

# Improving Access to High-Quality Mental Health Care for Veterans: A Workshop

**Thursday, April 20, 2023  
8:30 am – 3:00 pm ET**

**Friday, April 21, 2023  
8:30 am – 12:00 pm ET**

**A workshop convened by:**

Forum on Mental Health and Substance Use Disorders



**National Academy of Sciences  
2101 Constitution Avenue  
Washington, DC. 20418**

Public participants are invited to view the live webcast:

<https://www.nationalacademies.org/event/04-20-2023/improving-access-to-high-quality-mental-health-care-for-veterans-a-workshop>

**NATIONAL  
ACADEMIES** *Sciences  
Engineering  
Medicine*

# IMPROVING ACCESS TO HIGH-QUALITY MENTAL HEALTH CARE FOR VETERANS: A WORKSHOP

April 20-21, 2023

## Briefing Book Contents

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April 20, 2023

Dear Colleagues,

Welcome to the National Academies of Sciences, Engineering, and Medicine's workshop on *Improving Access to High-Quality Mental Health Care for Veterans* hosted by the Forum on Mental Health and Substance Use Disorders. We are grateful to our sponsor, the Department of Veterans Affairs.

This workshop will provide an opportunity to hear about innovative approaches to improve access to mental health services, particularly in resource-limited settings. Sessions will cover a variety of topics, including Veteran experiences accessing mental health services today; innovative systems-level approaches to improve access to mental health services around the world; person-centered approaches to improve access to mental health services among underserved communities; technology-based innovations to improve access to mental health services; the use of partnerships to improve access to mental health services; and dissemination and spread of innovative approaches to improve access to mental health services. The Department of Veterans Affairs is interested in learning about innovative approaches that it could potentially adapt or adopt to help improve sustained access to high-quality mental health care for Veterans.

We welcome your involvement in the workshop. Please use the chat box on our website (<https://www.nationalacademies.org/event/04-20-2023/improving-access-to-high-quality-mental-health-care-for-veterans-a-workshop>) to ask questions. When doing so, please give your name and affiliation. The proceedings of the workshop will be published by the National Academies Press and may incorporate your comments and ideas. Archived presentations and videos from the workshop will be available on the website.

We look forward to this important workshop and hope you find the workshop presentations to be informative and that suggestions made by workshop participants will contribute to improving access to mental health services.

Sincerely,

Kenneth W. Kizer, MD, MPH  
Workshop Planning Committee Chair



# Guidance for Virtual Attendees

## Improving Access to High-Quality Mental Health Care for Veterans: A Workshop

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**Date:** Thursday, April 20 - Friday, April 21, 2023

**Time:**

Thursday, April 20: 8:30 am – 3:00 pm ET

Friday, April 21: 8:30am – 12:00 pm ET

- Live webstream link: <https://www.nationalacademies.org/event/04-20-2023/improving-access-to-high-quality-mental-health-care-for-veterans-a-workshop>

### Joining the Public Chat

- We welcome your involvement in the workshop. Please use the chat box on our website (located below the livestream) to ask questions, and please include your name and affiliation.
- This workshop is being webcast and recorded. The webcast and presentation files will be archived on the project webpage.
- Please use the hashtags **#VETERANSHEALTH** to tweet about workshop.
- Interested in receiving updates from the National Academies of Sciences, Engineering, and Medicine's Health and Medicine Division? Sign up [here](#).

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This workshop is being webcast and recorded. The webcast and presentation files will be archived on the project webpage **within 1-2 weeks of the event**.

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To receive updates on upcoming events:

- Sign up for the **Forum on Mental Health and Substance Use Disorders** listserv at: <https://www.nationalacademies.org/our-work/forum-on-mental-health-and-substance-use-disorders>
- Like **NASEM Health and Medicine Division** on Facebook: [www.facebook.com/NASEMhealth](http://www.facebook.com/NASEMhealth)
- Follow **NASEM Health and Medicine Division** on Twitter: [@NASEM\\_Health](https://twitter.com/NASEM_Health)
- Follow **NASEM Health and Medicine Division** on LinkedIn: <http://www.linkedin.com/company/nasemhealth>





## Improving Access to High-Quality Mental Health Care for Veterans

A Workshop Convened By:  
Forum on Mental Health and Substance Use Disorders

The National Academy of Sciences Building  
Washington, D.C.

**THURSDAY, APRIL 20, 2023**

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**8:30 am**      **Introductory Session**

### **Welcome and Opening Remarks**

Kenneth W. Kizer, MD, MPH  
*Planning Committee Chair*

### **Keynote Address**

*Overview of the State of Mental Health Care Services in the Veterans Health Care System*  
Tamara Campbell, MD, PsyD, DFAPA  
*Department of Veterans Affairs*

**9:15 am**      **Session 1: Veteran and Veteran Advocate Experiences on Accessing Mental Health Care Services**

*Moderator: Michele Samorani, PhD*  
*Santa Clara University*

### **Advocate Perspectives**

Advaith Thampi, JD  
*Iraq and Aghanistan Veterans of America (IAVA)*

Tracy A. Neal-Walden, PhD (Col, USAF-Ret)  
*Cohen Veterans Network*

Alana Centilli, MS  
*Elizabeth Dole Foundation*  
*Dovetail Landing*

### **Panel Discussion**

**10:15 am      Session 2: Growing Need, Limited Staff – Ways of Accessing VA Mental Health Care Services and Capitalizing on It Being a National Health Care System**

*Moderator: Shannon Harris, PhD  
Virginia Commonwealth University*

**Exemplars from National Health Systems around the World**

*Asaf Bitton, MD  
Ariadne Labs*

**Intermountain Health Care: Opportunities for Improving Quality of Mental Health Care for Patients and Families**

*Brenda Reiss-Brennan, PhD, APRN, CS  
Intermountain Health Care*

**Panel Discussion**

**11:15 am      BREAK**

**11:30 am      Session 3: Growing Need, Limited Staff – Innovative Person-centered and Caregiver Strategies to Improve and Sustain Access to Mental Health Care Services**

*Moderator: Jay H. Shore, MD, MPH  
VA Office of Rural Health and University of Colorado Anschutz Medical Campus*

