



June 30, 2025

Collaborative Family Healthcare Association  
Awards Committee – Pediatric Integrated Care Award  
11312 US 15-501 N., Suite 107-154  
Chapel Hill, NC 27517

Dear CFHA Awards Committee:

It is my honor to nominate **Burlington Pediatrics/ Mebane Pediatrics** for the 2025 CFHA Pediatric Integrated Care Award. Since its founding in 1971, Burlington Pediatrics—serving Alamance County and surrounding areas in North Carolina—has embodied a holistic, integrated, and equity-driven approach to pediatric care as it aspires to its north star of being a comprehensive medical home. Our innovative care continues to push boundaries on what a pediatric primary care clinic is for our 17,000 patients, their families, and our community.

Our Care Team leads the following initiatives for our practice:

- Integrated Behavioral Health incorporating the Collaborative Care Model the Primary Care Behavioral Health Model
- Nutrition Program
- Care Management Program
- Lactation Program
- School-Based Telehealth Program

### **Integrated Behavioral Health**

As our practice embarked on supporting early childhood mental health over two decades, it became clear that our true goals are to champion whole-person care and health equity. Our area includes many rural and historically marginalized communities that lack access and awareness of supports and services. It simply was insufficient to refer a child to a behavioral health specialist, when the appointment was over an hour's drive away and the wait time was 3+ months long. Out of necessity was born the conviction that we needed to build the framework

and resources in-house to do right by our patients and families while also supporting our clinicians and team.

Our integrated behavioral health journey has had many winding roads and has required patience. The theme has been to do the best with what you have. We also understood that true integration requires strategy and intentionality. As an independent medical practice, understanding and grounding our programs with a sound business model is imperative.

Our integrated behavioral health program is built on the following foundation:

- Universal behavioral health screening at all well visits
- Training of our clinical team to ensure behavioral health competencies
- Cross-cutting initiatives across departments to develop effective communication lines, workflows and a unified vision
- Developing a strong partnership with community and tertiary center providers
- Continuous feedback from all stakeholders to ensure growth, improvement, and sustainability

Always grounded in a team-based approach, our practice benefits from both the Collaborative Care Model (COCM) and Primary Care Behavioral Health Model (PCBH) to best meet the needs of our patients. Our COCM program is in partnership with Duke University and NC Psychiatry Access Line (NC-PAL). Our 15 providers refer directly to the COCM program, which has reduced the number of psychiatry referrals and wait times for escalated psychiatric support for our patients. Through the PCBH program, our providers use warm hand-offs to connect patients to our social worker (LCSW), who offers brief targeted interventions for patients who do not need the full offerings of the COCM program or psychiatric specialty care.

We believe in data-drive continuous improvement to ensure a health equity lens in all our work. In 2024, our American Board of Pediatrics' Maintenance of Certification (MOC) Part 4 project was to analyze depression and anxiety surveys completed by patients and stratify follow-up patterns by race and insurance plans. We found no difference in access to care based on these measures among our minority and Medicaid-insured patient groups.

## **Health Equity**

As we've strived to fully meet the needs of our patients, we find ourselves constantly pulling on the thread of possibility— what other opportunities are there to transform care delivery? The origins of our care management program in addressing health equity speak to this. To truly address behavioral health needs, we were motivated to go beyond diagnosis and treatment, but to address the barriers to care stemming from social determinants of health.

Our two care managers provide care management for all of our Medicaid panel. We knew that families placed a great deal of trust in us as their medical home, and that our knowledge and connections to local resources and partners were more effective in getting them the help they need in a timely way.

An integral part of our commitment to sustaining a strong care management program is to introduce ourselves as partners with our community organizations already doing good work. It's the power of connections, being able to make a phone call on behalf of our patients, that gives us an advantage to help our families. Our care team has designated site visits to local organizations monthly to build these connections, from the local YMCA to learn about children's programs, the Family Justice Center, WIC office, local food banks, United Way, Alamance Partnership for Children— we are committed to understanding our local resources and supporting the amazing people and organizations doing this work. Most importantly, these are mutual partnerships— we desire for all community partners to know that if there is a child in need, to contact us and we can offer support or guidance, whether the patient comes to our practice or not.

## **Innovation Through Collaboration**

While we consider all of our Care Team programs to be innovative, our school-based telehealth program is a stand-out example. Given the reputation of Burlington Pediatrics/ Mebane Pediatrics in our community for innovation and partnership, and our proficiency in taking a concept to application, we were selected to be the medical partner in Alamance County for the school-based telehealth program sponsored by Cone Health System. We have worked in collaboration with Cone Health and Alamance-Burlington School System to successfully launch the first school-based telehealth program in the county. After surveying the school administrators and teachers on the mental health needs of its students, we are excited to expand the program to include mental health in the 2025-2026 school year.

Burlington Pediatrics/ Mebane Pediatrics exemplifies the ideals celebrated by the CFHA Pediatric Integrated Care Award. Our curiosity guides us and our deep commitment to whole-person care grounds us. We believe our courage to take risks on behalf of our patients and families and to make it all make sense as an independent medical practice sets us apart.

Thank you for your consideration.

Sincerely,



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