

Meet the Leadership Team



Helen Dang
Willow Clinic
Current Co-Manager



Ritz Tolentino
Willow Clinic
Incoming Co-Manager



Joseph Morrison
Incoming UC Davis SOM
MD/PhD Student

The Behavioral Health Team (BHT)

01

What is the Willow Clinic?
The Beginnings of BHT

02

BHT Operations

Data and Research
Project Structure

Relevance, Plans
to Continue

03

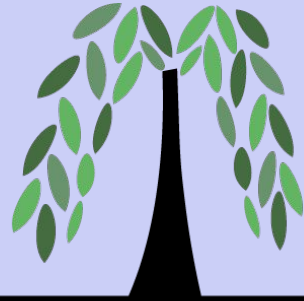
04

01

What is the Willow Clinic? The Beginnings of BHT

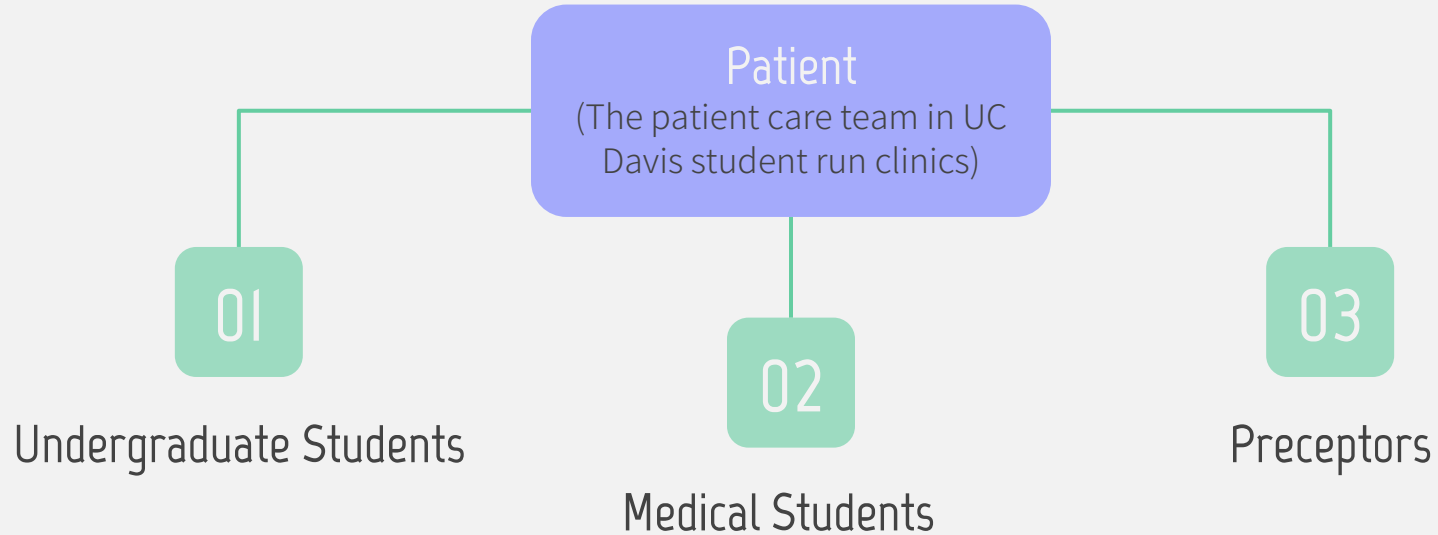
What is the Willow Clinic?

The mission of the Willow Clinic is to holistically improve the health of community members who are currently living outside or experiencing homelessness while providing a unique platform for student education. We strive to address inequities in healthcare access by operating a free clinic each Saturday.