**Improving Mental Health Emergency Care access for American Indian and Alaska Native Veterans**

*Pamela End of Horn, DSW, LICSW  
Indian Health Service*

**Improving and Sustaining Mental Health Access for Individuals Who are Unhoused**

*Enrico G. Castillo, MD, MSHPM  
University of California, Los Angeles*

**Accessing Mental Health Services through Community Outreach and Houses of Worship**

*Reverend Leroy Miles, MDiv.  
Enon Tabernacle Baptist Church*

**Improving and Sustaining Mental Health Access in Rural Settings**

*Todd Helvig, PhD  
Western Interstate Commission for Higher Education*

**Panel Discussion**

**12:45 pm      LUNCH**

1:30 pm

**Session 4: Growing Need, Limited Staff – Using Technology to Improve and Sustain Access to Mental Health Care Services**

*Moderators: Evelyn Lewis, MD, Veterans' Health and Wellness Foundation*

**Leveraging Machine Learning and Artificial Intelligence to Improve Mental Health Access**

Paola Pedrelli, PhD

*Harvard Medical School, Massachusetts General Hospital*

**Using Emerging Digital Psychiatry and Mobile Health Technologies to Improve Mental Health Access**

John Torous, MD, MBI

*Beth Israel Deaconess Medical Center, Harvard Medical School*

**Use of Immersive Technology and Virtual Reality to Improve Mental Health Access**

Barbara Olasov Rothbaum, PhD

*Emory School of Medicine*

**Use of Immersive Technology to Improve Veteran Mental Health Services**

Anne Lord Bailey, PharmD, BCPS

*Veterans Health Administration*

**Panel Discussion**

3:00 pm

**Wrap-Up**

**FRIDAY, APRIL 21, 2023**

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8:30 am

**Opening Session**

**Welcome and Opening Remarks for Day 2**

Kenneth W. Kizer, MD, MPH

*Planning Committee Co-Chair*

8:45 am

**Session 5: Growing Need, Limited Staff – Utilizing Partnerships to Improve and Sustain Access to Mental Health Care Services**

*Moderator: Evelyn Lewis, MD*

*Veterans' Health and Wellness Foundation*

**Improving Access through Population Health Approaches and Strategic Partnerships**

Dawn V. Zeiger, MPH

*Geisinger Health*

**Improving Access for Underserved Populations through Population Health Approaches**

Wes Williams, PhD

*Wellpower*

**Opportunities to Improve Access to Mental Health Care through Industry Partnerships**

Taft Parsons III, MD  
*Aetna / CVS Health*

**Panel Discussion**

**9:45 am      Session 6: Growing Need, Limited Staff – Achieving Institutional Adoption and Dissemination of Innovative Strategies to Address Mental Health Care Service Barriers**

*Moderator: Richard Silvia, PharmD, BCPP  
Massachusetts College of Pharmacy and Health Sciences*

**Use of Community Health Workers to Engage with Veterans and Maintain Access to Care**

Denerale Jones, MPH  
*Penn Center for Community Health Workers*

Anthony Davis  
*Penn Center for Community Health Workers*

**Utilizing Pharmacists as Entry Points into Mental Health Care Services and Care Management**

Andre Montes, PharmD  
*The University of Texas at El Paso*

**Forward Looking Digital Health Innovations to Improve Access to Mental Health Care**

Andrey Ostrovsky, MD, FAAP  
*Social Innovation Ventures*

**Panel Discussion**

**10:45 am      BREAK**

**11:00am      Session 7: Summing Up, Reflections, and Future Considerations**

*Moderator: Kenneth W. Kizer, MD, MPH  
Planning Committee Chair*

**Planning Committee Reflections**

Richard Silvia, PharmD, BCPP,  
*Massachusetts College of Pharmacy and Health Sciences*  
Jay H. Shore, MD, MPH, *Colorado School of Public Health*  
Evelyn Lewis, MD, *Veterans' Health and Wellness Foundation*  
Shannon Harris, PhD, *Virginia Commonwealth University*  
Michele Samorani, PhD, *Santa Clara University*

**Department of Veterans Affairs Reflections**

Matthew A. Miller, PhD, MPH

*VA Office of Mental Health and Suicide Prevention*

**12:00 pm      Concluding Remarks and Workshop Wrap-Up**

*Kenneth W. Kizer, MD, MPH*

*Planning Committee Chair*

**12:15 pm      ADJOURN**



## Improving Access to High-Quality Mental Health Care for Veterans

### Planning Committee Roster

**Kenneth Kizer, MD, MPH**

*Planning Committee Chair*

Distinguished Professor Emeritus

UC Davis School of Medicine

Adjunct Professor

Stanford University School of Medicine

**M. Justin Coffey, MD, DFAPA, FANPA**

Professor

Geisinger Medical Center

Chief Medical Officer

Workit Health

**Shannon Harris, PhD**

Assistant Professor

Supply Chain Management and Analytics

School of Business

Virginia Commonwealth University

**Evelyn L. Lewis, MD, MA, FAAFP, DABDA**

President and Chair

Veterans Health and Wellness Foundation

Adjunct Associate Professor

Department of Family and Community Health

Rutgers Robert Wood Johnson Medical School

**Michele Samorani, PhD**

Associate Professor

Information Systems & Analytics

Santa Clara University

**Jay Shore, MD, MPH**

Population Specialist

VA Office of Rural Health Veterans Rural Health Resource Center - Salt Lake City

Professor and Vice-Chair for Innovations Department of Psychiatry

University of Colorado Anschutz Medical Campus

**Richard J. Silvia, Pharm.D., BCPP**

Professor

Department of Pharmacy Practice

Massachusetts College of Pharmacy and Health Sciences



## Improving Access to High-Quality Mental Health Care for Veterans

### Speaker Roster

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**Anne L. Bailey, PharmD, BCPS**

Director, Clinical Tech Innovation  
Immersive Technology Lead  
VHA Office of Healthcare Innovation and  
Learning  
U.S. Department of Veterans Affairs

**Asaf Bitton, MD**

Executive Director  
Ariadne Labs

**Tamara M. Campbell, MD, PsyD, DFAPA**

Executive Director, VHA Office of Mental Health  
And Suicide Prevention  
Department of Veterans Affairs

**Enrico G. Castillo, MD, MSHPM**

Assistant Professor, Department of Psychiatry  
and Behavioral Sciences  
Assistant Vice Chair of Justice, Equity Diversity,  
and Inclusion  
University of California, Los Angeles

