Expanding Access and Improving Quality Care

2023 ANNUAL REPORT











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Greetings partners and friends:

Throughout 2023, we embarked on a journey of transformation and innovation fueled by a shared vision to increase sustainable access to quality mental health care and resources across the Providence seven-state footprint.

We recognized the strength of empowering our frontline caregivers to identify the needs of our patients and communities, and in response to the pressing challenges our communities face, we <u>launched more than 20 programs</u> that directly address our communities' greatest mental health needs.

And we set an audacious goal to expand access to mental health care to 1 million people in the Western U.S. by 2026.

I am pleased to share that we are making significant strides toward this target. Here's how:

- Within Providence, we've launched a system-wide, long-term behavioral health strategy to create sustainable services for our patients and our caregivers, close care gaps, and provide whole-person care via efforts within our own care delivery system as well as with community partners.
- Within our communities, we're awarding transformation and innovation grants to meet our communities' greatest needs and to advance mental health and well-being.
- Across the nation, we're working closely with mental health leaders to align our efforts to increase mental health parity and access to quality care.

Our Impact

Since we embarked on this journey 18 months ago, we have invested more than \$10 million in our communities. We're already seeing the impact:



600,000+ projected lives touched



community partnerships, including 5-school based initiatives



13,300+
patients received potentially
life-saving interventions
for opioid use disorder,
suicidality, and depression

In this report, we are sharing updates about our grant initiatives that are helping to expand timely access, enhance quality care, and improve mental health and resilience – especially for the poor and vulnerable and those most marginalized in society.



Arpan Waghray, M.D. CEO, Providence's Well Being Trust

Examples include the launch of the <u>only pediatric relational health unit in Lubbock, Texas</u>, in an area with acute access challenges, and a <u>crisis receiving center in Missoula, Montana</u>, that is providing trauma-informed care regardless of an individuals' residency or ability to pay, to an estimated 4,000 people within the first year.

Finally, on a national scale, Providence's Well Being Trust is engaging in strategic partnerships to align change across the country and share learnings from our deep work in communities, including our work with The Kennedy Forum's Alignment for Progress, a 10-year initiative.

As we embark on our transformative journey in 2024, we are deepening our collaboration efforts with community partners, working to ensure the sustainability of our programs, and leveraging technology to bring mental health and support and services at scale.

The U.S. Surgeon General described our nation's mental health crisis as the <u>defining public health challenge</u> of our time. But amid this crisis, we have a profound opportunity ahead of us.

Together, we can create a nation where everyone has access to quality, compassionate care and recovery is possible.

Thank you for standing with us on this transformative journey.

Aspan Wagheny



A Message from our Board Chair

As our nation continues to grapple with the pressing issue of mental health, Providence's Well Being Trust remains firmly committed to identifying and advancing innovative and actionable solutions to change the course of the mental health crisis.

Our efforts in 2023 have been significant, and we are excited to provide an update on our progress.

Through our commitment to driving change and meeting our communities' greatest mental health needs, Providence's Well Being Trust awarded nearly \$5 million in grants to new initiatives that address a range of mental health concerns. Examples include: decreasing mental health stigma among youth, reducing maternal mortality and rates of infants born with substance use-related conditions, increasing access to medication-assisted treatment for opioid use disorders, and increasing access to behavioral health services in primary care clinics.

We firmly believe that by investing in these areas, we can make a tangible difference in the lives of those affected by mental health conditions.

In addition to our grant initiatives, we have also fostered partnerships within our communities to strengthen school-based mental health programs. One notable example of this is the launch of virtual mental health services and support in the Renton School District in September 2023. Through this initiative, more than 15,000 students have gained access to vital mental health resources at no cost. We are proud to be at the forefront of such innovations, ensuring that our youth receive

accomplished.

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the support they need to thrive.

I'm incredibly proud of the work that Providence's Well Being Trust has

We extend our sincere gratitude to our stakeholders and partners for their continued support.

Together, we are making a lasting impact on the mental health landscape and providing a better future for generations to come.



Rod Hochman, M.D.

