



How Community Alliance Partnered with PMC to Increase Access to Behavioral Health Care in Omaha.

“PMC has given us increased capacity to serve our community. We’re feeling good about our growth.”



Aileen Brady
Chief Operating Officer
Community Alliance

Case Study: Community Alliance + PMC

Community Alliance is an integrated healthcare organization in Omaha, Neb. that takes a whole-person approach to treating people who face mental health and substance use challenges. They provide primary medical care, a range of rehabilitation, employment, and family support, along with psychiatric services, mental health, and substance use counseling. Community Alliance was founded on the belief that everyone should have access to care in a timely manner. Research shows that as many as **50%** of people in need of mental health services who experience a delay in response or get placed on a wait list never enter treatment.



“Throughout its history, Community Alliance has responded to meet the needs of our community and those facing mental health and substance use challenges,” said Carole Boye, chief executive officer of Community Alliance. “Today, coming off three years of physical and social-economic trauma brought on by a global pandemic, we continue to see increases across all age groups – adults, teens and children – in the prevalence of anxiety and depression, substance use and abuse, and emergency room visits attributable to mental health concerns. Once again, we are

called to expand our vision of an accessible, responsive mental health system for all in our community.”

A Time of Need

It was during the COVID pandemic that Community Alliance first turned to Integrated Telehealth Partners to cover a gap in services. A mental health provider was leaving the organization just as caseloads were climbing.



CON'T: How Community Alliance Partnered with ITP to Increase Access to Behavioral Health Care.

“It was a critical time for us,” said Aileen Brady, chief operating officer at Community Alliance. “We are still a fairly small outpatient provider. When you have a small office like we do and one person leaves, it really creates a wide gap in services. We came into contact with PMC and explained our situation. We felt that, especially with covid going on, the most efficient way to fill that gap was to go with telehealth.”

PMC Telehealth (formerly Integrated Telehealth Partners) and Community Alliance officially partnered in December 2020. PMC provided a psychiatric nurse practitioner who met with participants via a computer. Approximately 80% of participants in Community Alliance’s outpatient psychiatric treatment and counseling program have reported improvement or alleviation of the impacts of mental health symptoms after six months of engagement.

PMC Helps CA Achieve Healthcare Goals

“One of the things we really set our sights on is reducing or even eliminating wait time for clients to see providers,” Brady said. “That is what we’re working toward. We want to have increased visibility, thereby increasing access to care for people. Those plans of increasing our visibility, increasing access to care, and at the same time trying to reduce or eliminate wait times go hand in hand. But that can be a difficult balance because the more you let people know you’re available, the more times fill up even quicker.”

That’s where PMC Telehealth is able to help Community Alliance reach its goals by providing access to a mental health professional who has integrated with their organization. PMC’s nurse practitioner is utilized **30 or more hours** per week, giving Community Alliance nearly the equivalent of a full-time provider.

Psychiatric and therapy service capacity, including both on-site and telehealth providers, expanded during 2022. Delays in access to initial service decreased by as much as **70%** across various program areas, including psychiatric services. Overall, Community Alliance enrolled **3,657 persons** for mental health treatment, rehabilitation and recovery services and/or primary health care, an **increase of 13%** over the prior year. An **additional 1,386 persons** received one-time assistance. Community Alliance started construction of a new headquarters, which is slated to open in the spring of 2024.

“Honestly, PMC has given us increased capacity to serve our community,” Brady said. “We have a really nice balance and just expanded in-person services in March. We’re feeling good about our growth.”