**Alana Centilli, MS**

President  
Dovetail Landing

**Pamela End of Horn, DSW, LICSW**

National Suicide Prevention Consultant  
Acting Zero Suicide Lead  
Indian Health Services

**Anthony Davis**

Lead Community Health Worker  
Penn Center for Community Health Workers

**Todd Helvig, PhD**

Director, Training and Education  
Western Interstate Commission for Higher  
Education

**Denerale S. Jones, MPH**

Assistant Director  
Penn Center for Community Health Workers

**Leroy Miles, MDiv.**

Reverend, Associate Pastor of Pastoral Care and  
Counseling  
Enon Tabernacle Baptist Church

**Andre Montes, PharmD, BCPP**

Clinical Instructor  
University of Texas at El Paso  
Manager of Clinical Excellence  
Genoa Healthcare

**Tracy Neal-Walden, PhD**

Chief Clinical Officer  
Clinical Psychologist  
Cohen Veterans Network

**Andrey Ostrovsky, MD, FAAP**

Managing Partner  
Social Innovation Ventures  
Former US Medicaid Chief Medical Officer

**Taft Parsons III, MD**

Vice President and Chief Psychiatric Officer  
Athena / CVS Health

**Paola Pedrelli, PhD**

Associate Director, Depression Clinical Research  
Program  
Massachusetts General Hospital  
Assistant Professor  
Harvard Medical School

**Brenda Reiss-Brennan, PhD, APRN, CS**

Director, Mental Health Integration  
Intermountain Health Care, Inc.

**Barbara O. Rothbaum, PhD, ABPP**

Professor, Psychiatry  
Director, Veterans Program and the Trauma and  
Anxiety Recovery Program  
Associate Vice Chair of Clinical Research  
Emory University School of Medicine

**Advaith Thampi, JD**

Legislative Counsel and Senior Associate  
Iraq and Afghanistan Veterans of America

**John Torous, MD, MBI**

Director, Digital Psychiatry  
Beth Israel Deaconess Medical Center  
Assistant Professor  
Harvard Medical School

**Wes Williams, PhD**

Vice President and Chief Information Officer  
WellPower  
eHealth Commissioner  
Colorado Office of eHealth Innovation

**Dawn V. Zieger, MPH**

Vice President, Behavioral Health  
Assistant Professor, Psychiatry  
Geisinger

## PLANNING COMMITTEE BIOSKETCHES



**Kenneth Kizer, M.D., MPH (Chair)**

University of California, Davis

Kenneth Kizer is an internationally respected health care leader who is widely known for his expertise in health system transformation and management, patient safety and quality improvement, veterans and military health issues, and the management of public health emergencies. He is a member of the National Academy of Medicine and a Fellow of the National Academy of Public Administration. Among other current roles, he serves as a member of the Board of Regents, Uniformed Services University; Chairman, Board of Directors, Medsphere Systems Corporation; Senior Executive Advisor to the Aegis Group and Cogitativo; and a member of the Advisory Boards of Podimetrics, Persivia, and TriVirum. He is a Distinguished Professor Emeritus, UC Davis School of

Medicine, and an Adjunct Professor, Stanford University School of Medicine.

Dr. Kizer's previous positions include: founding President and CEO, National Quality Forum; Under Secretary for Health, U.S. Department of Veterans Affairs, and chief executive officer of the nation's largest healthcare system, in which capacity he engineered the internationally acclaimed transformation of the Veterans Healthcare System in the late 1990s; founding Chairman and later President and CEO, Medsphere Systems Corporation, a leading commercial provider of subscription-based health information technology; founding Director, Institute for Population Health Improvement and Distinguished Professor, University of California, Davis; inaugural Chief Medical Officer, California Department of Managed Health Care; Director of the former California Department of Health Services; and Director, California Emergency Medical Services Authority. He also has served on the U.S. Preventive Services Task Force and as Chairman of The California Wellness Foundation. Dr. Kizer is a graduate of Stanford University and the UCLA Schools of Medicine and Public Health, the recipient of two honorary doctorates, and a fellow or distinguished fellow of 12 professional societies. He is board certified in six medical specialties and/or subspecialties, and has authored over 500 original articles, book chapters and other reports. He is a Fellow National of the international Explorer's Club, a founding member of the Wilderness Medical Society, and a former U.S. Navy diving medical officer and certified Navy diver



**M. Justin Coffey, M.D., DFAPA, FANPA**  
Gesinger

Dr. Coffey is a neuropsychiatrist and Chief Medical Officer at Workit Health, a rapidly growing digital behavioral health and member experience B-corporation. He leads Workit's clinical and scientific teams, who combine patient-centered design with evidence-based practices to develop and deliver high-value behavioral health and addiction care. He is an innovative physician leader whose career efforts to improve behavioral health care have focused on the intersection of technology and improvement science. His advocacy for improving the

quality of behavioral health care has led to invited collaborations with the Institute for Healthcare Improvement and the National Academies of Sciences, Engineering, and Healthcare.

Dr. Coffey is Professor of Psychiatry at Geisinger and holds board certifications in psychiatry, behavioral neurology and neuropsychiatry, and clinical informatics. He belongs to the American College of Psychiatrists, a Distinguished Fellow of the American Psychiatric Association, and a Fellow of the American Neuropsychiatric Association. He has been recognized as a *Top Doc* by local and national organizations, serves on the editorial board of multiple scientific journals, and has published in the fields of neuropsychiatry, brain stimulation, suicide, care redesign, and health technology.



**Shannon L. Harris, Ph.D.**  
Virginia Commonwealth University

Dr. Harris is an Assistant Professor of Business Analytics in the School of Business at Virginia Commonwealth University. Her research interests include mathematical and empirical modeling with a focus on healthcare applications. Primarily, she analyzes the attendance behavior of patients to outpatient clinic appointments, and how that behavior affects a clinic's scheduling practices. Shannon is a member of the Production and Operations Management Society (POMS), and the Institute for Operations Research and the Management Sciences (INFORMS). She is currently the VP and President Elect of the

INFORMS Minority Issues Forum (MIF). She earned a PhD in Business Analytics and Operations from the Joseph M. Katz Graduate School of Business at the University of Pittsburgh in 2016.



