

Integrating Behavioral Health During a Pandemic



February 4, 2021



MUTE



CHAT



RAISE HAND



Q&A



Poll

How many team members are joining with you?

- Just me
- Myself and one other
- Myself and two others
- Myself and three + others

ABOUT US

National Center for Health in Public Housing



Training and Technical Assistance



Research and Evaluation



Outreach and Collaboration

**Increase access, quality of health care, improve health outcomes,
and improve health equity for public housing residents**

This webinar is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$2,004,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

Agenda



Mental Health of Public Housing Residents



La Maestra's Integrated Behavioral Health Program



Question and Answer

Learning Objectives

Review

Review recent data on the mental health status of residents of public housing.

Describe

Describe how COVID-19 may have impacted mental health of patients.

Learn

Learn how health centers can design integrated behavioral health treatment options for patients



Speakers

- Dr. Jose Leon, Chief Medical Officer, NCHPH
- Dr. Saqi Maleque Cho, Director of Research, NCHPH
- Dr. Mario L. Salguero, Chief Medical Officer, La Maestra

Feedback from Registration Survey



Challenges

- Language barriers
- Mistrust
- Transportation
- Stigma
- Fully integrating services
- Telehealth
- Patient participation
- COVID-19
- Linking patients to other resources

Strategies

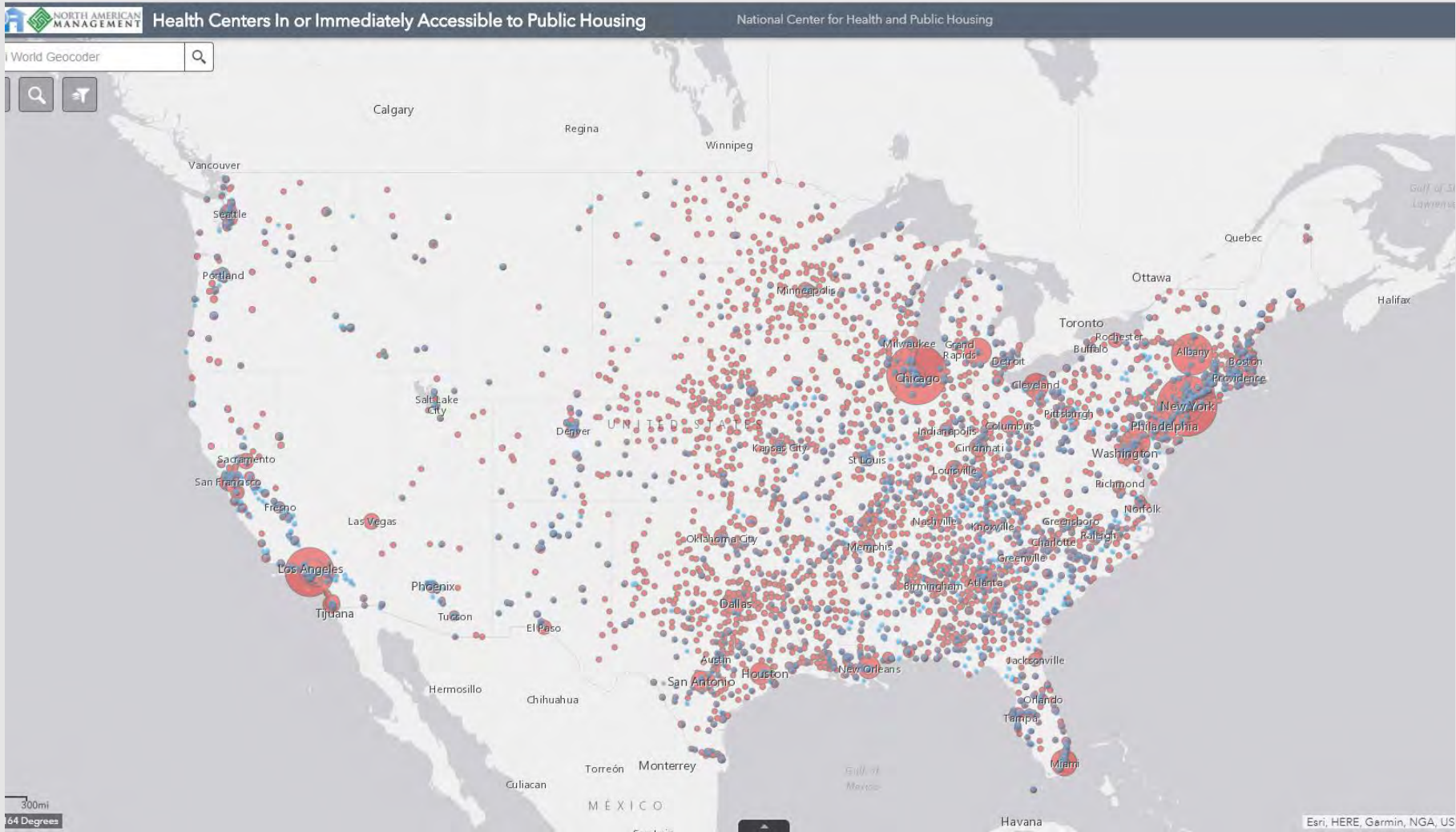
- Telehealth/telebehavioral health
- Supportive therapy, motivational interviewing, trauma informed practices
- IBH staff being accessible to PCPs
- Strong relationship between IBH and medical
- Warm handoffs
- Care management

Like to gain today

- Promote services available to the community
- Address stigma
- Patient engagement strategies
- Improve integration
- Innovation
- Linking patients to community resources
- Workflow solutions
- Mental health of public housing residents

