

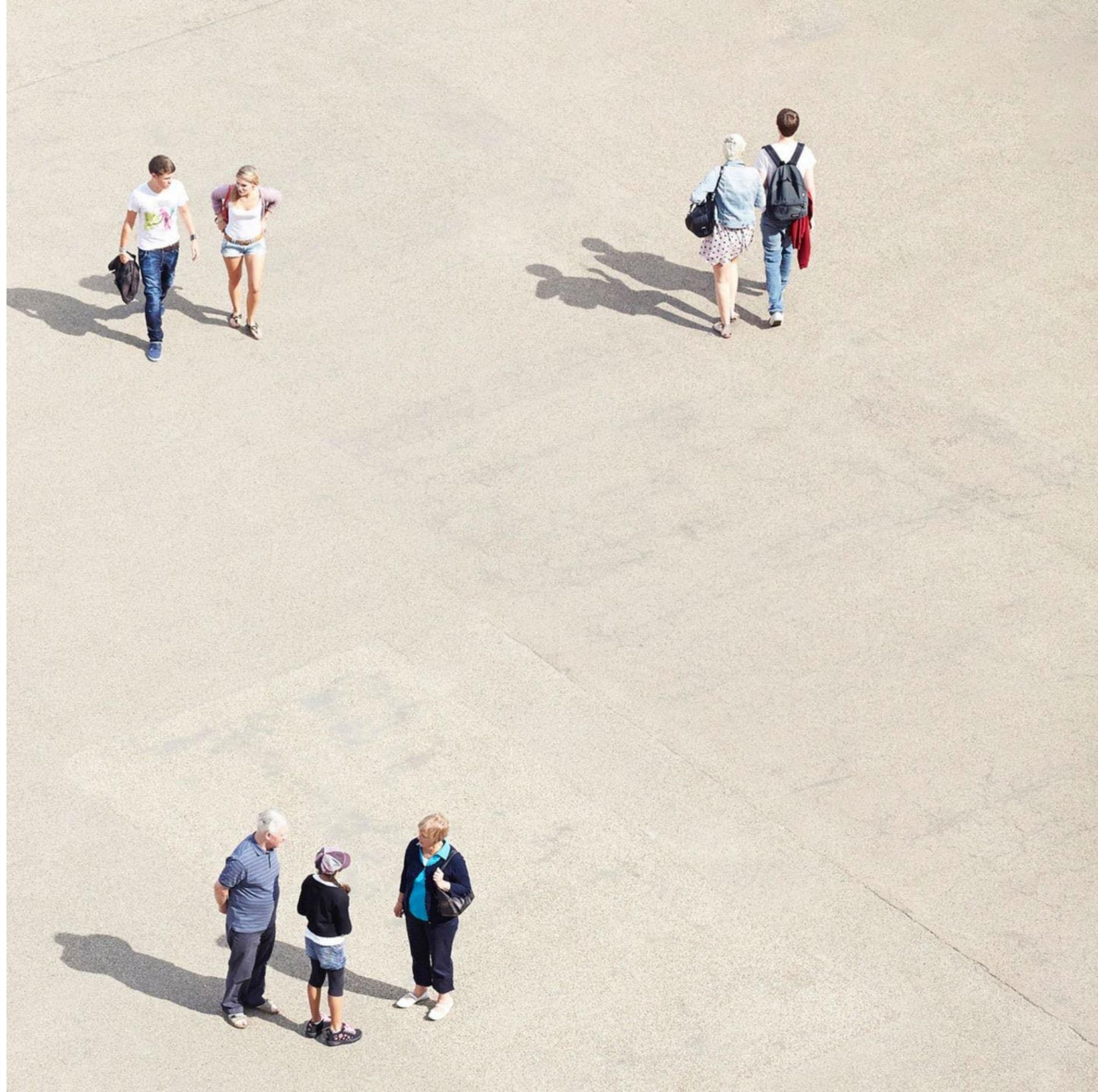


San Francisco Health Service System

Health Service Board

Mental Health Forum Update

February 9, 2023



Agenda

- Lead with Equity Approach
- Timeline of Milestones
- Executive Summary: Analysis and Findings
- Recommendations
- Next Steps