**Evelyn Lewis, M.D., MA, FAAFP, DABDA**  
Veterans Health and Wellness Foundation

Dr. Evelyn Lewis earned her medical degree from the University of the Health Sciences, the Chicago Medical School and completed a residency in family medicine at Naval Hospital Jacksonville, Jacksonville, FL. She completed a faculty development fellowship at Madigan Army Medical Center and Pacific Lutheran University and earned a Master's degree in the Social and Behavioral Sciences. In June 2003, Dr. Lewis retired from the United States Navy after 25 years of service. During the next seven years, Dr. Lewis was Director Medical Policy World Wide Public Affairs and Policy for Pfizer, Inc.

Currently, she serves as President and Chair, Veteran Health And Wellness Foundation; Adjunct Associate Professor, Department of Family and Community Health, Rutgers Robert Wood Johnson Medical School; Clinical Instructor, Rosalind Franklin University of Medicine and Science (RFUMS); appointee to the Department of Veterans Affairs Advisory Committee on Disability Compensation; Engagement Panel Member, Department of Veteran Affairs, Health Services Research and Development's Pain/Opioid Consortia of Research and serves as the American Academy Family Physician's Delegate to the American Medical Association House of Delegates. Dr. Lewis is nationally recognized for her expertise in the areas of community outreach, engagement, and enablement; cultural competency; health and healthcare disparities; and health impact of military service on Veterans and their families. She is a Fellow of the National Association of Corporate Directors and the American Academy Family Physicians.



**Michele Samorani, Ph.D.**  
Santa Clara University

Michele Samorani is an Associate Professor of Information Systems and Analytics at Santa Clara University. His research aims at improving efficiency and fairness in health care scheduling in the presence of no-shows and other sources of uncertainty. He has collaborated with several organizations, such as a nonprofit mental health center, a healthcare organization dedicated to Black women, and a community legal center. He is an active member of INFORMS.

His research on racial bias in health care scheduling has won awards from professional organizations such as AACSB and INFORMS, has been cited in a United Nations Report, and was mentioned in several media outlets. Prof. Samorani earned an undergraduate degree and a Master's degree in computer science from the University of Bologna, and a Ph.D. in Operations and Information Management from the University of Colorado at Boulder.



**Jay Shore, M.D., MPH**

University of Colorado Anschutz Medical Campus

Dr. Shore is the Director of Telemedicine at the Helen and Arthur E. Johnson Depression Center, University of Colorado Anschutz Medical Campus. He is a Professor in the Department of Psychiatry and the School of Public Health's Centers for American Indian and Alaska Native Health, Anschutz Medical Campus. Additionally, he is the Medical Director for the Steven A. Cohen Military Family Clinic at the University of Colorado Anschutz Medical Campus, Chief Medical Officer at AccessCare, an Associate Medical Director for the Colorado Physician Health Program (CPHP), and the rural Native Veteran Domain Lead for the Department of Veterans

Affairs Veterans Rural Health Resource Center Western Region (VRHRC-WR). His career has focused on the use of technology in mental health. He currently is participating in multiple projects, which include ongoing development, implementation, and assessment of programs in Native, rural, and military settings aimed at improving both quality and access to care. Dr. Shore has consulted for tribal, state, and federal agencies and served on planning and/or grant review committees for several federal agencies including the Department of Veterans Affairs, the Department of Defense, the Indian Health Service, and the National Institutes of Health.



**Richard J. Silvia, Pharm.D., BCPP**

Massachusetts College of Pharmacy and Health Sciences

Richard Silvia is currently a Professor of Pharmacy Practice at MCPHS in Boston. He practices at the Codman Square Health Center in Dorchester, MA, maintaining a collaborative practice in integrated behavioral health within primary care. His practice provides needed medications to patients with a variety of mental illnesses. He has been engaged in collaborative practice for nearly 10 years, but also has previous clinical experience in both private and state psychiatric hospitals as well as within the Boston VA Healthcare System. He is a Board Certified Psychiatric Pharmacist (BCPP), and is active in the American College of Clinical Pharmacy (ACCP) and

College of Psychiatric and Neurologic Pharmacists (CPNP).

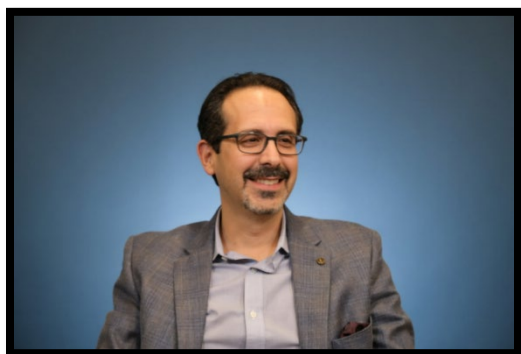
From 2001-2009 he served on and chaired the planning committee for the Northeast Psychiatric Pharmacotherapy Symposium, an annual psychiatric continuing education program for pharmacists across the northeast United States. His research interests include measuring the effectiveness of clinical pharmacists in novel practice settings and studying the adverse effects of psychotropic medications and their management. He earned his Doctor of Pharmacy degree from the University of Rhode Island in 1999 and then completed a two-year residency/fellowship in psychiatric pharmacy through the Institute of Living in Hartford, CT and the University of Connecticut.

## SPEAKER BIOSKETCHES



**Anne Lord Bailey, PharmD**  
Department of Veterans Affairs

Dr. Anne Lord Bailey is Director for Clinical Tech Innovation for VHA Innovation Ecosystem and Immersive Technology Lead for VHA's Office of Healthcare Innovation and Learning (OHIL). Dr. Bailey started her healthcare journey as a pharmacy resident and then pharmacy practitioner for Western North Carolina VA Healthcare System in Asheville, NC. In 2020, she joined the VHAIE team to lead implementation of emerging technology and in 2021 became OHIL's lead for Immersive Technology, establishing VA Immersive as a collaborative program across the office. She has worked with experts and thought leaders in government, academia, and industry, while co-leading the expansion of the VHA XR Network from the founding five facilities to over 160, engaging more than 1,350 VA employees. Recently, Dr. Bailey was awarded 2022 G2Xchange Change Agent Award and, along with other OHIL Immersive Tech team members, the 2022 Service to the Citizen Award. In October 2022, she received the International Virtual Reality in Healthcare Association's 2022 Hero Award for dedication to the growth of immersive technology in healthcare.