Mental Health of Public Housing Residents



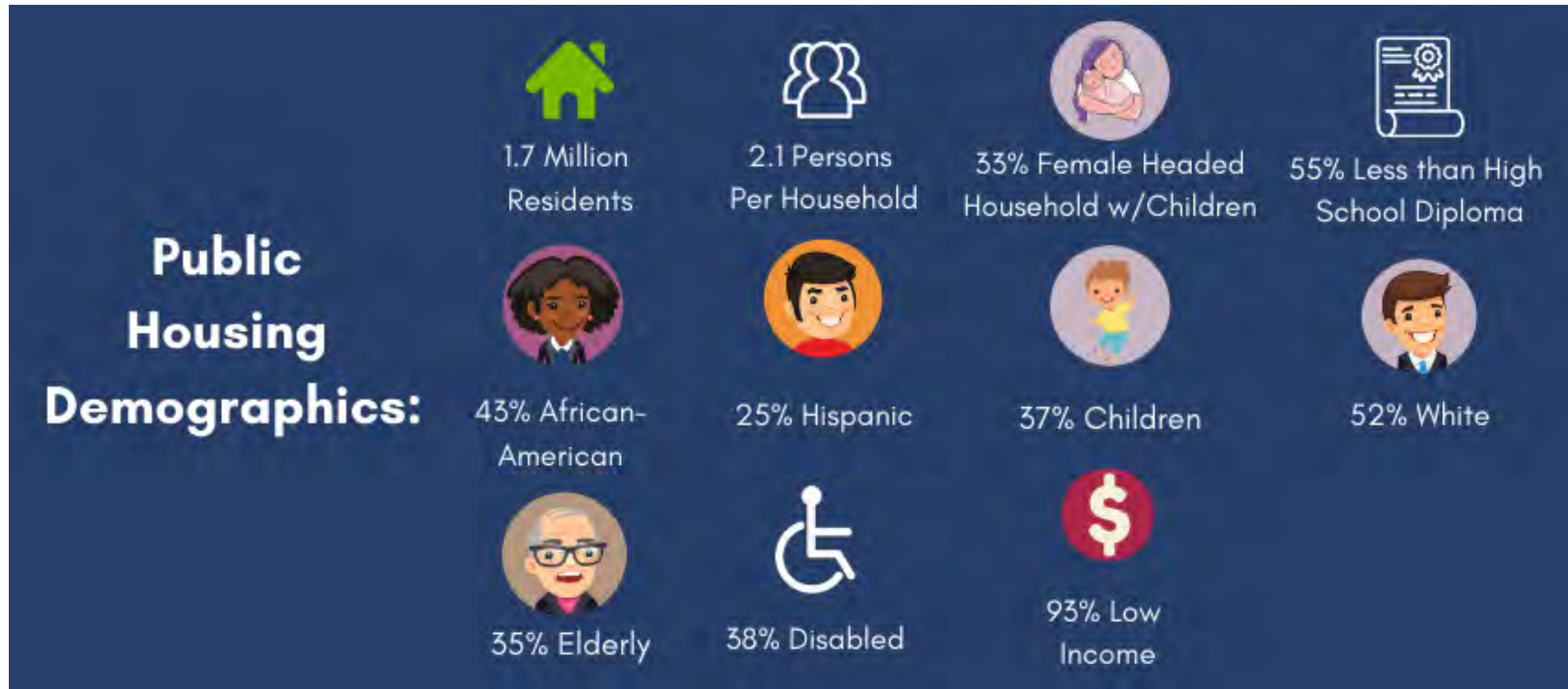


1,400 Federally Qualified Health Centers (FQHC)=30 million

433 FQHCs near Public Housing= 5.2 million patients

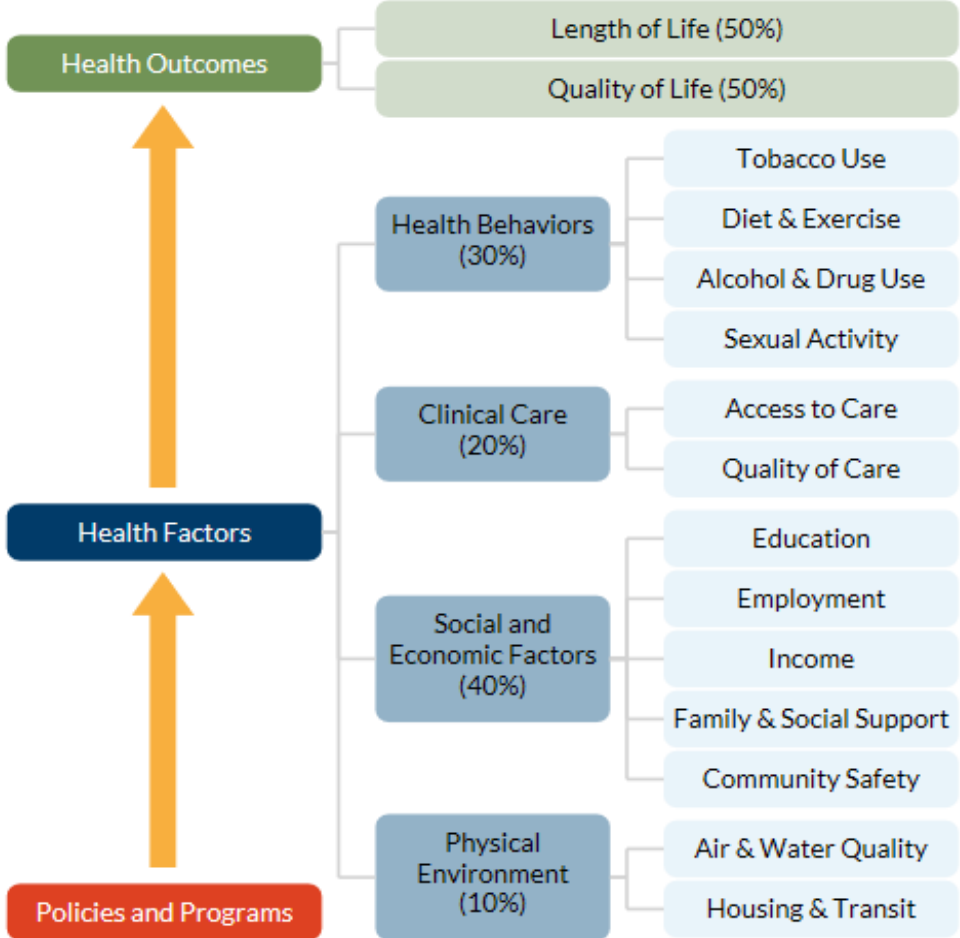
108 Public Housing Primary Care (PHPC) = 856,191 patients

In 2020, there were roughly 1.7 million residents of public housing. Approximately 93% were living below poverty, 33% were headed by a single female, 37% of the households had children, and 38% had a member that was disabled. (Source: HUD)



Source: HUD Resident Characteristics 2020

Impacts of Housing on Health

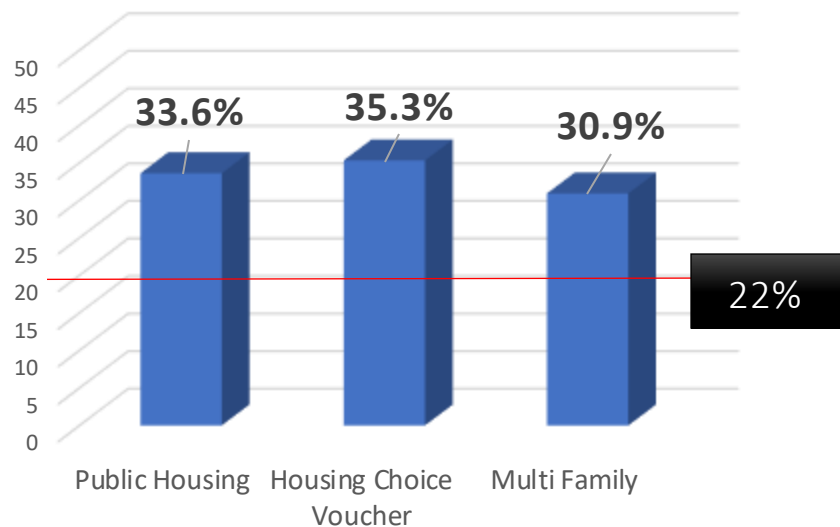


County Health Rankings model © 2014 UWPHI

A Health Picture of HUD-Assisted Adults, 2006-2012

Adults in HUD-assisted housing have higher rates of chronic health conditions and are greater utilizers of health care than the general population.

Adult Smokers with Housing Assistance



Source: Helms VE, 2017

	HUD-Assisted	Low-income renters	All Adults
Fair/Poor Health	35.8%	24%	13.8%
Overweight/Obese	71%	60%	64%
Disability	61%	42.8%	35.4%
Diabetes	17.6%	8.8%	9.5%
COPD	13.6%	8.4%	6.3%
Asthma	16.3%	13.5%	8.7%

Study Objectives

- To identify:
 - **Behavioral Health Status**
 - self-reported experiences of depression, anxiety, and substance use;
 - **Use of Behavioral Health Services**
 - use of medication, counseling, and doctor's visits for mental health and substance use disorders; source of care;
 - **Behavioral Health Needs**
 - the need for mental health or substance use information, treatment, and services;
 - **Challenges**
 - challenges in obtaining needed information;
 - **Health Center Perceptions**
 - views on whether health centers are a good source of care for behavioral health needs.

