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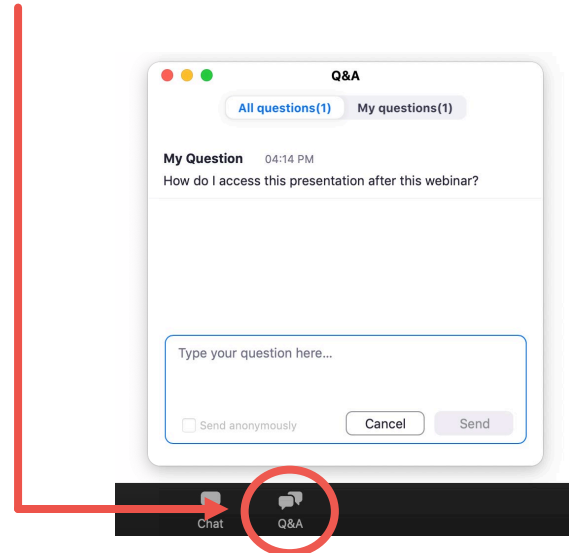
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Whole-Person Care, Real Results

The impact of behavioral health
expertise, from injury to recovery

May 3, 2022



Panelists



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Paradigm



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Community Support Specialist
Paradigm



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Clinical Specialist
Paradigm

Course Objectives

- --- Review the impact of behavioral health factors on injury recovery
- --- Illustrate the positive effects that behavioral health management has on outcomes for injured workers
- --- Present a current understanding of the behavioral health considerations that can benefit patients and families affected by COVID-19
- --- Explore how early behavioral health management can reduce the need for long-term interventions and lower the total cost of care
- --- Highlight the distinct role of behavioral health specialists and how their support can improve the recovery and rehabilitation processes
- --- Deliver guidance on early strategies to identify barriers to recovery, and community and provider resources to support the patient and family

The Impact of Behavioral Health on Injury Recovery

“The promotion of mental health, resilience and well-being; the treatment of mental and substance use disorders; and the support of those who experience and/or are in recovery from these conditions, along with their families and communities.”

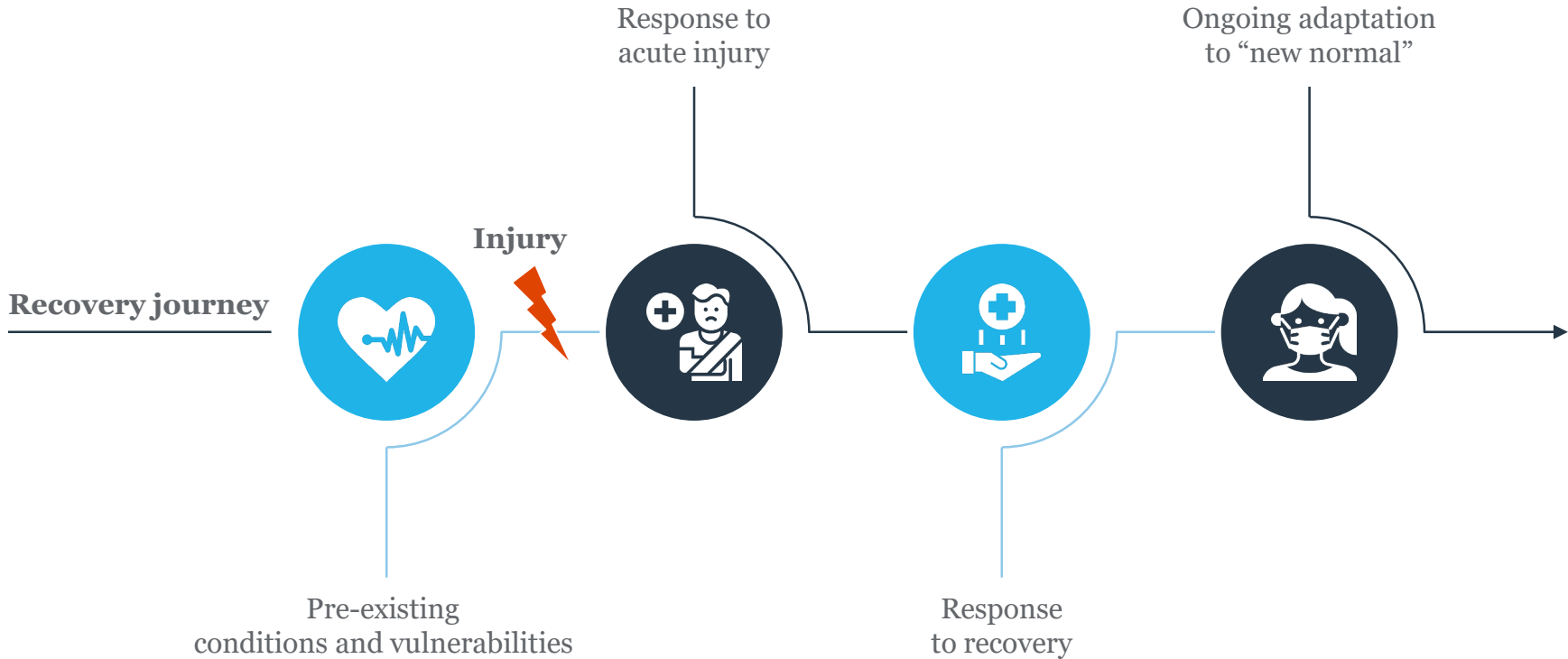
Substance Abuse and Mental Health Services Administration
(www.samhsa.gov)