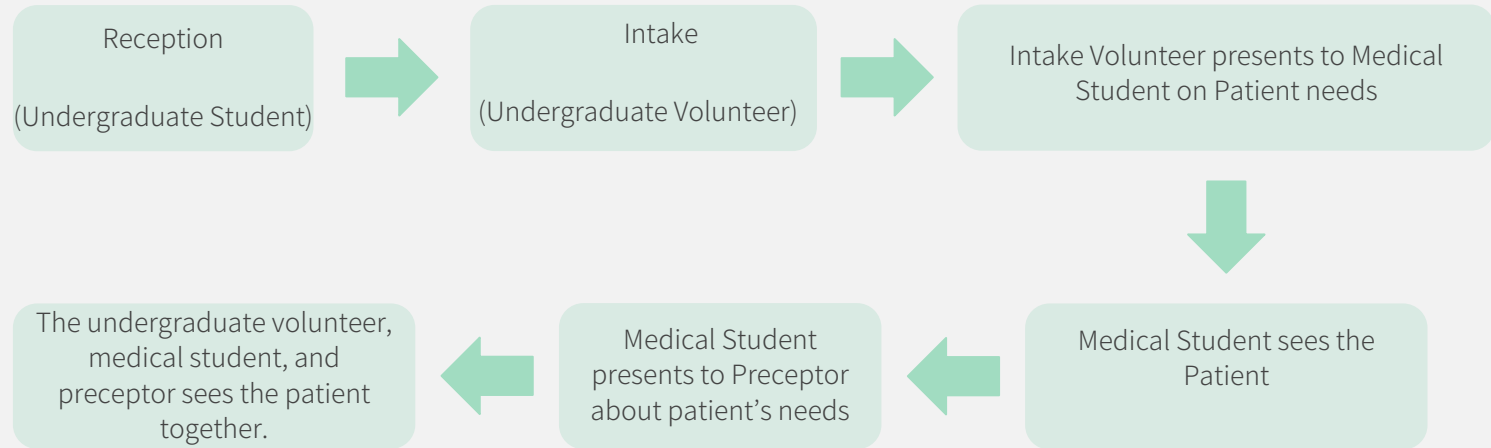
The Willow Clinic
ROOTED IN SERVICE

The Student Run Clinic Model



Saturday General Clinic

Medical Clinic Flow



Community Relevance

9,200 people experiencing homelessness in Sacramento County

8% of unhoused adults report a suicide attempt in the last 30 days

Pressing need for more accessible mental health and psychiatric services

46.72% prevalence of depressive symptoms in the unhoused community



SACRAMENTO, CA

Inception of BHT

2020

Mind and Wellness

Ideas for a Mind & Wellness Clinic

2021

SCREENING

Implementation of depression screening and the Behavioral Health Team (BHT)

Now

BHT CLINIC

Monthly psychiatric clinics and resources available for eligible patients

2020

The Mind and Wellness Committee strived to start Mind and Wellness Clinic, a project to focus on providing awareness and increase access to mental health services.

1. Creating and finalizing of a working protocol, increasing efficiency of screenings within the clinic space virtually.
2. Providing Life Coaching services as an alternative option for patients to gauge interested in behavioral health programs.



Mind & Wellness
Psychiatric Clinic

Willow Clinic is now offering mental health services centered around treating:

- MOOD DISORDERS
- PTSD
- ANXIETY
- STRESS MANAGEMENT

AND OTHER MENTAL HEALTH CONCERNS

PLEASE CALL THE NUMBER BELOW TO SCHEDULE AN ONLINE OR PHONE APPOINTMENT. NO INSURANCE REQUIRED.

916-572-4502



2021

Mind & Wellness
**TELEHEALTH
CLINIC**

The Willow Clinic is offering mental health services around treating:

- Mood Disorders -
- PTSD -
- Anxiety -
- Stress Management -
- & Other Mental Health Concerns -



Please call (916)-572-4502 to schedule an online or phone appointment.
NO INSURANCE REQUIRED.



The swift change from the Mind and Wellness Specialty Clinic in Willow to BHT.

1. Moving from a telemedicine platform of screenings to an in-person platform; integrated in our general clinic flow.
2. Reaching out to psychiatrists and medical students to increase community participation, more availability for patients, and increase in patient care. Collaboration with JVMC.

NOW

The Behavioral Health Team (BHT)



We are a team of psychiatrists, medical students, and undergraduate students who provide depression and anxiety screenings and free mental health services through two UC Davis affiliated student-run clinics (The Willow Clinic and JVMC).

02

BHT Operations

BHT Operations

Monthly, virtual BHT clinic sessions that help with medication management and care coordination

04 Appointments

05 Follow-Ups

01 Screening

02 Review & Eligibility

03 Scheduling

01 SCREENING

Patient is seen at clinic



Patient is offered the Behavioral Health Screening Form



New and returning patients screened with PHQ-9 and GAD-7 questionnaires

01 SCREENING

BHT Operations



Behavioral Health Screening

PRN: _____

Patient Name: _____

Date of Visit: _____

We are offering voluntary, confidential screening for depression and anxiety for all patients at Willow Clinic. The information that you provide in this form will help us better understand your mental health needs, so we can help connect you to community resources.