Methodology

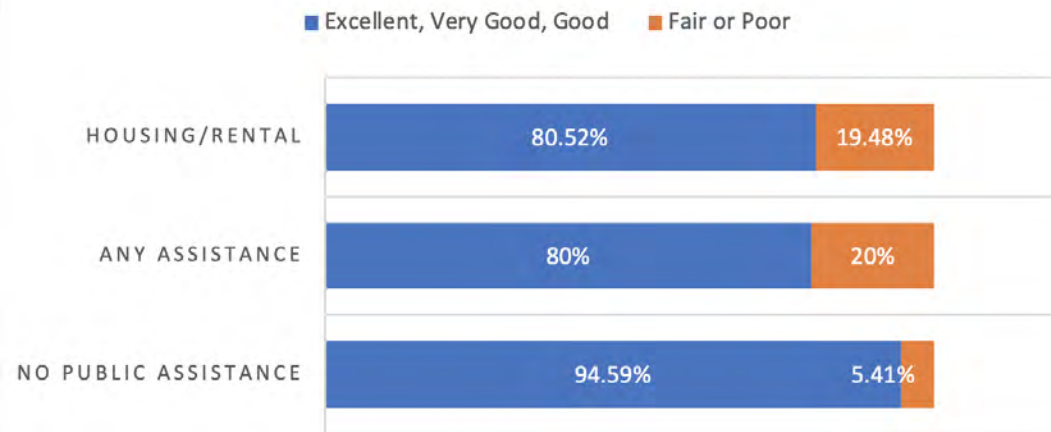
- 31-item survey
- National Alliance of Resident Services in Affordable and Assisted Housing (NAR-SAAH) conference
- criteria: (1) at least 18 years old, (2) English-speaking, and (3) a public housing resident or affordable housing stakeholder.

Adult Groups Examined:

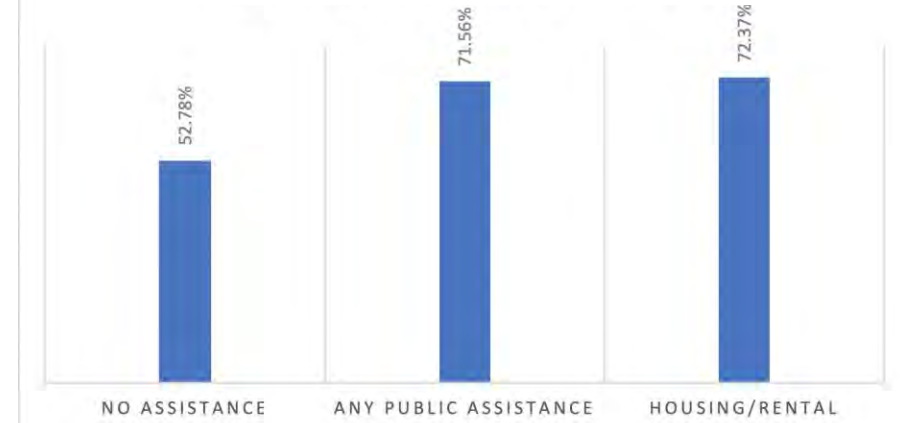
- Individuals receiving housing assistance
- Individuals receiving any public assistance
- Individuals without any public assistance

Mental Health Status

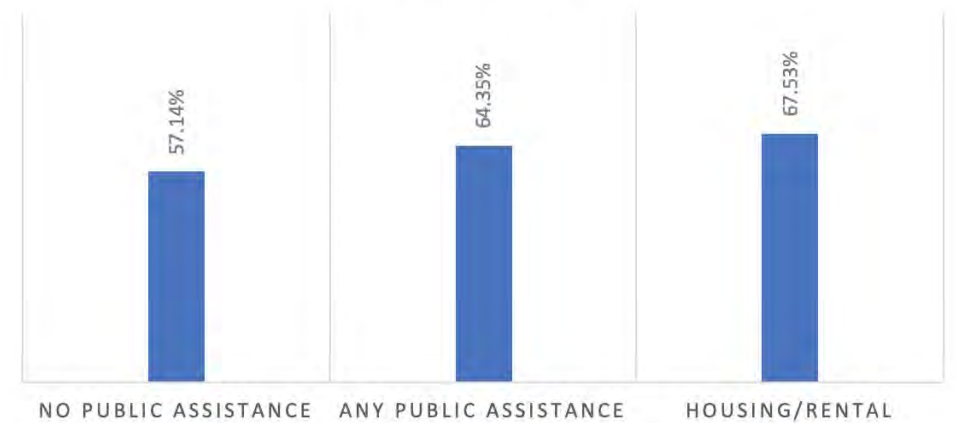
Self-Reported Mental Health Status



Self-Reported Depression, Past Year



Self-Reported Anxiety, Past Year



Source: NCHPH 2020

Depression or Anxiety with Hardship

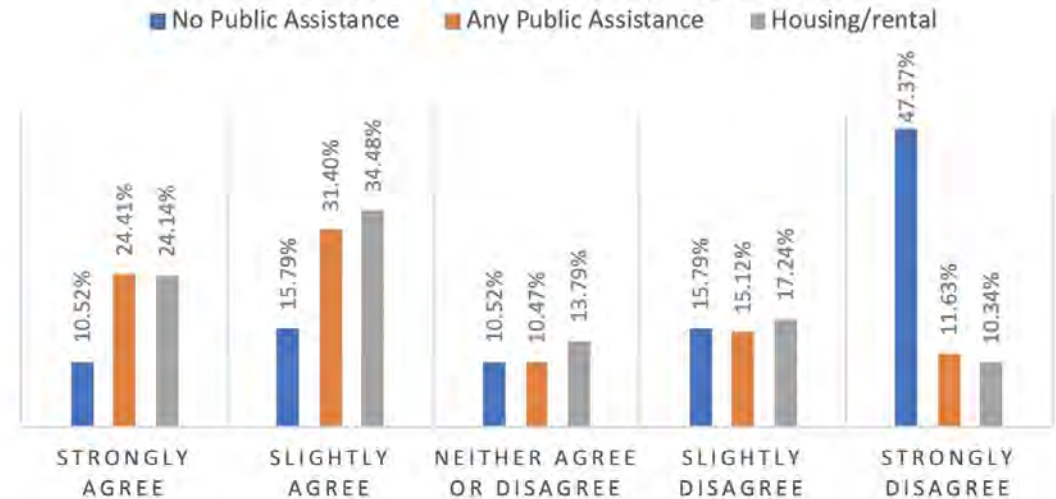
Individuals that receive housing assistance are more likely to report that their anxiety or depression interferes with daily activities compared to the general population.