Presentation Aim

- Mental Health and Well-being was introduced as a strategic goal for 2023 – 2025
- We held a Mental Health Forum in December to inform implementation of this goal area
- Provide high-level overview of SFHSS Mental Health Forum findings
- Seek ongoing collaborative input for recommendations and next steps

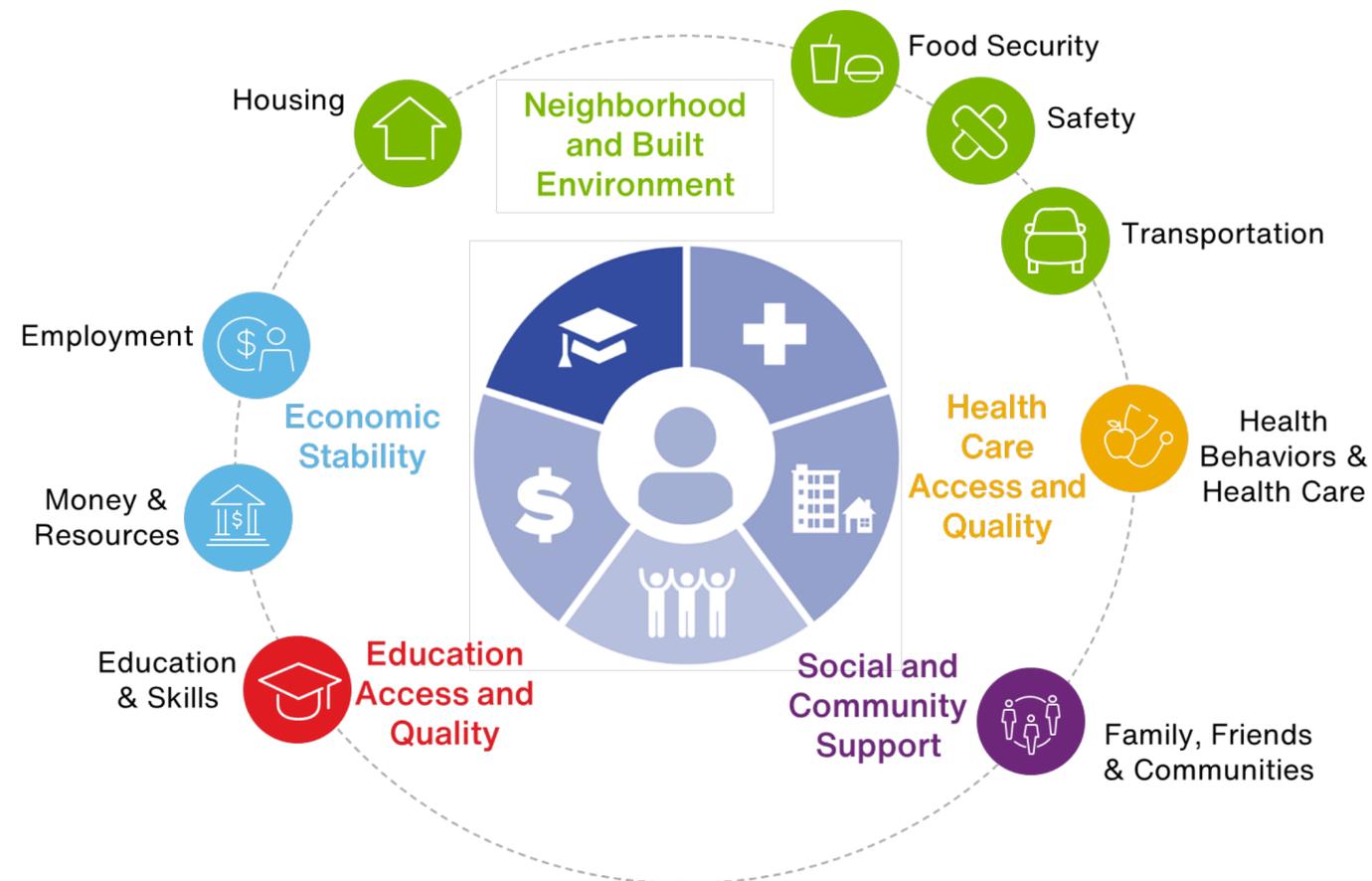
Leading With Equity

Fostering **equity** is a positive catalyst to organizational culture, accessibility, inclusion and belonging for our membership.

