



WELCOME!

May 1, 2025

MAY 2025 AGENDA



- 12:00 p.m. ▪ Welcome/House Keeping
- 12:05 p.m. ▪ **Consultation Access Link Line to Utah Psychiatry (Call-Up)**
 - Presented by Rachel Weir
- 12:25 p.m. ▪ **Call-Up Q&A**
- 12:30 p.m. ▪ **Aspire365**
 - Presented by Zach Jenson
- 12:50 pm ▪ **Aspire365 Q&A**
- 12:55 p.m. ▪ Closing

CALL-UP

Consultation Access Link Line to Utah Psychiatry

Rachel Weir, M.D.
Psychiatrist, HMHI and U Health



HUNTSMAN
MENTAL HEALTH INSTITUTE
UNIVERSITY OF UTAH



HEALTH
UNIVERSITY OF UTAH

PRESENTER

RACHEL WEIR, MD



Child and Adult Psychiatrist, HMHI
Chief of Mental Health Integration, U Health



Career Interests: Mental and Behavioral
Health Integration, Effect of trauma and
mental health on overall health



Enjoys expanding access to mental health
services through innovation, improving
mental health screening and outreach, and
expanding Collaborative Care (CoCM) in
primary care settings



Outpatient practice at HMHI and CoCM
Consulting psychiatrist



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1 CALL-UP History

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CALL-UP HISTORY

A LOOK BACK MENTAL HEALTH IN UTAH

THE PROBLEM

- Utah ranks **44th overall** in prevalence of mental illness and lower rates of access to care.
- Suicide** is the leading cause of death for Utahns ages 10-24.
- 60%** of Utah's depressed teens did not receive treatment within a 12 month time span.
- 20/29 Utah counties had **no access** to a Child & Adolescent Psychiatrist.

At-A-Glance

The Demand for Mental Health Care in Utah: Key Statistics


Close to one in five adults experience poor mental health.

Suicide
is the leading cause of death for Utahns ages 10 to 24.

66

Utahns sustain a traumatic brain injury **every day**, which increases risk for mental health issues.

Veteran suicides
account for at least **13%** of all suicides in Utah.

60%
of Utah's depressed youth age 12-17 did not receive treatment for depression.

About **15%** of new mothers experience postpartum depression symptoms.

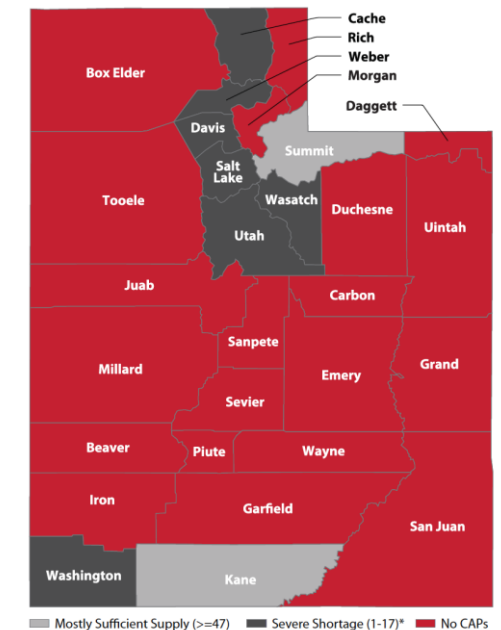
Over half of Utah adults with mental illness did not receive mental health treatment or counseling.



The percent increases to **21%** for low-income mothers.

Over **100,000** adults in Utah experience Serious Mental Illness (SMI).

Figure 5: Practicing Child and Adolescent Psychiatrists (CAP) Ratios by County, 2016



*Ratio is per 100,000 children (below age 18).

Source: Workforce Maps by State. American Academy of Child & Adolescent Psychiatry.