Anxiety- 59% vs. 26%

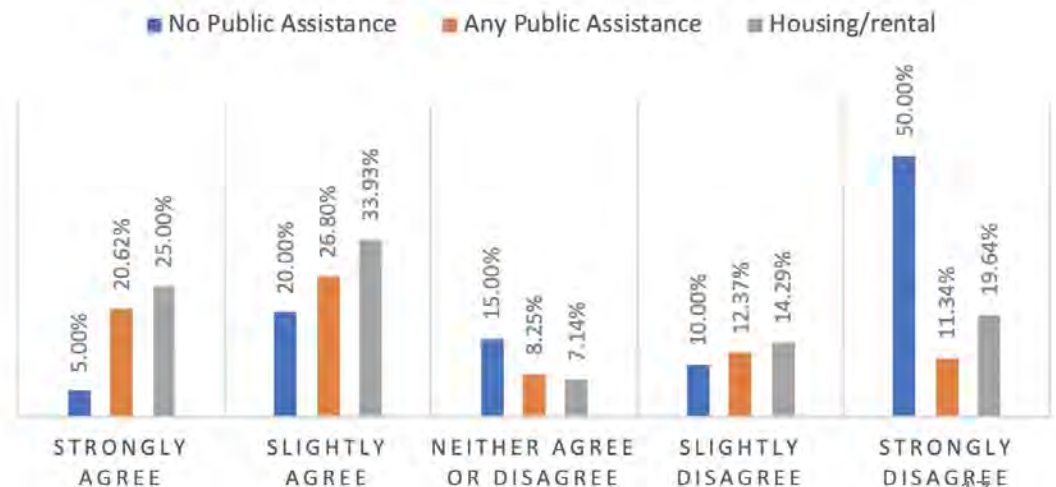
Depression- 59% vs. 25%

Source: NCHPH 2020

Self-Reported Depression with Hardship

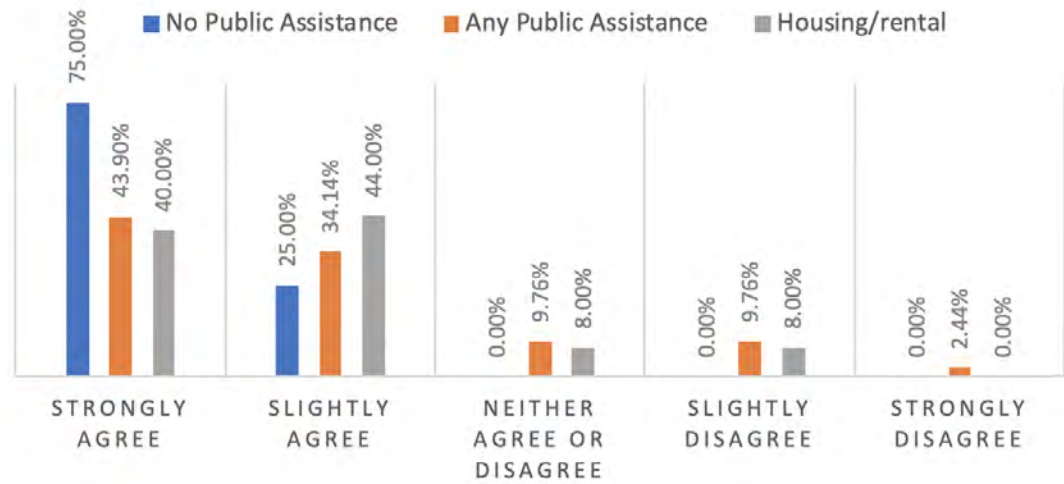


Self-Reported Anxiety with Hardship

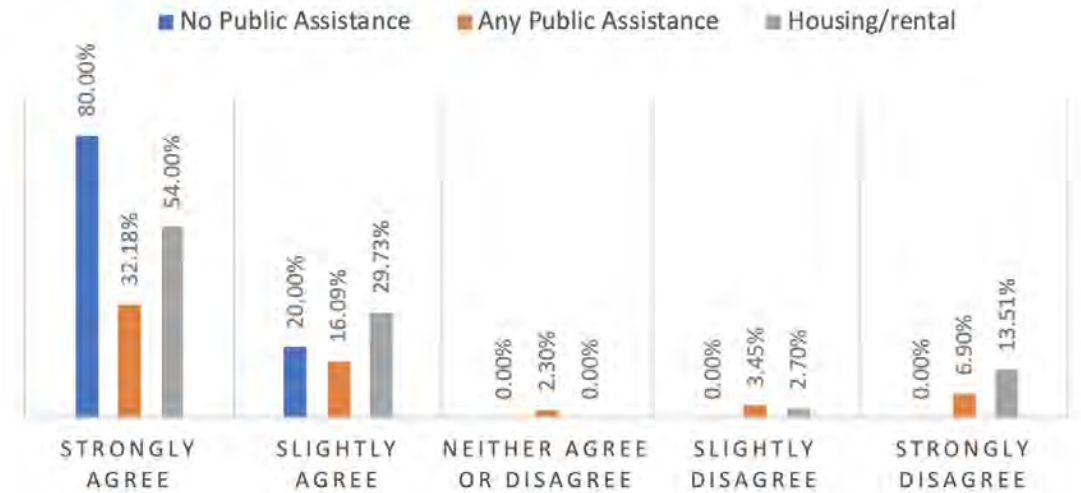


Unmet Mental Health Needs

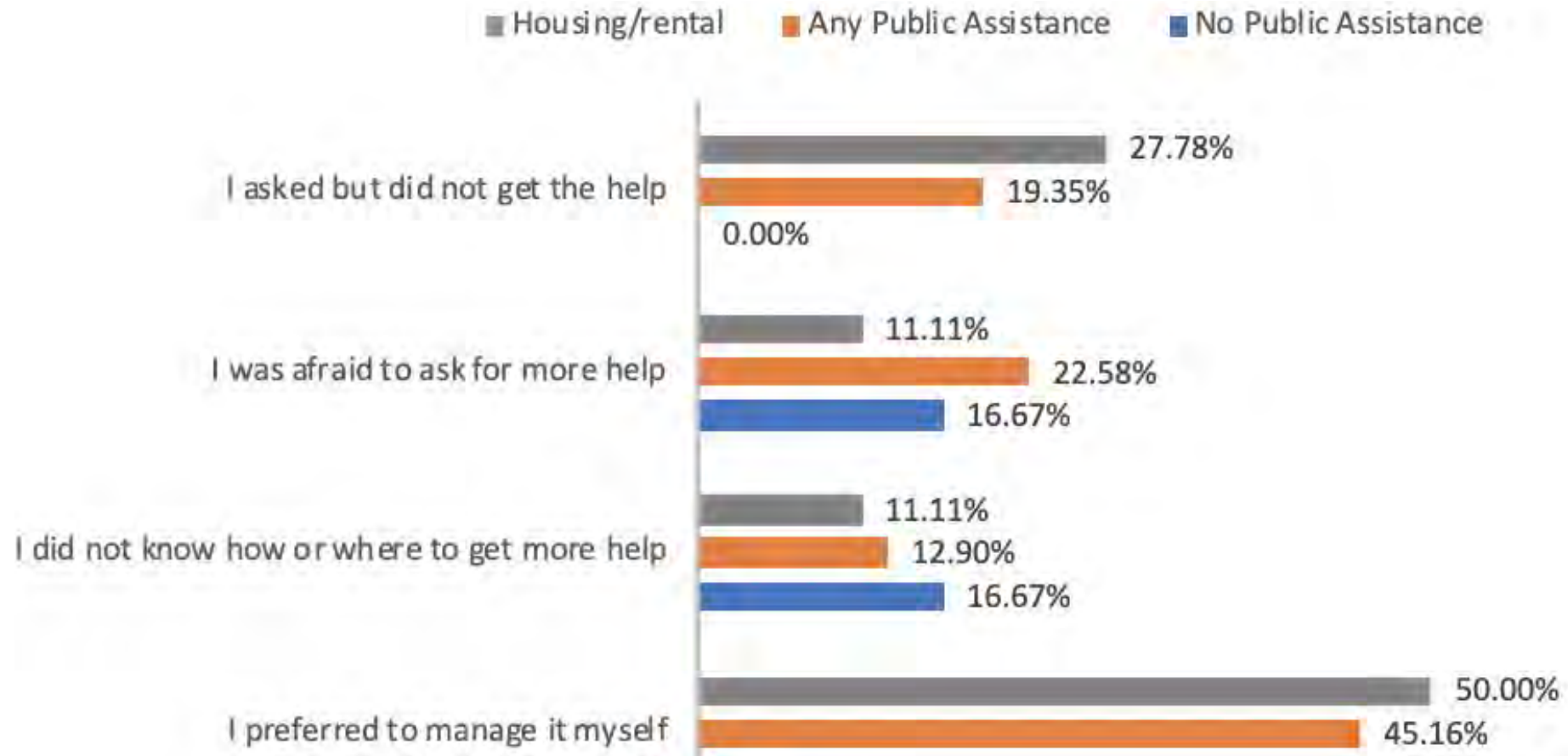
Enough Counseling Received



Enough Information Received

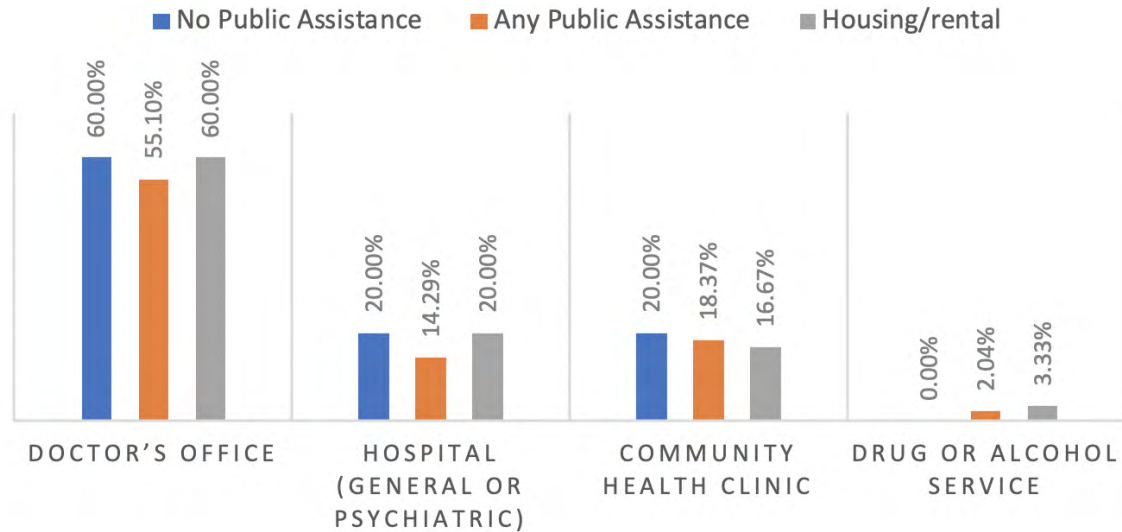


Challenges in Obtaining Information

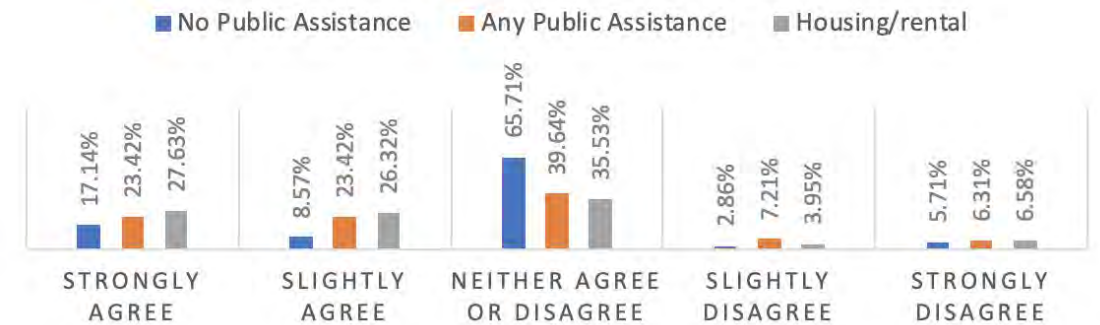


Use of Health Centers

Source of Mental Health Care



Q. Do You Think Your Local Community Health Center Might Be Able to Provide Help With Your Behavioral Health Needs?



Summary

- Mental health issues are more prevalent among public housing residents
- Need for information, services, treatments significantly higher
- For those with unmet needs, challenges included fear of asking or what others may think, not knowing where to find information, or asking for help but not receiving it.