Risk factors tied to **mental health and well-being** are heavily associated with social determinants and inequalities among marginalized groups.

Equitable health care also requires addressing Social Determinants of Health

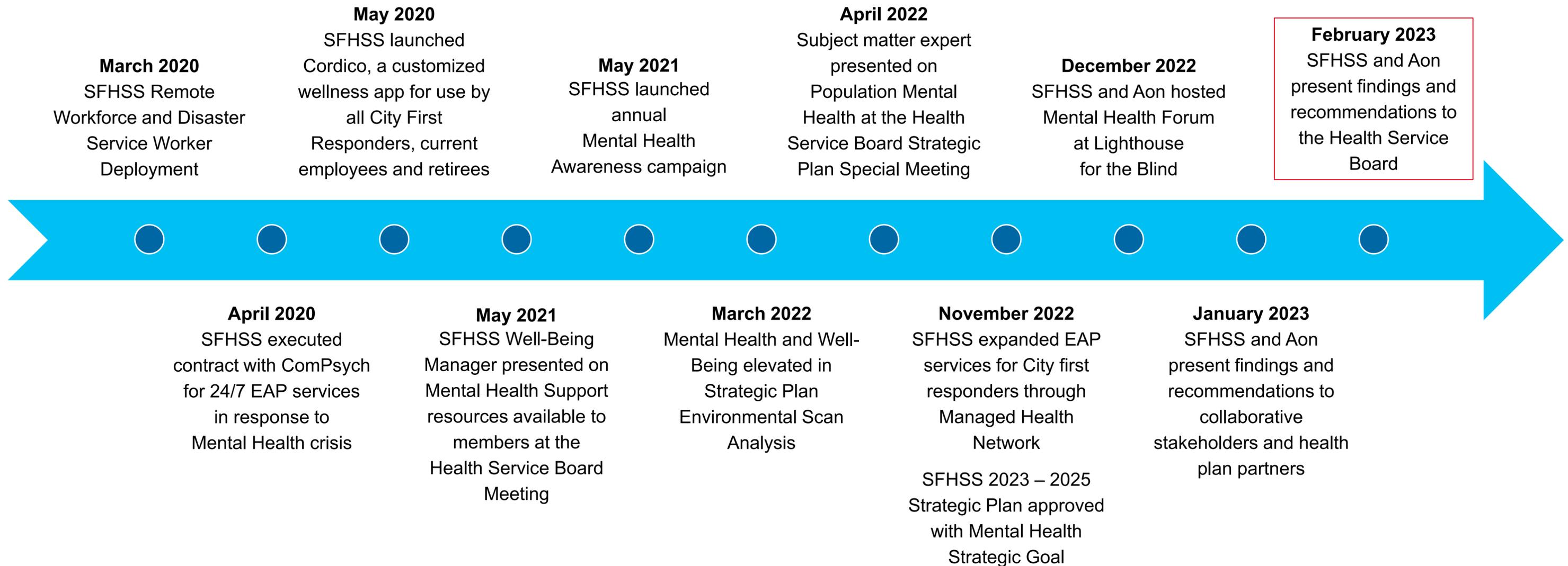
- LGBTQ individuals are 2.5 times more likely to experience depression, anxiety and substance misuse compared to heterosexual individuals¹
- Depression in Blacks and Hispanics is likely to be more persistent²
- Adults with disabilities report experiencing frequent mental distress nearly 5 times more often³



1. American Psychiatric Association — [Mental Health Disparities: LGBTQ](#)
 2. American Psychiatric Association — [Mental Health Disparities: Diverse Populations](#)
 3. Centers for Disease Control and Prevention — [The Mental Health of People with Disabilities](#)

Introduction

Timeline





SFHSS Mental Health Forum

Hosted at the Lighthouse for the Blind
and Visually Impaired

December 6, 2022



SFHSS Mental Health Forum

Mixed Methods for Stakeholder Engagement

1

Executive Summary

Executive Summary

San Francisco Health Service System (SFHSS) hosted a Mental Health Forum on December 6, 2022, in partnership with Aon. In attendance were vendor partners, thought leaders, and internal stakeholders, along with a graphic artist.