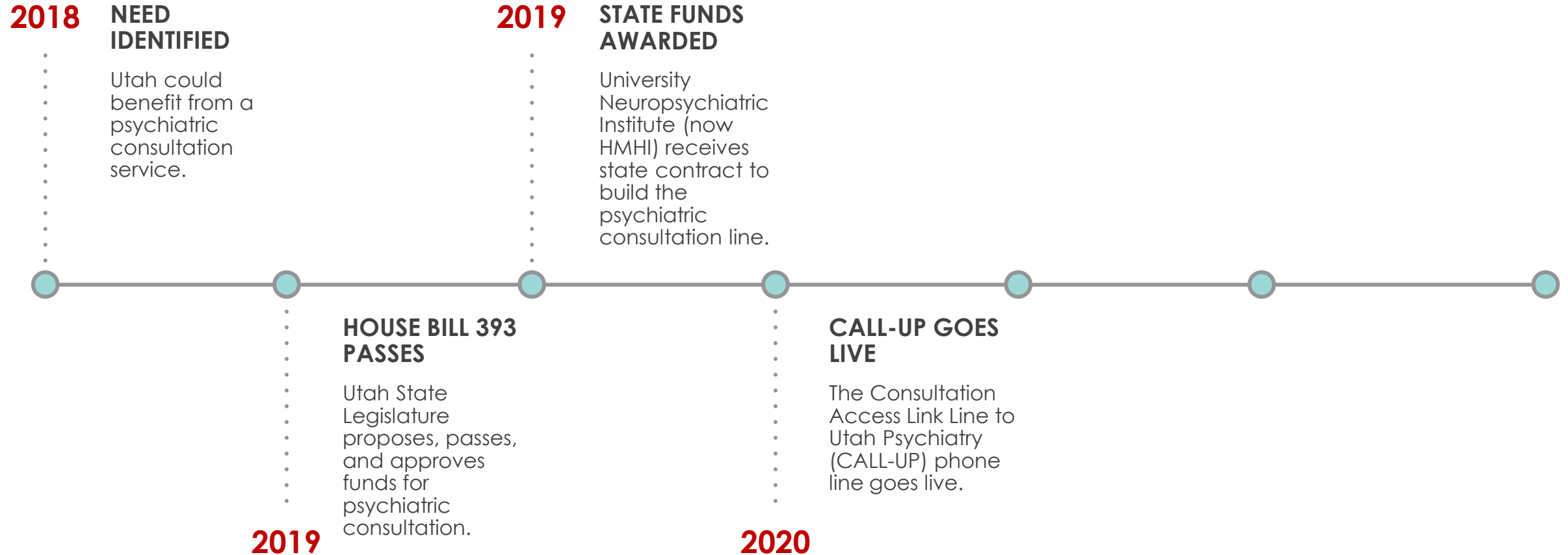


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A HISTORY OF EVENTS

THE BEGINNING OF CALL-UP



CALL-UP WHAT IS IT?

OVERVIEW



CALL-UP provides psychiatric consultation services to Utah medical providers statewide at no cost to providers or patients.



Consult on psychotropic medication questions



Optimize medical providers' ability to treat mental health issues



Improve patient care through early interventions



Ensure appropriate referrals for mental health services

THE IMPACT

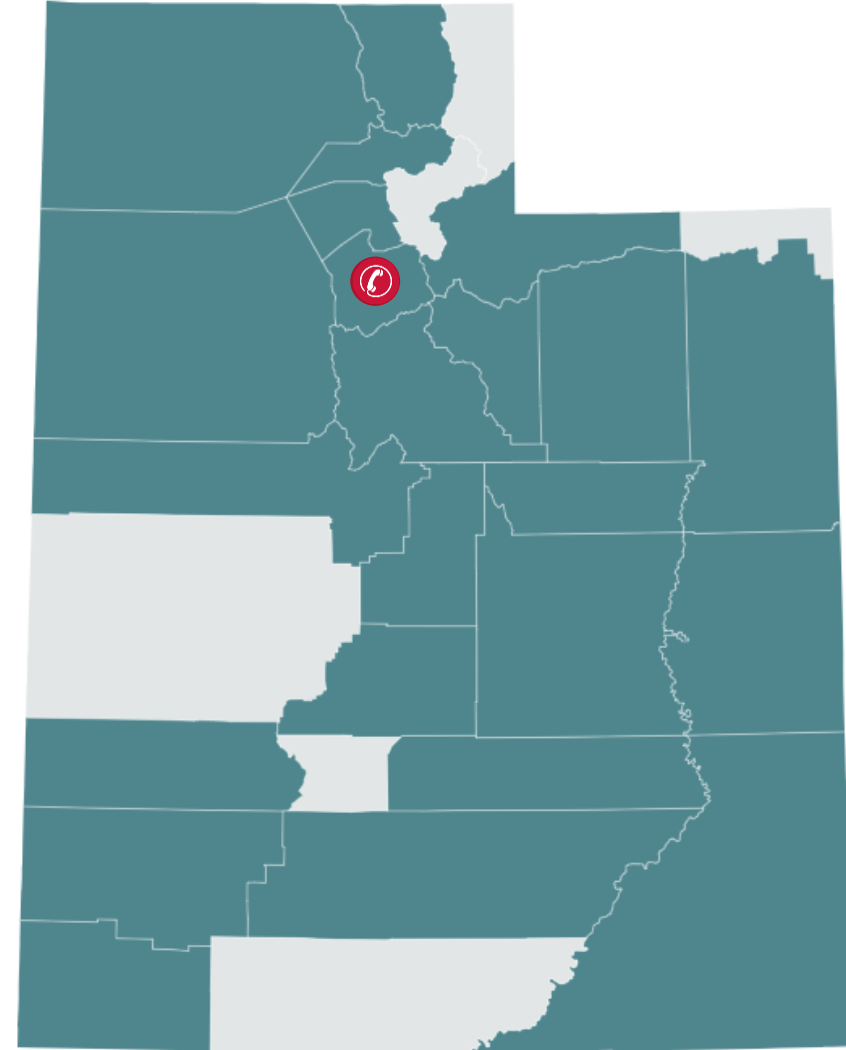
CALL-UP TO DATE

1500+ Consultations completed

45+ Educational sessions facilitated

23/29 Utah counties reached

94% Providers feel more confident to prescribe psychiatric medication



PROVIDER FEEDBACK

WHAT PEOPLE ARE SAYING

"I am so thankful to have access."

"We connected in less than 24 hours!"

"It is fast and they spend the time to teach me about medications that I will be prescribing."

"I was so impressed and will absolutely utilize the services again."

