



Trust Matters: Fostering Trust in Patient-Provider Relationships to Advance Health Equity

Massachusetts Behavioral Health Partnership – 2024 Health Equity Forum

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Acknowledgement

MBHP

**Massachusetts Behavioral
Health Partnership**

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Disclosures

My worldview and understanding of this topic are shaped by lived experiences and those I've never had. I have implicit biases that impact how I interpret and present information. I am the product of many things, including disadvantages and privileges seen and unseen because I am an able-bodied, able-minded, cis-gender, educated, heterosexual, married, Black male of faith who stays in a learning frame.



Keynote Objectives

- Introductions
- Review The Role of Trust
- Explore Barriers to Trust
- Strategies to Build Trust
- Q&A

Introductions

Foreword

The burden of suffering experienced by children with mental health needs and their families has created a health crisis in this country. Growing numbers of children are suffering needlessly because their emotional, behavioral, and developmental needs are not being met by those very institutions which were explicitly created to take care of them. It is time that we as a Nation took seriously the task of preventing mental health problems and treating mental illnesses in youth.



Report of the
Surgeon General's Conference on
Children's Mental Health:

A National Action Agenda

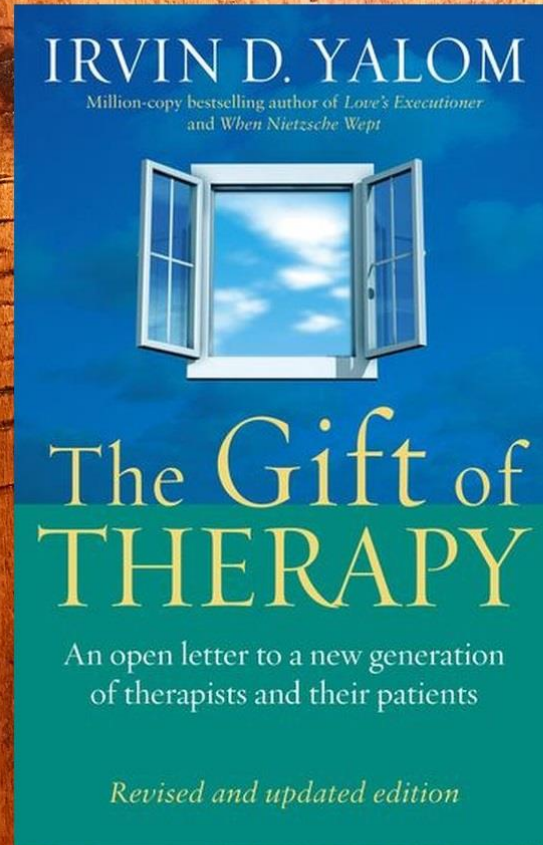


2021

T R U S T

1. Competency

“Therapists must have a genuine interest in the patient’s subjective world. It is not enough to have good technique – your interest in the patient’s inner experience must be palpable and real.”



Published in final edited form as:

J Health Soc Behav. 2020 June ; 61(2): 208–222. doi:10.1177/0022146520918559.

Transcending the Profession: Psychiatric Patients' Experiences of Trust in Clinicians

Mira D. Vale¹, Mary-Jo DelVecchio Good²

¹University of Michigan, Ann Arbor, MI, USA

²Harvard Medical School, Boston, MA, USA

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Table 1.

Research Sites.

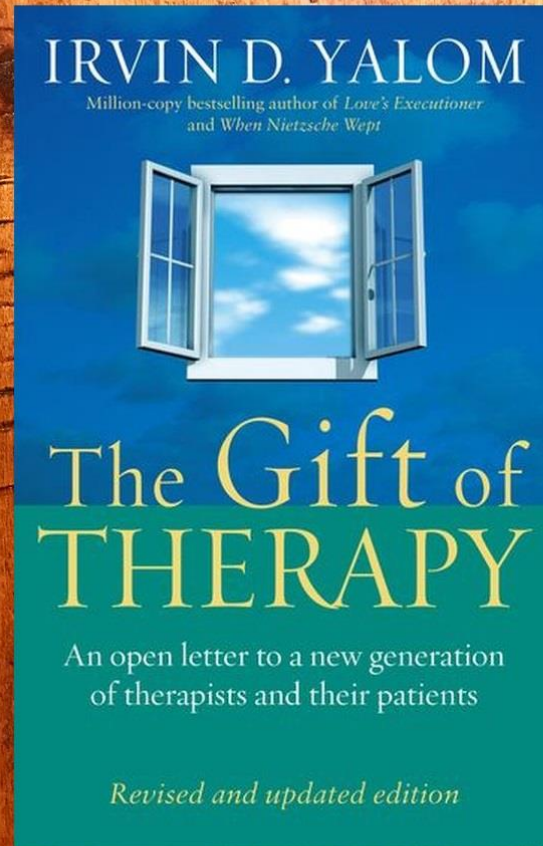
Site	Clinic
Academic medical center 1 (AMC1)	Inpatient psychiatric unit
	Outpatient psychiatric service
	Acute psychiatric service (emergency department)
Academic medical center 2 (AMC2)	Outpatient Latino mental health clinic
	Psychiatric outpatient service
	Psychiatry residency training settings
Private psychiatric hospital (PPH)	Inpatient psychiatric unit
Neighborhood community health clinic (NCHC)	Outpatient mental health services
Regional medical center (RMC)	Outpatient and inpatient psychiatric services



