



Providence's Well Being Trust

**Transforming behavioral health care
by expanding access and improving
clinical care outcomes**

SEPTEMBER 2023

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



It's been an exciting year of growth and change at Providence's Well Being Trust.

This past year, we made a strategic pivot to focus our efforts on the well-being of our caregivers, patients and communities within the Providence footprint of Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

This shift came as our nation continues to face a mental health crisis that has been exacerbated by Covid-19. More than one in five adults experience a mental health disorder, according to the CDC, and one in five youth ages 8-15 have experienced a debilitating mental illness. This is a critical time for Providence's Well Being Trust to go deeper into our communities, expand access to care, and ultimately, save lives.

We know that the best health care always starts at the local level. That's why we've spent the last year identifying the greatest needs of our patients within our communities through the eyes of those who know best: our frontline caregivers and the patients we are privileged to serve.

We invested nearly \$5 million in grant funding for innovative and transformative programs that meet the most pressing behavioral health needs of our communities. We're partnering with local schools, clinics and community organizations to implement programs that will help reduce mental health stigma among youth, increase treatment for opioid use disorders, expand access to depression and suicide-risk screenings, and more.

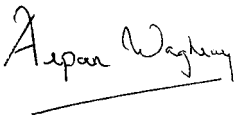
Ultimately, our goal is to take what we learn within the Providence footprint and scale these insights and programs so they can be implemented in more communities across the country. We look forward to broadening our impact as we continue to gather proof points and gain a better understanding of how to improve our nation's mental health and well-being.

The quote below from Mother Teresa is something that I hold on to every day as I work to advance our mission:

"Not all of us can do great things. But we can do small things with great love."

I am so grateful to all of you for coming alongside us as we work toward expanding access to behavioral health care to 1 million people by 2026. Let's continue doing great things and small things with great love to advance mental health and well-being for all.

Sincerely,


Arpan Waghray



Providence's Well Being Trust Awards Nearly \$5 Million in Grants for New Behavioral Health Initiatives

Providence's Well Being Trust recently awarded its first round of behavioral health innovation and transformation grants totaling nearly \$5 million. The funds will go toward increasing access and improving the mental health and well-being of patients.

The projects funded by these grants are aligned with Providence's Well Being Trust strategic priorities which include: expanding timely access, improving quality care and improving mental health and resilience in communities nationwide – especially for the poor and vulnerable and those most marginalized in society.

"Mental health is an urgent priority for Providence and every community we serve. Changing the course of this crisis requires identifying and advancing innovative and actionable solutions. That is why Providence's Well Being Trust is proud to award nearly \$5 million toward programs that will increase access to care and offer much-needed hope and healing to people and families living with mental illness and substance use disorders."

– Rod Hochman, M.D., Providence President & CEO; Board Chair, Providence's Well Being Trust



[Learn more about the 2023 innovation and transformation grant initiatives below.](#)

Alaska

Reduce substance-use related maternal mortality – Anchorage

Data from the Alaska Maternal Child Death Review showed that drug/alcohol misuse or substance use disorders contributed to 63% of pregnancy-associated deaths from 2014 to 2018, making it the most common preventable contributor to maternal mortality in Alaska.

By providing comprehensive care and early intervention for pregnant individuals with substance use disorder, this project seeks to decrease pregnancy-associated maternal mortality rates related to substance misuse.



Alaska

Enhance urgent behavioral health care services for individuals with substance use disorders – Anchorage

The medication assisted treatment (MAT) bridge clinic provides support to walk-in patients 12 and older seeking immediate support for treatment with substance use disorders. The MAT Bridge Clinic expansion project is part of a larger statewide initiative to bridge the gap in the behavioral health continuum of care and reduce the burden on emergency departments, law enforcement, first responders, and residential treatment facilities. The patient population includes a high pre-ponderance of individuals experiencing homelessness, substance use disorders and/or mental illness.

