Mental Health Lessons Learned

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SCIENTIFIC/TECHNICAL ADVISORY COMMITTEE
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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.