We found patients experience trust when they perceive clinicians transcending the formal bounds of professionalism. Patients find clinicians to be trustworthy when clinicians pursue connections to their patients beyond organizational strictures, cross boundaries of professional jurisdiction to provide holistic care, and embrace the limits of their professional knowledge.

2. Benevolence

“...the act of revealing oneself fully to another and still being accepted may be the major vehicle of therapeutic help.”



Published in final edited form as:

Soc Psychiatry Psychiatr Epidemiol. 2017 August ; 52(8): 929–937. doi:10.1007/s00127-017-1400-2.

Racial/ethnic differences in perception of need for mental health treatment in a US national sample

Joshua Breslau¹, Matthew Cefalu², Eunice C. Wong², M. Audrey Burnam², Gerald P. Hunter¹, Karen R. Florez³, and Rebecca L. Collins²

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Breslau et al.

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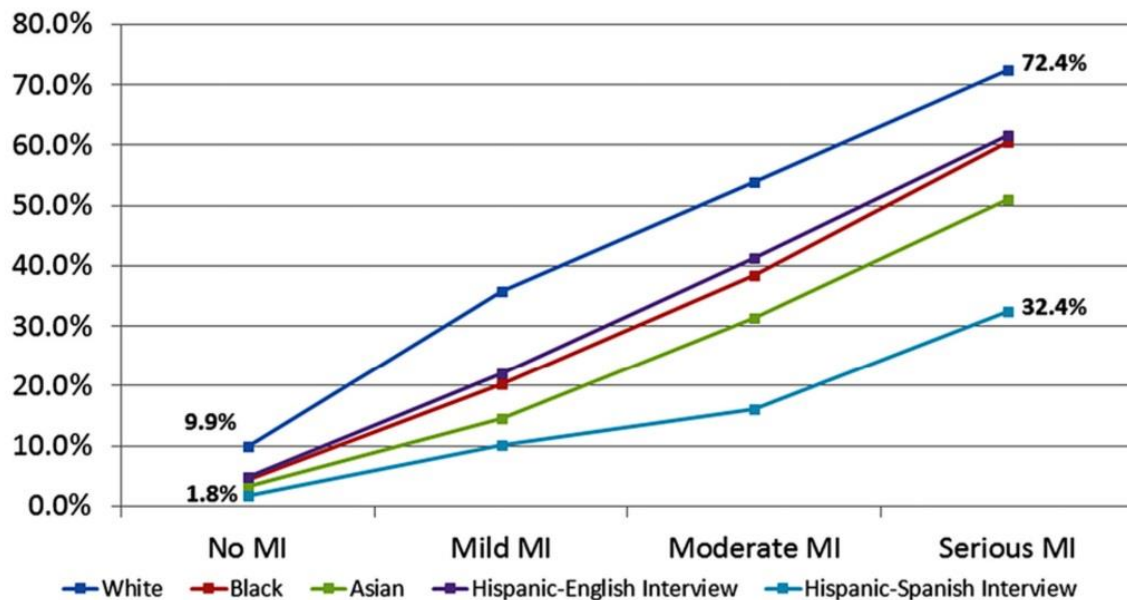
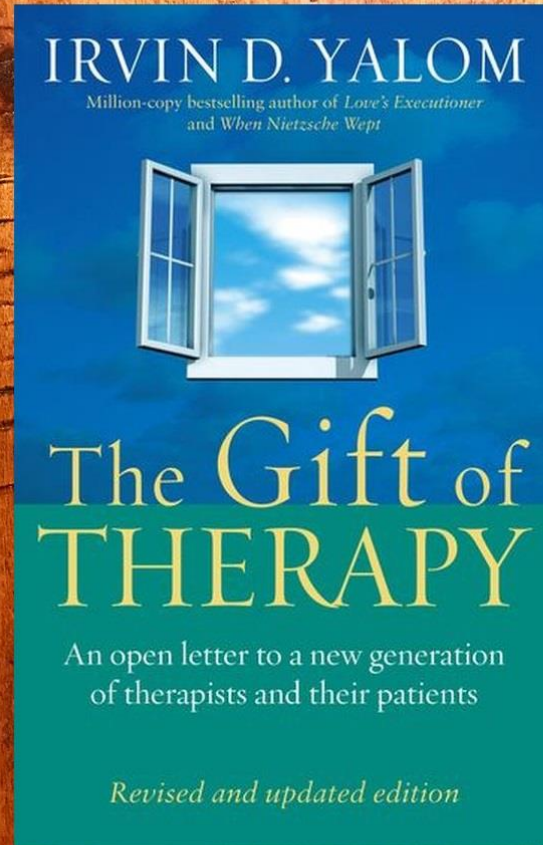


