“Far and away the best prize that life offers is the chance to work hard, at work worth doing.” -- Theodore Roosevelt

Dear Community Members,

For more than six years, we at Magellan have had the honor and privilege of “working hard at work worth doing.” We’re very grateful for the trust that the state, our providers and our members have put in us. Living up to this trust has meant developing and implementing initiatives that make a real difference to our members by helping them achieve lives that are healthy, productive and fulfilling.

Our initiatives take a holistic perspective. They range from helping to deter our members from suicide, to assisting them in meeting basic needs such as housing or employment, to enabling them to take charge of their own recovery, and finally, to helping them live longer, healthier lives.

**A life worth living - suicide deterrence**

The Arizona Programmatic Suicide Deterrent System was developed as a collaborative of Magellan, the Arizona Department of Health Services/Division of Behavioral Health Services, our providers and community leaders, including legislators, police and other stakeholders. The initiative began with training all provider employees, not just how to intervene with someone experiencing suicidal thoughts, but also how to understand them and feel their pain. The initiative continued by promoting involvement of family members and peers, who could help individuals thinking of taking their lives overcome their sense of separation, hopelessness and helplessness. Most recently, we rolled out Driving Suicides to Zero, a clinical initiative to implement suicide screening, risk assessment and appropriate interventions for populations with SMI or with general mental health issues. In addition, we piloted this initiative within the children's system of care. We and our partners are currently collecting this data through the electronic health medical record and are evaluating its impact on our members. Through these efforts over the past four years, we have seen the suicide rate among our members drop by nearly 50 percent.

**A life of one's own making - self-direction**

For years we have focused on members' self-directed recovery in regard to mental illness. Over the last few years, we have extended this idea to the physical health realm, helping each person to identify strengths and needs in terms of skills, resources and supports. Through programs such as Chronic Disease Self-Management, members receive the training they need to take control of their health care and combat ongoing health conditions, such as diabetes, COPD and heart disease. We recognize that the member is the "pilot," and his or her team members are alongside to engage, collaborate and support. Member input into recovery goals, wellness plans, and services and interventions is paramount, as is allowing members the freedom and responsibility to shape their own future.

**A life of health and well-being - integrated health care**

Integration of behavioral health and physical health care has been an evolving and growing part of the system of care for more than two and a half years now under Magellan's management and in
collaboration with our provider partners. We have long recognized the connections between mental illnesses and other chronic health conditions. In 2012 we opened four additional Integrated Health Home (IHH) clinics for members with serious mental illness (SMI), and this year, we opened four more, bringing the total of integrated behavioral health and physical health clinics to 10. These clinics bring together primary health care and behavioral health care practitioners in the same site, within an integrated care team, and operating with an integrated electronic medical record.

A life well lived

As we look forward to the future, our greatest wish for those we serve is that their lives are not only healthy but happy and fulfilling. Our passion is to see each member become an integral part of their community—whether through work, school, volunteerism or play. Our goal is to break down the barriers that prevent them from living life to the fullest.

Thank you for your continued support for the people we serve, and best wishes for a happy and prosperous New Year.

Sincerely,

Richard T. Clarke, Ph.D.
Chief Executive Officer
Magellan Health Services of Arizona