**Asaf Bitton, MD, MPH**  
Ariadne Labs

Asaf Bitton, MD, MPH, is the executive director of Ariadne Labs, a health systems innovation center at Brigham and Women's Hospital and the Harvard T.H. Chan School of Public Health. He is an Associate Professor of Medicine and Health Care Policy at both the Harvard T.H. Chan School of Public Health and Harvard Medical School. He is a core founder and current Vice Chair of the Steering Committee for the Primary Health Care Performance Initiative, a global partnership created to improve primary health care provision around the world. He also serves as a Senior Advisor for primary care policy at the Center for Medicare and Medicaid Innovation.



**Tamara Campbell, MD, PsyD, DFAPA**

Department of Veterans Affairs

Dr. Campbell is responsible for the development, implementation, and operational integrity of the VHA programs that provide Veterans with access to a full continuum of integrated mental health care and suicide prevention services. Key services include immediate crisis intervention through the Veterans Crisis Line, facility-based, same-day services for emergent needs, sustained access to a variety of services to support wellness, and a broad array of web-based resources for Veterans, family members, and community partners. Dr. Campbell is a mission-driven leader committed to engage Veterans in lifelong health, well-being, and resilience.

Dr. Campbell is a United States Air Force Veteran. She attained her Medical Degree and Doctoral Degree in Clinical Psychology from Wright State University. She completed Clinical Psychology Internship at Wright Patterson Airforce Base and General Psychiatry Residency University Hospitals Cincinnati Ohio where she served as Chief Resident. She completed advanced training in Hypnotherapy at Menninger Clinic. She has a certification in Advanced Psychodynamic Psychotherapy from the Cincinnati Psychoanalytic Institute. She is a Diplomate of the American Board of Psychiatry and Neurology, Inc and she is a Distinguished Fellow of the American Psychiatric Association. She is past president of the Ohio Psychiatric Physicians Association.



**Enrico Castillo, MD, MSHPM**

University of California, Los Angeles

Dr. Enrico Castillo is an academic community psychiatrist and health services and policy researcher. He is an Assistant Professor in the UCLA Center for Social Medicine and the Associate Vice Chair for Justice, Equity, Diversity, and Inclusion in the UCLA Department of Psychiatry. Dr. Castillo's expertise is in the areas of health equity, health justice, community-public-academic partnered research and medical education, incarceration, homelessness, and serious mental illness. He currently leads a NIMH-

funded research study, entitled, "The Jail-to-Homelessness Pipeline and Serious Mental Illness." He has published on the topics of educational and research policy reforms to advance health equity. Dr. Castillo's research has been conducted in close partnership with local, state, and national agencies and community organizations including the Office of the Surgeon General, the New York State Office of Mental Health, the Los Angeles County Departments of Mental Health and Health Services, the RAND Corporation, and Healthy African American Families II. He has also developed over 20 medical education partnerships with local health agencies and community-based organizations. He is a member of the New Voices Initiative of the National Academies of Sciences, Engineering and Medicine and the AAMC's Mental and Behavioral Health Advisory Committee.



### **Alana Centilli, MS**

Dovetail Landing

Alana Alverson Centilli is a graduate of Talladega High School, Central Michigan, and Faulkner University. Alana spent 18 years with the United States Probation Office as a Procurement Specialist. She moved on from there with positions at Southern Research and the University of Alabama at Birmingham. Alana is currently the Payroll Manager at the Alabama Institute for the Deaf and Blind. Alana is married to Patrick

Centilli and they reside in Cropwell, Alabama. They have four children – Daniel R. Centilli who passed away in December of 2019, Sam Grimes, Jessica Centilli and Sarah Morgan Grimes.

Daniel was United States Marine injured in Afghanistan in 2012. He sustained brain injuries and after years of struggling passed away. Due to this, Alana has been a strong advocate in the veteran community for years including being Alabama Fellow for the Elizabeth Dole Foundation in 2019 and 2020.

In 2022, Alana was named to the Board of Directors of Alabama Veteran, which is the largest growing, community-based, peer-to-peer organization assisting veterans in Alabama. She is also now the President of Dovetail Landing, which came about due to the struggles of her son Daniel. Dovetail Landing is a new veteran transitioning and wellness community being built in Lincoln, Alabama. Alana is also on the Board of Directors of the Pell City Chamber of Commerce, and is a member of Our Lady of the Lake Catholic Church.



### **Anthony Davis**

Penn Center for Community Health Workers

Anthony Davis is a Lead Community Health Worker with Penn Center for Community Health Workers. Anthony has integrated community health workers in several Penn Medicine hospitals and clinics joining multiple care teams. He assisted with recruiting, interviewing, hiring 20+ of the 30 CHWs who successfully support patients at the center. Anthony has partnered with veterans since 2016. He was a finalist for the 2022 Inaugural RISE Health Care Hero Award. Additionally, he created and facilitates “The Renegades”, a healthy living group based out of the Corporal

Michael J. Crescenzo VA Medical Center. The Renegades have been recognized by the Philadelphia City Council for their outstanding work in the community, especially mentoring students at local West Philadelphia schools.



**Pamela End of Horn, DSW, LICSW**  
Indian Health Service

Pamela is responsible for oversight of the Suicide Prevention and Care Program. Her work focuses on policy development, program implementation, and evaluation. With nearly 20 years of experience in the field of mental health, End of Horn has worked in suicide prevention for 13 years. End of Horn's work focuses on national policy, standards of care, program development, implementation, and evaluation.

Pamela holds a Doctorate Degree in Social Work from the University of Pennsylvania and currently holds advanced practice licenses in North Dakota and Minnesota. She is currently seeking a Masters in Public Health from Johns Hopkins University. Pamela was born and raised in Pine Ridge, South Dakota, and is an enrolled member of the Oglala Lakota Sioux Tribe of the Pine Ridge Indian Reservation.



**Todd Helvig, PhD**  
Western Interstate Commission for Higher Education

Todd Helvig earned his Ph.D. in Clinical Psychology from Nova Southeastern University after completing his internship at the University of Colorado Health Sciences Center (UCHSC) in 2000. He began his clinical work as a Psychologist at the Colorado Department of Corrections where he served as Administrator of Community Behavioral Health Services. In 2013, Helvig left State correctional services to join the work of Arapahoe Douglas Mental Health Network (ADMHN)- a nonprofit Community Mental Health Center - as Director of Business Development for community behavioral health. While developing new business

opportunities for ADMHN, Helvig also built a private consulting, coaching, and clinical practice. In 2018 Helvig served as Executive Director for CHARG Resource Center which is a consumer-centric organization supporting the social, emotional, and psychiatric programs and services for those managing chronic mental illness in Denver, Colorado. Helvig joined the Behavioral Health Program at WICHE in 2021 as Director of Training and Education to further the development of behavioral health programs across the western states of the United States.