What is Behavioral Health?

- ▶ Psychosocial health—physical, mental, social well-being
- ▶ Lifestyle behaviors—eating, drinking, exercise
- ▶ Family dynamics
- ▶ Caregiver stress/strain
- ▶ Social determinants of health—access to care, housing, food, transportation

Stressors and Responses

Behavioral health stressors and responses affect all stages of recovery



Behavioral Health Challenges

Challenges in injury survivors and families



Higher rates of depression and anxiety



Higher rates of PTSD



Increased likelihood of opioid dependency, abuse of non-prescription substances



Altered self-image



Social isolation



Strained relationships



Caregiver stress



Limited awareness of/access to resources

Avoidance of care

Suboptimal compliance



Poor outcomes

Source: Model Systems Knowledge Translation Center

Perceived Role of Psychosocial Issues in Achieving Outcomes

Claims professionals survey: These issues are ranked the greatest obstacles to desired claim outcomes

Answer	Overall Rank	Mean
Psychosocial / co-morbidities	1	4.08
Lack of RTW option / accommodation	2	4.64
Litigation	3	4.79
Employee / employer relationship	4	5.04
Late injury / claim reporting	5	5.20
Proactive / timely communication with stakeholders (i.e., employee, employer, providers)	6	5.57
Legalese statutory requirements / communication	7	5.63
Employee doesn't understand the workers' comp system	8	5.81
Jurisdiction / geographic differences	9	6.74
Access to care	10	7.50

Source: Workers' Compensation Benchmarking Study; D.Z. Algire, Rising Medical Solutions, Dec. 2018

The Landscape is Becoming More Complex

Clinical
complexity



Heightened
awareness

Clinical/technological
advancements



Increasing
expectations and
accountability

The Evidence Supports the Perception

75%

Higher costs for people diagnosed with both BH and other chronic conditions than for those without a co-occurring BH diagnosis

Source: American Hospital Association (AHA) Market Insights Behavioral Health Integration, 2019