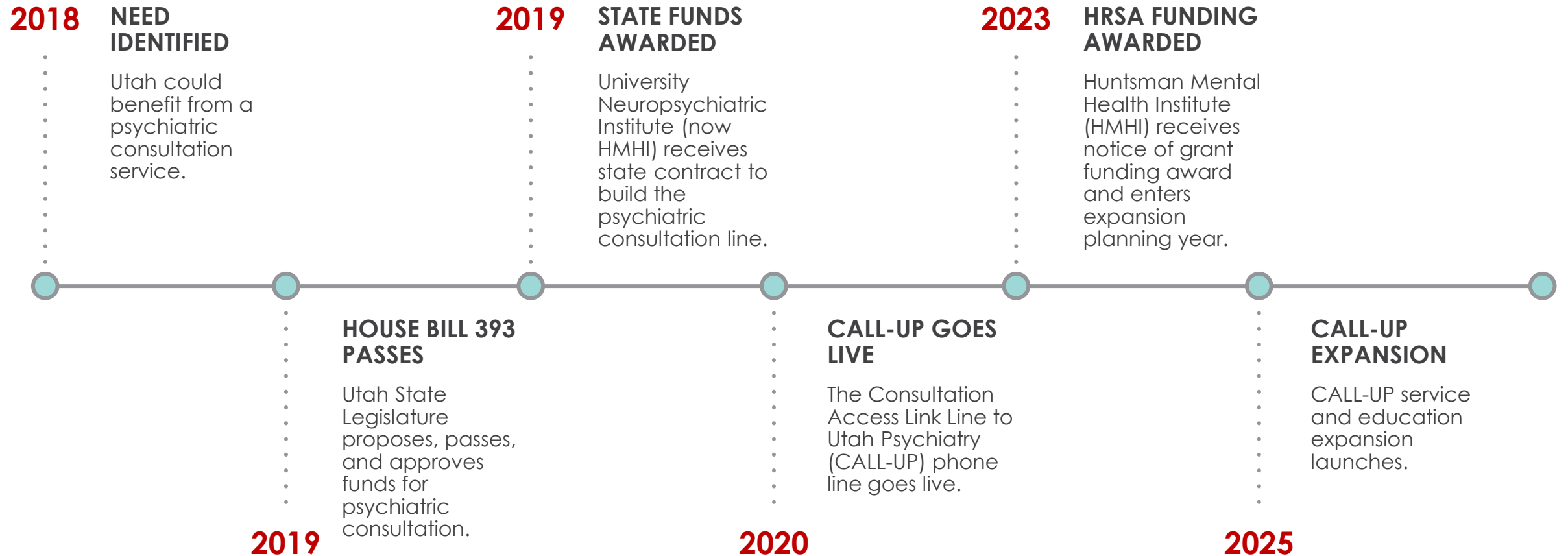
"Always a great experience calling this service."

"She was able to offer me very concrete, step-by-step advice."

CALL-UP EXPANSION

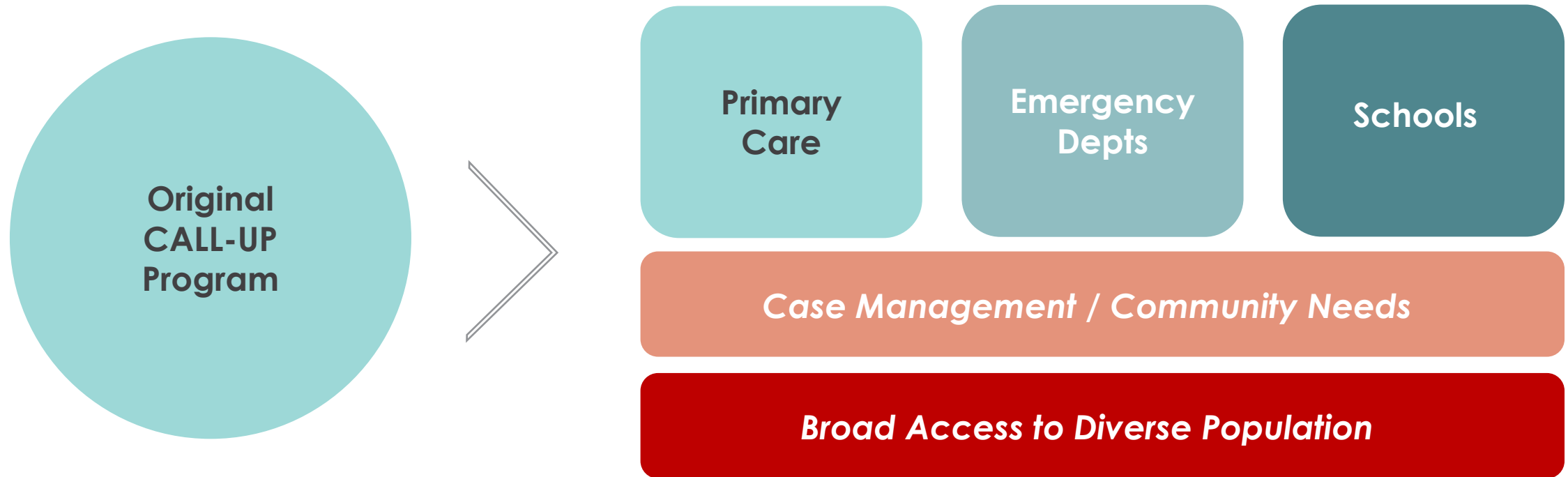
A HISTORY OF EVENTS

EXPANDING CALL-UP



INCREASING ACCESS

EXPANDING OPPORTUNITY



INCREASING ACCESS

PRIMARY GOALS

Primary Care

Expanded hours (9-5)
Asynchronous consults
Regional Psychiatry Partner
ECHO modules
Collaborative care support

