



KENNEDY

PHARMACY INNOVATION CENTER

Evaluation of themes related to mental health resources in an employer-based health center

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BACKGROUND

- The recent pandemic has raised mental health concerns due to the lack of social interactions and increased isolation.¹
- This has the potential to negatively impact overall patient health leading to lost workdays.
- An employer-based health center is strategically positioned as a resource for employees to access mental health services.²
- Targeted and effective interventions are important to identify and treat patient with mental health difficulties.³
- Providers within primary care, pharmacy and other departments are able to interact directly with patients and proactively provide patients with mental health resources.

OBJECTIVES

- This study aims to evaluate the mental health service needs within an employer-based health center by assessing clinic employee knowledge of mental health diseases, resources and referral processes.

METHODS

- A questionnaire was developed and approved by the medical director of the health center
- The questionnaire was then distributed to all the health center departments, allowing for a 7-day period to complete
- All participants were employees with direct patient interaction
- Questionnaires were then collected and evaluated for common themes within each departments
- In addition, a referral form was developed to assess the frequency of referrals to any mental health resource over a 2 months period

RESULTS

Figure 1. Common themes related to mental health service needs identified by department

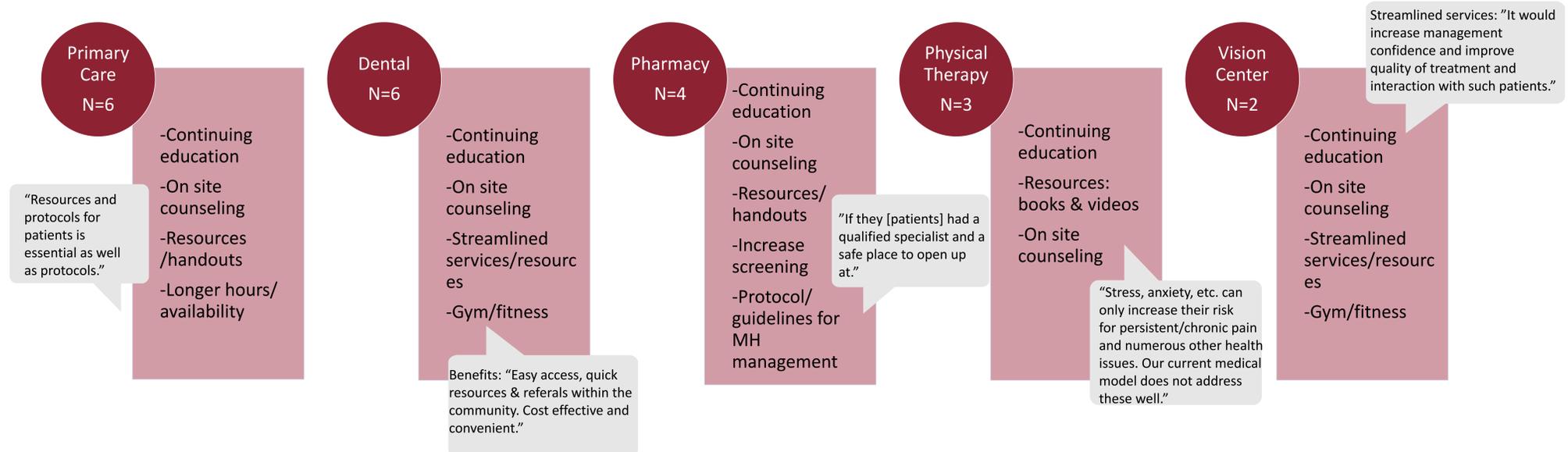


Figure 2. Frequency of themes related to mental health resources within the health center

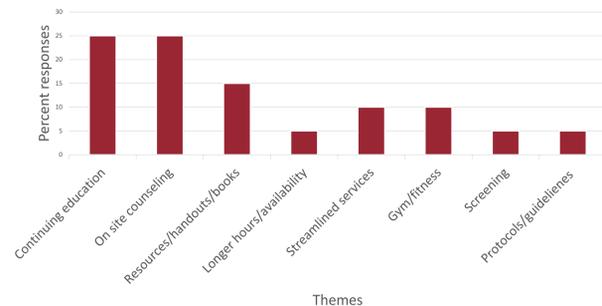
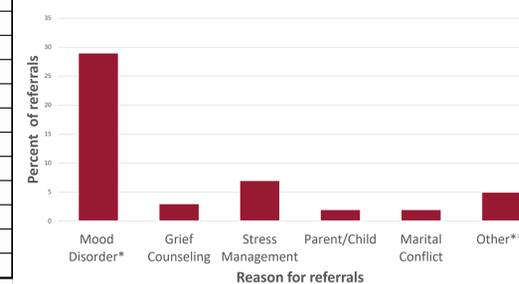


Table 1. General characteristics of patients being referred to mental health services

Category (n=63)	Total	%	
Gender	Male	34	54%
	Female	29	46%
Age*	<18	4	6%
	18-30	9	14%
	31-55	38	60%
	>54	12	19%
Service referred to**	Counseling	55	87%
	Psychiatry	10	16%
	Online services	26	41%
Referred by	PCP (MD, PA, FNP)	37	59%
	Pharmacist	12	19%
	Nurse	14	22%

*Patient's data missing for n=4, **Multiple referral for same patient

Figure 3. Reasons for mental health referrals over 2-month period (n=63)



* Diagnosis of Anxiety, depression, bipolar disorder, etc. **SUD/AUD, concentration deficit

CONCLUSIONS

- This study has helped to identify the need for continuing education for staff, on site counseling services, and improve access to resources for patients. These themes will serve as a guide to enhance and streamline existing mental health services within the employer-based health center.

REFERENCES

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