From Community to Clinic: A Community-Based Approach to Mental Health Access for Pediatric Patients in San Mateo & Santa Clara Counties

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OBJECTIVES

- Identify prevalent barriers to the establishment of pediatric mental health services in San Mateo & Santa Clara Counties
- Compare and contrast the barriers faced by families, community providers, and school districts in establishing pediatric mental health services
- Inform partnering FQHCs with information about existing key referral services
- Identify areas ripe for future intervention in aims of making our pediatric mental health system more collaborative, comprehensive, and equitable.

METHODS

- Interviews with Mental Health Providers
  - 22 Outpatient and Inpatient Providers from Non-Profit Organizations (NPOs) and County or State-Based Services.
  - Assessed common barriers experienced by providers & families
  - Elicited facilitators to care and opportunities for improvement
  - Identified local service providers & key contacts for referrals
- Interviews with Schools & Auxiliary Supports
  - 10 local public, private, and charter school districts
  - Psychologists, Counselors, & Special Education Directors
  - Assessed common barriers to establishing school-based care
  - Elicited info about how to navigate IEPs & school-based services.
- Collaborative Building
  - Forged relationships across disciplines allowing flow of info
  - Created speaker series for NPOs & Schools to come to FQHCs to inform clinicians about how to efficiently and effectively navigate systems.

RESULTS

Common Barriers Identified by Stakeholder Interview (n=22)

<table>
<thead>
<tr>
<th>Type of Provider</th>
<th>Lack of General Services</th>
<th>Lack of Knowledge about Mental Health</th>
<th>Fear of Backlash from Professionals</th>
<th>Lack of Trauma-Informed Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Center</td>
<td>0.55</td>
<td>0.68</td>
<td>0.44</td>
<td>0.46</td>
</tr>
<tr>
<td>School Providers</td>
<td>0.72</td>
<td>0.68</td>
<td>0.41</td>
<td>0.46</td>
</tr>
</tbody>
</table>

Figure 3. Results from Interview Questions: “What barriers are prevalent for your patients in accessing mental health care?”

- Development of BridgingMINDS
  - Online resource that pediatric providers and families can use to quickly identify local mental health clinicians.
  - Allows user to filter by location, language, age, insurance, and reason for seeking care.
  - Provides general details and contact info for over 1831 unique mental health providers in San Mateo & Santa Clara Counties.
  - Available in English & Spanish
  - Accessible by computer as well as mobile devices
  - Provides information about many levels of care (mild, moderate, severe) as well as many different provider types (psychiatrist, psychologist, therapist, social worker, etc)

FUTURE DIRECTIONS

- Automate BridgingMINDS information pipeline to ensure data integrity and project sustainability.

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REFERENCES