2-3x

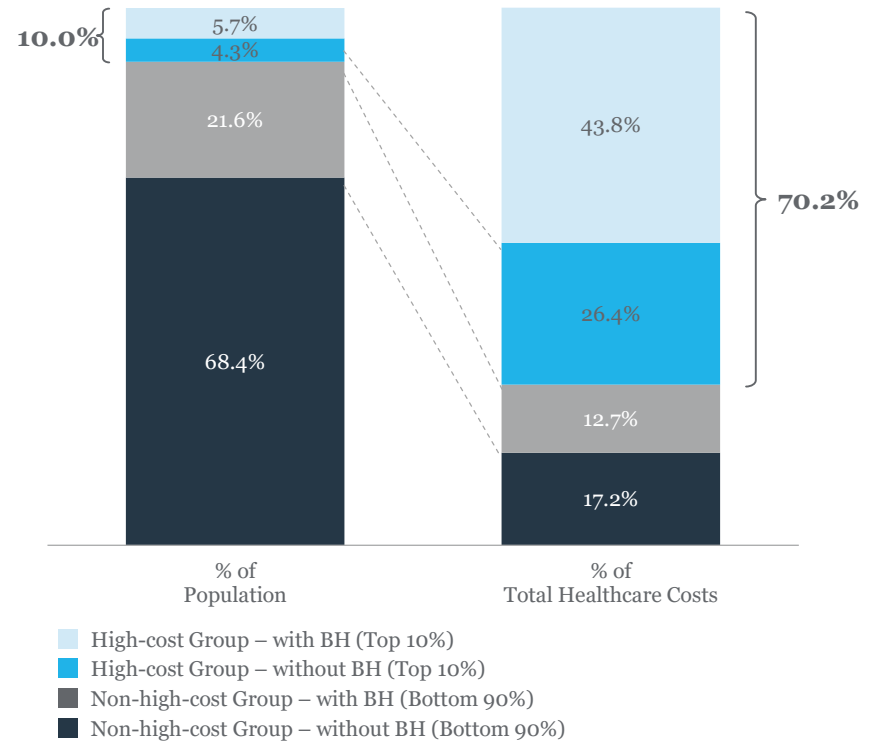
Higher costs for Medicaid beneficiaries with co-occurring BH and chronic conditions

2.8-6.2x

Higher costs for BH group than costs for individuals with no BH condition

Source: Milliman Research Report - BH Conditions contribution to healthcare spending (2020)

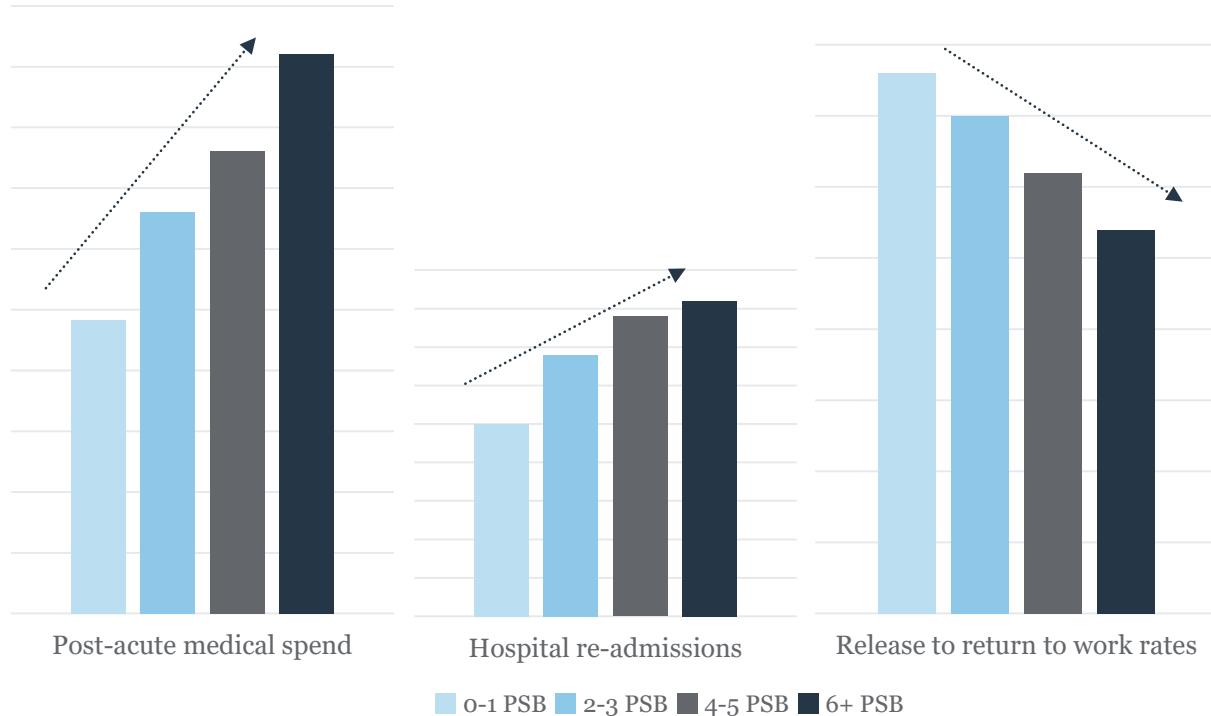
Health Care Costs by Behavioral Health Risk



