



# Concert Health Partnership: Implementing Collaborative Care

CommonSpirit sought to identify a partner and a care model that can help patients receive timely access to behavioral health support. CommonSpirit primary care providers clearly expressed their preference for a largely patient-centered care model, one that was clinically focused and could be seamlessly incorporated into the existing workflow and team approach.

In response, CommonSpirit partnered with Concert Health. Collaborative Care was implemented in two CommonSpirit primary care clinics during the pilot launch. Seven additional CommonSpirit primary care clinics in the Bakersfield, CA area followed suit with Collaborative Care implementations. This partnership has steadily expanded across 23 care sites in California and 9 care sites in Washington — with 7 new sites expected to be launched by the end of 2023.

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## Partner testimonial

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*By offering coordinated behavioral health services from Concert Health utilizing the Collaborative Care model, we have one team working together to meet a patient's medical and behavioral health care needs in a matter of hours, rather than fragmenting care through referrals that take weeks. Care simply must be inclusive of mind and body.*

Christine Brocato, Vice President of Strategic Innovation at CommonSpirit Health

## Implementing Collaborative Care

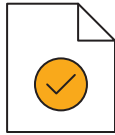
In 2020, CommonSpirit formally partnered with Concert Health to implement Collaborative Care in practices located in the Central Valley of California. Concert Health clinicians utilized Collaborative Care, an evidence-based model that works to identify and treat patients with depression and anxiety. As part of the primary care team, Concert Health clinicians support primary care providers — working together to develop behavioral health care plans and deliver evidence-based treatment to patients.

A key aspect of integrating measurement-based Collaborative Care is maintaining the registry. Concert Health is able to help monitor and track patient progress and the outcomes from individual and population health perspectives — including frequency of contacts, length of time in treatment and improvement of scores on standardized tools, such as the PHQ9 and GAD7.

### Stats at a glance



**1700+**  
enrolled  
patients



**85%**  
of surveyed  
patients reported  
positive feedback



**160+**  
participating  
providers



**49%**  
of patients complete care with  
subclinical scores on anxiety and  
depression screening tools



**1%–4%**  
positive operating  
margin based on  
financial modeling

Behavioral health care access is now available at even more CommonSpirit primary care and women's health ambulatory practices. New capabilities, powered by Concert Health, will expand CommonSpirit's primary care services including:

- Increased screening through evidence-based tools
- Warm hand-offs versus external referrals
- Care team alignment around measurement-based care
- Psychiatric consultation to support the primary care provider

## Increasing behavioral health care access through primary care initiatives

One in five individuals is living with a condition that impacts their emotional health. Unfortunately, finding evidence-based treatment can be challenging — social stigma, financial concerns, logistical barriers and clinician shortage all contribute to the gaps in behavioral health care access. Individuals who are unable to access care often experience exacerbated symptoms, require emergency room or hospital care, have worse chronic disease outcomes, are more likely to misuse substances and have low productivity at work.

Most patients with behavioral health needs seek care initially from their trusted health care provider. Unfortunately, many primary care practices have little access to treatment and most lack community resources to adequately address their patients' behavioral health needs.



## Concert Health and Collaborative Care

Collaborative Care is an evidence-based model for identifying and treating mild to moderate depression and anxiety in primary care, women's health and pediatric settings. The Collaborative Care model is covered in all 50 states for Medicare and commercial plans and 22 states for Medicaid. Collaborative Care is designed to not only treat patients' behavioral health conditions but provide lifelong coping skills.

Concert Health delivers turnkey, scalable, evidence-based behavioral health treatment. Through Collaborative Care — with an emphasis on a population health approach — expert clinicians develop patient-centered care plans in coordination with the primary care team.

## The patient journey



←----- CONCERT TEAM -----→

**Psychiatric Consultants do not write prescriptions or meet with patients directly**



Concert Health serves as a clinical partner to some of the largest health systems in the nation as well as independent, mid-size practices. Caring for patients across all lines of business, we tailor our approach to each partner's practice size, patient population and clinical needs.

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