Emergency Depts

Pilot program providing
consultations focused on
patients boarding in EDs
and/or in need of
behavioral health follow up
after discharge

Schools

Consultation for school
counselors and nurses

ECHO modules

Case Management / Community Needs

Broad Access to Diverse Population

THE CORE PRINCIPLES OF COLLABORATIVE CARE



**Patient-Centered Team
Care**



Evidence-Based Care



Population-Based Care

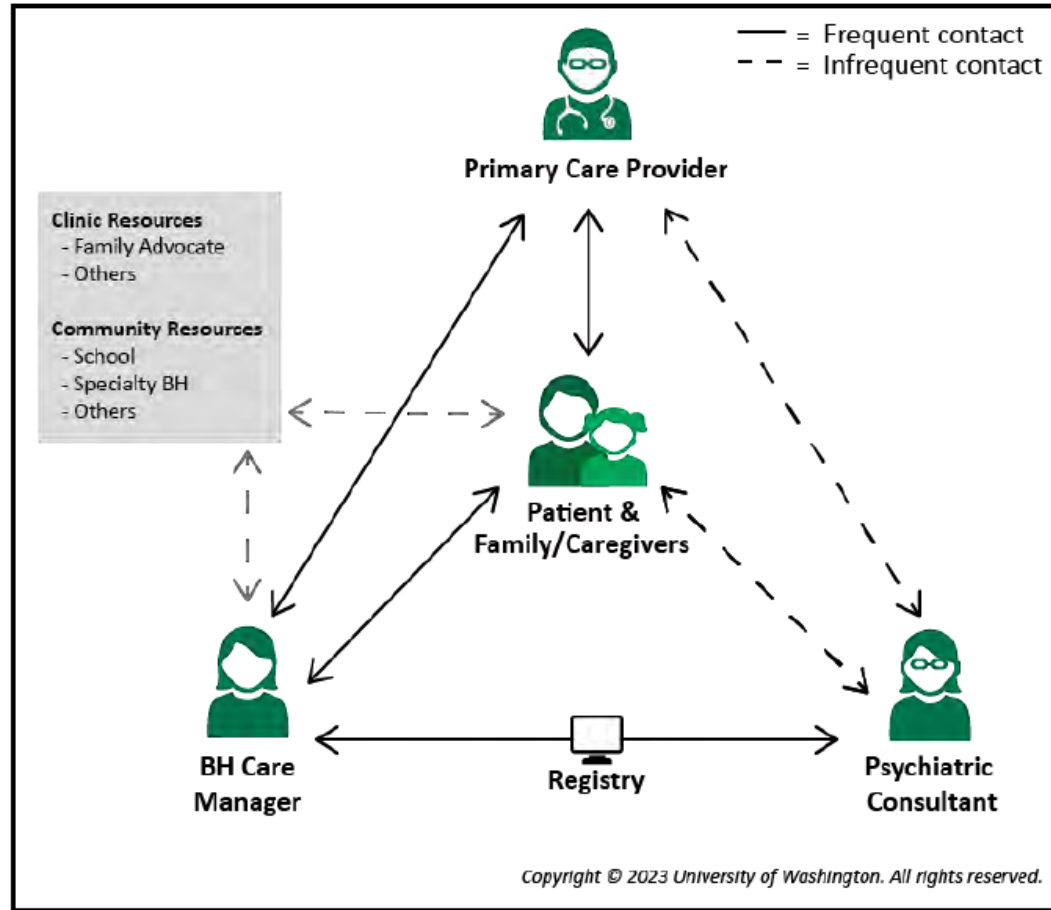


Accountable Care



**Measurement-Based
Treatment to Target**

PATIENT CENTERED COLLABORATION



- In “usual care”, the team is only the PCP and the patient
- Collaborative care adds new team members:
- **Behavioral Health Care Manager (BHCM)**
- **Psychiatric consultant (MD or APC)**

COCM FINANCE/ BILLING

- **\$ Advantages:**

- Reimburses for all care coordination by BHCM
- No insurance restrictions under PCP
- No need to credential BH providers
- Can use unlicensed providers for some aspects of work
- For families: One copay per month covers all aspects of care

