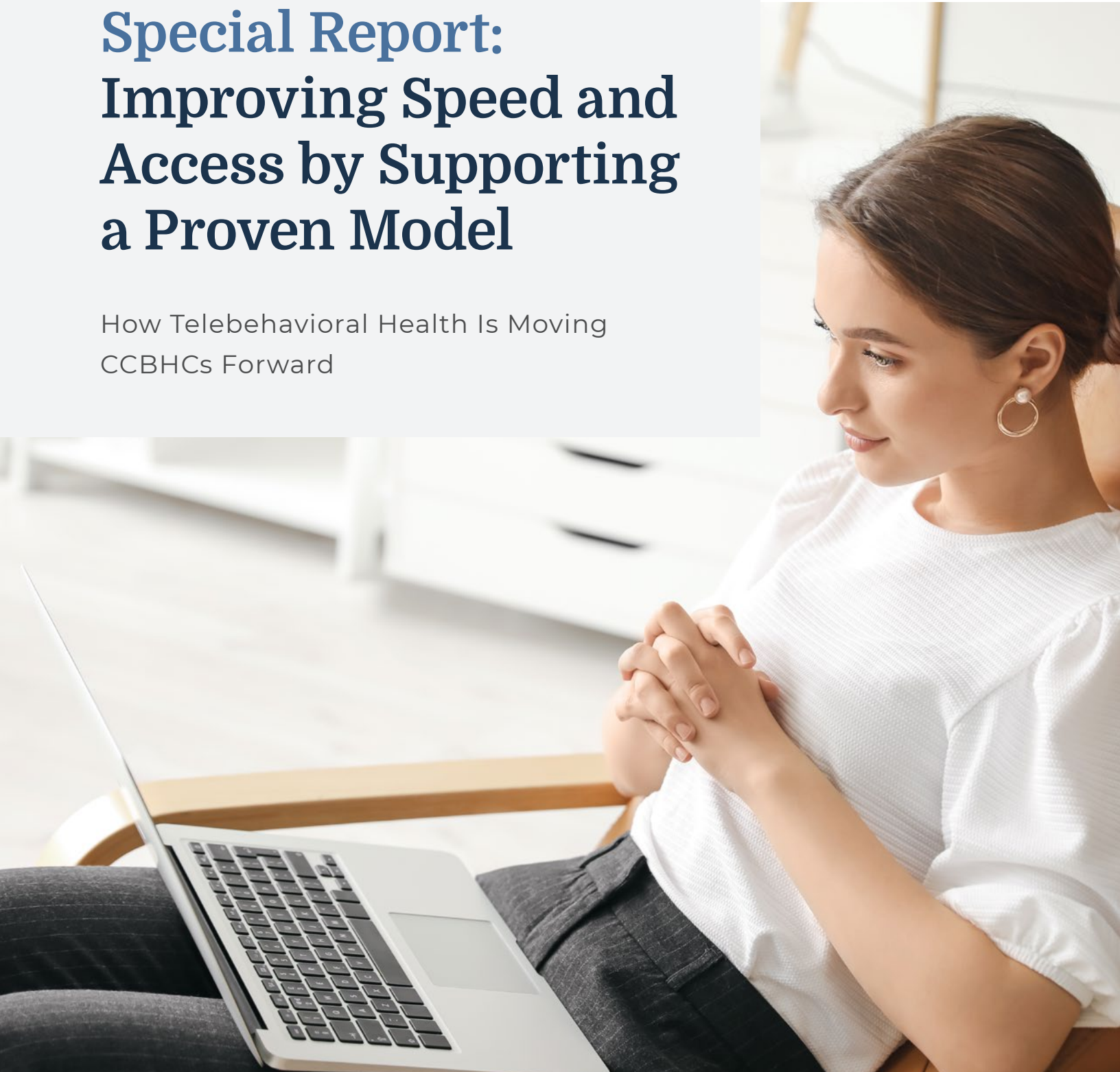


Special Report: Improving Speed and Access by Supporting a Proven Model

How Telebehavioral Health Is Moving
CCBHCs Forward



Tackling Behavioral Health Challenges With Layers of Support

Providing behavioral health care to the growing community of patients who need treatment is necessary yet also challenging, and it is becoming increasingly evident that a sustainable and successful way forward depends on the strength of support within the industry.

Now, more than ever before, organizations delivering care have access to a level of support that is unmatched in its advocacy, its clinical competency and its funding. That type of comprehensive support is improving access and speed to care, improving outcomes for patients and giving organizations the time and space to actively address challenges that lie one layer below the emergent needs of patients.

Those challenges include:

- Staffing, at a time when the availability of behavioral health providers is less than the need.
- Service expansion, in an era of substance use and abuse that has reached crisis levels.
- Clinical diversity, as stigma is reduced around behavioral health treatment and increasing numbers of patients seek care.
- Capacity, as the demand for care grows and puts pressure on accessibility, impacting the speed to care.



This special report will dive into the successes the industry is seeing as a result of the growing fabric of Certified Community Behavioral Health Clinics (CCBHCs) across the country, all of which can be tied to relentless advocacy and smart, patient-focused solutions.

