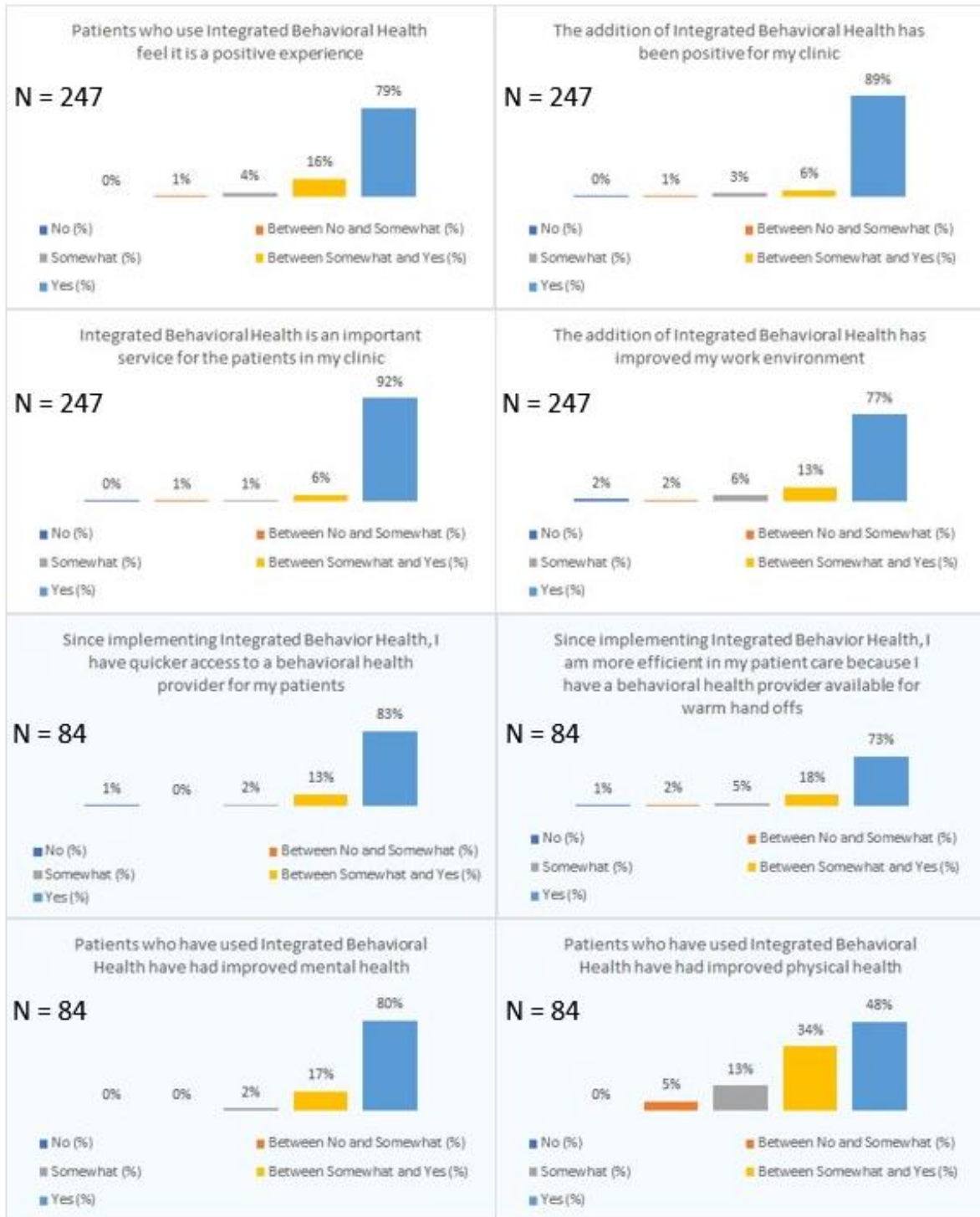


# A Healthcare System's Engagement in Integrated Behavioral Health: Using Feedback to Guide Program Development



## Quotes

“IBH in the clinic is sooo important. We are doing warm hand off’s to IBH while the patient is in the clinic for an appointment. The patient is able to get immediate help which is very beneficial to the patients and their well-being.” ~ Northway Clinic

“This program has been a life saver! It has changed my practice in such a positive way. I have been in practice for 17 years and I cannot think of anything else that has made such a positive impact.” ~ Northway Clinic

“IBH has been great in our clinic. I feel that it has allowed us to help patients with their overall health.” ~ Internal Medicine, Plaza

“They (IBH) serve as a direct bridge to get quick care for patients. Not only that, the psychologists provide all of the staff with positive ideas and affirmations on how to maintain good mental health through emails and direct interactions.” ~ Internal Medicine, River Campus

“It (IBH) has made my practice more efficient and my patients love it.” ~Internal Medicine, River Campus

“Patients and providers benefit greatly from the care (IBH) delivers.” ~ Sauk Centre Clinic

“Very effective for patients in a crisis situation.” ~ Tele-IBH, Paynesville Clinic

“I feel IBH has greatly improved our patient experience when it comes to mental health/behavioral health.” ~ Tele-IBH, Paynesville Clinic

“COVID has significantly altered the warm hand offs, but that is expected. I am so proud of CentraCare to realize the importance of IBH in the wholistic care of our patients.” ~ Family Health Clinic

“Being more visible in the clinic.” ~ Family Health Clinic

“The IBH team has become an essential part of our clinic.” ~ Family Health Clinic

“(IBH) has offered incredible services to our patients both in-patient and clinic settings. Especially during the COVID situation we referred several patients for virtual visits and this had tremendous impact.” ~ Heart and Vascular Center

“(IBH) has helped a multitude of people with chronic medical conditions by focusing on coping strategies for anxiety that can be accompanied.” ~ Heart and Vascular Center

“I wish there was a better understanding of the workflow for patients being seen for follow up or to follow up schedule..... More of the nurses will need to be more flexible in helping out with the IBH program as it is a great program.” ~ Tele-IBH, Long Prairie Clinic

“So wonderful to have this as an option for warm hand offs along with future appts.” ~ Tele-IBH, Long Prairie

“Great conduit to better mental health services in our community, better referral to get the “right fit” therapist for success.” ~ Tele-IBH, Melrose Clinic

“Your (IBH) schedulers are awesome and so willing to help provide good care.” ~ Tele-IBH, Melrose Clinic

“This (IBH) is an essential service, especially with the increase in mental health issues in the wake of COVID.” ~ Rehabilitation Clinic

“It (IBH) is a valuable resource in helping patients who are having difficulty adjusting to the major changes in their life.” ~ Rehabilitation Clinic

“HUGE help to reduce provider burnout.” ~ Rehabilitation Clinic

“Having IBH has improved MY mental health. This is the single best improvement in my practice style since I started 20 years ago. Knowing I have a qualified person to bring in the room to deal with crisis patients has been fantastic. Being able to get a patient in for an initial appt within a few days is a HUGE win and really improves the care these patients are getting.” ~ Pediatrics Clinic