Providence's
Well Being Trust
Board Chair;
President & CEO,
Providence



Ali Santore, MPA EVP & Chief Administrative Officer, Providence

Mental Health Advocacy

At Providence, we reach beyond the walls of hospitals and care facilities to work with local, state, and federal policymakers to advance policies designed to better serve our communities. This work includes Providence's state and federal behavioral health advocacy efforts.

Our behavioral health advocacy priorities are categorized into three areas:

- Increasing access to mental health services.
- Increasing the affordability of mental health services.
- Improving quality care.

Increasing access

We're facing a significant shortage of mental health providers across the country. Two examples of our federal advocacy work to address the workforce shortage includes growing and strengthening the behavioral health workforce by allowing licensed clinical social workers to bill for mental health services under Medicare and increasing graduate medical education slots with a prioritization of mental health providers.



Increasing affordability and improving quality care

Our advocacy efforts also aim to achieve health payment parity, increase reimbursement for mental health services under Medicaid and Medicare, and secure Medicaid coverage for partial hospitalization and intensive outpatient treatment programs for adults.

And our priorities related to improving quality care include addressing the opioid and fentanyl crisis and supporting funding for recovery programs. Substance use disorder and mental health often go hand in hand, and our advocacy efforts strive to increase access to high-quality mental health and substance abuse services.

I am optimistic about the potential for policymakers to come together to address these issues.

And I'm proud to work alongside the Providence's Well Being Trust team as we work together to ensure our caregivers and communities have reliable access to mental health services and to better serve our most vulnerable populations.

As we strive for positive change, we value your partnership and support.

Ali Santore, EVP & Chief Administrative Officer, Providence; Patrick Kennedy, former U.S. Representative and founder of The Kennedy Forum, and Dr. Arpan Waghray, CEO, Providence's Well Being Trust, are shown at the Kennedy Forum's Alignment for Progress Conference in Boston.

Caring for our Caregivers

Improving Caregiver Mental Health and Well-Being: How Providence is Redefining Support for Health Care Workers

"Healthcare workers are the ones who run towards the emergencies, towards the crisis," said Ryan Dix, PsyD, director of behavioral health, Providence's Well Being Trust. "The unfortunate side of that is it can sometimes make us hesitant to admit to mental health struggles."

Surgeon General Dr. Vivek Murthy has declared health worker burnout and well-being as crisis of national priority, and the Centers for Disease Control and Prevention (CDC) reported that health workers are feeling fatigue, loss, and grief at higher levels than before the pandemic. The CDC data also showed that supportive workplaces can make a big difference in caregiver well-being.

Providence's No One Cares Alone (NOCA) program responds to this call to action by providing caregivers with resources and support, meeting them wherever they are on their wellness journey.

NOCA takes a public health approach to addressing mental health. Primary prevention, through educational resources, helps increase awareness and lower stigma around mental health conditions among caregivers. Secondary prevention proactively reaches out to provide support and also helps to identify and support those who may be at greater risk. More skilled assistance is also available to address mental health concerns for caregivers and families





Ryan Dix, PsyDDirector, Behavioral
Health, Providence's
Well Being Trust





IMPACT STORIES



Andrew Daly
Licensed Clinical
Social Worker

"We know our core leaders are doing a great job taking care of their teams, but who's taking care of the core leader," says Andrew Daly, a licensed clinical social worker who meets with core leaders to share mental health resources.

"And that's where we're coming in to walk alongside our leaders. We engage with them to understand their individual needs and customize the resources accordingly. Additionally, our outreach efforts provide a safe space for leaders to share the difficulties they are encountering, both personally and within their teams."

Core Leader outreach can also include a meeting to review resources available, a team burnout assessment, and a chance to collaboratively develop interventions. Feedback has been incredibly positive.

"Almost universally, leaders express how valuable and supportive the conversations are for improving both care for themselves and for the teams they serve," said Brian Johnson, chaplain and wellness consultant with Providence, who is a consultant with the Core Leader Outreach team. "There is something uniquely powerful and effective about a focused one-on-one conversation. We also have a powerful effect on destigmatizing and normalizing mental wellness care for caregivers. Leaders are discovering and embracing the power of empathetically and vulnerably modeling actually using the services themselves."