Clinic hours for the crisis recovery center and medication-assisted treatment bridge clinic will be increased to prepare for the transition into a **full-service, walk-in behavioral health clinic model**.



California

Expand behavioral health services in pediatric offices – Northern California (Sonoma County)

This project will address the lack of behavioral health services for pediatric patients.

The program will provide evidence-based interventions, suicide risk assessments, and screenings for depression and serve youth aged 6-17 in multiple pediatric offices.

Serving a region affected by natural disasters and ongoing challenges, the program aims to enhance community resilience by providing essential mental health support to children and families. An estimated **2,000 individuals** will be impacted.

California

Place a substance use navigator in the ED to assist patients who suffer from opioid use disorders – Northern California (Napa County)

Substance use navigators play a critical role in providing initial intervention to patients with a substance use or opioid use disorder and help connect them to ongoing services.

This initiative will embed a substance use navigator in the emergency department (ED) at Queen of the Valley Medical Center. The project also aims to increase the number of patients provided with services and treatment and reduce the number of avoidable ED visits and hospital readmissions related to a substance use disorder. An estimated **400 individuals** will be impacted in the first two years of this project.

California

Providence High School Behavioral Health Services – Los Angeles

Students at Providence High School who may be in crisis will have access to virtual clinical risk assessments. Additionally, a licensed mental health clinician will be on-site to provide a range of support to students, staff, and families.

Outcomes from this project include improvements in the integration of mental health screening and services for students and families. Students with mental health concerns will also receive more effective intervention and support services that will foster their academic, social and personal success.

California

Strengthen school-based mental health resources for teenagers attending high schools in San Fernando Valley – Southern California (Los Angeles County)

The project will focus on increasing access to mental health resources and utilizing community health workers to expand and improve access to school-based mental health services and the integration of community-based mental health services.

Nearly 75 students will be trained to utilize the Work2BeWell curriculum, an evidence-based, clinically vetted program, to promote mental health education and reduce stigma. The trained teens will then use the curriculum to provide workshops and facilitate small group discussions for approximately **1,500 of their peers**. Additionally, community health workers will connect the students with behavioral health resources on their school campus and/or in community-based settings.

California

Expand pediatric behavioral health services to St. Jude Medical Clinics – Southern California (Orange County/High Desert)

This project will address the urgent need for mental health care among children and youth. The project will also provide clinical resources, evidence-based therapeutic interventions, psychiatric consultations, and care coordination to improve outcomes for children experiencing mental health conditions.

Additionally, bilingual staff will be hired to align with the diverse population of Orange County, ensuring that children and families from various linguistic backgrounds receive accessible and culturally sensitive care.

California

Expand access to behavioral health services in primary care clinics – Southern California (Orange County/High Desert)



Nearly 50 percent of all primary care office visits involve a mental health concern. Several St. Mary High Desert Medical Group clinics will utilize team-based care models to screen, treat and manage mental health conditions such as depression, anxiety, and other mild- to moderate-mental health illnesses.

Outcomes from this project include improvements in mental health outcomes for children, youth, and adults with more efficient and coordinated care, higher treatment rates, reduced parental stress, and improved patient satisfaction. An **estimated 3,000 individuals** will be impacted.

California

Increase access to life-saving medications to treat opioid use disorders – Southern California (Orange County/High Desert)

California's opioid deaths increased by 121% in the past three years. Research shows that medication-assisted treatment (MAT) for opioid use disorders (OUD) is effective, and this treatment strategy saves lives.

This project will expand access to MAT for OUD by increasing the capacity to evaluate, treat, and manage individuals with OUD and enhancing the path to recovery by providing increased behavioral health support. The program will serve a population affected by the opioid crisis and will contribute to reducing opioid-related deaths and improving the overall health of the community. An estimated **2,400 individuals** will be impacted.

Montana

New crisis receiving center

The crisis receiving center opening in Missoula, Montana, in late 2023 will provide services to men, women, and non-binary individuals 18 and older, regardless of residency or ability to pay.