- In order to achieve SFHSS' strategic goal, the Mental Health Forum was organized to discuss how to support alignment around clear pathways to navigating mental health and emotional well-being resources and services.
- Data was leveraged from member journey maps and those aligned discussions, forum wrap up questions and evaluations.



SFHSS Strategic Goal: Support the mental health and well-being of our membership by reducing stigma and addressing barriers to care in partnership with key stakeholders.

Executive Summary

The Current Member State

Health Plan presentations showcased the **variety of care paths for a members once they enter the treatment phase**. Services are growing to support the trending demands for adolescents, substance use, eating disorders, LGBTQIA+ and First Responders, in addition 24/7 care, digital support and bringing back in office options. Attendance from Vendor Partners demonstrated the desire to continue an evolution.

The Current Member Experience

Shed light on the needs of the members before, during and after treatment. Showing the need to have strong vendor partners across the mental health continuum, **not solely treatment-focused**. Demonstrating a need to **assess members early and often to focus on prevention and risk reduction**, while needing to grow the team/leader and organization focus more to accomplish this. The demonstrated confusion and mental health stigma is alive, as members do not want to suffer in silence and wish to experience relief.

The Future Member State

Highlighted member needs to be in a **psychologically safe environment** from day one. Recognizing **the entire member ecosystem** that joins the SFHSS ecosystem. Members seek purpose and belonging in the workplace, which can be complicated by combining their personal and professional needs and roles. Focus on the **individual, team/leader and organization levels** is needed to round out the experience. Need to educate on the definition that **Mental Health is Health**.

2

Recommendations

SFHSS Workplace and Member Ecosystem

Conceptual Layers of the Ecosystem

Many times, **we focus** on the Outer Core or the Inner Core of the Ecosystem to treat the mental health problem **alone...**

