



NATIONAL
ACADEMIES

Sciences
Engineering
Medicine

Improving Access to High- Quality Mental Health Care for Veterans

SESSION FIVE

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

Improving Access Through Population Health Approaches and Partnerships

Geisinger

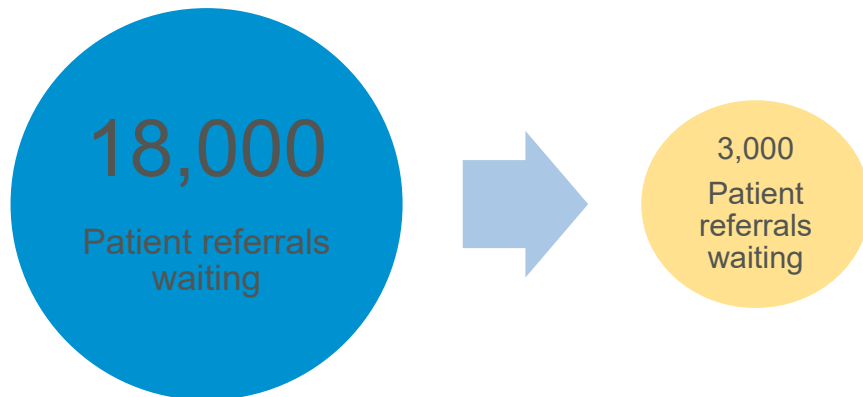
Dawn Zieger, MPH

Vice President, Behavioral Health

Background: Rise in Outpatient Demand

To meet the current incoming demand with the current model, a new provider would need to be hired every other day.

By rapidly growing the Behavioral Health team, we have significantly reduced the number of patients waiting



But have 180 Referrals coming in daily (equivalent of 0.6 FTE Psychiatrist)