Over the last two weeks, how often have you been bothered by:

PHQ-9	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling asleep or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself -- or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed. Or the opposite -- being so fidgety or restless that you have been moving around a lot more than usual.	0	1	2	3
9. Thoughts that you would be better off dead, or of hurting yourself in some way.	0	1	2	3
10. If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
(CLINIC USE ONLY) Sum of each column				



Over the last two weeks, how often have you been bothered by:

GAD-7	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious, or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3
10. If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?	Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
(CLINIC USE ONLY) Sum of each column				

(CLINIC USE ONLY)

(PHQ-9) TOTAL SCORE from FRONT page: _____

- If question 9 was ≥ 1 , Co-D or preceptor was notified before visit: (Y) or (N)

(GAD-7) TOTAL SCORE from BACK page: _____

If the patient screened POSITIVE...

- They were offered BHT services: (Y) or (N)
 - Scheduled for BHT:
 - Date and time scheduled: _____
 - Denied services:
- They have a psychiatrist: (Y) or (N)

Co-D INITIALS: _____

01 SCREENING

PHQ-9 (Patient Health Questionnaire-9) as a diagnostic tool:

- ☐ Standardized depression screening scale
- ☐ Effective, yet easy to fill out

Over the last two weeks, how often have you been bothered by:

PHQ-9	Not at all	Several days	More than half the days	Nearly every day
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02 REVIEW & ELIGIBILITY

PHQ-9 score is evaluated by the medical team

Scenario 1: Crisis Intervention

Patient **scores > 1** on
PHQ-9 question 9

Scenario 2: BHT Positive

Patient screens **positive** on the PHQ-9

Scenario 3: BHT Negative

Patient screens
negative on the PHQ-9

02 REVIEW & ELIGIBILITY

BHT Operations

Scenario 1: Crisis Intervention

The patient indicates a score of **1 or more** for PHQ-9 Question 9 (suicide ideation)

- ↳ the preceptor is immediately notified
- ↳ high concern cases: call 911 for mobile crisis team
- ↳ less acute cases: recommend patient to the emergency department or Mental Health Urgent Care Clinic

02 REVIEW & ELIGIBILITY

BHT Operations



Scenario 3: Negative Screen

The patient's responses indicate a score of **less than 10** on the PHQ-9 screening



patient is provided with mental health resources and/or connected to services

02 REVIEW & ELIGIBILITY

BHT Operations



Scenario 2: Positive Screen

The patient's responses indicate a score of **10 or more** on the PHQ-9 screening



labeled as BHT positive, electronic health record updated



Eligibility for BHT clinic service is evaluated

02 REVIEW & ELIGIBILITY

BHT Operations

Criteria to be eligible for BHT clinic service:

- Positive screen on the PHQ-9
- Reliable cellular or internet access
- No pre-existing connection with mental health provider

03 OFFERING SERVICES

Eligibility for BHT clinic service is evaluated

- Positive screen on the PHQ-9
- Reliable cellular or internet access
- No pre-existing mental health provider

Patient is offered a BHT clinic appointment

- Positive screen on the PHQ-9
- Reliable cellular or internet access
- No pre-existing mental health provider