Missoula County, with a population of around 120,000, has a significant urban Native American population, and to honor cultural traditions, the crisis center will have a dedicated space for patients to perform traditional smudging with sweet grass or sage.

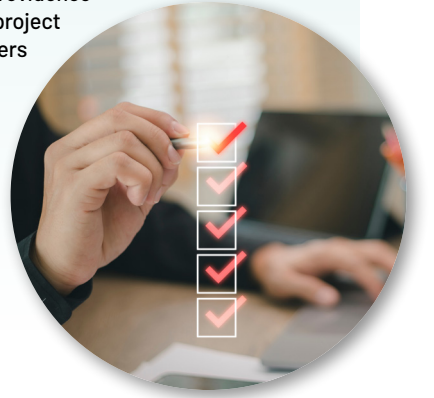
The center will provide a safe space and trauma-informed care for people experiencing a behavioral health crisis, and during the first year, the crisis receiving center will provide **support and resources to an estimated 4,000 individuals**.

Oregon

Increase behavioral health screenings

The depression screening and suicide risk assessment project aims to provide training in depression screening, suicide risk assessment, and safety planning to front-line medical caregivers and providers at all Providence Medical Group primary care clinics in Oregon. The project seeks to enhance patient care by equipping providers with tools like the Patient Health Questionnaire (PHQ-9), the Columbia Suicide Severity Rating Scale (C-SSRS), and crisis safety plans to better address depression and suicide risk in primary care settings.

This project will increase access to depression and suicide risk screenings for approximately **450,000 patients annually**. It will be rolled out to 56 clinics and 1,200 providers.



Oregon

Increase access to mental wellness resources to support Latinx health care workers

The fostering emotional resilience among Latinx caregivers project targets caregivers within Providence service areas in Oregon, focusing on promoting emotional well-being through culturally and linguistically adapted strategies.

The program includes a mixed-media campaign, cultural event integration, mindfulness practice sessions, and annual retreats. This program is primarily designed to serve adults aged 18-64, focusing on caregivers of any position or title in ministries and clinics. An **estimated 500 caregivers** are expected to be impacted through this intervention.

Oregon

Implementation of Trauma Informed Care: Safety, Trustworthiness and Transparency, Peer Support, Collaboration, Empowerment, Humility and Responsiveness

Recognizing that many of the youth cared for in Providence behavioral health care facilities have been impacted by trauma, this project aims to improve service coordination along the continuum of care to lower barriers to access, reduce patient length of stay, and improve overall patient behavioral health outcomes.

The project focuses on three child and adolescent behavioral health programs serving patients ages 5-17. An estimated **10,600 patients** will be impacted by this project.

Oregon

Improve behavioral health practitioners' well-being by easing administrative burden

Providence Medical Group's behavioral health practitioners serve approximately 60,000 unique patients annually. These caregivers provide community members with necessary mental health services, significantly improving individuals' well-being.

This project seeks to lessen administrative burden and stress by decreasing provider time spent doing documentation, thereby increasing services and patient-facing care.

An **estimated 50% reduction** in the time that behavioral health practitioners spend on clinical documentation is expected after the rollout of the pilot project. Additionally, a **decrease in provider stress and burnout** is an expected outcome of this project.



Texas and New Mexico

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 patient and community feedback regarding insufficient pediatric mental health services in West Texas and eastern New Mexico, Providence's Well Being Trust is supporting Covenant Children's and Texas Tech Physicians Child and Adolescent Psychiatry Department opening of the region's first pediatric relational health outpatient unit for children with behavioral health concerns.

The comprehensive unit will provide care for an **estimated 3,200 patients** per year and provide approximately **10,600 outpatient appointments**.



Texas

Anti-Stigma Communications Campaign – Lubbock

According to a national analysis, Lubbock has the highest rate of attempted suicides by youth 6 to 17 years old. This project aims to improve mental health awareness, reduce stigma among teens and youth, and provide clinically-vetted Work2BeWell downloadable mental health curriculums to schools, youth, and families.