Source: Milliman Research Report - BH Conditions contribution to healthcare spending (2020)

A Retrospective Analysis

Relationship Between Psychosocial/Behavioral Problems (PSB) and Outcomes



Injured workers with more psychosocial/behavioral health problems had:

- ▶ Higher medical costs
- ▶ Higher one-year hospital readmission rates
- ▶ Lower release to return-to-work rates

Source: Paradigm data, 2008-2022

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Can Psychosocial/Behavioral Variables Predict Outcomes?

Prospective analysis: adding predictability to the equation

Predictive model variables include:

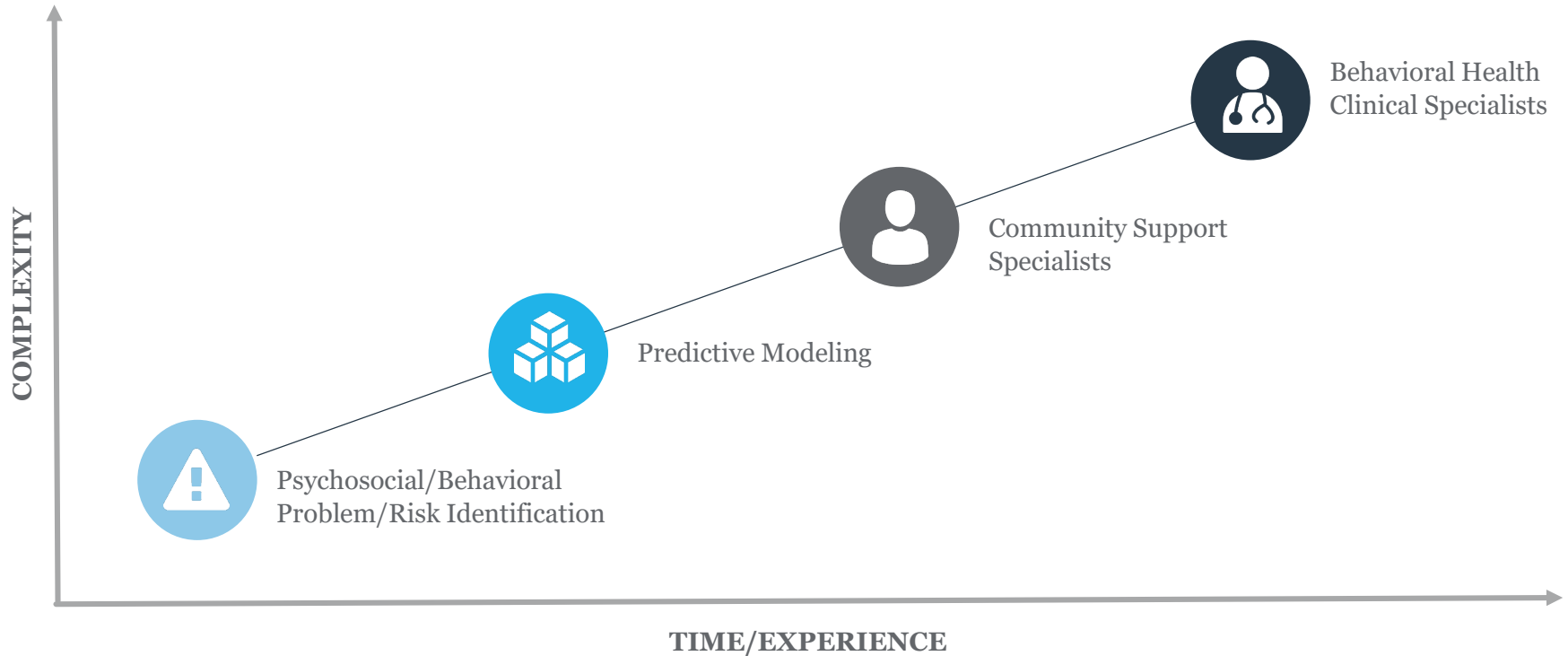
- ▶ Employment history
- ▶ Financial safety net
- ▶ Cultural influences
- ▶ Psych history
- ▶ Pain/opioid use

