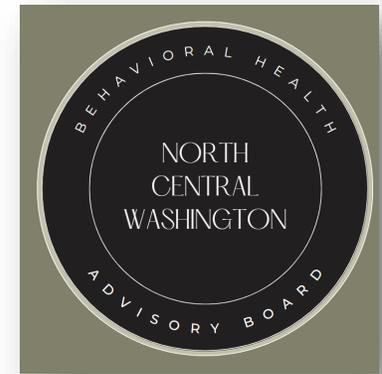


BEHAVIORAL HEALTH
NORTH CENTRAL WASHINGTON
ADVISORY BOARD

Introduction to the BHAB Public Comment



Mission Statement

To identify and break down barriers related to access to behavioral health care and meet with stakeholders to advise on trends, quality of care, and other related service issues in the North Central Region

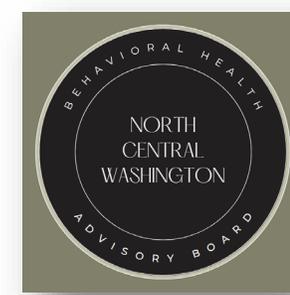
Public Comment

- Monthly targeted public comment request generally based on topic of presenter
- Recorded in a tracking document with various datasets to analyze trends and identify any barriers related to access to BH care
- Determine potential action steps to address any identified barriers or issues
- Report out at least annually and discuss approaches at different levels of the system

What We're Asking of You

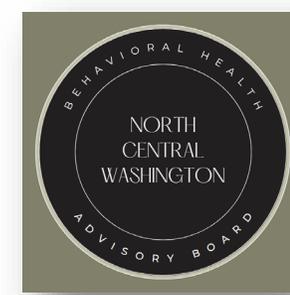
- Participation in the conversation of addressing the issues identified in the public comment
- Openness to taking action through your reach and influence within the behavioral health system of care

BHAB Public Comment – Overview



<u>Month</u>	<u>Topic</u>	<u>Observed Trends</u>	<u>Action Steps</u>
May 2022	General	<ul style="list-style-type: none"> • Need for specialized training in serving indigenous peoples 	<ul style="list-style-type: none"> • Increased efforts to look for opportunities to help professionals with this specialized training
June 2022	General	<ul style="list-style-type: none"> • Need for female-centric services from the Oxford House 	<ul style="list-style-type: none"> • Kelly Rimbey scheduled to present at next BHAB to address this concern • Kelly Rimbey shared clarification on scope for coverage of the Oxford Houses and confirmed plans for future housing for women
July 2022	Veteran's Behavioral Health	<ul style="list-style-type: none"> • Need for improvement in veteran MH services for veterans who are struggling with symptoms 	<ul style="list-style-type: none"> • See dedicated slide for veteran's behavioral health development
August 2022	Housing	<ul style="list-style-type: none"> • Increase in homeless population on the street and closing of PowerHouse exacerbates this issue 	<ul style="list-style-type: none"> • New low-barrier shelter in development at the time. Now open.
September & October 2022	Behavioral Health in the Emergency Department	<ul style="list-style-type: none"> • Difficulty coordinating transition of care • BH clients are discharged from hospital w/o follow-up appts or next steps in care • Lack of access to care for high risk pts • Need for MHPs within the ER • Lack of accommodations for BH needs • Need for more trauma informed training for hospital staff & more peers helping BH clients • More collaboration among BH agencies and ED 	<ul style="list-style-type: none"> • ED MH triage program in development (MH, Peer, Care Coor) • The Center looped in on MH triage program for smooth transition of care • Touching base on data reports between hospitals and BH agencies • Recovery coach program in ED in Grant County modeled after successful program in Connecticut

BHAB Public Comment – Overview



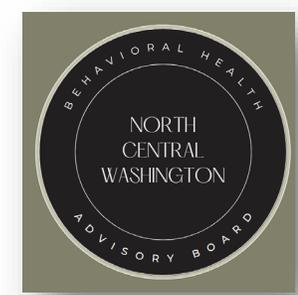
<u>Month</u>	<u>Topic</u>	<u>Observed Trends</u>	<u>Action Steps</u>
November 2022	Trauma Informed Care	<ul style="list-style-type: none"> • Lack of continuity of care and consistency of procedure within ED • Identified general need for trauma informed care across the board in medical care of those with BH needs • Burnout was an identified factor in lack of trauma informed care 	<ul style="list-style-type: none"> • Education for medical staff to provide trauma informed care • Embedded BH staff within hospitals and other medical agencies to provide trauma informed care
January 2023	Recovery Navigator Program	<ul style="list-style-type: none"> • Overwhelmingly positive trend for all feedback received regarding the RNP 	<ul style="list-style-type: none"> • Increased support, expansion, and awareness for RNP programming
February 2023	Block Grant Providers	<ul style="list-style-type: none"> • Lack of detox services within NCW • Need for more inpatient services closer or within the region • Issue with aftercare post discharge from inpatient 	<ul style="list-style-type: none"> • Support and advocacy for detox programming in NCW • Support and advocacy for increased youth inpatient services closer to or within the region • Increased collaboration with inpatient programming to ensure better transition of care post discharge
March 2023	Syringe Services	<ul style="list-style-type: none"> • Identified need for syringe services in Chelan-Douglas Counties • Focus on harm reduction education and accessibility 	<ul style="list-style-type: none"> • Support and advocacy for syringe service programming in CD counties • Increased education and accessibility to harm reduction related resources • Work on agency to house Syringe Services