Surge Outpatient Access With Virtual Care

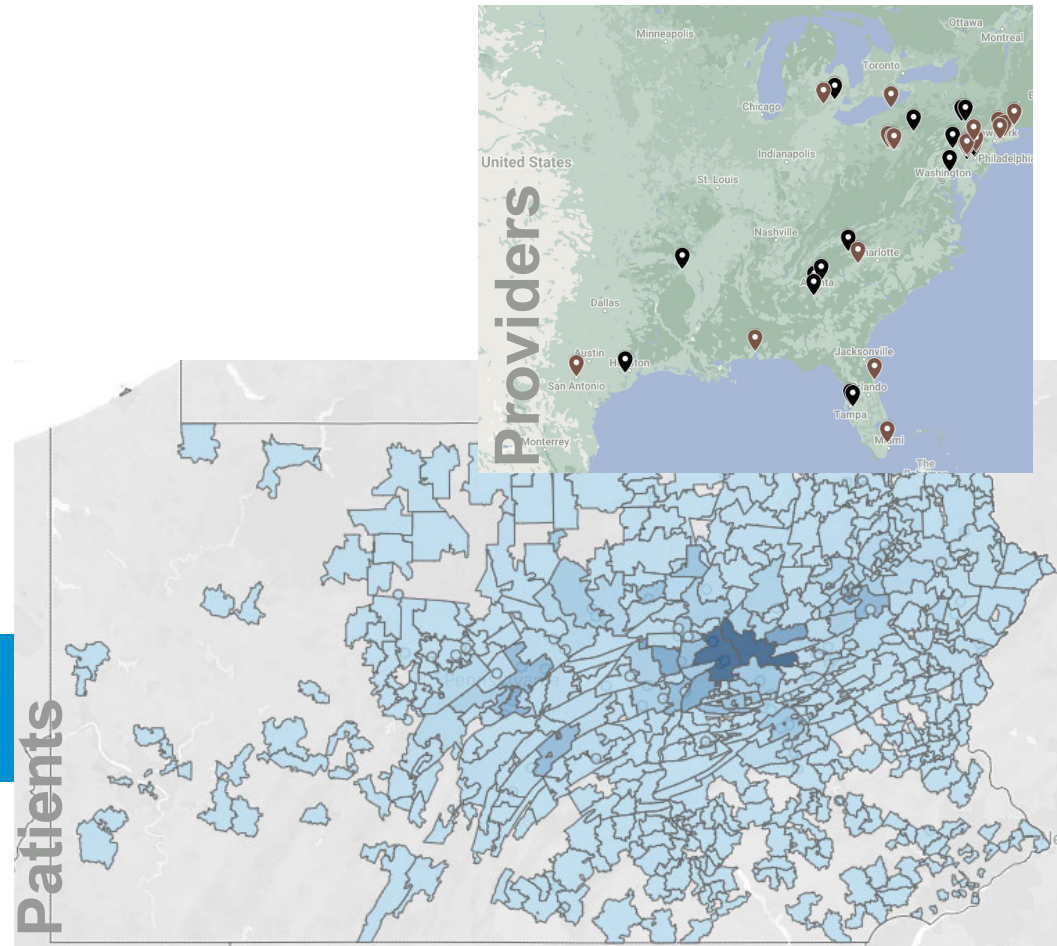
Geisinger

+

 iris telehealth

53 new providers added in 2022

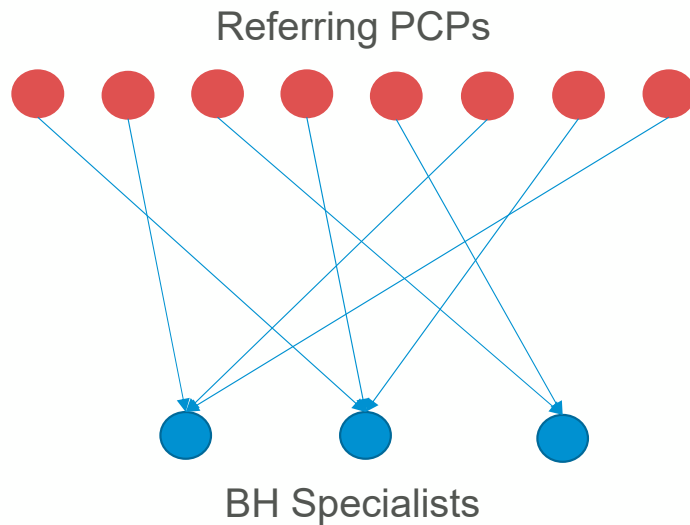
Building a National Workforce
to Serve Rural Pennsylvania



Localization of Virtual Care Teams

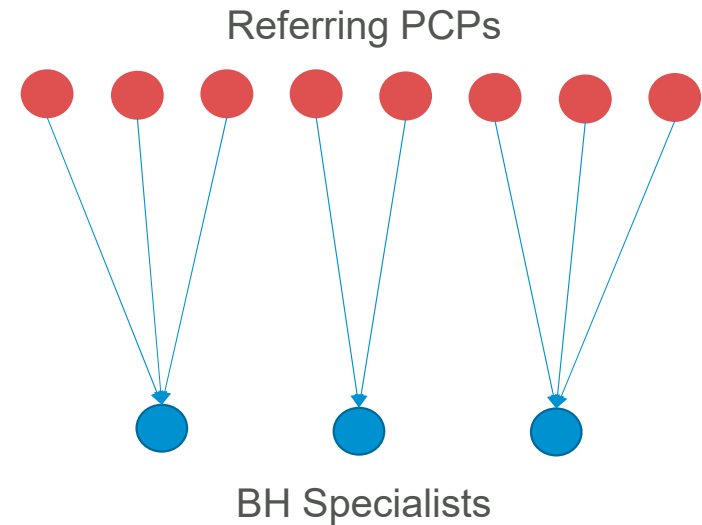
Current State

All virtual care providers are available to all referring providers.



Future State

Localization enables co-management and relationship building between Behavioral Health PCPs, and community resources



Paradigm Shift Patient Management Approach



Individualized Care

Focus: 1:1 management during visit

Outcomes:
Goal based, Improvement over self



Panel Based Care

Focus: Health of behavioral health attributed patients over time

Outcomes:
Panel performance on key metrics



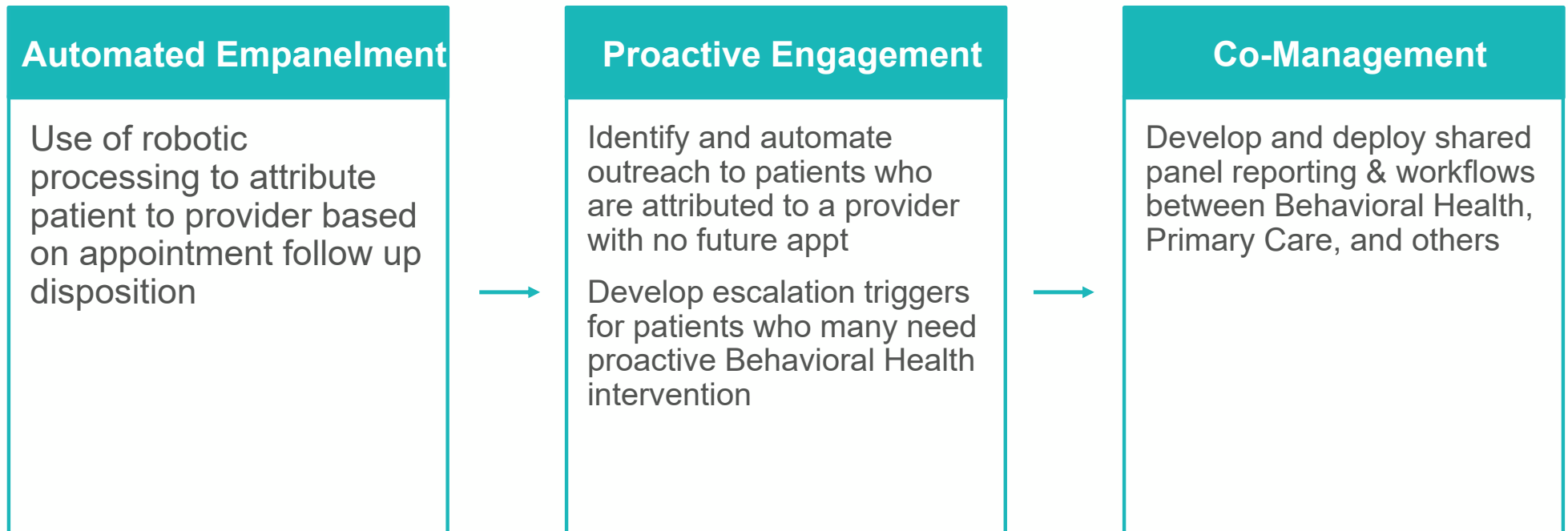
Population Based Care

Focus: management of patient populations

Outcomes:
Proactive identification of BH need escalation + stabilization

Empanelment Future State

Leverage panel and population health management techniques from Primary Care to identify proactive strategies for patient engagement



Final Considerations

