WHAT IS MENTAL HEALTH INTEGRATION (MHI)?
A standardized clinical and operational team process that incorporates mental health as a complementary component of wellness and healing. MHI equips providers with standardized tools and team support to screen and manage patients with mental health concerns.

- MHI supports Intermountain’s Triple Aim for Population Health:
  - Improve the quality of health
  - Enhance the customer experience
  - Lower the cost of care

Patients report improvement in care
Here’s what patients told us:
- Physicians listen to their concerns and treat the “whole person.”
- Care feels more coordinated.
- Physicians and Intermountain leadership can track how we’re doing.
  - Overall medical expense to health plan is lower.
  - Emergency department utilization is declining.
  - Patient outcomes are improving.
  - Physician engagement (which includes a PCP champion at each MHI clinic) is critical to MHI success. The MHI scorecard measures progress toward achieving the Triple Aim and shows physicians how they’re doing.

Providers report improvement in process and treatment
Here’s what providers told us:
- They’ve seen significant improvement in a series of operational areas.
- They feel more confident in working on the mental health and social needs of patients.
- The MHI team provides team-based care that is integrated into routine primary care processes.
- MHI alters the culture of healthcare delivery from servicing to engaging.
  - Overall, they’re more satisfied.

CONCLUSION: DOES MHI WORK?
Yes! According to an Intermountain Healthcare study, MHI has helped Intermountain deliver better health, better care, and reduced costs. When patients can receive effective care at their familiar clinic settings for their mental and physical health, coordinated between their doctors and their broader healthcare teams, their overall functioning is improved and sustained. Patients in MHI clinics prefer care administered by multiple persons working together with their doctor to address their mental, physical, and family health issues. Our study shows that patients value a trusting relationship with doctors who can get to the root of their problem by treating mind and body together and who can work together with a coordinated treatment team.

15 years of success!
MHI is celebrating 15 years of success!

Primary Care Clinical Program, Intermountain Medical Group, and Institute for Healthcare Delivery and Research Collaboration

Mental Health Integration (MHI): Making a meaningful and sustainable difference

TRACKING SUCCESS
Data collection is essential to MHI’s success, as is sharing that information through electronic medical records. In addition, monitoring outcomes data is key to ensuring better health and better care at reduced costs – to achieve the Triple Aim.

A streamlined implementation process has resulted in exponential growth in MHI clinics.
As the MHI team has gained experience in supporting clinics with MHI implementation:
- Time to routinization has drastically reduced. (Routinization: MHI processes fully implemented and standard part of routine care)
- Implementation has spread. The success of MHI and faster implementation has enabled MHI to extend beyond primary care.

Diabetes clinics, sleep clinics, and other specialty clinics have also implemented MHI. MHI has also been successfully implemented in 45 clinics outside of Intermountain Healthcare through partnerships across the country.

Patients who have depression and diabetes have their diabetes in better control when treated at MHI clinics.

MHI reduces costs — for the patient and for Intermountain.
MHI total savings to the insurance plan (SelectHealth) are significant.
- Patients savings across all service: $1,392 - $725 = $667
- This amounts to 11.1% savings off overall annual average cost (as measured by allowed charges) for a SelectHealth patients with newly diagnosed depression.

Team members and patients communicate more effectively in MHI clinics.
At MHI clinics, care progresses from screening and medication to depression assessment) scores over time. By tracking PHQ-9 scores over time, we can see that:
- For patients in MHI clinics, depression is going into remission more quickly.

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- For patients in MHI clinics, depression is going into remission more quickly.

Patients are getting better when receiving treatment in MHI clinics, as shown by change in PHQ-9 (a validated depression assessment) scores over time.

Physicians and Intermountain leadership can track how we’re doing.
Physician engagement (which includes a PCP champion at each MHI clinic) is critical to MHI success. The MHI scorecard measures progress toward achieving the Triple Aim and shows physicians how they’re doing.

Disseminating our Current Evidence