

United Health Foundation and North Olympic Healthcare Network: *Working Together to Improve Behavioral Health*

In 2021, the United Health Foundation, the philanthropic arm of UnitedHealth Group, and North Olympic Healthcare Network, a federally qualified health center, announced a three-year, \$3.3 million grant partnership to improve behavioral health outcomes for children and adults in the Port Angeles area of Washington state.

Port Angeles is the largest town in Clallam County, a primarily rural community with higher rates of drug overdoses, suicides and children living in poverty compared to Washington state overall. The partnership:

- Provides behavioral health and primary care services and supports for K-12 students via a mobile health clinic that visits every public school in Port Angeles
- Expands a local community paramedicine program to support individuals who frequently utilize the local emergency department for nonemergency issues and connect them to more personalized health resources



COMMUNITY IMPACT*

1,679

adults connected to more personalized services (e.g., in-home care, on-site medication administration) through community paramedicine

469

student and family interactions with grant-enabled behavioral health services

63%

reduction in 911 utilization over baseline

*as of 3/31/24

PROFILES OF IMPACT



Community paramedicine collaborated with the hospital and other service providers to support a **70-year-old female** with multiple physical and cognitive conditions who had been transported to the emergency department 13 times over just a few months. After this involvement, the patient was able to move from a dangerous living situation and into a safe environment.



Behavioral health services were provided to a **16-year-old male** struggling with behavioral issues after being removed from his parents' care. Although he was initially reluctant to participate in counseling, accessing services at school allowed the student to build trust with his therapist over time while minimizing classroom absences. The student eventually became a full participant in counseling — resulting in improvements in his mood and academic performance as well as development of a trusting relationship with an adult.