Dr. Dix added, "Feedback regularly speaks to the value we see when caregivers feel cared for. They're really great at taking care of other people – to have that reciprocated back to them is such an imperative."

The impact of NOCA also spreads far beyond the caregivers. Dr. Dix shared stories about caregivers being able to use what they learned through NOCA to support family members and friends in crisis. And caring for the caregivers also has a positive impact on patient care.

Burnout and untreated mental health conditions have adverse impacts on patient experience and patient-provider relationships," said Dr. Dix. "When you support caregivers you're going to have better patient experiences and better health outcomes, ultimately leading to lower health care costs."

To date, more than 2,000 core leaders have participated in Core Leader Outreach and 43,500 caregivers have been impacted.



"Providence believes in the inherent dignity and worth of every caregiver: we all deserve care, deserve to be supported, deserve a healthy working environment. And, when we, as caregivers, take better care of ourselves and each other, we take better care of our patients."

- Brian Johnson, Chaplain and Wellness Consultant

Expanding Access

St. Jude Heritage Medical Clinics Introduce Integrated Mental Health Care for Children and Youth

"In the last few years, we saw a spike in mental health needs in our communities, particularly among our children and youth population," said Diana Alcantar, MS, a licensed marriage and family therapist (LMFT) and director of behavioral health & primary care integration, Orange County & High Desert Region. "We weren't prepared for the volume of young patients who were in great need."

In response to the growing need, with support from a grant from Providence's Well Being Trust, St. Jude Heritage Medical Clinics were able to expand an integrated collaborative care model bringing together physical, behavioral, and mental health care in one place by adding an additional behavioral health therapist to their pediatric clinic.

"We are no longer treating physical and mental health separately. Not only has this model helped bridge gaps in care for our patients and the community, but we are also seeing a positive impact on the patient's overall health."





Diana Alcantar, MS

LMFT & Director of
Behavioral Health
& Primary Care
Integration, Orange
County & High Desert
Region

IMPACT STORIES

Bringing mental and physical health care together in an integrated way results in better outcomes for children and youth, more efficient and coordinated care, higher treatment rates, reduced parental stress, and improved patient satisfaction.

"Our patients are receiving a whole-person care approach in our program. We are no longer treating physical and mental health separately. Not only has this model helped bridge gaps in care for our patients and the community, but we are also seeing a positive impact on the patient's overall health. That's probably one of the biggest benefits of this model," said Alcantar.

Offering access in this integrated way is critical because 9 in 10 children receive regular medical care from a primary care provider, but only <u>one-third of pediatricians</u> report that they have sufficient training to diagnose and treat children with mental disorders, according to the Centers for Disease Control and Prevention. Previously, parents were contending with long waiting lists and difficulty finding mental health providers.

Now, families can bring their child to see their trusted pediatrician and walk down the hall to meet a therapist when a behavioral health need is identified. There is strong collaboration

between the licensed independence clinical social workers (LISCW) providing behavioral and mental health services and the primary care pediatric provider to create and follow up on an appropriate treatment plan.

Our LICSW is bilingual to meet needs of the Spanish-speaking population (nearly half the population of Orange County speaks a language other than English) and specializes in culturally sensitive care, eating disorders and mental health support for children.

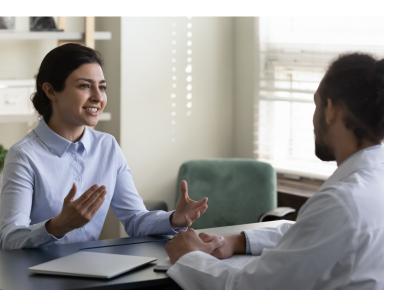
Alcantar says the program has received positive feedback from families, patients, and providers alike. Pediatric

providers are grateful for these services available for patients, and for the additional behavioral health access it has opened for the pediatric clinics.

