

# Building the Case for Behavioral Healthcare Connection

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## COMMUNITY PARTNER

Camden Coalition is a nonprofit organization dedicated to improving care for individuals with complex needs. Through their person-centered programs and Camden Core Model, Camden Coalition is uniquely positioned to care for Camden residents that are negatively affected by social determinants of health. In addition to their patient-facing work, Camden Coalition also operates at a systems level to influence healthcare policy and make healthcare delivery more equitable and accessible. Continuous data analysis and integration is conducted at all levels of programming to assess impact and identify opportunities for improvement.

## BACKGROUND/CONTEXT

Camden Coalition exists within a city that faces numerous barriers to health, some of which include lack of housing, transportation, and nutritious food. These barriers are associated with poor health outcomes and increased emergency room utilization. In order to address Camden's needs, Camden Coalition employs a hotspotting model that allows them identify and assist individuals who experience significant barriers to care. Camden Coalition's approach reflects a nationwide effort to provide better care for individuals' complex care needs while also limiting healthcare costs.

## MY EXPERIENCE

At Camden Coalition, I helped to assess and build the value case for their Pledge to Connect program which seeks to connect patients who present to the emergency department for psychiatric concerns with outpatient behavioral healthcare.



## ACCOMPLISHMENTS

- Helped conduct testimonies from Cooper University Hospital emergency room physicians, psychiatrists, and psychologists regarding the Pledge to Connect program and how it has influenced their patient care
- Synthesized themes from testimonies into a final writeup to be used in Pledge to Connect's value case
- Wrote a memorandum on Certified Community Behavioral Health Clinics to examine the sustainability of funding for Pledge to Connect's behavioral health navigators
- Created a report on the quadrants of complexity that a high utilizer of local healthcare facilities faces
- Conducted research on New Jersey's Quality Improvement Program
- Created an pamphlet with resources and information on oral health, cardiovascular health, and smoking cessation for Camden residents



## REFLECTION

*This summer, I have gained invaluable knowledge of health and humanity from an organization that is deeply committed to serving the Camden community. My experiences at Camden Coalition have provided me with a deeper understanding of what it means to provide care for a vulnerable population. Not only does caring for such a population involve a holistic approach that includes consideration of social determinants of health, but also acting with empathy and compassion to earn the trust of its individuals. I am grateful for every member at Camden Coalition for welcoming me into their team, sharing their insights into community health, and demonstrating what can be achieved by a group of passionate individuals. I am confident that the lessons I have learned at Camden Coalition will enable me to provide more comprehensive care for my future patients.*