

Mental Health Lessons Learned



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Patient engagement



- Screening, monitoring, diagnostic work-up
- Office visits for treatment
- Phone calls for case management

Excellence

- Meeting patients where they are
- Long-term relationship with clinical center
- Decreasing stigma

Psychopathology



- **Disaster-related mental health symptoms**
- **Chronic and co-morbid PTSD, depression, anxiety and substance misuse**
- **Pre-morbid vulnerabilities: complex life narratives**

Excellence:

- **Treatment modalities and planning**
- **Shared values promoted by inter-CCE dialogue**

Mental health burden of chronic medical illness



- Adjustment disorders
- Medication side effects
- Adherence challenges

Excellence

- Integrate care
- Sensitize both medical and mental health teams
- Maximize treatment efficacy

Program innovations



- Decrease barriers to treatment
- Diversity in range of treatment modalities
- Supporting resilience

Excellence

- Context for innovations in member engagement following terrorist attack and environmental disaster
- Psycho-education at every stage of engagement

Demonstrating efficacy



- **Appropriate screening and referrals**
- **Recognize chronic and complex traumas**
- **Capture improvements in functionality, including interpersonal relationships**

Excellence

- **Meeting evolving needs of members**
- **Continuity of care**
- **Ongoing dialogue among CCEs**

Secondary trauma



- **Provider distress**
- **Recognizing caregiver fatigue and dual-role dilemmas**
- **Supporting staff resilience**

Excellence

- **Promotion of inter-CCE dialogue and cooperation**

Conclusions



- **Patient engagement**
- **Psychopathology**
- **Mental health burden of chronic medical illness**
- **Program innovations**
- **Demonstrating efficacy**
- **Provider resilience**

Thank you.