Fig. 1.

Prevalence of perceived need for mental health treatment by race/ethnicity and level of mental illness

3. Personal Connection

“Though there are many phrases for the therapeutic relationship (patient/therapist, client/counselor...etc) none of these phrases accurately convey my sense of the therapeutic relationship...I prefer to think of my patients and myself as *fellow* travelers, a term that abolishes distinctions between ‘them’ (the afflicted) and ‘us’ (the healers).”



Can Patients Trust Online Health Information? A Meta-narrative Systematic Review Addressing the Quality of Health Information on the Internet



Lubna Daraz, PhD¹, Allison S. Morrow, BA¹, Oscar J. Ponce, MD¹, Bradley Beuschel, BS¹, Magdoleen H. Farah, MBBS¹, Abdulrahman Katabi, MD¹, Mouaz Alsawas, MD, MSc¹, Abdul M. Majzoub, MD¹, Raed Benkhadra, MD², Mohamed O. Seisa, MD¹, Jingyi (Francess) Ding, MD¹, Larry Prokop, MLS³, and M. Hassan Murad, MD, MPH¹

¹Mayo Clinic Evidence-based Practice Research Program, Robert D. and Patricia E. Kern Center for the Science of Health Care Delivery, Division of Health Care Policy and Research, Department of Health Sciences Research, Mayo Clinic, Rochester, MN, USA; ²Allegheny General Hospital, Pittsburgh, PA, USA; ³Mayo Clinic Libraries, Mayo Clinic, Rochester, USA.

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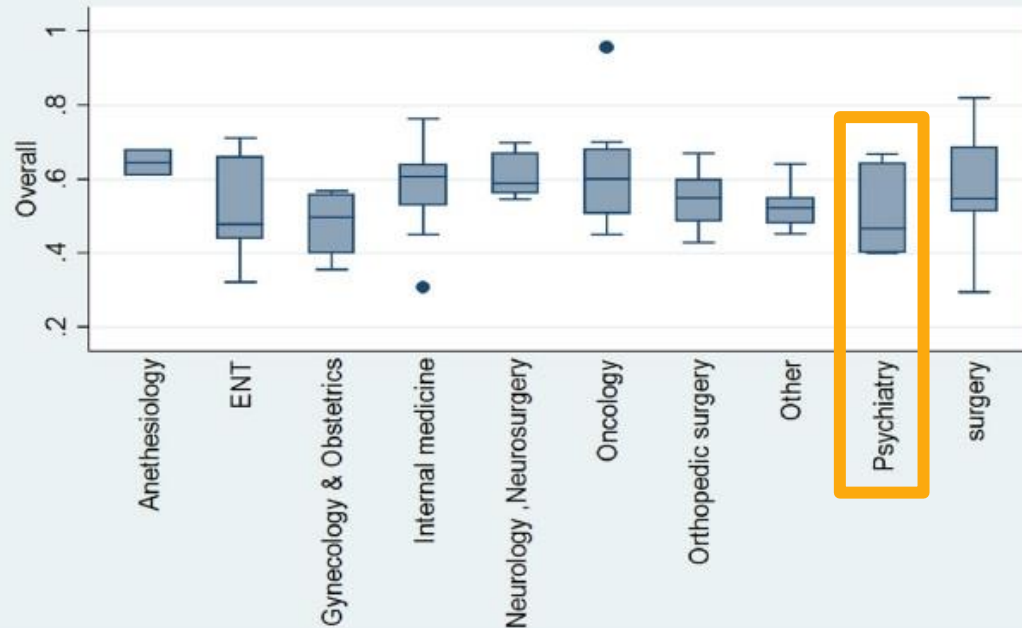
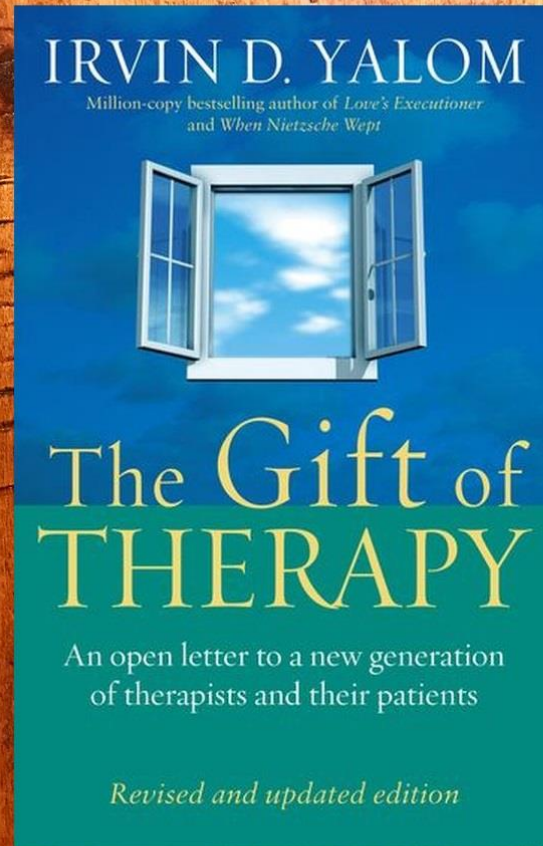