OBHA Public Comment – Overview



<u>Month</u>	<u>Topic</u>	<u>Observed Trends</u>	<u>Action Steps</u>
February 2023	General	<ul style="list-style-type: none"> • Need for syringe services • Rural isolation and reclusion • Digital disparity • Lack of knowledge of resources • Reciprocal licensing between states • Need for more youth BH services 	<ul style="list-style-type: none"> • Development of syringe services program • Support for NCWA Tech Alliance • Spread awareness of available resources • Development of new youth BH services
March 2023	General	<ul style="list-style-type: none"> • Need for detox services • Poor conditions of DOC Housing upon release from incarceration 	<ul style="list-style-type: none"> • Problem solving barriers to detox programming • Connect to address DOC housing
April 2023	Behavioral Health Stigma	<ul style="list-style-type: none"> • Remains to be a large amount of stigma on individuals with behavioral health needs 	<ul style="list-style-type: none"> • Create more safe spaces for those suffering from BH issues • Proactive programs within schools and communities • Inclusive marketing about stigma to reach a broader audience
May 2023	Effects of Social Media on Youth Mental Health	<ul style="list-style-type: none"> • Heavy negative impact of social media on mental health • Telehealth being more prevalent but causing a disconnect and decrease in quality of care • Increased difficulties in emotional regulation skills • Increase in body and self-worth issues 	<ul style="list-style-type: none"> • Adults modeling restrictive use of social media • Earlier interventions for BH needs • Required BH social media curriculum • Teaching and encouraging self-care • Healthy boundaries for devices and screen time • Encouraging hobbies and creating rather than passive acts
June 2023	Workforce Issues & Wait Times	<ul style="list-style-type: none"> • Staff hopping from agency to agency • New members to the workforce not choosing BH regardless of higher pay • Increase in wait times for services 	<ul style="list-style-type: none"> • Program in development to create pathways within the high schools and colleges for BH careers • Idea for workforce development team

Public Comment Highlight – Veteran Behavioral Health



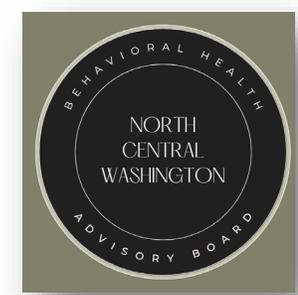
Alex White

- Laurel White provided public comment at the BHAB in July 2022 and shared the story of her son, Alex
- Alex was a 36 yo veteran who was experiencing a high level of mental health needs d/t lack of sleep and PTSD sx but was unable to get the help that he needed at 3 separate visits
- Alex passed away in May of 2022 in a confrontation with law enforcement
- Laurel shared that although Alex was exhibiting strong symptoms of PTSD, there were extensive delays to any care and little follow-up or referral for treatment elsewhere
- Laurel was not provided any educational material on PTSD to equip her to assist her son with his struggles while they waited for treatment
- Laurel and Alex were bounced around from provider to provider with little to no care provided despite Alex decompensating and this trend continued after Alex's passing when Laurel sought out assistance

Laurel's Recommendations for Change

- Train medical & mental health providers in recognition & interventions for PTSD
 - Address sleep immediately
 - Questionnaires were completed but not used for interventions
- Train front desk staff in next steps if a person can't be seen
 - Provide literature at the waiting area or from staff on related issues
- Fund services to target preventing crises and help families
- Employ more mental health providers to reduce time to access services
- Promote mental health services through marketing

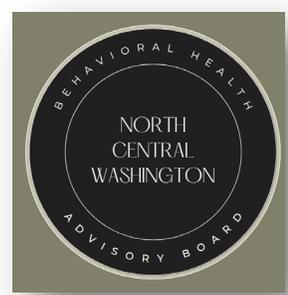
Public Comment Highlight – Veteran Behavioral Health



Follow-Up Work

- Connected Laurel to Confluence Health to share her story
- Followed with Laurel and connected her with Thriving Together
- Facilitated several joint discussions to discuss potential approaches to improving veteran's mental health care
- Involvement in workgroup with the Washington Department of Veteran's Affairs to discuss utilizing the Staff Sergeant Fox Grant funds to implement specialized mental health programming for veterans

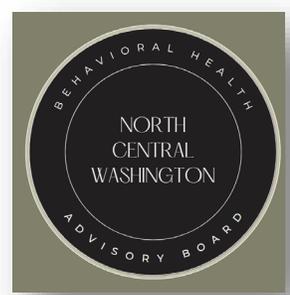
Public Comment – Summary & Action Steps



Prominent Identified Issues

- Lack of specialized BH resources for veterans
- Need for improved BH care within emergency departments and training staff in trauma informed care
- Lack of services for parents dealing with youth in crisis
- Lack of harm reduction resources
- Need for more youth inpatient and detox services
- Barriers related to rural isolation and technological limitations
- Need for workforce development to increase youth entering the field of mental health
- Desire for focus on education regarding social media on youth mental health

Public Comment – Summary & Action Steps



What Can We Do?

- Is there one of the “Identified Issues” in particular that sticks out to you or that you feel you can push forward or address? How do you plan to do that?
 - Are you open to partnering with the BHAB and participating in follow-up efforts to work towards this end?
- Are there topics you’d like to see the NCWA BHAB discussing in the coming months?
- Are there problems you are seeing within the BH system that you’d like the BHAB to request public comment about?
- Is there any work you are already doing to address any of these identified issues?

BHAB meets on the last Monday of each month from 10-11am. If you would like to be added to the list of meeting invites please email Brian Rebar, Brian.Rebar@carelon.com



THANK YOU!