



**INTEGRATED
BEHAVIORAL HEALTH**
of Community Care Physicians

Integrated Behavioral Health and the Importance of Whole Person Care

Presenters:

- Cynthia Stone, DBH, Director of IBH, Community Care Physicians, PLLC
- Kristine Campagna, DO, CAQSM, MBA, Managing Physician, Community Care Physicians, PLLC
- Holly Cleney, MD, Managing Physician, Community Care Physicians, PLLC
- Jenna Gazzillo, LMHC, BHC, Community Care Physicians. PLLC



Presenters

- ▶ From left to right:
 - ▶ Dr. Stone
 - ▶ Dr. Campagna
 - ▶ Dr. Cleney
 - ▶ Jenna Gazzillo

Agenda

- ▶ What is whole person care?
- ▶ How does Integrated Care/ Integrated Behavioral Health fit into this?
- ▶ Why is it important?
- ▶ Benefits/ Data
- ▶ Let's hear from our physicians and panel



What is Whole Person Healthcare?

- ▶ Whole person care is an approach to healthcare that integrates physical, mental, and social well-being, recognizing the interconnectedness of these aspects in a patient's overall health.
- ▶ This model emphasizes treating the person as a whole, rather than focusing solely on specific diseases or conditions, and promotes a collaborative, patient-centered care plan that involves multiple healthcare providers, including medical, behavioral health, and social services.
- ▶ By addressing all aspects of an individual's health, whole person care aims to improve overall outcomes, enhance patient satisfaction, and reduce healthcare costs.

-National Institute of Mental Health (NIMH) and the World Health Organization (WHO), 2025

Tell Me More About the Behavioral Health Part of Whole Person Care...

- ▶ **Integrated behavioral health** care blends care in one setting for medical conditions and related behavioral health factors that affect health and well-being.
- ▶ Integrated behavioral health care, a part of “whole-person care,” is a rapidly emerging shift in the practice of high-quality health care.
- ▶ Integrated behavioral health care is sometimes called “behavioral health integration,” “integrated care,” “collaborative care,” or “primary care behavioral health.” No matter what one calls it, the goal is the same: better care and health for the whole person.

How to Recognize Integrated Care and the Essentials

Referral		Co-Located		Integrated	
Key Element: Communication		Key Element: Physical Proximity		Key Element: Practice Change	
Level 1 <i>Minimal Collaboration</i>	Level 2 <i>Basic Collaboration at a Distance</i>	Level 3 <i>Basic Collaboration On-Site</i>	Level 4 <i>Close Collaboration On-Site with Some System Integration</i>	Level 5 <i>Close Collaboration Approaching an Integrated Practice</i>	Level 6 <i>Full Collaboration in a Transformed/ Merged Integrated Practice</i>
Behavioral health, primary care and other healthcare providers work:					
In separate facilities	In separate facilities	In same facility not necessarily same offices	In same space within the same facility	In same space within the same facility (some shared space)	In same space within the same facility, sharing all practice space

P
C
B
H

Why Whole Person Care?



Why Is This Important: What We Know



80% of people with a behavioral health disorder will visit a primary care provider at least once a year



58% of appointments for all psychotropic agents are with a non-psychiatric primary care provider



67% of people with a behavioral health disorder do not get behavioral health treatment



30-50% of patient referrals from primary care to an outpatient behavioral health clinic do not make the first appointment



Two-thirds of primary care physicians report not being able to access outpatient behavioral health for their patients.



Use of health care services decreased by 16% for those receiving behavioral health treatment, while it increased by 12% for patients who were not treated for their behavioral health care needs