Patient is provided with mental health resources and/or connected to services

03 OFFERING SERVICES

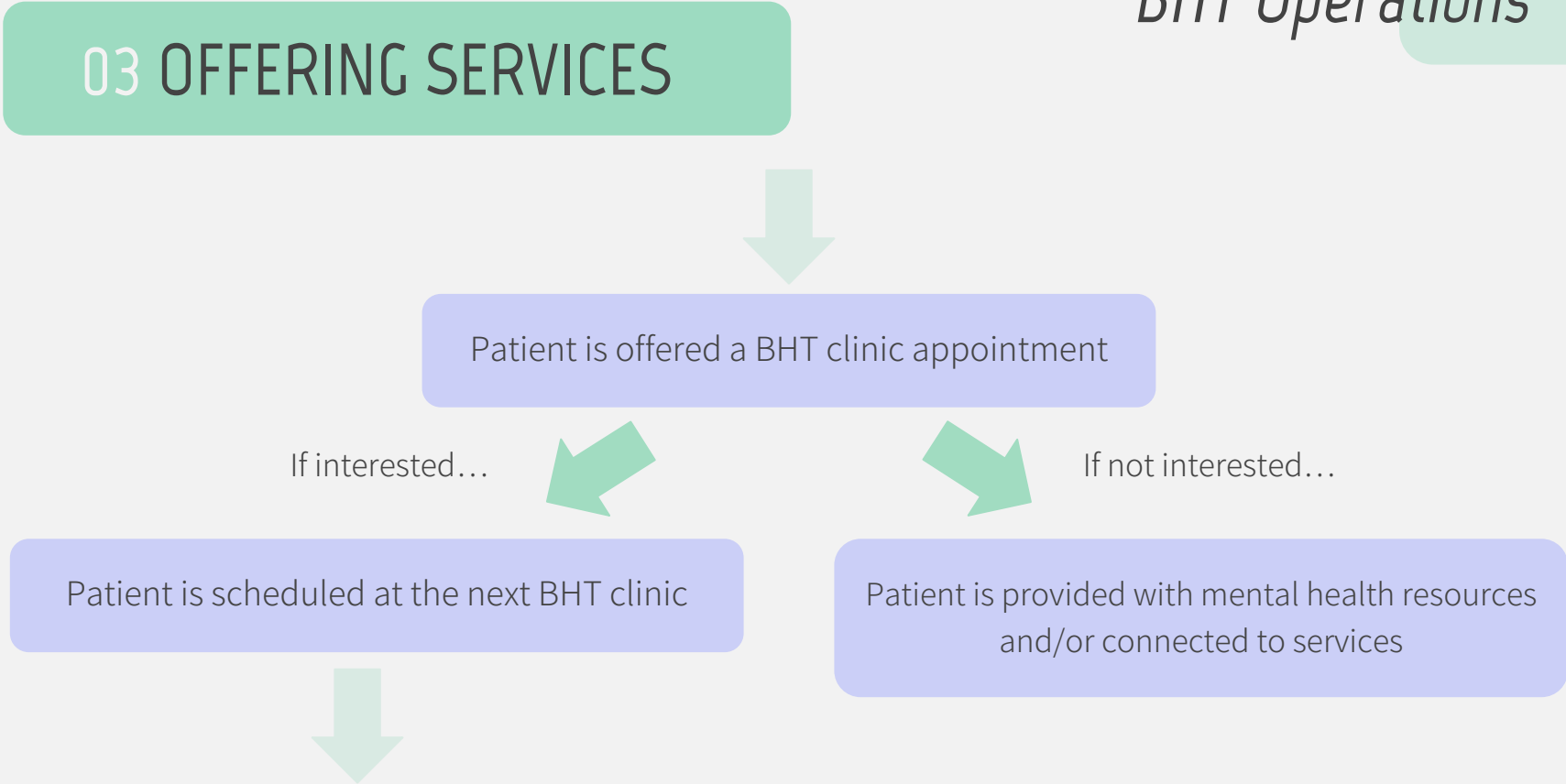
Patient is offered a BHT clinic appointment

If interested...

If not interested...

Patient is scheduled at the next BHT clinic

Patient is provided with mental health resources
and/or connected to services



04 APPOINTMENTS



Patient attends BHT clinic appointment

- ❑ included in BHT study
- ❑ receive access to
 - ❑ direct monthly psychiatric services
 - ❑ community resources
 - ❑ social referrals for long-term mental health care

04 APPOINTMENTS

BHT clinic team:

Attending preceptor/s
(psychiatrist/s)