### **Denerale Jones**

Penn Center for Community Health Workers

Denerale Jones is an Assistant Director at the Penn Center for Community Health Workers (PCCHW). In this role, Denerale supervises a team of community health workers (CHWs) at four Penn Medicine clinics and the Philadelphia VA Medical Center. The team of CHW's focuses on issues affecting health caused by social determinants. Denerale also oversees the PCCHW's Healthy Living Group. His past efforts include, managing a partnership with a local nutrition education and food access organization, developing a combined curriculum that

resulted in client education – including, sustained lifestyle changes, and improving health outcomes such as obesity, hypertension, and diabetes. Denerale leads clinical integration efforts to expand PCCHW's work within Penn Medicine and the community. He works with clinic directors to create an integrated curriculum that provides on-going training to resident physicians.

The Penn Center for Community Health Workers (PCCHW) is a national center of excellence focused on improving population health through effective community health worker (CHW) programs. PCCHW developed IMPaCT, a standardized, scalable program that leverages CHWs - trusted laypeople from local communities - to improve health.

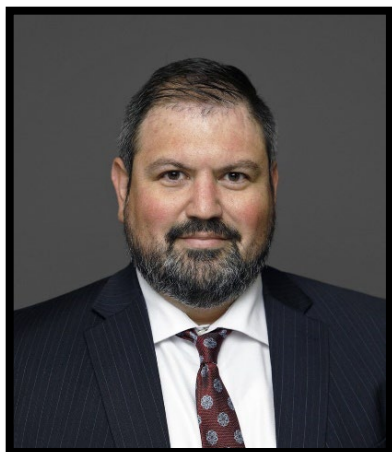


### **Leroy Miles, MDiv**

Enon Tabernacle Baptist Church

A Native of Aliquippa, PA, Rev. Miles is the youngest of four, born to Leroy Miles Sr. (deceased) & Marion Miles October 20, 1966. Rev. Miles attended St. Titus & Quigley Schools as a youth; while there he excelled in academics as well as sports (football, basketball, track & field). After high school, Rev. Miles matriculated at Edinboro University in Erie, PA, where he obtained his Bachelors. In 1994, while completing his Masters in Communications, Rev. Miles began his career with Erie Insurance Group. It was here he met his lovely wife Felicia Miles. After securing his rightful spot as a devoted husband, Rev. Miles

career further began to flourish. The executive staff recognized something special about and in Rev. Miles. After observing his polished professional demeanor and profound work ethic, they offered him an opportunity to open his own insurance agency in Philadelphia, PA. Over the next 15 years, God grew Rev. Miles' business and family, with the addition of two daughters, Bria & Lea.



**Andre Montes, PharmD, BCPP**

University of Texas at El Paso

Andre Montes, PharmD, BCPP is the Manager of Clinical Excellence for Genoa Healthcare and a Clinical Instructor at the UTEP School of Pharmacy located in El Paso, Texas. Dr. Montes also sits on the Admissions Committee for the Pharmacy school and is a certified Mental Health First Aid instructor. Throughout his 15-year career, Dr. Montes managed various retail pharmacies in the El Paso area community before making the transition to working inside of a facility specializing in severe and persistent mental illnesses. After joining Genoa Healthcare, Dr. Montes added a Board Certification in Psychiatric Pharmacy to his acumen in 2021.

Dr. Montes also teaches Integrated Systems-Based Pharmacotherapy Courses at the University of Texas at El Paso as well as Special Topics in Therapeutics: Mental Health.



**Tracy Neal-Walden, PhD (Col, USAF-Ret)**

Cohen Veterans Network

Dr. Tracy Neal-Walden (Colonel-USAF, Retired) is the Chief Clinical Officer for Cohen Veterans Network (CVN), a leading, national network of mental health clinics serving our nation's military connected members, their families, and caregivers. She leads the development and implementation of clinical practice guidelines, training, quality assurance and patient safety for CVN's national network of 23 clinics. She also serves as the Chair for CVN's Diversity, Equity, Inclusion and Belongingness Committee. In this role, she ensures policy, practice and

training adhere to DEI principles and are representative. Dr. Neal-Walden is a clinical health psychologist and served on active duty in the Air Force for 24 years in numerous senior leadership, clinical, and teaching positions, plus a deployment to Iraq. Dr. Neal-Walden is an active leader, advocate, speaker, and scholar in the mental health community and currently serves on numerous councils and boards to include Substance Abuse and Mental Health Service Administration's (SAMHSA) National Advisory Council, the Editorial Board of APA Division 12's journal, *Clinical Psychology: Science and Practice*, and Centerstone Military Services' National Policy Committee.



**Andrey Ostrovsky, MD, FAAP**  
Social Innovation Ventures

Dr. Andrey Ostrovsky was the former Chief Medical Officer of the US Medicaid program. He is the Managing Partner at Social Innovation Ventures where he invests in and advises companies, non-profits, and artists dedicated to eliminating disparities. He also advises federal and state regulators on how to incorporate human centered design into policy making. He previously operated a series of methadone clinics in Baltimore, Maryland. Prior to working on the front line of the opioid use disorder crisis, he served as the Chief Medical Officer for the Center for Medicaid and CHIP Services, the nation's largest health insurer, where he advocated to protect the program against several legislative efforts to significantly dismantle the program. He also led efforts to streamline Medicaid and make it more customer-centric. Before leading the Medicaid

program, he co-founded the software company, Care at Hand, an evidence-based predictive analytics platform that used insights of non-medical staff to prevent aging people from being hospitalized. Care at Hand was acquired in 2016 by Mindoula Health. Before Care at Hand, Dr. Ostrovsky led teams at the World Health Organization, United States Senate, and San Francisco Health Department toward health system strengthening. Dr. Ostrovsky has served on several boards and committees dedicated to behavioral health, interoperability standards, quality measurement, and home and community based services including the National Academies of Medicine, National Quality Forum, Institute for Healthcare Improvement, and the Commonwealth Fund.

Andrey holds a Medical Doctorate and undergraduate degrees in Chemistry and Psychology Magna cum Laude from Boston University and is a member of Phi Beta Kappa. Andrey completed his pediatrics residency training in the Boston Combined Residency Program at Boston Medical Center and Boston Children's Hospital where he was a clinical instructor at Harvard Medical School. He is an attending physician at Mary's Center, a federally-qualified health center.



