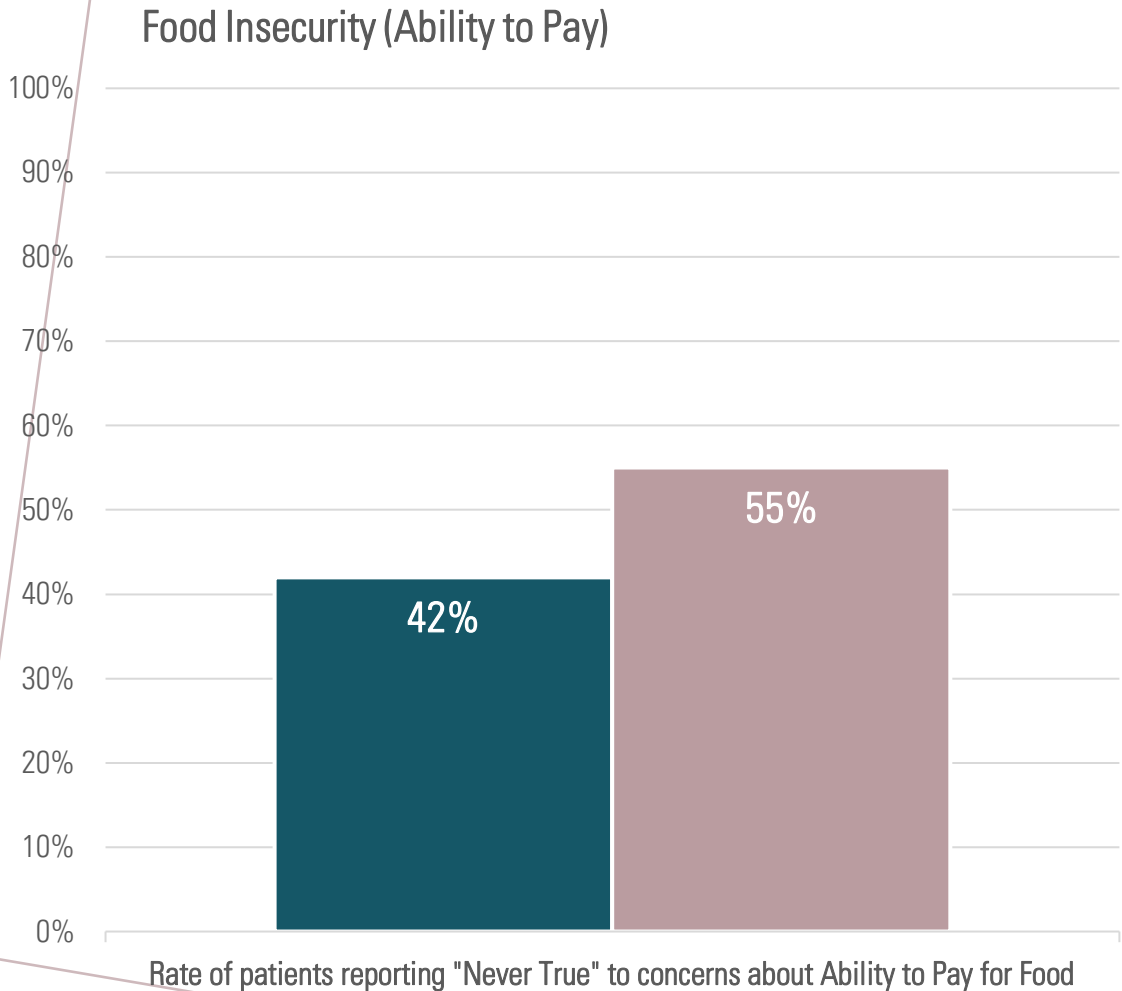
2023 OREGON BOB SDOH: HOUSING STATUS

■ Pre-BOB ■ Post-BOB



Rate of patients reporting: "I have a steady place to live"

2023 OREGON BOB SDOH: FOOD INSECURITY (ABILITY TO PAY) & TRANSPORTATION (DAILY ACTIVITIES)



LESSONS LEARNED



Find or be a champion for the program, the unique roles and the clients



Educate



Share Stories & data



Understand the work and care for the team



Create Community

Outreach Meeting

Co-locating @ events

BOB in the Community





DISCUSSION



Thank You!!

[Becky's LinkedIn](#)
[BOB Program Webpage](#)

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