assessment, diagnosis, treatment plan, guidance

Resident
preceptor/s



provides guidance on interview and treatment plan

Medical student/s



patient interview

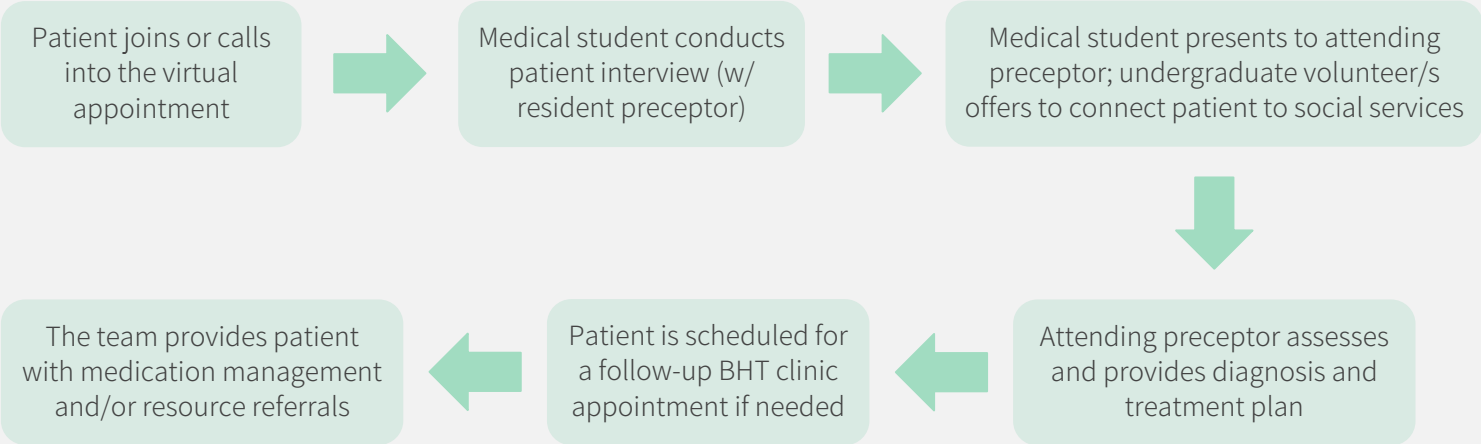
Undergraduate volunteers



coordination, social service referrals, shadowing

04 APPOINTMENTS

BHT clinic appointment workflow:



05 FOLLOW-UPS

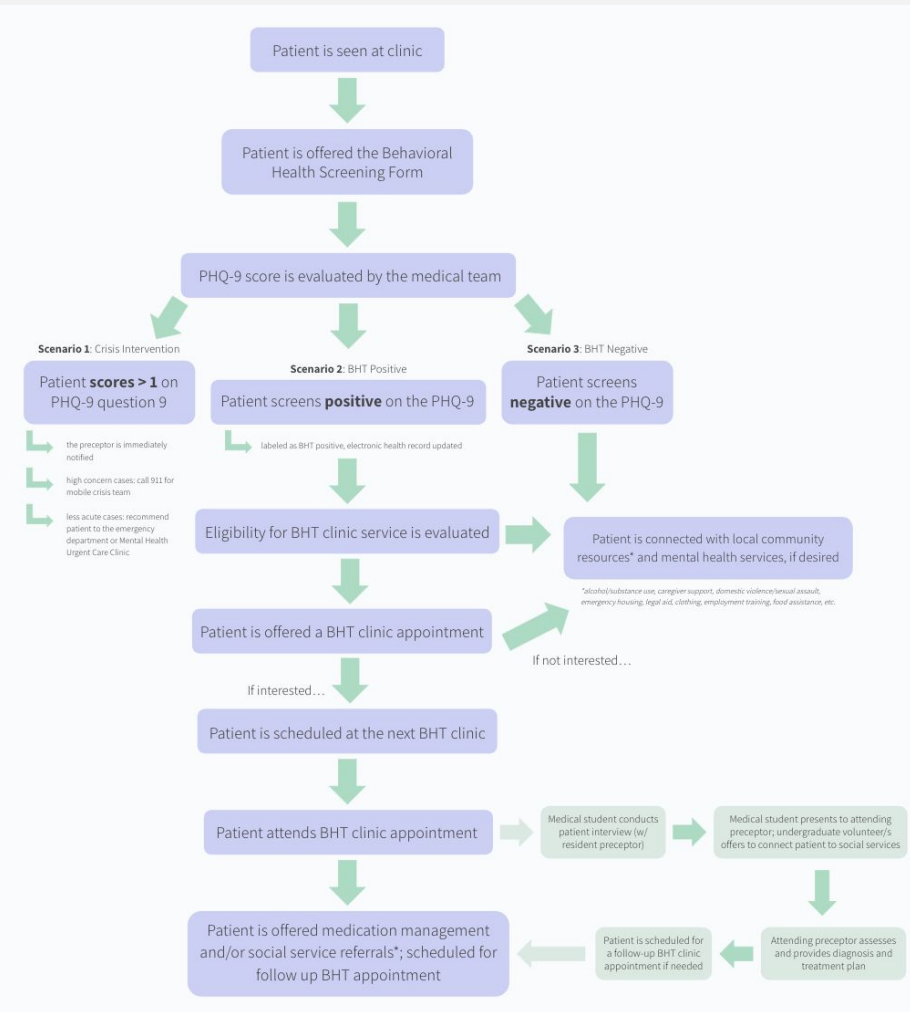


Patient attends BHT clinic appointment



Patient is offered medication management and/or social service referrals*; scheduled for follow up BHT appointment

*Undergraduate volunteers check-in on patients post-appointment



03

Data and Research Project Structure

Project Structure

Preceptor

Provides final edits and guidance.