Predicted impact, based on model	Time to outcome achievement	Post-acute medical spend	1-year hospital readmission rate	Release to return to work
Low PSB impact	-30%	-87%	-75%	30%
High PSB impact	19%	89%	49%	-48%

Source: Paradigm data, 2017-2022

An Iterative Process

Building a multi-layered solution to support the injured worker and fortify their support systems



Benefits of Behavioral Health Management Expertise

The role of Community Support Specialists

The Role of the Community Support Specialist (CSS)

What is a CSS and how do they differ from a treating mental health provider?



Member of management team with direct connection to patients and families



Established early to eliminate barriers to access for emotional health support



Phone-based support provides easy access for people to open up and feel safe

CSS actions:

- ▶ Early and direct emotional support
- ▶ Education and coping tools
- ▶ Mental health referrals, if indicated
- ▶ Proactively identify barriers
- ▶ Financial assistance
- ▶ Social determinants of health resources, including food scarcity
- ▶ Support and education for those with undocumented status
- ▶ Unique insight on the team
- ▶ Read between the lines and ask the right questions

Whole-Person, Whole-Family Approach

Focus on the needs of the patient

- ▶ May lessen the need for formal behavioral health services. Not a replacement for formal psych care, but with support and when taught self-management, lessens the need.
-

Focus on the needs of the family

- ▶ Supporting the patient's family system and environment will deliver best outcomes
-

Connect with appropriate and necessary resources

- ▶ Can address issues (e.g., social determinants of health) distinct from medical or claims issues
 - ▶ Extensive resourcing – Support groups, community resources, accessible housing, financial, legal
 - ▶ Identify/vet/collaborate with mental health providers to ensure quality care when formal services are needed, even when access is limited
-

Provide support and insight to the management team

Screening Tools

Provide real-time data to support patients and families



Information gathering



Show change over time



Screening tool examples

Mood
Self-efficacy
Caregiver stress

COVID-19's Impact on Mental Health

The pandemic has added a layer of complexity

Direct effects

- ▶ IW illness
- ▶ Family member illness
- ▶ Delay/inability to access care

Indirect effects

- ▶ Increased fear and anxiety
- ▶ Lack of connection and support
- ▶ Isolation
- ▶ Cumulative stressor effects

COVID-specific CSS supports:

- ▶ Coping tools for stress and anxiety
- ▶ Psychoeducation
- ▶ Communication tools for updates
- ▶ COVID virtual and peer support groups
- ▶ Wellness plans to reduce stress (sleep, movement, diet)
- ▶ Resources regarding misinformation and guide to good sources of information
- ▶ Financial resources
- ▶ Empathic listening

Behavioral Health Case #1

Background

- ▶ 30-year-old male
- ▶ Roofer who fell 20 feet, resulting in a spinal cord injury
- ▶ Preinjury housing suboptimal and not accessible
- ▶ Spanish-speaking, not English proficient
- ▶ Family lives in Mexico and little to no local support system