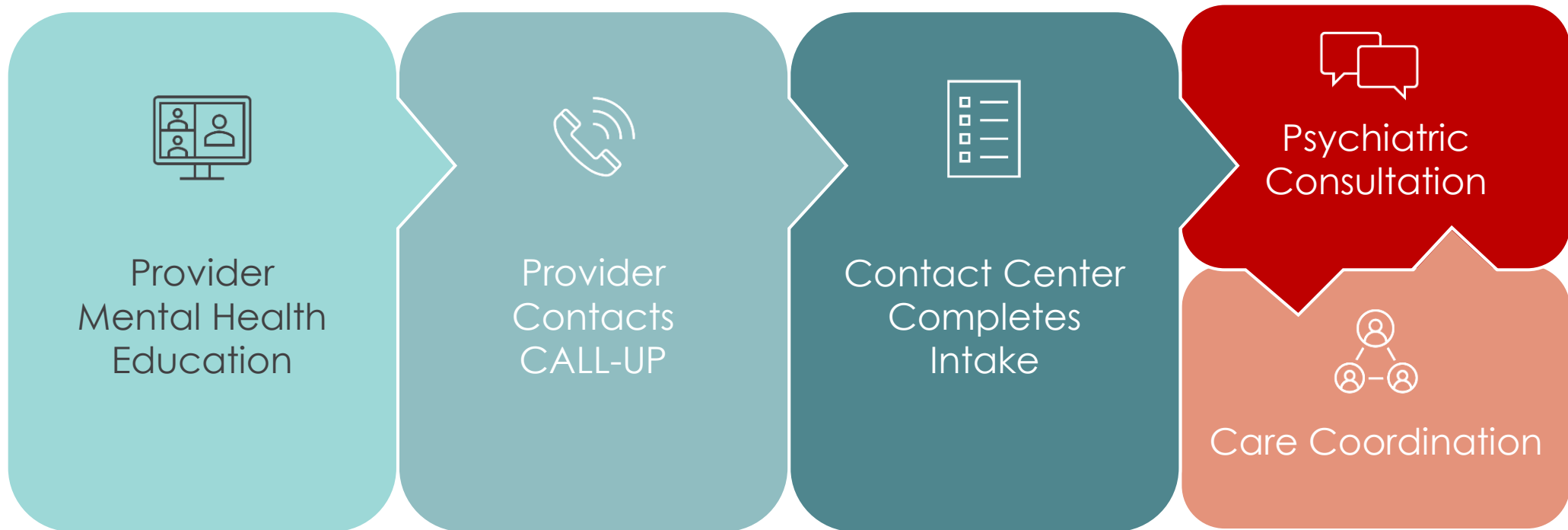
- **\$ Disadvantages:**

- Start up costs with training, registry build, and hiring
- Billing and time tracking can be difficult to understand

USING CALL-UP

THE CALL-UP FLOW

HOW DOES IT WORK?



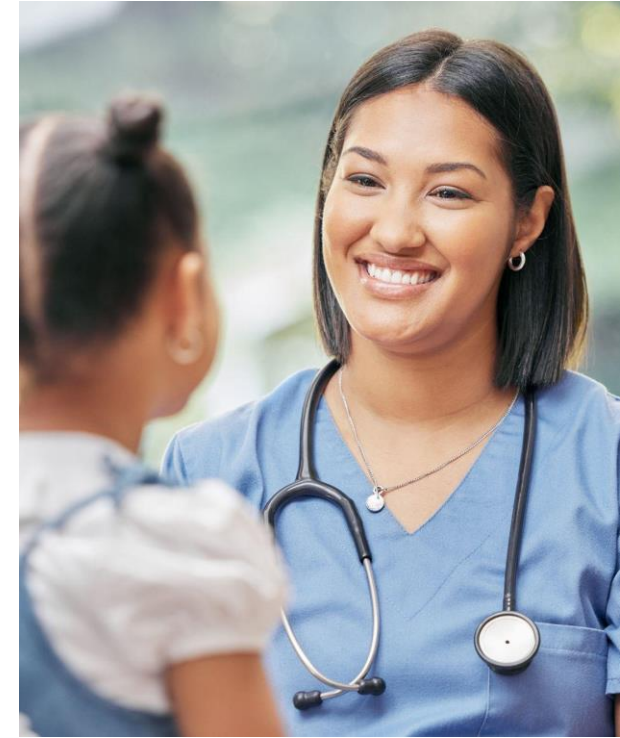
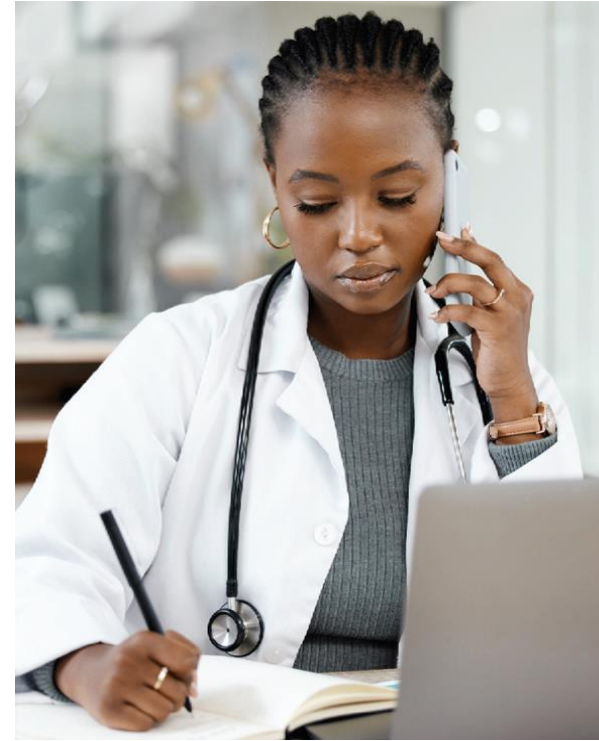
CALL-UP HIGHLIGHTS

CONSULTATION

- 9:00 am – 5:00 pm, Monday – Friday (closed on holidays)
- Request a consultation by phone at 801-587-3636 or online at uofuhealth.org/call-up
- Care coordination support available

EDUCATION

- Child & Adolescent Psychiatry
 - 1st & 3rd Thursdays, noon – 1:00 pm
- Collaborative Care Implementation
 - 2nd Thursdays, noon – 1:00 pm
- Schools
 - 4th Thursdays, 8:00 – 9:00 am
- <https://physicians.utah.edu/echo/call-up-pages>



Program questions? callup@hsc.utah.edu

CALL-UP EDUCATION **ECHO**

CME CREDIT AVAILABLE



Child & Adolescent Psychiatry

Learn critical, practical skills in child and adolescent mental and behavioral healthcare.