Medical Students

Provide clinical experience in every step of the research.

Project Leaders

Coordinate BHT program and opportunities for the research team.

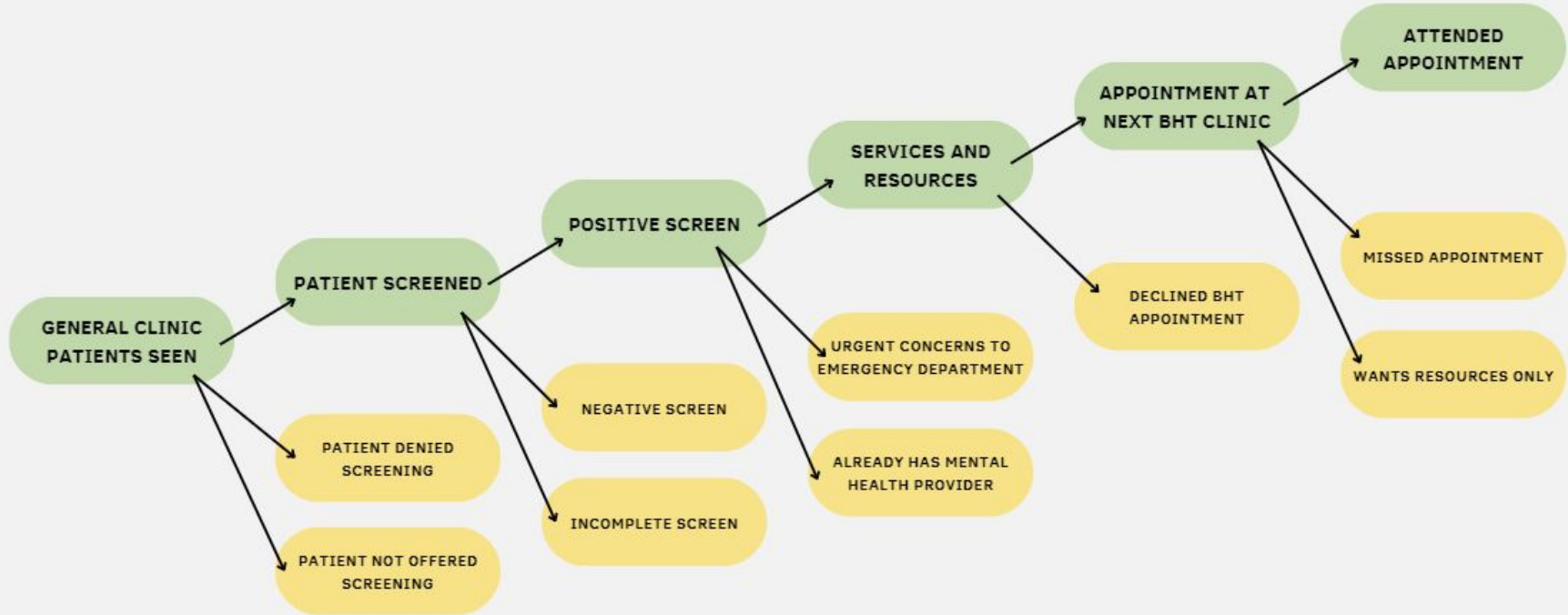
Volunteer Team

Verify quality of data collection and learn research skills.