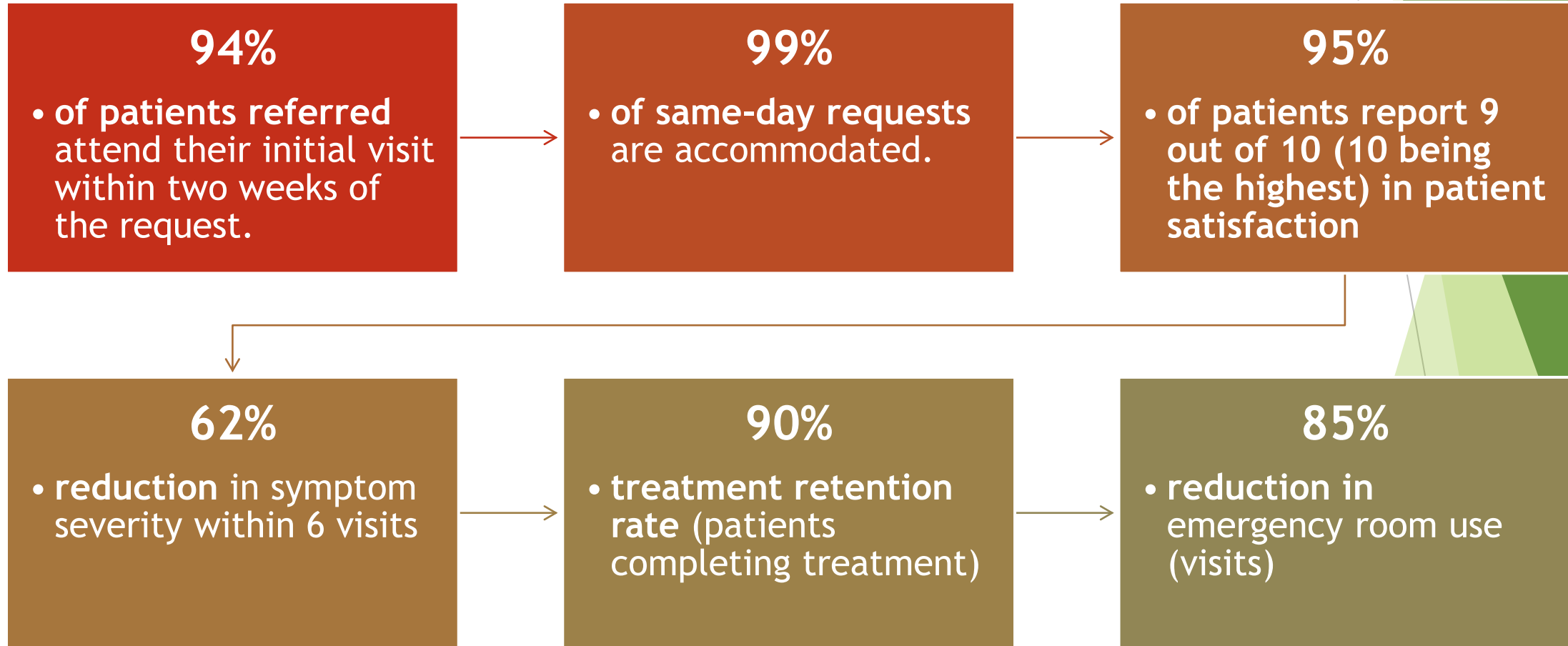
Behavioral health disorders account for half of all disability days

Does It Work? Show Me Proof...

- ▶ IBH referral data compared to community referral data demonstrates that IBH:
 - ▶ Enhances access
 - ▶ Removes barriers
 - ▶ Increases compliance
 - ▶ Aligns with satisfaction
 - ▶ Improves outcome

	REFERRAL TO COMMUNITY MENTAL HEALTH	REFERRAL TO INTEGRATED BEHAVIORAL HEALTH
Scheduling initial visit	51%	94%
Initial visit completions	41%	91%
No show rate	31%	5%
Treatment completion	36-80%	94%

More Please...Our Data





Let's Hear From Our Panel

We've Heard the Basics, But Does This
Really Work and if So, How?

Dr. Cleney & Panel

What motivated you to
embrace integrated care
in your practice?



Dr. Campagna & Panel

- ▶ **How have you seen the collaboration between medical and behavioral health teams impact patient outcomes?**





▶ Dr. Cleney & Panel

How do you feel integrated care has
changed your approach to treating
patients?

Dr. Campagna and Panel

What do you see as needed to encourage IBH integration and optimal use of integrated behavioral health and BHCs?



Dr. Cleney & Panel

Do you feel that integrated care has reduced provider burnout or stress in your role?

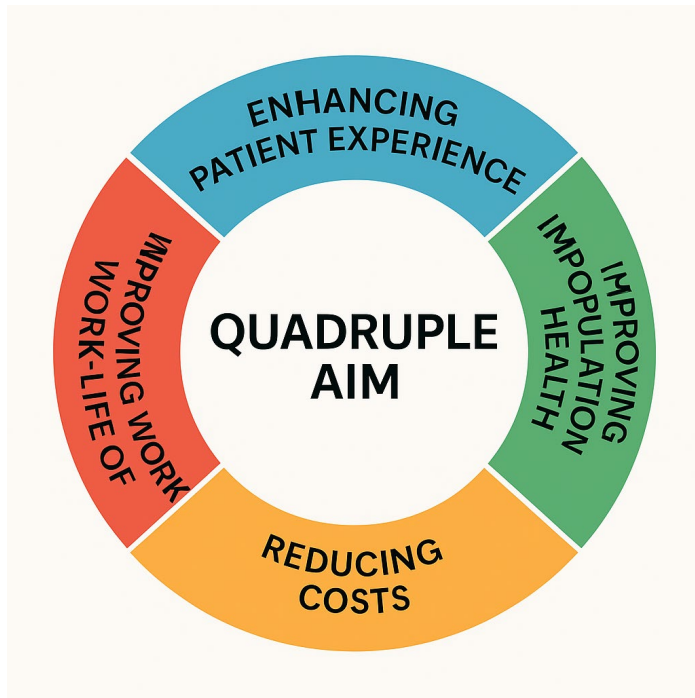


Dr. Campagna and Panel

How has integrated care impacted your workflow or time management?

Take Homes & Conclusion

Can We Do This Without...



This... Whole Person Care

- ▶ Comprehensive care (addressing physical and mental health together)
- ▶ Reduced Stigma
- ▶ Alleviate Burnout
- ▶ Removal of barriers
- ▶ Improved Treatment Adherence
- ▶ Increased Access to Care
- ▶ Enhanced convenience, making it easier for patients to seek care.
- ▶ Person-centered care
- ▶ Meeting patients where they are



Questions?