- HRSA's Health Center Program is an important and trusted source of behavioral health services

Recommendations

Identify/screen housing status

Review quality measures

Create trusting environment

Partner with housing authority



Community





Poll

Have you witnessed an increase in any of the following conditions among **patients** during COVID-19?

- Depression
- Anxiety
- Stress
- Substance Use Disorder
- Other



Poll

Have you witnessed an increase in any of the following conditions among **staff** during COVID-19?

- Depression
- Anxiety
- Stress
- Substance Use Disorder
- Other

La Maestra

La Maestra Community Health Centers

Integrating Behavioral Health During a Pandemic

Mario Salguero MD PhD

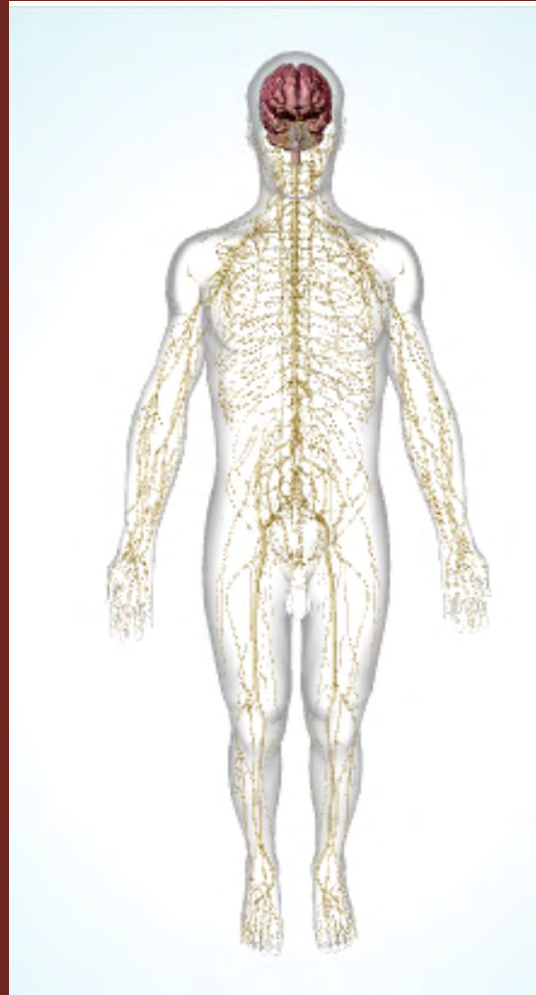


What's in a name? That which we call a
rose by any other name would smell as
sweet.