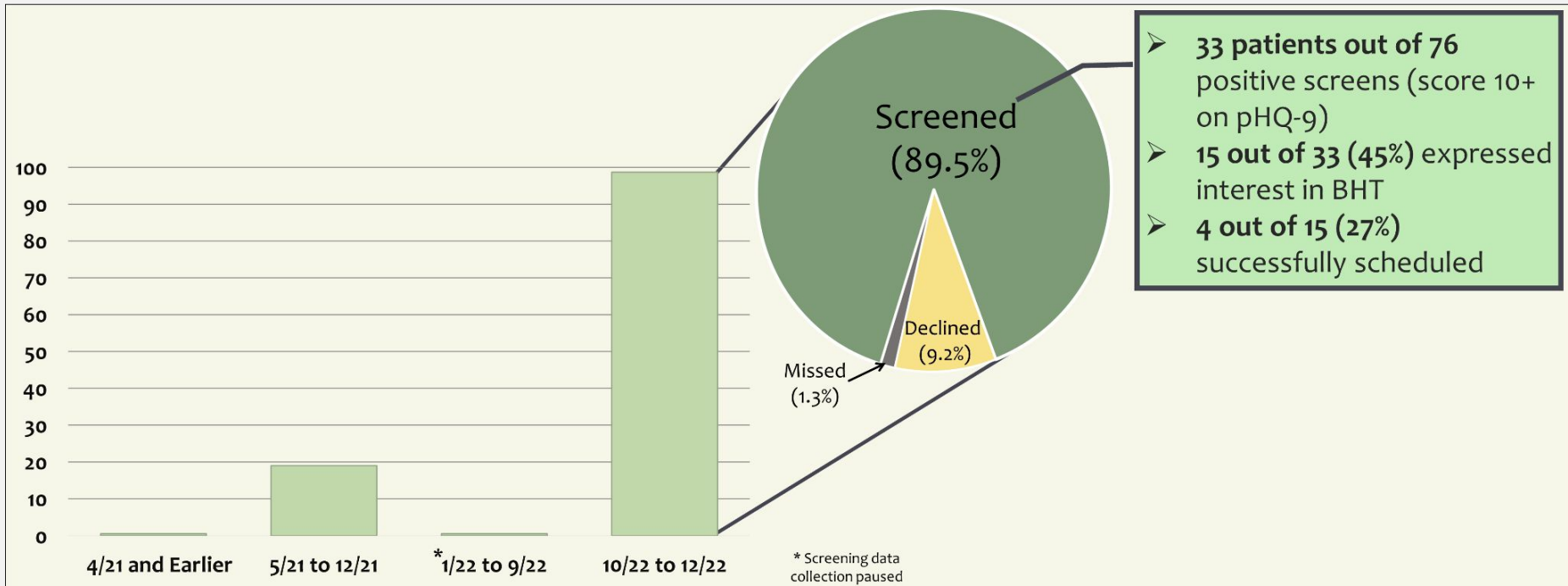
Clinic Members

Collect data during medical clinics.

Patient Workflow



Pilot Screening Period



Project Since Initial Data Collection

- Fewer weekly medical clinic patients
- Nearly doubled patient screening
- No missed patients
- Trained new preceptors and volunteers
- Increased rate of declined surveys

Patient Retention

01

01. Screened

Nearly all patients screened in medical clinic for depression

02

02. PHQ-9 Positive

High rate of positive depression screens

03

03. Attend Appointment

Only a small proportion of patients who screened positive attend their appointments

04

Relevance, Plans to
Continue

What Does BHT Mean to Our Community

01

A vital health equity disparity has been indentified. Free mental health resources are offered and research draws further attention to the issue.

For Patients

02

Access to community-informed medical training to better identify and address health inequities facing our community.

For Clinic Members

What Does it Take to Run a BHT Clinic?

- Preceptor(s) Capable of Prescribing Medications
- Volunteer Staff
- Screening System, Electronic Medical Records (EMR)
- Virtual or Clinic Appointments

Challenges for BHT

Limited Access to
Telemedicine BHT
Appointments

Barriers to providing
continuity of care to
address mental health
needs

Negative Stigmatization of
mental health within the
unhoused patient
population

Limited Access of
technology for BHT

Limited access to a
pharmacy to retrieve
medication

Limited opportunities to
find a physical space for
BHT appointments to be
in-person

Next Steps

On-Going

**Returning
Patient
Appointments**

**Screen
Medical Clinic
Patients**

1 Month

**Leadership
Transition**

**Evaluate
Patient
Retention**

3 Months

**New and
Previous
Leadership
Progress
Discussion**

**Open Clinic
Appointments**

6 Months

**Evaluate
Patient
Retention**

**Assess Clinic
and Virtual
Appointment
Options**

Questions?

Thank you to our amazing team!

Dr. Kate Richards

Shruti Arora

Jeetu Sujith

Sanjana Neeli

Su Thwe Myo Khin

Elle Jin-Phan

Winnie Xian

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