



The First Delaware State Health Improvement Plan

Strategies for the SHIP Access to Mental Health

Stakeholder Meeting

January 16, 2014



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

The First Delaware State Health Improvement Plan Strategies for the SHIP – Access to Mental Health January 16, 2014 Stakeholder Meeting

Participants: See Appendix

Workgroup History:

At the Nov. 21 meeting, potential solutions were identified for the following problems:

1. The need for integration of care throughout the lifetime;
2. Inadequate workforce and the lack of capacity for specialty services; and
3. The need for improved early intervention/prevention and early detection/screening.

Meeting Summary:

Today's meeting prioritized the solutions. The product of this discussion is as follows:

Goal: To improve access to mental health and substance abuse services and supports to include prevention, early intervention, and treatment for all Delawareans.

Strategy 1: Integrate care throughout the lifetime.

Objective 1.1: Develop continuity of care across the lifespan.

(This should address the transition of services from child to adult.)

Possible activities:

- Develop standards for continuity of care that address sharing of information between providers, as well as making it easier for clients to access their information (client portals).
- Improve reimbursement models.
- Improve communication between systems through technology and other means.
- Integrate mental and physical health.
- Improve the responsiveness of service provision.
- Design and execute a mental health public education campaign that increases awareness of particular mental health needs, decreases stigma, and improves support.

Strategy 2: Enhance the mental health workforce.

Objective 2.1: Increase access to qualified mental health providers.

Possible Activities:

- Perform a statewide environmental scan of existing mental health providers and services, including emergency or critical care services.
- Recruit more mental health professionals with a special focus on population sectors where service gaps exist (e.g. older adults) and on locations where the community need exceeds the services available (e.g. rural Delaware).
- Explore “Network of Care.”
- Monitor appointment time as an indicator of success.
- Monitor number of reported mental health crises at hospital emergency rooms.

Already in progress:

- Use technology to improve access to mental health services (e.g. Telehealth).

Objective 2.2: Enhance the skills of current mental health providers.

Possible Activities:

- Provide training to mental health providers, including licensed professionals, allied service providers and first responders.
- Build a framework to create an education system to meet the mental health workforce needs.
- Encourage peer to peer support and cross-training throughout Delaware’s health provider network.
- Enhance capacity for specialty care.

Already in progress:

- Revise credentials and licensing system.

Strategy 3: Improve early detection, screening and early intervention, and prevention.

Objective 3.1: Implement well-researched screening instruments and integrated systemic processes across multiple sectors that assist in the detection, management, and prevention of emotional or behavioral problems across the lifespan.

Objective 3.2: Train first-level interventionists, community members, and providers (children, youth, and older adults) to recognize, assist, and link individuals to mental health services and resources.

Possible Activities:

- Assess and improve early mental/behavioral health interventions across the lifespan, especially for young children and older adults. For children, involve educational system; early childhood and K-12. For older adults, involve senior service provider network, physicians and other health care workers, and critical stakeholders.
- Engage families and other caregivers (both formal and informal).

Strategy 4: Increase awareness of mental health issues.

Objective 4.1: Create a public awareness campaign.

- Use strategy with a lifespan approach.
- Integrate mental health messages throughout public health campaigns and align with other public health priorities.
- Emphasize importance of early detection and screening.
- Reduce stigma.
- Improve/streamline access to services.
 - Identify/promote a highly visible, trusted single-point of entry and resource clearinghouse of Delaware’s mental health providers and services; and
 - Increase awareness of critical care services, as well as evidence-based management and prevention strategies.

Potential “strategy owners” (Committee Chairs) were discussed. These will be pursued between meetings.

Appendix

Participants

Lanae Ampersand, Christiana Health Care Systems

Gwen Angalet, Nemours Health and Prevention Services

Helen Arthur, director of planning and policy for the Delaware Health Care Commission,
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Susan Cycyk, Department of Services for Children, Youth, and their Families

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