Paradigm Team Actions

- ▶ Coordinated with Case Manager and Mexican Consulate to obtain new documentation
- ▶ Resourced low-cost accessible housing to facilitate transition from interim hotel
- ▶ Resourced Spanish speaking therapist
- ▶ Worked closely with the treatment team and injured worker to establish meaningful and measurable goals
- ▶ Coordinated community resources, transportation after discharge
- ▶ Worked closely with Management Team, bringing insights and urgent issues to address

Outcomes

- ▶ Injured worker has been discharged to home
- ▶ Home-based supports have been coordinated
- ▶ Attending community classes for social connection
- ▶ Able to grocery shop and attend medical appointments independently
- ▶ Has a list of support network
- ▶ Psychosocial support ongoing via CSS, decreased to monthly check-ins

Impact of Behavioral Health Management on Outcomes

Cases with CSS engaged:



Lower than
projected medical
spend



Higher release to
return-to-work
rates



Less time to achieve
target outcomes



Less utilization
of professional
mental health
services over the
course of recovery

Benefits of Behavioral Health Management Expertise

The role of Behavioral Health Clinical Specialists

A Framework for Inquiry and Analysis of Quality

Approaching difficult situations from a perspective of 'structured flexibility'

What's the meaning?

What does help look like?

Is this a can't/don't/won't do?

What can we actually do?

What are the valued outcomes?

Is this a me/you/we problem?

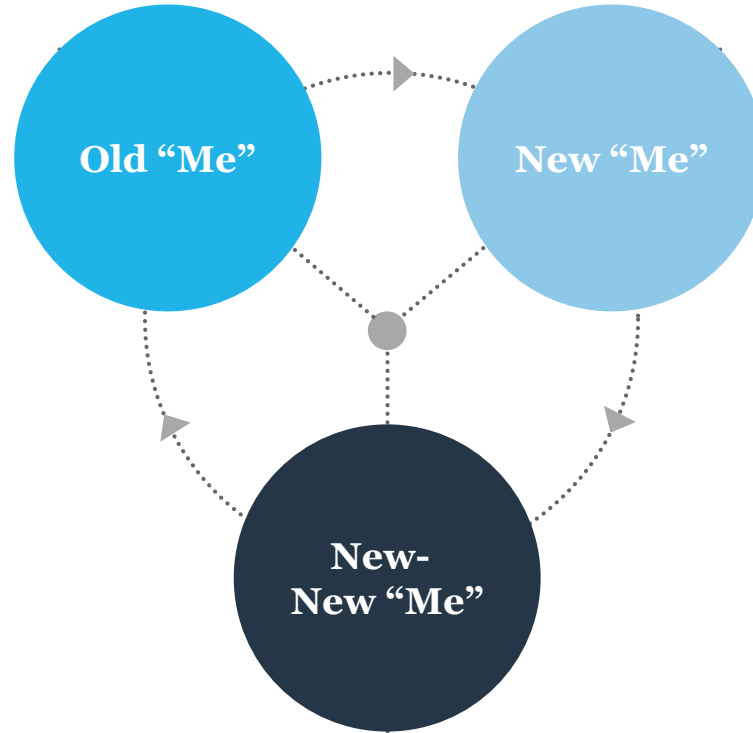
What are the goals?