**Taft Parsons III, MD**  
Aetna/CVS Health

Taft Parsons III, MD joined Aetna / CVS Health as Vice President and Chief Psychiatric Officer in July 2022. In his role he provides a clinical partnership to Aetna / CVS Health behavioral health and mental well-being, focusing on delivering high-quality, appropriate, and cost-effective mental health for our patients, members, customers and communities.

Dr. Parsons has been a physician leader in various roles on the payer side for over a decade. Before his career moved to the payer side, he was a practicing psychiatrist

and administrative physician for Henry Ford Health System in Detroit. He attended the Medical College of Wisconsin and is a proud graduate of Morehouse College. He has published multiple articles on behavioral health and is a regular educational and advocacy speaker with various academic and social organizations. His personal passion lies in utilizing digital health to improve mental health for patients and members.



**Paola Pedrelli, PhD**

Massachusetts General Hospital

Dr. Pedrelli is the Associate Director, Director of Dual Diagnoses Studies, and Staff Psychologist at the Depression Clinical Research Program (DCRP) at the Massachusetts General Hospital. She is also Assistant professor at Harvard Medical School. Dr. Pedrelli's research program focuses on the development of novel assessment tools and treatments for depression when occurring alone and when co-occurring with heavy episodic drinking. Recently, she has examined methods combining artificial intelligence and sensors to develop objective markers of depression. She has

received funding to support her research program from the National Institute of Health as well as private foundations, extensively presented her body of work, and successfully published more than 62 peer-reviewed papers in high-profile journals.



**Brenda Reiss-Brennan, PhD, APRN, CS**

Intermountain Healthcare

Dr. Reiss-Brennan is a medical anthropologist and psychiatric nurse practitioner working in primary care for over 45 years. As a principal investigator, she leads Intermountain Healthcare's (IH) adoption, diffusion, and evaluation of clinical integration for mental health and medical care. The cost and quality evidence of the Mental Health Integration (MHI) innovation has transformed primary care culture and has spread rapidly over 200 IH medical clinics including uninsured, rural and specialty, as well as 45 non-IH community clinics throughout the United States. MHI provides a proven integrated team-based culture that has effectively improved quality, patient and staff experience while reducing costs. Dr. Reiss-Brennan holds a longstanding

faculty appointment at the University of Utah, College of Nursing. She serves as a local, national and international consultant for cultural innovation, implementation science and scaling of MHI cost, quality and patient and staff experience research to improve population health and well-being. Most recently she serves on the National Academy of Science, Engineering and Medicine committee on Implementing High Quality Primary Care and as senior science advisor for the Central Coast Research Institute for Integrated Care, Australia.



**Barbara Olasov Rothbaum, PhD**

Emory University School of Medicine

Barbara Olasov Rothbaum, PhD is Director of the Emory Healthcare Veterans Program. She is a professor and Associate Vice Chair of Clinical Research at Emory School of Medicine in the Department of Psychiatry and Behavioral Sciences and Director of the Trauma and Anxiety Recovery Program and holds the Paul A. Janssen Chair in Neuropsychopharmacology. She specializes in research on the treatment of anxiety disorders, particularly PTSD. She was a member of the Institute of Medicine's (IOM) Study on Assessment of Ongoing Efforts in the Treatment of PTSD, and briefed the DOD, VA, House and Senate Committees on Veterans Affairs and Armed Services Committees on the IOM report results. Dr. Rothbaum has been

studying PTSD treatments since 1986, served on the DSM-IV PTSD subcommittee, and has developed, tested, and disseminated some of the most innovative and effective treatments available for PTSD. She is an inventor of virtual reality exposure therapy. She was a pioneer in applying it in the treatment of PTSD in combat veterans.

She has authored over 400 scientific papers and chapters, has published 11 books on the treatment of PTSD and edited 4 others on anxiety, and received the Diplomate in Behavioral Psychology from the American Board of Professional Psychology. She is a past president of the International Society of Traumatic Stress Studies (ISTSS), is currently on the Scientific Advisory Board for the Anxiety Disorders Association of America (ADAA), the Expert Scientific Panel for the National Center for PTSD (NC-PTSD), and the executive committee of the Warrior Care Network. She is currently a member on the Trichotillomania Learning Center Board of Directors, Warrior Wellness Alliance, and the Wounded Warrior Program's Warrior Care Network's: Executive Committee, Data and Outcomes Committee and the Clinical Practices Committee. She is a fellow of the ACNP (American College of Neuropsychopharmacology), the National Academy of Inventors (NAI), the Association for Behavioral and Cognitive Therapies (ABCT), and American Psychological Association's Division 56 (Division of Trauma Psychology) and was awarded the 2010 "Award for Outstanding Contributions to the Practice of Trauma Psychology" for APA Division 56 and the Robert S. Laufer Award for Outstanding Scientific Achievement from the International Society for Traumatic Stress Studies (ISTSS). Dr. Rothbaum received the 2021 ISTSS the Lifetime Achievement Award. Her recent book is on PTSD for the general public: *PTSD: What Everyone Needs to Know*.



### **Advaith Thampi, JD**

Iraq and Afghanistan Veterans of America

As Legislative Counsel and Senior Associate of Government Affairs for Iraq and Afghanistan Veterans of America, Advaith advocates for policies impacting veterans, their families, and caregivers. He works to build coalitions and relationships with elected officials, business partners, veteran service organization partners, and government agencies to ensure the successful implementation of IAVA's legislative agenda. Advaith anticipates and understands federal legislative activities to develop recommendations and prepare communications for the IAVA senior leadership team in order to strategically shape and implement IAVA's

legislative agenda. Advaith testifies on behalf of IAVA before Congress and advocates other governmental entities on public policy legislative issues of importance to the IAVA, veterans, their families, caregivers, and survivors. He supports the IAVA's efforts to bring the needs of veterans and their families into the consciousness of the American public through our traditional and social media initiatives that underscore our legislative priorities.

Advaith's portfolio focuses on mental health policies at VA and legislation impacting veterans' access to VA healthcare. Additionally, he advocates for legislation impacting education and employment policies with a focus on initiatives to reduce veteran homelessness. Advaith brings over ten years of experience as a veteran advocate with a focus on toxic exposure, mental health, and access to VA healthcare, education, and employment programs. He has lobbied local elected officials in Orange County, California along with advocating members of Congress with Veteran Service Organization coalitions on Capitol Hill.