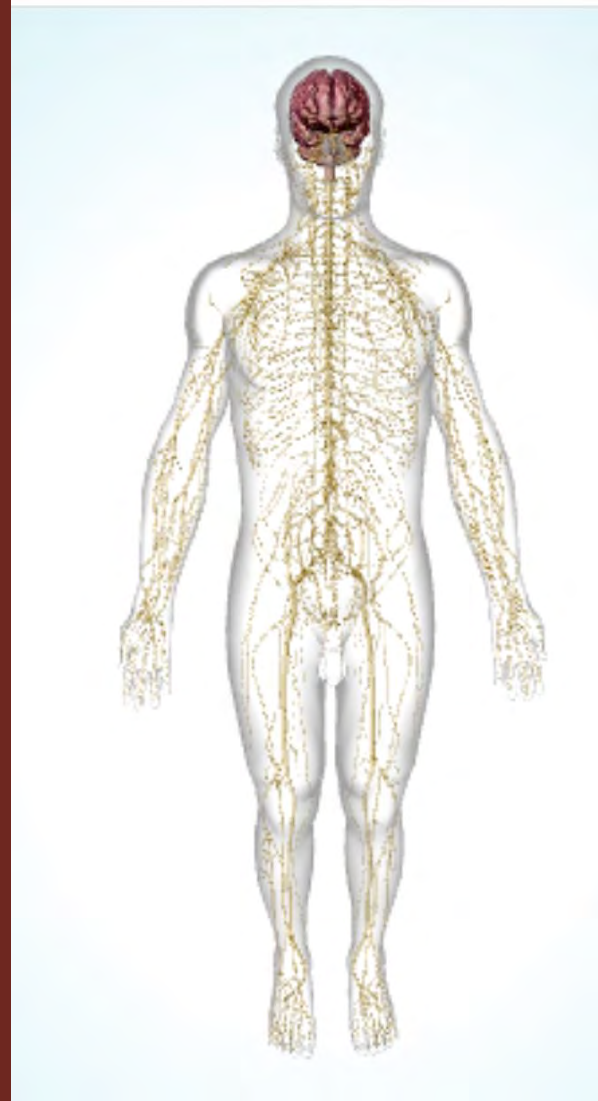


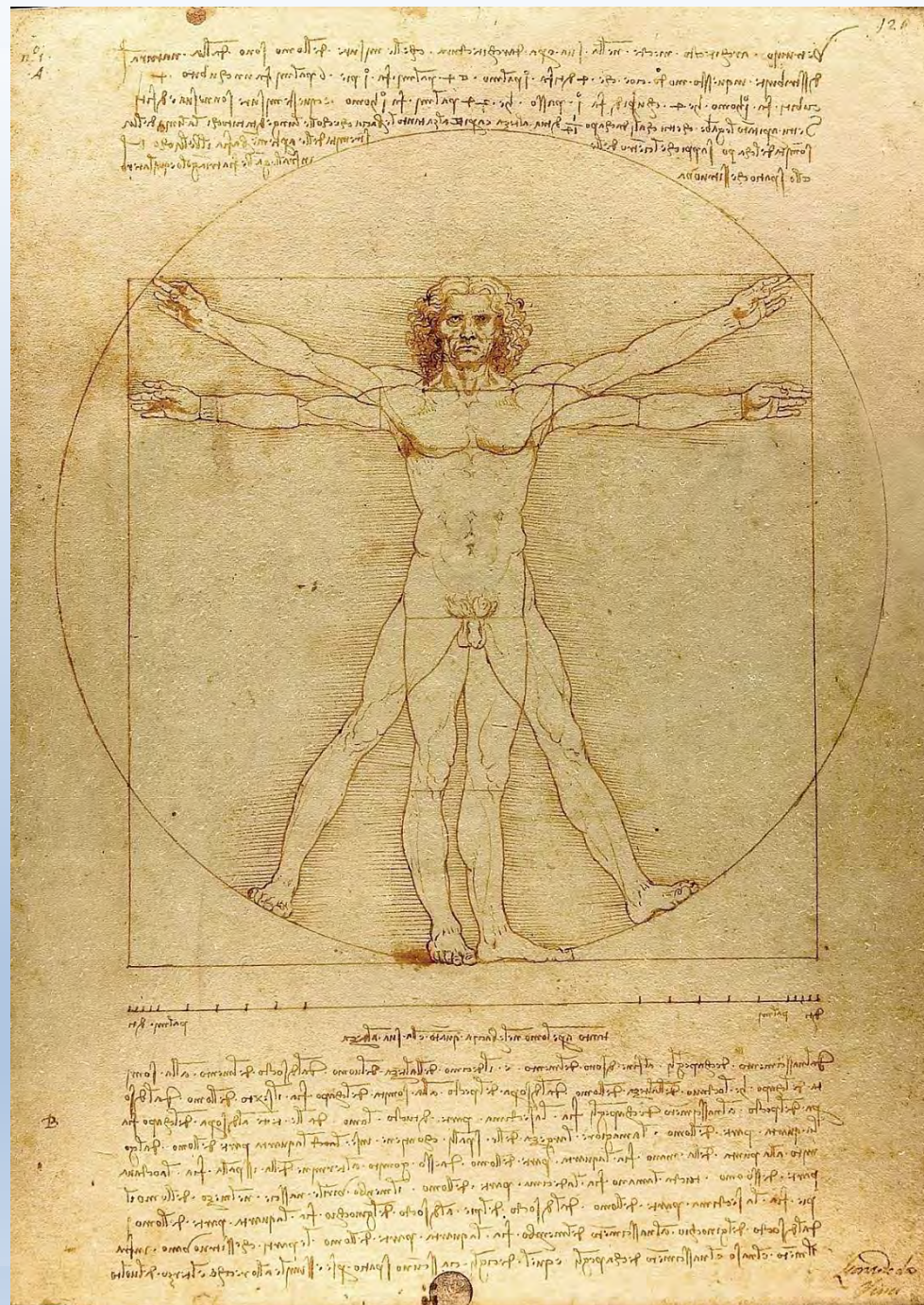
William Shakespeare

Brain Functions



Brain Health





La Maestra Community Health Centers Comprehensive Community Behavioral Health and **Wellness Clinic (CCBHWC)**

Integrating Primary Care,
Behavioral Health, Substance
Use Disorder Services for Adults,
Youth, and Families



Benefits

- ❖ Increased satisfaction (all)
- ❖ Better outcomes
- ❖ Improved patient care
- ❖ Decreased costs



Challenges

- ❖ Right staff
- ❖ Overcoming
- ❖ Stigma
- ❖ Taboo
- ❖ In patients, families and sometimes in clinicians.
- ❖ Billing



Challenges during pandemic

- ❖ Shelter in place
- ❖ Isolation
- ❖ > social media
- ❖ Stress
 - ❖ Kaiser >50% poor MH
- ❖ Biology
- ❖ Access to care