This campaign targets Lubbock youth and includes digital assets (e.g. animated videos, tip lists, Work2BeWell podcasts) and connects youth to free resources including the new 988 Suicide and Crisis Lifeline for support.

Washington

Mental health education and reducing stigma – Benton and Franklin counties

Mental health has been identified as one of the main priorities for Benton and Franklin counties which have a population of more than 300,000. This project will serve the general community and focus on priority populations including youth and Spanish-speaking individuals. The primary objective is to promote mental health and reduce stigma among youth through education, evidence-based curriculum, and information dissemination.

The Kadlec Community Health and Population Health departments will partner with caregivers and community organizations on several initiatives including a **bilingual, region-wide messaging campaign** to encourage conversations about mental health, promote help-seeking behaviors, and reduce stigma. Additionally, a **regional youth summit** focused on youth resilience, hope, and peer-to-peer education will be held.

Washington

Expanding access to behavioral health care in primary care clinics – Kadlec Regional Medical Center

The goal of this project is to integrate mental health services within primary care clinics, offering on-site support to patients, thereby reducing barriers to mental health care access.

This initiative aims to expand services to underserved populations, particularly the Latinx agricultural worker community, and involves partnerships with local mental health clinicians and educational institutions. An **estimated 650 individuals** will be impacted.

Washington

Increasing behavioral health services – Inland Northwest region

The prevalence of mental illness is staggering in the Inland Northwest Washington Region. In 2020, 16.5% of adult Spokane County residents experienced frequent mental distress, compared to 13.6% of adults in Washington state.

This project will help meet the needs of patients, offload strain on emergency services and inpatient admissions, and improve physical and mental health outcomes for patients.

Primary objectives of this initiative include: expanding behavioral health access in two primary care clinics: **one pediatric and one adult-serving primary care clinic increasing access to approximately 25,300 patients.**

Washington

Increase school-based mental health services – Renton School District

This project is part of the Providence and Sounders FC partnership to address and enhance youth mental health. The work in the Renton School District (RSD) aims to increase access to **school-based mental health services for the approximately 15,000 students** and implement educational programs designed to increase awareness of mental health concerns and reduce stigma.

The project also includes launching virtual mental health services for students available on-site at schools and home at no cost as part of the RSD's ongoing partnership to support youth mental health.

Washington

Increasing access to mental health and peer support for gender diverse communities – Puget Sound

There has been a significant gap in services for the LGBTQIA+ community following the closure of one of the largest local non-profit organizations dedicated to serving the mental health needs of individuals throughout King County and surrounding communities.

This project aims to provide a safe, supportive, and inclusive environment where individuals can connect with mental health providers and community members who share similar experiences.

This project will also address the isolation and lack of community connections that contribute to poor mental health among trans and gender diverse communities.



Washington

Incorporate peer support specialists in behavioral health programs – Central Puget Sound

This project aims to improve patient connection with treatment resources and decrease stigma by incorporating a peer support specialist in inpatient psychiatric and addiction recovery units.

Peer support specialists have personal experience with mental health and substance use challenges and can effectively connect patients to treatment resources and reduce stigma associated with these conditions. The project will initially focus on the inpatient psychiatric unit and the addiction recovery unit in Ballard, with potential expansion to other sites in the Puget Sound region and across Washington state. An **estimated 500 individuals** will be impacted.

Washington

Improve rates of depression screening and follow up – Puget Sound

The Swedish Medical Group will pilot a program to enhance the capture of Patient Health Questionnaire-9 (PHQ9) follow-up scores and re-engage patients in depression treatment if they are not demonstrating a positive response to depression treatment.

Teams will distribute the PHQ-9 – a nine question assessment to evaluate mental health concerns – monitor results, and support triage and treatment referrals to ensure positive depression treatment response.