In 2005, Advaith graduated high school in Bakersfield, California, and then enlisted in the United States Marine Corps. During his time in the Marine Corps, he served as a crew chief on C-130s. He served all over the world supporting missions and training exercises in Iraq, Afghanistan, Japan, Australia, Guam, Kuwait, Thailand, the Philippines, and South Korea. His military awards include a Certificate of Commendation; a Navy and Marine Corps Achievement Medal; the Operation Iraqi Freedom Campaign Medal; the Operation Enduring Freedom Campaign Medal; and seven Air Medals. Following his service in the Marine Corps, Advaith began advocating for veterans while attending community college. He went on to graduate from the University of California, Irvine in 2016 with Phi Beta Kappa Honors. He earned his Juris Doctor from Chapman University, Dale E. Fowler School of Law in 2019.



**John Torous, MD, MBI**

Beth Israel Deaconess Medical School

John Torous, MD, MBI is director of the digital psychiatry division, in the Department of Psychiatry at Beth Israel Deaconess Medical Center, a Harvard Medical School affiliated teaching hospital, where he also serves as a staff psychiatrist and assistant professor. He has a background in electrical engineering and computer sciences and received an undergraduate degree in the field from UC Berkeley before attending medical school at UC San Diego. He completed his psychiatry residency, fellowship in clinical informatics, and master's degree in biomedical informatics at Harvard. Dr. Torous is active in investigating the potential of mobile mental health technologies for

psychiatry and has published over 200 peer reviewed articles and 5 books chapters on the topic. He serves as editor-in-chief for JMIR Mental Health, web editor for JAMA Psychiatry, currently leads the American Psychiatric Association's Health IT Committee, and is a senior member in IEEE.



**Wes Williams, PhD**

Wellpower

Dr. Wes Williams is vice president and chief information officer at WellPower, Denver's community mental health center. Wes was recognized for excellence in technology leadership with a 2020 Denver Business Journal C-Suite Award, the 2020 Colorado CIO of the Year Corporate ORBIE, and as a finalist for the Colorado Technology Association's 2023 APEX Award for CIO of the Year. Wes opened WellPower's Innovation Technology Lab in 2019, using human centered design to find digital health innovations to improve access, engagement, and treatment efficacy. Wes is currently serving a second three-year appointment by the governor to Colorado's eHealth Commission, representing

behavioral health interests. He also supports public health work through involvement with the Metro Denver Partnership for Health and the Colorado Health Observation Regional Data Service. Wes is a licensed psychologist in Colorado. He serves on the board of directors for Prime Health and the Realness Project and the advisory board for Visible Network Labs. To support his own well-being, he enjoys mountain biking, gravel biking, snowboarding, and coaching ultimate Frisbee.



**Dawn V Zieger, MPH**  
Geisinger

Dawn Zieger is currently the Vice President for Behavioral Health at Geisinger Health. As VP, Dawn is responsible for the operations of a full continuum of Behavioral Health Services including Inpatient & Outpatient Behavioral Health, Addiction Medicine and Substance Use treatment services. She is an Assistant Professor at the Geisinger Commonwealth School of Medicine, supporting cross discipline educational programming. Dawn has a passion for integration and transformation, leading multi-organizational initiatives to bring needed Behavioral Healthcare to patients across the continuum.

Dawn has a diverse background serving in healthcare, payer and technology-based environments. Prior to coming to Geisinger, Dawn led transformation programs at JPS Health Network as the Executive Director of Community and Director of Ambulatory Behavioral Health. In addition to her professional pursuits in Healthcare, Dawn is a proud Army Veteran with experience working with PATRIOT Missile systems.

Dawn graduated with a Master's in Public Health from Dartmouth College and has a Bachelor of Science degree from Dallas Baptist University. Her passion is developing people and programs, leading teams through change, while serving the needs of the community.

## **PREVENTING DISCRIMINATION, HARASSMENT, AND BULLYING EXPECTATIONS FOR PARTICIPANTS IN NASEM ACTIVITIES**

The National Academies of Sciences, Engineering, and Medicine (NASEM) are committed to the principles of diversity, integrity, civility, and respect in all of our activities. We look to you to be a partner in this commitment by helping us to maintain a professional and cordial environment. All forms of discrimination, harassment, and bullying are prohibited in any NASEM activity. This commitment applies to all participants in all settings and locations in which NASEM work and activities are conducted, including committee meetings, workshops, conferences, and other work and social functions where employees, volunteers, sponsors, vendors, or guests are present.

**Discrimination** is prejudicial treatment of individuals or groups of people based on their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, or any other characteristic protected by applicable laws.

**Sexual harassment** is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment.

**Other types of harassment** include any verbal or physical conduct directed at individuals or groups of people because of their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, or any other characteristic protected by applicable laws, that creates an intimidating, hostile, or offensive environment.

**Bullying** is unwelcome, aggressive behavior involving the use of influence, threat, intimidation, or coercion to dominate others in the professional environment.

### **REPORTING AND RESOLUTION**

Any violation of this policy should be reported. If you experience or witness discrimination, harassment, or bullying, you are encouraged to make your unease or disapproval known to the individual, if you are comfortable doing so. You are also urged to report any incident by:

- Filing a complaint with the Office of Human Resources at 202-334-3400, or
- Reporting the incident to an employee involved in the activity in which the member or volunteer is participating, who will then file a complaint with the Office of Human Resources.

Complaints should be filed as soon as possible after an incident. To ensure the prompt and thorough investigation of the complaint, the complainant should provide as much information as is possible, such as names, dates, locations, and steps taken. The Office of Human Resources will investigate the alleged violation in consultation with the Office of the General Counsel.

If an investigation results in a finding that an individual has committed a violation, NASEM will take the actions necessary to protect those involved in its activities from any future discrimination, harassment, or bullying, including in appropriate circumstances the removal of an individual from current NASEM activities and a ban on participation in future activities.

### **CONFIDENTIALITY**

Information contained in a complaint is kept confidential, and information is revealed only on a need-to-know basis. NASEM will not retaliate or tolerate retaliation against anyone who makes a good faith report of discrimination, harassment, or bullying.

*Updated June 7, 2018*