



# 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

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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

Lynn Fahey, Brandywine Counseling and Community Services

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