At innovaTel, we know our telebehavioral health partnerships are just one ingredient in the overall recipe for CCBHC success. But, as an organization anchored by its clinical roots, we understand that solutions to big problems require teamwork and robust support. And we're proud to be part of the problem-solving puzzle.



Redefining Provider Teams

What began as a demonstration program in 2017, with just eight states participating, has now grown to touch almost every state in the country. The CCBHC model has transformed, and will continue to transform, the way behavioral health care is offered and delivered in certain, often underserved, communities.

The National Council for Mental Wellbeing has played a vital role, from both an advocacy perspective and a metrics perspective, by using its resources to promote the benefits of the model to decision makers while committing to measuring its progress on an annual basis. And, their 2022 CCBHC Impact Report further underscores previous predictions that this model of care is here to stay.

“The CCBHC model continues to represent our nation’s best response to the ongoing mental health and substance use crises. Their proven ability to transform how people access care in their communities is a blueprint for the future of mental health and substance use continuum of care in America.”

– Chuck Ingoglia, *president and CEO of the National Council for Mental Wellbeing*

One of the most notable metrics included in the annual report is the **23% increase in patient volume** CCBHCs were able to accommodate as compared to the number of patients they treated before earning their designation. For a number of those CCBHCs, an innovaTel partnership helped them improve access to care.

What does 23% mean?

That percentage equates to an average of 900 more patients per clinic.

As an organization well-versed in the requirements that come with earning and maintaining CCBHC designation — which allows the clinic to offer comprehensive mental health and substance use treatment, regardless of a patient’s ability to pay — we support dozens of CCBHCs nationwide.


Our dedication to improving speed and access to care is reflected in the patient volume growth, especially notable at a time when the demand for care is only increasing.



Meeting Patients Where They Are

As the demand for care continues to rise, so does the diversity of patients — across the spectrum, from a cultural standpoint to a social and clinical one. A growing diversity of needs requires a growing diversity of expertise.

innovaTel, and the telebehavioral health partnerships it offers based on its extensive clinical experience, help CCBHCs meet patients right where they are.



94% of CCBHCs are prioritizing cultural competence training

Every CCBHC reported efforts aimed at improving access to care and reducing health disparities among people of color and marginalized communities. An overwhelming majority prioritized cultural competence training for its providers.

innovaTel requires its providers to complete cultural competency training on an annual basis.



82% of CCBHCs offer MAT services

CCBHCs are utilizing MAT services to treat opioid use disorder significantly more than substance use clinics, of which only 58% utilize the service nationwide.

innovaTel designed a MAT services program for its telebehavioral health partnerships in an effort to improve access to care and offer a new solution aimed at stemming the opioid crisis.

Developing a Specialized Workforce

CCBHC designation, and the additional funding that comes with it, provides behavioral health care organizations with an opportunity to expand the scope of care being offered and expand clinical teams. Those expanded teams are then able to provide specialized care, specifically for patients with SMI or co-occurring conditions, or other areas of practice that may not have previously been available to the community being served.

And the model is working. The 2022 CCBHC Impact Report indicates that, on average, CCBHCs across the country added 27 new staff members per clinic this past year.

In addition, those expanded teams are reducing wait times for patients between their initial referral and their first appointment, drastically improving speed to care. As part of its CCBHC Impact Report, the National Council revealed the national average for wait times between initial referral and the first appointment is 48 days. However, the report also highlighted that 87% of CCBHCs were seeing patients within 10 days, 71% were seeing them within a week and nearly a third were taking same-day appointments.

At innovaTel, we've seen that improved speed to care play out. For example, our High Plains Mental Health Center partner in Kansas saw its

wait times for initial assessments decrease to three days from two weeks after becoming a CCBHC and integrating our remote providers.

What does 27 new staff members equate to?

CCBHCs, in total, hired 6,220 new staff members nationwide after earning their designation.

As an organization that specializes in developing telebehavioral health partnerships, innovaTel works throughout the year — every year — to help organizations delivering care expand their clinical staff to better meet the demand they're facing. Our approach, which integrates remote providers into on-site clinical teams, allows organizations to introduce their patients to specialty providers who live and work outside of their geographical area and may not have otherwise been available in that immediate community.

Psychiatric care wait times reduced by 66%.

Reduction for High Plains Mental Health Center since CCBHC designation and innovaTel partnership

From Medical Directors to psychiatrists, psychiatric nurse practitioners, licensed clinical social workers and addiction counselors, innovaTel's telebehavioral partnerships are allowing CCBHCs to expand their spectrum of care and increase the capacity of their clinical teams. And all of it, ultimately, improves access to care.





innovaTel is a national telepsychiatry provider that partners directly with community-based organizations to improve access and speed to behavioral health services. For the past eight years, innovaTel has been providing telebehavioral health services with a remote clinical team made up of psychiatrists, psychiatric nurse practitioners and licensed clinical social workers with a fundamental mission of increasing access and speed to care.

For more information, visit www.innovatel.com.