1st & 3rd Thursdays, noon – 1:00 pm

<https://physicians.utah.edu/echo/child-adolescent-psychiatry>



Collaborative Care Implementation

Training and mentorship focused on implementing the Collaborative Care Model (CoCM) into your practice.

2nd Thursdays, noon – 1:00 pm

<https://physicians.utah.edu/echo/collaborative-care-implementation>



CALL-UP EDUCATION ECHO

CME CREDIT AVAILABLE



Schools

No-cost training and mentorship focused on teaching critical, practical skills in child and adolescent mental and behavioral healthcare.

4th Thursdays, 8:00 – 9:00 am

<https://physicians.utah.edu/echo/schools>



MEET THE TEAM



**TYLER
ANDERSON**
MD
Psychiatrist



**ANNE
LIN**
MD
Psychiatrist



**JEREMY
KENDRICK**
MD
Lead Co-PI (ED)



**LAUREN
BROWN**

CALL-UP Project
Administrator



**SPENCER
BLACK**
MD
Psychiatrist



**KRISTEN
PAGEL**
MD, MPH
Psychiatrist



**KRISTI
KLEINSCHMIT**
MD
Co-PI (Schools)



**JOCELYN
ROMANO**
MPA
HRSA Program
Administrator



**MEGGIE
CHOCHOL**
MD
Psychiatrist



**KYLE
SMITH**
MD
Psychiatrist



**RACHEL
WEIR**
MD
Co-PI (CoCM)



**LILLY
FAGATELE-FOLAU**

Care Coordinator

YOUR PSYCHIATRY PARTNER

TYLER ANDERSON, MD



Career Interests:



Grew up in rural Utah. Dedicated to addressing the behavioral health challenges in rural communities.



Medical Home: Intermountain Health



Psychiatry Partner for Juab, Millard, Morgan, Piute, Sanpete, Sevier, Wayne, and Weber counties.



YOUR PSYCHIATRY PARTNER

SPENCER BLACK, MD



Career Interests: early psychiatric intervention, childhood trauma treatment



Enjoys working closely with providers in mental health integration clinics and has experience working in the inpatient, outpatient, and consult liaison settings.



Medical Home: Intermountain Health



Psychiatry Partner for Utah and San Juan counties.



YOUR PSYCHIATRY PARTNER

MEGGIE CHOCHOL, MD



Career Interests: ADHD, behavior management



Enjoys advancing clinical care for marginalized populations and collaborating with colleagues around the world to improve global mental health.



Medical Home: Huntsman Mental Health Institute, University of Utah Health



Psychiatry Partner for Box Elder, Cache, Rich, and Tooele counties.



YOUR PSYCHIATRY PARTNER

ANNE LIN, MD



Career Interests: mood & anxiety disorders, autism, OCD, Tourette's, and ADHD



Enjoys evidence-based medicine and working with primary care providers in helping the people of Utah get the best care possible.



Medical Home: Huntsman Mental Health Institute, University of Utah Health



Psychiatry Partner for Beaver, Dagget, Duchesne, Garfield, Iron, Kane, Uintah, and Washington counties.



YOUR PSYCHIATRY PARTNER

KRISTEN PAGEL, MD, MPH



Career Interests: medical education, mood disorders, and mental health integration



Enjoys exploring different ways to expand mental health care through telehealth, integrated/collaborative care models, and school collaboratives.



Medical Home: Huntsman Mental Health Institute, University of Utah Health, Summit County Schools



Psychiatry Partner for Summit and Wasatch counties.



YOUR PSYCHIATRY PARTNER

KYLE SMITH, MD



Career Interests: infant and early childhood mental health



Enjoys supporting programs that increase access to psychiatric treatment in settings that best meet the needs of families. Experience with integrated behavioral health.



Medical Home: The Children's Center Utah



Psychiatry Partner for Carbon, Davis, Emery, and Grand counties.



CARE COORDINATION

LILLY FAGATELE-FOLAU



Our **CALL-UP care coordinator** acts as a liaison between provider and consulting psychiatrist to facilitate referrals and help patients and families connect directly to local resources and social services.

THE CALL-UP PLATFORM

CALLUP.UTAH.EDU

- Sign up or log in to callup.utah.edu with your username and password.
- Having trouble? Contact callup@hsc.utah.edu.

Sign Up

 Create Your Account (Already have an account? [Sign In](#))

Consult Requester Information: *



THE CALL-UP DASHBOARD

CALLUP.UTAH.EDU

- **Section A** shows current open consults awaiting completion. Red dots indicate new communication provided by the psychiatrist or care coordinator.
- **Section B** contains all recently completed consults.
- **Section C** contains details about upcoming education events, webinars, and other opportunities.
- **Section D** provides links to submit a new consultation request or review older consultations.