"I'm very passionate about this work because we are witnessing the overall health of our patients improving. This model is making strides in the health care industry. Our patients are healthier and that's one of our biggest rewards," said Alcantar. "To see more people talking about mental health and the importance of treating the whole person, is gratifying. We're incredibly grateful we're able to reach more people with this approach."

Integrated Behavioral Health

Positive Patient Outcomes Seen as Kadlec Clinics Introduce Integrated Behavioral Health Model in Primary Care Clinics



Nestled between the Columbia and Yakima Rivers, Kadlec Regional Medical Center serves the local communities and the wider rural area across southeastern Washington and northeastern Oregon. As is the case for many regional referral centers serving expanded rural areas, medical access can be increasingly spread thin – especially for behavioral health care and support.

"It was clear that we needed additional resources to help

meet the patient needs, we had patients in our clinics in a crisis state. And a lot of our primary care teams don't have specialty training in that space," says Molly Calhoun, MSN, director of clinical operations for Kadlec Clinics.

While providers were doing their best, the amount of need was unsustainable – and making access to the primary care providers even more difficult.

The Kadlec Integrated Behavioral Health Expansion project, funded through a grant from Providence's Well Being Trust, is expanding access to behavioral health care by embedding licensed social workers in primary care clinics. The social workers are trained to identify and manage mental health issues through brief, solution-focused therapy sessions.



Molly Calhoun, MSN

Director, Clinical

Operations, Kadlec

Clinics

"You get
that warm
handoff,
which makes
patients more
comfortable
and more
likely to show
up to the
visit."



"Integrated behavioral health care programs are crucial in addressing the complex needs of individuals seeking mental health support. By combining mental health services with primary care, we can provide comprehensive and holistic care that improves overall health outcomes. This integration ensures that mental health is not siloed, but rather seen as an integral part of overall well-being, leading to better treatment outcomes and increased patient satisfaction."

- Julie McComish, Mental Health Strategy Director, Providence's Well Being Trust

IMPACT STORIES

"Patients have incredibly high levels of trust for their primary care provider," says Calhoun. "They're in an environment that they know and trust. They don't have to drive somewhere else. They have a lot of comfort, convenience, and really great coordination of care."

The initial project implementation has shown a positive impact on depression screening rates, treatment outcomes, and improved access.

"Sometimes one of our medical assistants will walk a patient down the hall and head into our social worker's office and just say 'hey, meet our social worker. We've got you set up with an appointment date and they're excited to see you.' You get that warm handoff, which makes patients more comfortable and more likely to show up to the visit," says Calhoun.



Nathan Davis, LICSW Mental Health Therapist, Kadlec Clinic Richland Primary Care

"By taking this collaborative, integrative approach, it really helps us as clinicians to meet patients where they're at and empower them to make long-lasting changes in their lives." And that's, ultimately, what it's all about.

The impact is obvious from patients' stories as well.

"What has been really neat to see is the expedited impact this program has had on patients," said Nathan Davis, a licensed independent clinical social worker and mental health therapist at Kadlec Clinic Richland Primary Care. "I have met with individuals who on their first visit are struggling to manage their [mental health]. But then I'll see them engage in 6 to 8 sessions, stabilize on medication, and ultimately excel in their job and have positive and meaningful relationships. We're also seeing teens improve their grades, find confidence, and increase healthy communication with their parents and friends."

Calhoun emphasized the importance of philanthropic support for this integrated approach to quality mental health care in primary care settings – especially until the reimbursement system supports wider adoption.

"Sometimes the business case is challenging, and you really have to come at it from our mission. I work for an incredible organization that's heavily investing in this space. But unfortunately, the payors haven't caught up to the need. It's the right thing to do. That's where, as a community, we can help impact that need through philanthropy to help support behavioral health access," said Calhoun.

Virtual Mental Health Support

Virtual mental health support cultivates hope and fosters resilience for youth and families

As part of its ongoing commitment to improve youth mental health and well-being, in 2023 Providence announced that it would fund – through Providence's Well Being Trust – Renton School District's student virtual mental health services over the next three years. This commitment is a key component of the Providence and <u>Seattle Sounders FC</u> unprecedented community <u>partnership</u> to address the youth mental health crisis.