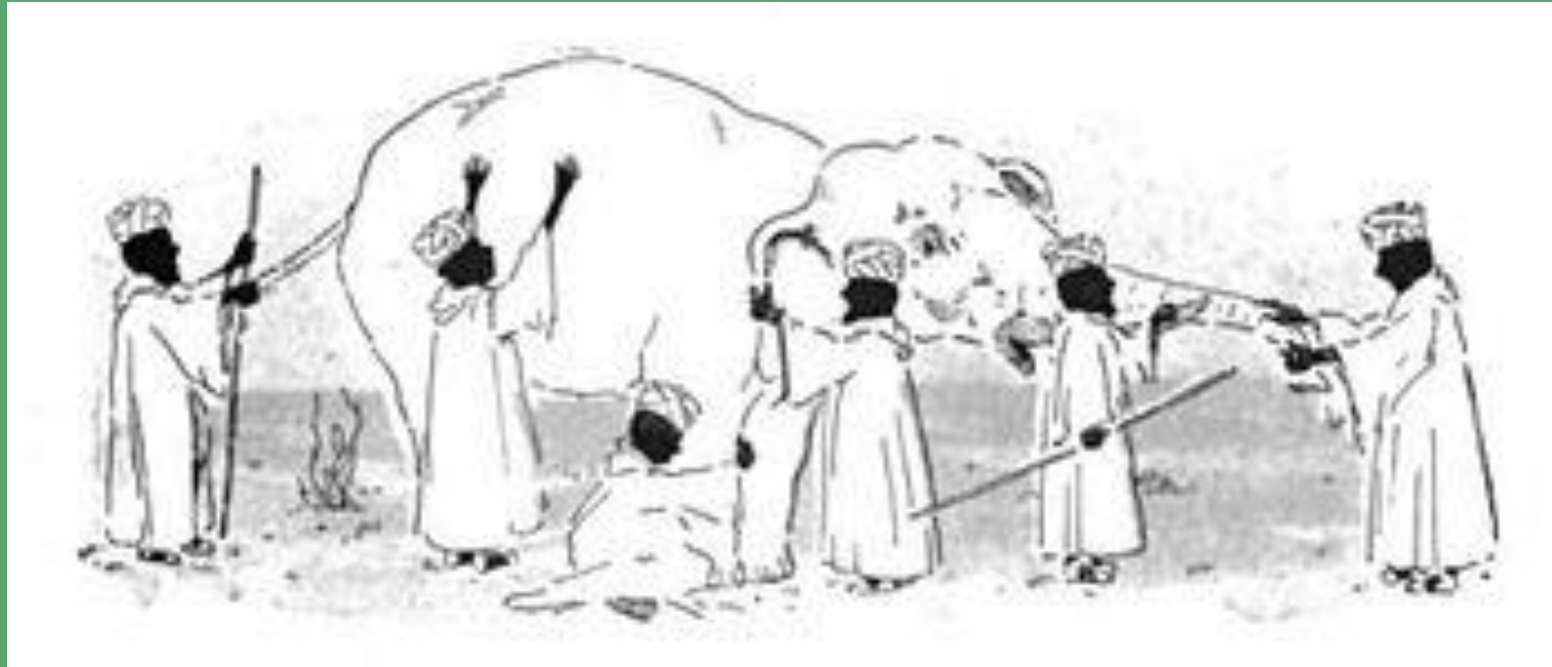
Challenges during pandemic

- ❖ Shelter in place
- ❖ Isolation
- ❖ > social media
- ❖ Stress
 - ❖ Kaiser >50% poor MH
 - ❖ 18% and 5.8%
- ❖ Biology
- ❖ **Access to care**



Access to care

- ❖ Multidisciplinary team.



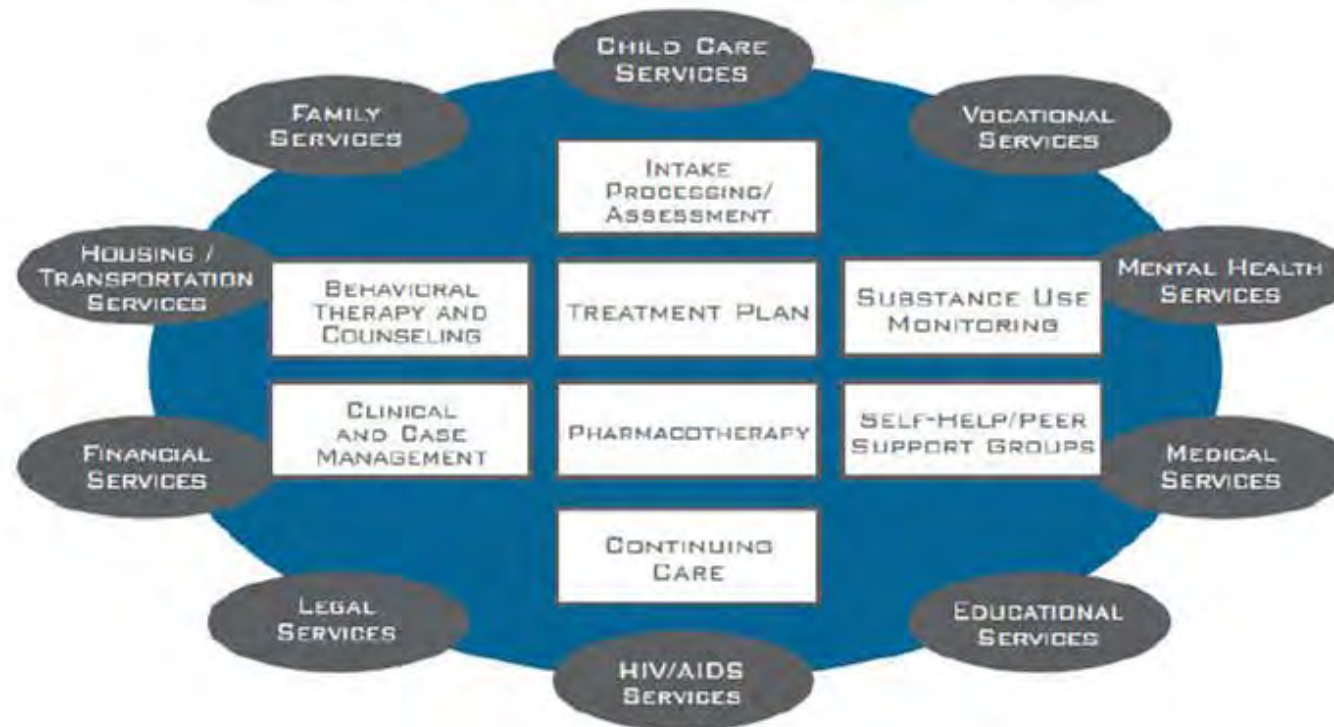
Multi-Disciplinary Team

- ❖ Addiction Psychiatrist/ Medical Director
- ❖ Psychiatric Nurse Practitioners
- ❖ Licensed Clinical Psychologists
- ❖ Licensed Marriage & Family Therapists
- ❖ Licensed Clinical Social Worker
- ❖ Family Nurse Practitioner
- ❖ Physician Assistant
- ❖ Registered Nurses
- ❖ Medical Assistants
- ❖ Substance Use Disorder (SUD) Counselors
- ❖ Peer Support Specialist
- ❖ Case Managers
- ❖ Outreach Specialist
- ❖ Program Liaisons for Partner Programs
- ❖ Trauma-Informed Care Yoga Instructor
- ❖ Call Center Representative
- ❖ Patient Care Coordinators
- ❖ Program Coordinators
- ❖ Patient Access Coordinator
- ❖ Program Manager
- ❖ Operations Manager
- ❖ Vice-President of Business Development



Access to care

❖ Multidisciplinary team.



The best treatment programs provide a combination of therapies and other services to meet the needs of the individual patient.



Access to care

- ❖ Evidence based models, services and treatments.