CALL UP TEST: NO PHI

DashboardNew ConsultReview Old ConsultsConsumer1Logout

Open Consults

ID	Patient Name	Requested At	Link
19	Jimmy Testerson	12/3/2024 at 6:16 PM	View Consult
20	Test Smith	12/15/2024 at 12:56 PM	View Consult

Recently Closed Consults

ID	Patient Name	Requested At	Link
8	Test Smith	11/4/2024 at 12:06 PM	View Consult
5	Mickey Mouse	10/31/2024 at 9:19 AM	View Consult
1	Minnie Mouse	10/31/2024 at 9:19 AM	View Consult

Events

Title	Start	Description	Location
Event 1	7/8/2025 at 2:00 PM Duration: 1 hour	Description of event 1	Link
Event 2	7/8/2025 at 2:00 PM Duration: 1 hour	Description of event 2	Madison Square Garden
Event 3	7/8/2025 at 2:00 PM Duration: 1 hour	Description of event 3	Link

REQUESTING A NEW CONSULT

CALLUP.UTAH.EDU

- **Section A** is where you select your organization.
- **Section B** is where you select existing patients from the drop down or add a new patient.
- **Section C** is where you select your preferred communication method.
- **Section D** contains the details of the presenting problem and the reason you are requesting consultation.

The screenshot shows the 'Request new consult' form. At the top is a red navigation bar with links for 'Dashboard', 'New Consult', and 'Review Old Consult'. Below the navigation bar is the title 'Request new consult'. The form is divided into sections. Section A, 'Organization Info', is highlighted with a green border and a green 'A' icon. It contains a dropdown menu labeled 'Select your organization'. Below this is Section B, 'Patient Information:', which is highlighted with a red border and a red 'B' icon. It contains fields for 'Select Patient' (a dropdown), 'First Name', 'Last Name', 'Date of Birth' (with a date picker), 'Age' (calculated from date of birth), 'Phone', 'Email', 'Select Gender', 'Select Race', 'Select Ethnicity', 'Select Insurance', and 'Patient MRN from provider chart'.

The screenshot shows the 'Consult Information' form. It is divided into sections. Section C, 'Preferred Communication Method', is highlighted with a blue border and a blue 'C' icon. It contains a dropdown menu labeled 'Select Communication Method' and a checkbox labeled 'Is the patient in foster care?'. Below this is Section D, 'Presenting Problems', which is highlighted with a purple border and a purple 'D' icon. It contains a list of checkboxes for various conditions: Anxiety disorders, Depressive disorders (excluding postpartum depression), Postpartum depression, Bipolar and related disorders, Attention-Deficit/Hyperactivity Disorder (ADHD), Autism Spectrum Disorder, Intellectual/Developmental disability and related behaviors, Disruptive, impulse-control, and conduct disorders, Feeding and eating disorders, Obsessive-compulsive and related disorders, Trauma and stressor-related disorders, Schizophrenia spectrum and other psychotic disorders, Substance-related (alcohol), Substance-related (marijuana), Substance-related (nicotine), Substance-related (opioid), Substance-related (others), Sleep disorders, Suicidality or self-harm, Dementia/Delirium induced by a medical condition, Neurodevelopmental disorders (including developmental delay and intellectual disabilities), and Social and environmental concerns (including violence, unstable housing, language barriers, isolation/lack of social support, food insecurity, transportation, etc.). Below this is a text area for 'Other Presenting Problems'. Then is Section E, 'Reason for Consult/Consult Question', which is highlighted with a blue border and a blue 'E' icon. It contains a text area for 'Enter reason for consult/consult question'. Below this is Section F, 'What services do you need?', which is highlighted with a blue border and a blue 'F' icon. It contains a list of checkboxes for various services: Diagnostic Clarification, Medication Adjustment, Treatment Planning, Treatment Resources, Crisis Intervention Recommendations, and Other. Below this is a text area for 'Please list other services provided here' and a 'Submit' button.

CONSULT DETAILS

CALLUP.UTAH.EDU

- **Section A** contains information about your patient and the consult question.
- **Section B** contains a chat feature where you can easily send messages back and forth with the psychiatrist or care coordinator.
- **Section C** is the “Done” button. This lets the consulting provider know you have the information you need and are ready for the consult to be closed.

CALL UP TEST: NO PHI

Dashboard New Consult Review Old Consults Consumer1 Logout

Back to dashboard

Patient Information

A

Name: Test Smith
Age: 12
DOB: 3/25/2012
Email: jkendric@gmail.com
Phone: 2083165403
Contact Consent: No

Consult Information

Consult ID: 20
Status: Open
Reason For Consult: Patient with a history of bipolar disorder. I need treatment recommendations
Foster Care: No
Presenting Problems:

- Bipolar and related disorders

Consult Discussion/Chat

B

Click to Indicate Your Question Has Been Answered **Done**

C

Happy to discuss this case with you. Can you tell me what medications the patient is currently taking?
Consultant1 User - 12/15/2024 at 12:57 PM

Enter your comment...