Through this new partnership, the 15,000-plus Renton School District students have access to mental health services and support including:

- Tele-mental health therapy on campus as well as from their homes.
- Mental health awareness curriculum and outreach that fosters a culture to help kids prioritize their mental well-being and support their friends.
- In-person and virtual events and assemblies using the <u>Work2BeWell (W2BW)</u> curriculum.
- Safe spaces for kids to play.





192 students have completed

925 visits



7 mental wellnessthemed assemblies

3 small support groups

tudent mental health club have launched



"Community and school-based partnerships are crucial in improving mental health as they foster a sense of belonging and support, creating a web of resources that individuals can turn to in times of need. By forging strong bonds between communities and schools, we not only create an environment where mental health concerns are addressed promptly, but also ensure that young individuals receive the necessary support and guidance to flourish."

- Jennifer Graves, Director, Grants and Finance, Providence's Well Being Trust

IMPACT STORIES



5+ training sessions provided to RSD teachers using the Work2BeWell curriculum

4
secondary
schools'
homeroom
classes
adopted W2BW
curriculum



250+ students served at Community Health Clinics



1 new safe space

created for kids to play with the opening of the Benson Hill Elementary Mini-Pitch Victoria Blakeney, director of student support, Renton School District, shared that this new service is filling a gap and providing much-needed support to students and families. "As a community, we are working to address the social, emotional and mental health needs of our students, and this partnership along with the new virtual therapy service expands access for all of them, filling a key gap in a comprehensive mental health support system."

Support from virtual therapist helps student thrive

Fourth grader Sara*, age 9, has struggled with anxiety since the pandemic.

"She didn't go to school for almost two weeks – it was a big issue," says Sara's mom. "I didn't know what to do. I didn't know who to talk to."

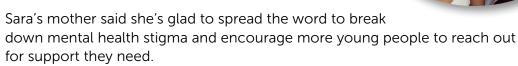
Through a referral from her daughter's school counselor, her mother found out about <u>virtual mental health services</u> provided at no cost to parents.

She shared how grateful she was to hear her daughter say, "Mom, it's really working!" Sara attends school regularly now and uses tools and coping resources she learned from the therapist. One idea the therapist shared is to intentionally start the day with a positive thought. Sara said she tried the suggestion the next morning.

When she got home from school she shared with her mom, "I told myself I was going to have a great day, and I did!"

Sara's mother, who works full-time as a paraprofessional in preschool special education, said the accessibility of virtual appointments that can be fit in around her schedule has been critical.

Her older brother Robert* is 17 and serves as a student ambassador at Talley High School where he presents information about the virtual mental health services to his peers. Robert says he has noticed a positive change in his sister. "Since she's received support from a virtual mental health therapist, my sister's anxiety has reduced significantly, and she no longer complains about going to school."



Learn more about virtual mental health services here.

*Names have been changed to protect privacy of students.



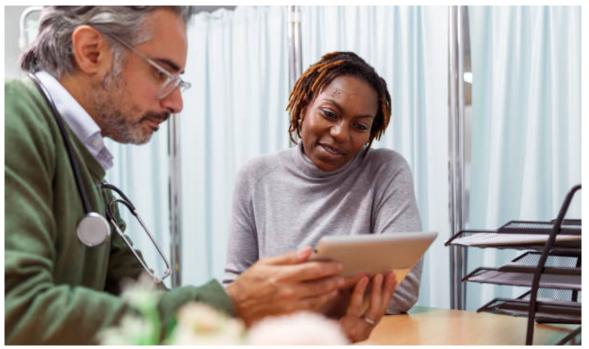
High-tech Support

Al-enabled digital assistant provides high-tech support for behavioral health education and referrals

About 40% of office visits for mental health concerns occur in primary care, and the trusted relationship with the primary care physician creates a strong opportunity for whole-person care. However, studies show that primary care providers don't always feel equipped with the time or support needed to adequately address these needs.

