

Terros Health Inspires Change for Life with Integrated Care

Terros Health delivers patient-centered integrated care

For more than 50 years, Terros Health has delivered mental health and substance use treatment services to communities across central and southern Arizona. In 2010, with the aid of a \$60,000 Substance Abuse and Mental Health Services Administration (SAMHSA) Integrated Care Planning grant, Terros Health began their journey toward integrated care—providing both primary and behavioral healthcare services.

Their first integrated health center, McDowell Health Center, opened in 2011. In 2014, Terros Health opened their second fully integrated center and attained Federally Qualified Health Center (FQHC) Look-alike status at the McDowell Health Center. In 2019, they added a minute clinic inside a Maricopa County Probation office, integrating justice care, behavioral health, and primary care services. During 2019, four of the health center locations were awarded FQHC full grantee status. Today, the company has eight integrated primary care locations that provide a spectrum of health services within a patient-centered, whole-person care model.

A mission to serve the mind and body

Peggy Chase, President and CEO of Terros Health, and the Terros organization make it a priority to focus on the connection between the body and mind. For example, a rise in blood pressure can result from a physical condition or a mental health condition. What is the best way to treat that: medication or behavioral modification techniques?

Terros Health provides single check-ins, so there is a seamless admission for all services. They have physically located both primary care providers and mental health providers in the same health center areas, which optimizes referrals when needed. The nursing staff and medical assistants serve all patients across both segments of care. The company also focuses on preventive care for specific medical issues by promoting awareness, such as colorectal screening month and emphasizing the importance of diabetes care.

A fully integrated EHR system is vital

Although Terros Health was pleased with their behavioral health electronic health record (EHR) system before integration, it did not work well for primary care. The organization decided to find an integrated EHR platform that would support both behavioral and primary care needs.

Integrating primary care and behavioral health data has been vital to their success—all healthcare providers can use and access the patient's total care needs and services. With their new EHR platform [NextGen Healthcare], providers can see a patient's health record in one place, ensure proper treatments, and experience seamless transitions of care. An added bonus: they reduced their 700 EHR forms for the behavioral health record down to approximately 200.

CLIENT PROFILE

Terros Health

Founded: 1969

Locations: 15

Mission: Terros Health is inspiring change for life for children, families, individuals, and communities through integrity, compassion, and empowerment with diversity woven throughout in providing whole-person healthcare.

Number of Employees: 900

Patients Served: 50,000

Annual Revenue: \$79 million

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Population Health
- NextGen® Behavioral Health Suite
- NextGen® PxP Portal
- NextGen Virtual Visits™
- NextGen® EDI
- NextGen® Share

HIGHLIGHTS



Added a minute clinic inside a local probation office to integrate justice care, behavioral care, and primary care



Reduced 700 EHR forms for behavioral healthcare down to approximately 200



Improved outcomes for asthma, hypertension, depression, and diabetes patients

Impact and plans for the future

Of the 50,000 patients served annually at Terros Health, 34% receive primary care with 18% of patients receiving integrated primary and behavioral healthcare. For this 18%, they have seen improved outcomes specifically for asthma, hypertension, depression, and diabetes patients.

Eight of its 15 locations are integrated care centers with four of those being FQHCs. They also integrated justice services by adding probation officers at three of their health centers. Chase recounted when a gentleman came in to see his probation officer while also keeping his behavioral health appointment, he met with a community health worker who told him he was eligible for primary care services. His response, "I've never seen a primary care physician since I've been an adult!" Chase knows they are changing lives by offering seamless access to care services.

Future goals for Terros Health include growing their primary care services by 40% while providing mental health and substance use recovery programs. Additional plans include adding pediatric services, on-site mammograms, and other specialty services.

"We help people live their lives in recovery, and most of all, we save lives every single day. At Terros Health, we have the honor and privilege to touch more than 50,000 unique people each year. I love the fact that every life is attached to other lives, so the impact is far greater than the actual number of patients we see," said Chase.

"Allow yourself time to do things right, and you will make such a difference in more people's lives and in bigger ways than you could ever imagine. Enjoy the journey."

Peggy Chase
President and CEO
Terros Health



HOW CAN WE HELP YOU?

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