Access to care

❖ Virtual visits



Access to care

❖ Virtual visits



Access to care – self care

❖ Burnout



Access to care – self care

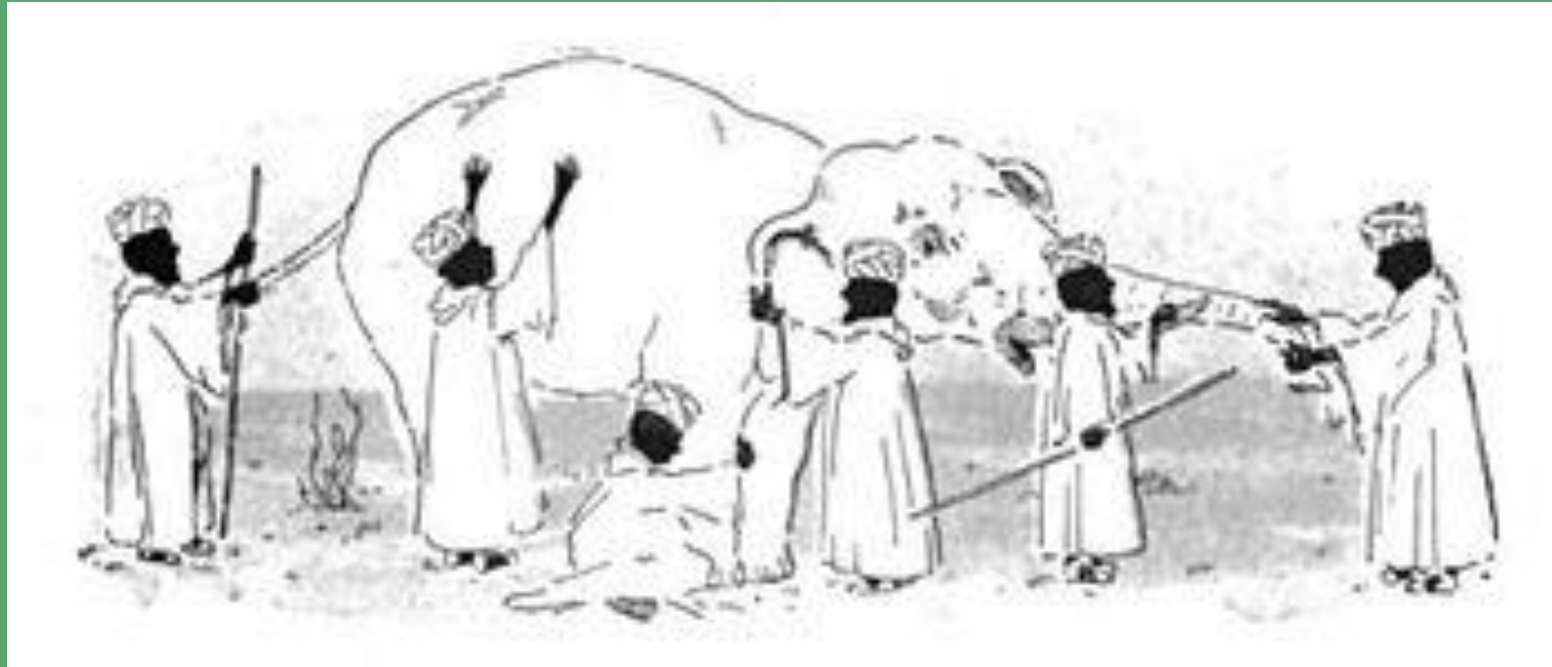
❖ Burnout

- depersonalization
- emotional exhaustion
- sense of low personal accomplishment
- affects work life and relatively spares personal life
 - Differs from depression, which affects *both* personal and work life
- Prevalence
 - 25% - 60% of practicing physicians
 - 76% of internal medicine residents (Shanafelt et al)



Access to care

❖ Multidisciplinary team.



Questions?

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lamaestra.org



Q&A



If you would like to ask the presenter a question, please submit it through the questions box on your control panel.



If you are dialed in through your telephone and would like to verbally ask the presenter a question, use the “raise hand” icon on your control panel and your line will be unmuted.



Upcoming events:

Partnering for the COVID-19 Vaccine: Lessons from the Flu-LEAD Project

Date: February 10, 2021

Time: 1:00 – 2:00 pm EDT

Registration: <https://nurseledcare.phmc.org/training/item/942-patient-engagement-for-hiv-services-amid-covid-19.html>



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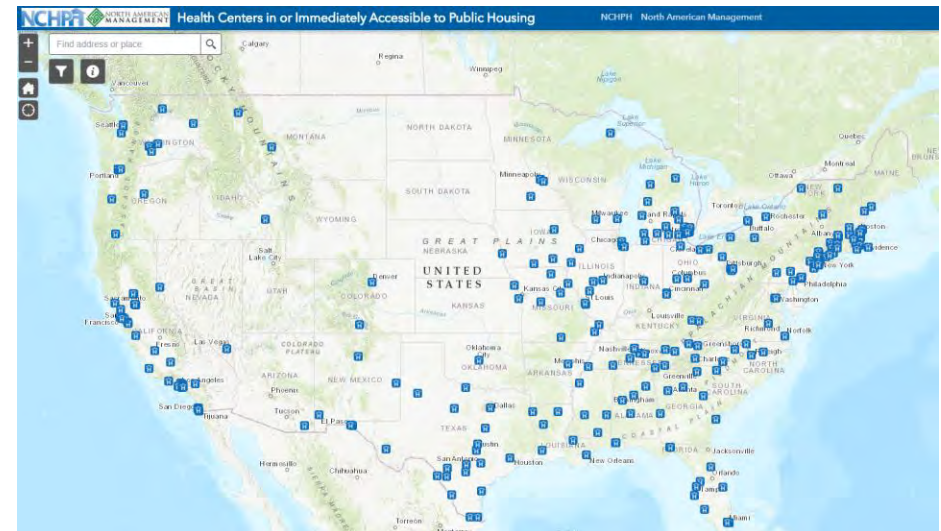
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HEALTH CENTER RESOURCE CLEARINGHOUSE

The screenshot shows the top portion of the website. At the top is a navigation bar with the logo and menu items: ABOUT, PARTNERS, SEARCH, PRIORITY TOPICS, PROMISING PRACTICES, and CONNECT. Below this is a red banner with the text: "YOUR FEEDBACK IS NEEDED! ALL health centers should complete the weekly HRSA/BPHC COVID-19 Survey. Your responses are critical to identify Community Health Center needs related to addressing the COVID-19 crisis." Underneath the banner is a search bar with the placeholder text "Search the Clearinghouse: Enter Search Terms Here" and a "SEARCH" button. The main content area features a large image of healthcare workers in masks. On the left is a sidebar with "COVID-19 Resources:" and a list of categories including Promising Practices, Vaccine Distribution, Emergency Management, Telehealth, Governance, and Special and Vulnerable Populations. A red button labeled "COVID-19 Resource Page" is at the bottom of the sidebar. In the center, there is a "Quick Finds:" section with a downward arrow and the instruction "Use the links below to find resources on key topics." Below this are nine icons representing different resource categories: Clinical Issues, HIT/Data, Social Determinants of Health, Emerging Issues: COVID-19, More..., Operations, Special & Vulnerable Populations, Finance, Promising Best Practices, Value-Based Health Care Transformation, Governance, Quality Improvement, and Workforce.

The Health Center Resource Clearinghouse addresses the competing demands placed on a busy public health workforce by providing a broad framework of resources, tools, and supports to facilitate professionals' ability to access and utilize critical resources. [Get started below.](#)

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THANK YOU