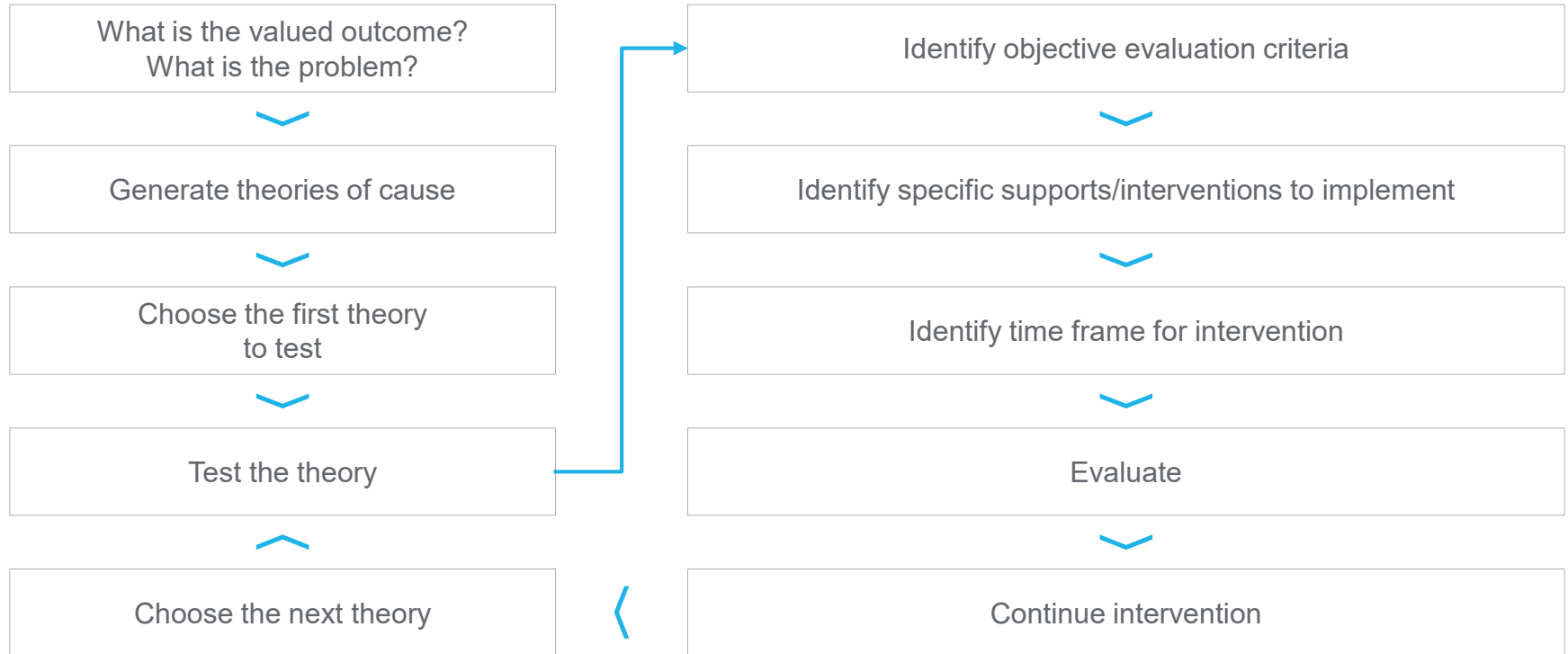
How do we help create a stable
"new" identity?

Understanding the Effects of Injury on Identity

Helping people to understand new identities and develop new 'possible selves'



A Framework for Ongoing Development and Analysis of Interventions



A Framework for Considering Context in the Development of Intervention Strategies

The Ideal vs. the Reality of What Can Done

What resources are needed to implement what we believe is the “best” (evidence-based) approach?

What resources are actually available?
When are they available?

What do staff/family identify as needed? Can this be done? What are their thoughts about what can be done?

TEST THESE THEORIES

Behavioral Health Case #2

Background

- ▶ 61-year-old male
- ▶ Injured falling off ladder at work
- ▶ Pre-injury family discord and history of long-term substance abuse
- ▶ 8-week stay in acute rehabilitation program, then transitioned home, in the care of his spouse
- ▶ Significant memory and organizational impairments
- ▶ Impulsive and disinterested in getting help
- ▶ Episodic behavioral dysregulation resulting in the need for support

Paradigm Team Actions

- ▶ Identified valued outcomes
- ▶ Identified contextual variables—guided by CSS, with additional support
- ▶ Developed support plan, including clearly identified criteria
- ▶ Implemented support plan, providing clinical expertise to address issues—using CSS for coaching
- ▶ Used criterion-based decision-making to keep the focus on valued outcomes

Outcomes

- ▶ Injured worker achieved release to return to work
- ▶ Family improved interaction styles, leading to improved relationships and hope
- ▶ Developed comfortable identities for all
- ▶ Created long-term natural support strategies, including written plans, understanding “big deals” vs “little deals,” and when to ask for help

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