Send Message

CALL-UP OPPORTUNITIES

- Identifying one CALL-UP contact per clinic, one individual can input all consults into the system and identify call back times for busy providers (or complete consults asynchronously)
- Group supervision/ case consultation through ECHO type clinic for clinics that already have behavioral health services
- Billing for services using interprofessional consult codes
- Feedback from you and your providers:
 - How to increase utilization of the services?
 - What ideas do you have to make the program more effective/valuable?
- For practices wanting to implement Collaborative Care (CoCM), we can provide Behavioral Health Care manager training and time limited psychiatric consultation



THANK YOU

uofuhealth.org/call-up

Dr. Rachel Weir

rachel.weir@hsc.utah.edu

801.585-1212



CALL-UP Q&A

(5 Minutes)



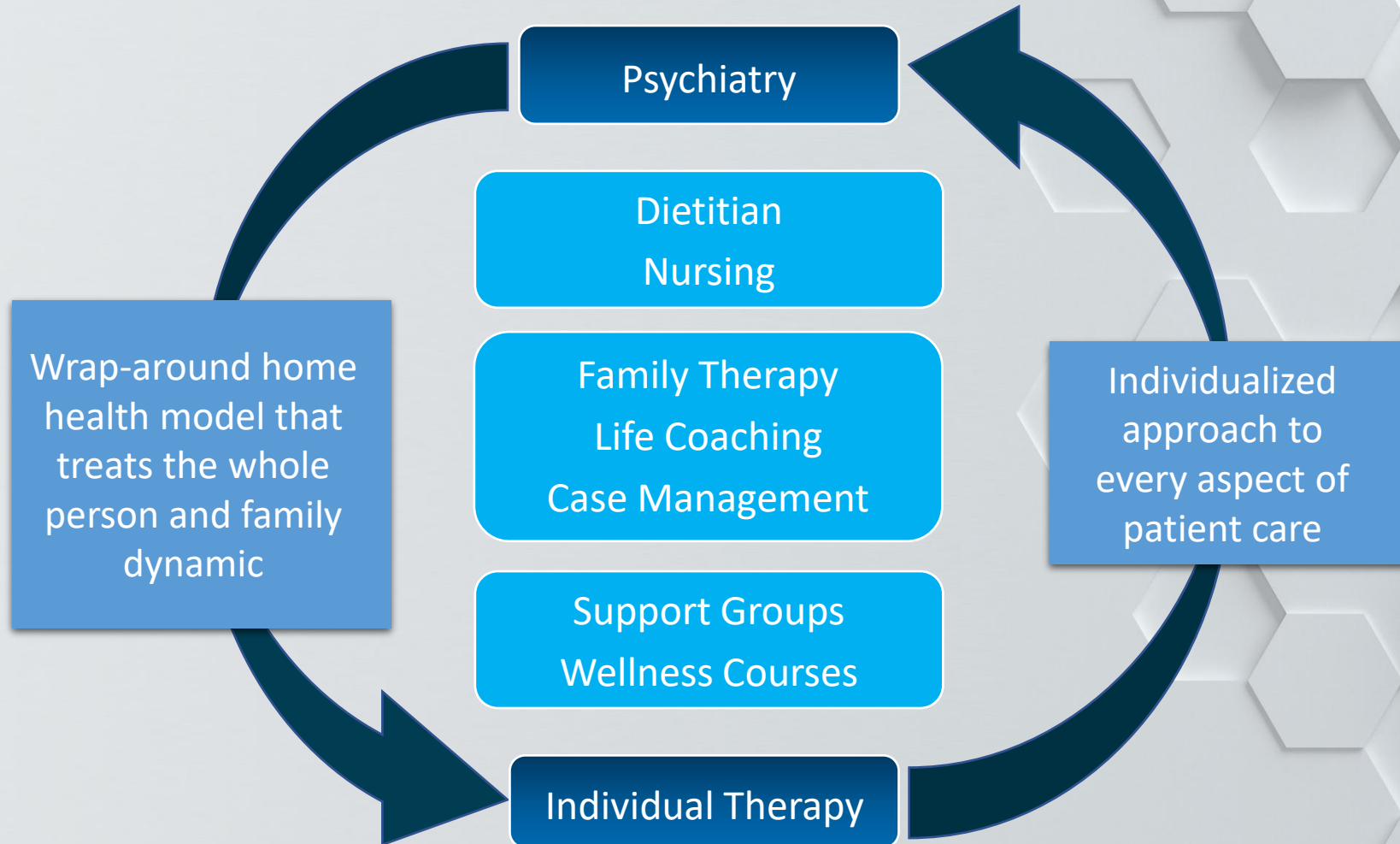
Mental Health

Substance Use

Preventive BH

Coordinated Care Approach

Within days of enrollment:



Access to Care

Admissions & Case Management

Less than

24 Hours

Biopsychosocial

Less than

7 Days

Nursing Evaluation

48 Hours

Peer Support / Life Coach

7 Days

Psychiatric Evaluation

72 Hours

Family Therapy

Less than

30 Days

Persistency Rates

85.2%

90-day continued engagement
rate

75%

180-day continued
engagement rate

69%

Program Completion Rate

Additional Data

200K

Appointment records

97%

HEDIS - Access to Care
Requirements

35-50%

Reductions in self-reported
depression & anxiety after 6
months of dedicated treatment

93.2%

Session Attendance

97+%

Reduction in BH
Hospital / ED Utilization

Preventive Behavioral Health Screening



100% Covered – Annual Service

- **Completely Confidential**
- Available for all health plan members ages 12+
- 15-minute virtual consultation
- Same-day access to comprehensive mental healthcare for members and their families

ASPIRE₃₆₅ Q&A

(5 Minutes)

CLOSING



- Next Session is June 5, 2025 at 12:00 p.m.
 - Topics:
 - USU Extension Program
 - The Utah Marriage Commission
- The recordings from today will be available at:
<https://www.rhau.org/rhau-webinar-series>
- The application to request to present can also be found on the RHAU website, we encourage you to apply to present!

THANK YOU FOR ATTENDING!!!

June 2025 RSVP