An **estimated 7,200 individuals** will be impacted.



Washington

Increase behavioral health care for unhoused persons – Puget Sound

The mobile health clinic program will provide outreach to unhoused individuals. This initiative aims to address mental health disorders, substance use disorders, co-occurring conditions, and physical health issues among this vulnerable population.

The mobile health clinic will operate at various locations frequented by the unhoused population, providing a vital link to Providence's behavioral and primary health services.

Washington

Improve relaxation, emotional regulation for boarded pediatric patients – Central Puget Sound and Edmonds

With a shortage of pediatric psychiatric beds, patients can wait hours to several days for an inpatient bed. This project will provide safe activities for pediatric patients to use while boarded on a medical unit awaiting a psychiatric bed. These activities will assist with healthy distraction and reflection promoting skills they can use when they return to the community.

This project will impact an estimated **200 pediatric patients** and improve the emotional well-being and coping skills of pediatric patients during their wait for psychiatric beds.



System Initiative

Reduce no-show rates for behavioral health patients

Powered by machine learning, the NoShow program developed by Providence Healthcare Intelligence identifies patients that are at high risk of no-shows, using patient and appointment data.

Providence NoShow has aided primary care and specialty clinics for more than two years and has lowered no-show rates for clinics between 10–40 percent. Teams will use the NoShow model to identify patients in behavioral health clinics that are at high risk of no-show and call those patients one day before their appointments. The program aims to reduce the **no-show rate by 10 percent** in the first year.

System Initiative

Pilot a virtual curriculum designed to aid nurses in delivering therapeutic care by empowering them with effective de-escalation techniques

Concerns have been voiced about an increase in violence and aggression toward nursing staff, and the pandemic has only aggravated these issues. A new virtual curriculum will be piloted for Providence RNs from primarily non-behavioral health acute care areas to demonstrate how to recognize, identify, and reduce risks of violence and poor patient outcomes by learning new de-escalation competencies.

This project aims to provide highly practical knowledge, skills, and attitudes to frontline RN caregivers to improve access and quality of care to patients and families experiencing behavioral health needs while receiving care for other medical concerns.

System Initiative

Increase the amount of behavioral health content in systemwide knowledge hub

Pearl is an AI-enabled digital assistant and content management tool that is designed to provide clinical guidance to providers at the point of care.

This project aims to increase the amount of behavioral health content in Pearl to educate both patients and providers. Specifically, the team will develop approximately 30 videos and other educational materials which aid in decision-making for providers, understanding for patients, and ultimately ensure that what is appropriate for primary care stays in primary care, and what needs to be managed by a psychiatrist or behavioral health expert can get there quickly.

National

Reduce stigma and increase awareness about youth mental health in schools nationwide

A cutting-edge curriculum based on the acclaimed PBS documentary “Hiding in Plain Sight” is being developed by Work2BeWell and will include lessons packed with engaging discussion topics, hands-on activities and thought-provoking questions designed for educators, teens, and counselors nationwide.



National

Kennedy Forum: Alignment for Progress

Providence’s Well Being Trust is joining with the Kennedy Forum and other national mental health organizations to outline a vision for the future of mental health – how we address addiction, mental illness, and long-term well-being through technology, and alignment of financial incentives to advance parity and evidence-based treatments.

About Providence's Well Being Trust

Providence's Well Being Trust is dedicated to advancing the mental, social and spiritual health for all. Established in 2016 with a \$100 million endowment from Providence St. Joseph Health, the foundation's work during its first five years helped to shape vital public policy changes, cultivate innovative community and organizational practice changes, and bring new philanthropic investment to fill gaps in the field.

In August 2022, Providence's Well Being Trust pivoted to provide strategic direction and grants to drive impact within the Providence footprint, while also maintaining strategic national partnerships.

Learn more at wellbeingtrust.org and follow us on LinkedIn: [@WellBeingTrust](https://www.linkedin.com/company/wellbeingtrust)