Providence built MedPearl, an Al-enabled system that provides clinical guidance at the point of care, as an education and referral platform integrated into its electronic health record to better support physicians. A new grant from Providence's Well Being Trust is increasing behavioral health resources within the tool to meet growing demands.

"We have received feedback that this really does help support primary and urgent care physicians and APPs to have better conversations and makes sure that when they refer out to specialists, they are referring appropriately, with the right work-up in the exam rooms – virtual and physical."





Teri Renfrow

Director, MedPearl,

Virtual Care and

Digital Health



Dr. Tom Rittman
Psychiatrist & Medical
Director, Behavioral
Health at Providence
St. Vincent Medical
Center, Oregon

"If we can reduce the number of referrals that don't actually require treatment from a psychiatrist or psychologist, that will increase the access for people that do."

"We recognized that we had gaps in MedPearl's library specific to behavioral health conditions and treatment strategies," said Teri Renfrow, director of MedPearl, Virtual Care and Digital Health.

The grant funded the development of 35 short videos and educational materials that can be viewed by patients and providers during the visit, to support decision-making for providers and understanding for patients. The new content better equips providers in primary and urgent care settings to handle symptoms themselves or know when and where to make referrals.

"One of the challenges that we encounter regarding referrals is that, in some cases, patients who are referred to a behavioral health specialist may not actually require an intensive level of care," said Tom Rittman, MD, a psychiatrist and medical director of behavioral health at Providence St. Vincent Medical Center in Oregon. "If we can reduce the number of referrals that don't actually require treatment from a psychiatrist or psychologist, that will increase the access for people that do."

The effort has already had an impact since its launch in February 2023.

"We have received feedback that this really does help support primary and urgent care physicians and advanced practice providers to have better conversations and makes sure that when they refer out to specialists, they are referring appropriately, with the right work-up in the exam rooms – virtual and physical," said Renfrow.

One of the most remarkable areas of impact has been in improving medication-assisted therapy for opioid use disorder. MedPearl users showed a 13% increase in medication-assisted treatment for opioid use disorders in 2023.

Dr. Rittman noted that Suboxone, a medication that works by binding to the same receptors in the brain as opiates to prevent cravings and reduce the risk of overdose, is one of the most evidence-based, life-saving interventions in health care.

The resources and videos in MedPearl help patients know what to expect and offer guidance for the provider on managing treatment, while emphasizing that substance use disorder is a treatable disease to help neutralize stigma.

"We are still very much in the midst of an opiate crisis with shockingly high numbers of opiate deaths," said Dr. Rittman. "My hope is that offering very accessible knowledge during the space of a patient visit could really improve those outcomes and save a lot of lives."

Pediatric Relational Health Unit at Covenant Children's Ensures Patients in West Texas; Eastern New Mexico have Access to Mental Health Services

In response to community feedback regarding insufficient pediatric mental health services in West Texas and eastern New Mexico, Providence's Well Being Trust supported Covenant Children's and Texas Tech Physicians Child and Adolescent Psychiatry Department to open the region's first pediatric relational health unit. The center opened August 2023 and allows Covenant Children's to better serve the needs of the pediatric population of Lubbock County and the surrounding region, while also supporting access to telehealth services for an expansive region including West Texas/the Panhandle Plains.



The comprehensive unit is providing care for an estimated 3,200 patients per year.



"This site will fill a need for those who seek resources and support for their mental health concerns and substance use conditions."