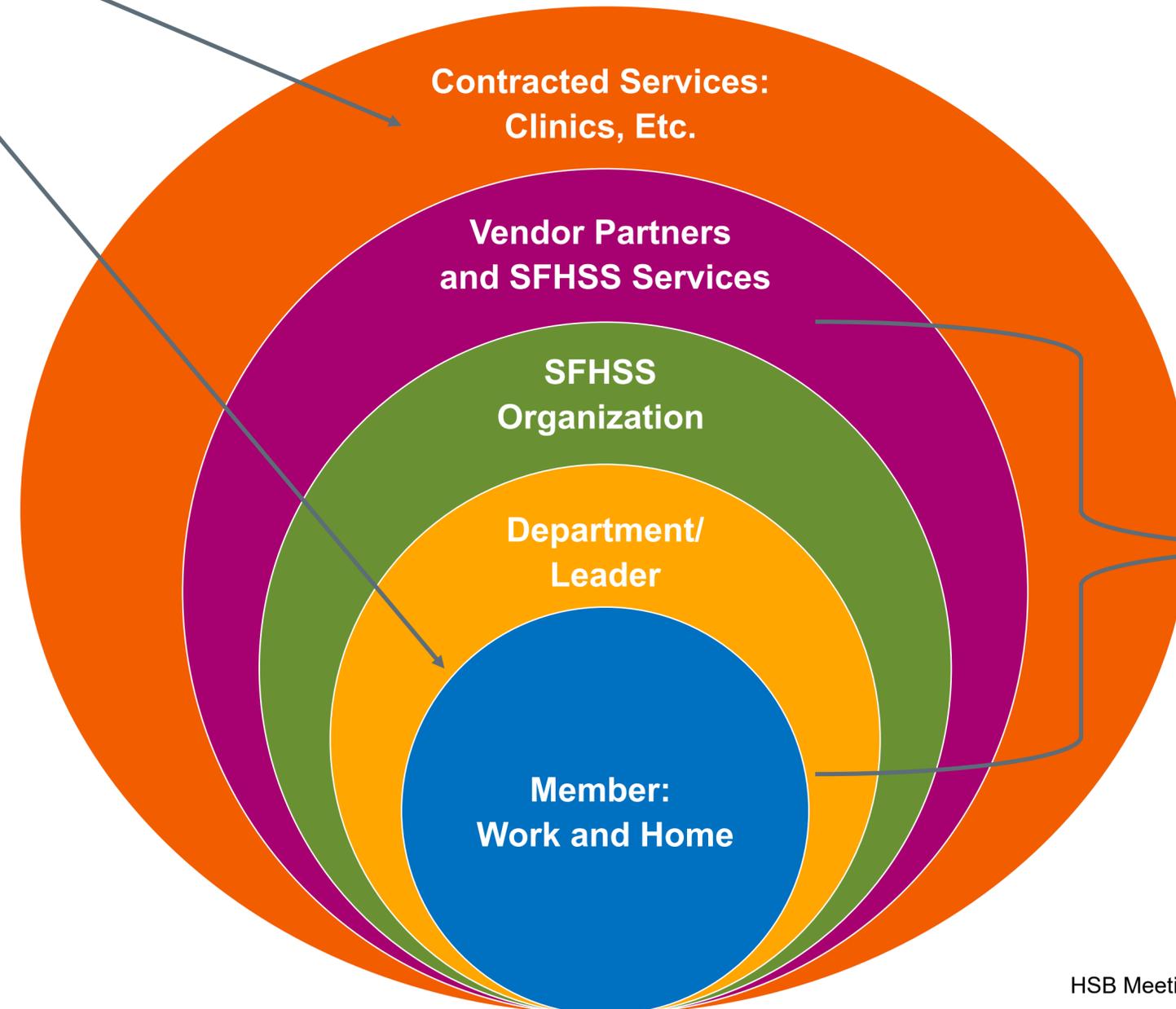


The **good news** is the space in between **can partner to:**



We need to build and ensure:

- Engagement
- Open Communication
- Resource Groups
- Provide Equitable Care
- Provide Evidence Based Care
- Measure and Monitor



- Effective Onboarding
- Provide Assessment
- Prevention
- Reduce Risk
- Create Psychological Safety
- Build Awareness
- Provide Education
- Path to Resources
- Ensure Access
- Provide Tools
- Effective Debrief
- Peer Support

Recommendations: DRAFT



SFHSS Strategic Goal: Support the mental health and well-being of our membership by reducing stigma and addressing barriers to care in partnership with key stakeholders.

Themes	Recommended Future State
<p>Members experience an improved benefits journey that provides equitable pathways</p>	<ul style="list-style-type: none"> • Streamline and standardize mental health benefits and open enrollment processes • Develop and administer a well-being assessment during open enrollment process • Ensure that mental health benefits systems are interconnected through warm transfer options
<p>Member-centric ecosystem engagement through accessible pathways</p>	<ul style="list-style-type: none"> • Standardize onboarding and training processes across all departments • Enhance levels of purpose and belonging for a member • Empower leaders to proactively guide employees to resources • Explore and develop Employee Resource Groups (ERGs) for Mental Health
<p>Member stakeholders are equipped with information and a touchpoint cadence is developed</p>	<ul style="list-style-type: none"> • Strategically engage HR leaders and department managers to leverage vendor partners • Enhance and expand mental health benefits communications • Define, expand, and sustain the well-being champion network
<p>Enhance the vendor subclinical and clinical services through Health Plans and SFHSS Well-being & Employee Assistance Program</p>	<ul style="list-style-type: none"> • Ensure mental health benefits are equitable • Partner with vendors to develop measurement goals • Increase vendor visibility among members • Promote Advanced Primary Care
<p>Effectively measure employee health outcomes</p>	<ul style="list-style-type: none"> • Audit current measurement practices • Understand department best practices • Standardize the type and frequency of surveys and metrics

Lessons Learned and Next Steps

Lessons Learned — Overall

- Mental health is health
- In addition to the Clinical and Subclinical Services, have the Lens to think Holistically with an Upstream Approach
- There is a need to move from reactivity to proactivity
- We have a huge variance within our members, along with generational shift that inform access to mental health

Next Steps

- Continued Dept Human Resources and Health Plan Partner Meetings to further identify the opportunities
- Further analysis to define our sphere of influence and control and to prioritize focus by assessing our member's most pressing needs
- Expanded Reporting to Health Service Board at Future Meeting

Thank you