Jeremy Williams, RN, BSN

Director, Psychiatric Services, Providence St. Patrick Hospital

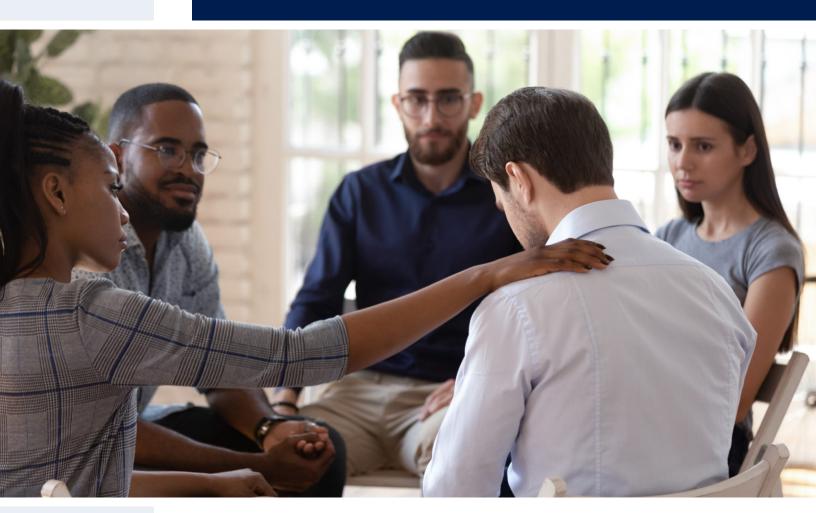
New Crisis Receiving Center Opens in Missoula, Montana

A new crisis receiving center opened in Missoula, Montana, November 2023. The Riverwalk Crisis Center provides a safe space and trauma-informed care for people experiencing a behavioral health crisis regardless of residency or ability to pay. During the first year, the crisis receiving center will provide support and resources to an estimated 4,000 individuals.

<u>Watch this video</u> featuring Jeremy Williams to learn more about how the center is meeting the needs of individuals throughout Missoula and western Montana.

2023 Innovations and Transformation Grants

Learn more and view the full list of <u>2023 Innovation and Transformation Grants</u> awarded by Providence's Well Being Trust.



Work2BeWell National Student Advisory Council members develop new state-by-state youth mental health resource



The National Student Advisory Council (NSAC) of Work2BeWell has created a new, free State-by-State Mental Health Resource, which is designed to serve teens across the country as a hub for improving and maintaining mental health. Specific resources, which include hotlines and contact information for local mental health organizations, are available for all 50 states.

Two council members, Shreeya Gogia and Kianna Victor, were key leaders in

the development of the resource. Both teens have seen the impact of the pandemic on their peers' and communities' mental health firsthand, and this inspired them to join the council and help create the resource.

"I looked at it as something that students can easily access and use as the first step toward them taking the initiative to improve their mental health," says Kianna. "I think there's such an ongoing stigma of mental health and it kind of blocks people from seeing that they can easily access mental health resources and they have several options from school-based curriculum content to accessing care in a clinical setting like therapy."

The council's approach to the creation of the resource was emphasizing the importance of mental health care access and support at the community level.

"I think local mental health organizations have a better understanding of what their communities and residents need," says Shreeya. "National resources are great, but having help close to home can lead to personalized support that teens might not receive from a national organization, especially when local resources have a better understanding of a school or community's landscape."

Shreeya Gogia NSAC member





Kianna Victor NSAC alum

Learn more about Work2BeWell

Work2BeWell is a mental health and wellness program focused on providing mental health resources and education for teens, parents, and educators. The organization's goal is to promote teen wellness across the country, and work to normalize the conversation about mental health and reduce the stigma that surrounds it. Learn more: <u>work2bewell.org</u>.

Providence's My Mental Health Matters employee well-being program named winner in Ragan's Workplace Wellness Awards



Providence's My Mental Health Matters (MMHM) employee well-being program was recently named a winner in Ragan's Workplace Wellness Awards in the Mental Health Initiative category.

Created in partnership with the American Foundation for Suicide Prevention, MMHM provides tools and resources to caregivers and empowers caregivers to feel encouraged to ask for help when they need it.

American Hospital Association Workforce Suicide Prevention Collaborator

Providence's Well Being Trust earned the Workforce Suicide Prevention Collaborator badge which shows the organization has made efforts to ensure hospital-based health care workers can access necessary behavioral health services and receive the support they need to seek help.

Through its participation in the American Hospital Association Health Care Worker Suicide Prevention Collaborative (HCWSP), Providence's Well Being Trust is equipped with the knowledge and skills to support their workforce with the tools, resources, and programs needed to improve mental well-being and prevent suicide.



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Learn more at wellbeingtrust.org.