Figure 5 Level of quality by health conditions—DISCERN.

4. Honesty | Transparency

“If you make a mistake, admit it. Any attempt at cover-up will ultimately backfire. At some level, the patient will sense you are acting in bad faith, and therapy will suffer. Furthermore, an open admission of error is good model-setting for patients and another sign that they matter to you.”



Original Investigation | Public Health

Trust in Physicians and Hospitals During the COVID-19 Pandemic in a 50-State Survey of US Adults

Roy H. Perlis, MD, MSc; Katherine Ognyanova, PhD; Ata Uslu, MS; Kristin Lunz Trujillo, PhD; Mauricio Santillana, PhD; James N. Druckman, PhD; Matthew A. Baum, PhD; David Lazer, PhD

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Key Points

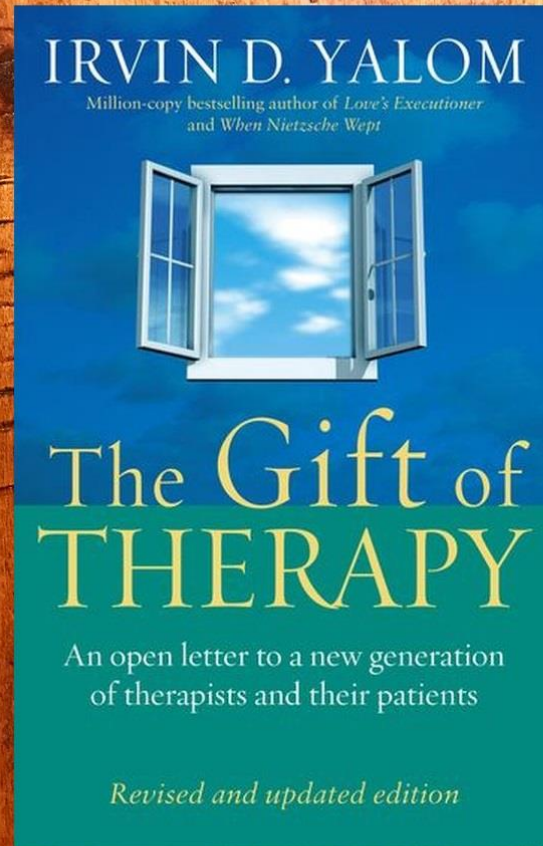
Question How did trust in physicians and hospitals change during the COVID-19 pandemic?

Findings In every sociodemographic group in this survey study among 443 455 unique respondents aged 18 years or older residing in the US, trust in physicians and hospitals decreased substantially over the course of the pandemic, from 71.5% in April 2020 to 40.1% in January 2024. Individuals with lower levels of trust were less likely to have been vaccinated or received boosters for COVID-19.

Meaning This study suggests that the COVID-19 pandemic has been associated with a continuing decrease in trust in physicians and hospitals, which may necessitate strategies to rebuild that trust to achieve public health priorities.

5. Fairness

“One of our major tasks in therapy is to pay attention to our immediate feelings – they represent precious data.”





Disparities in Pediatric Mental and Behavioral Health Conditions

Jennifer A. Hoffmann, MD,^{1,2} Margarita Alegria, PhD,^{3,4,5} Kiara Alvarez, PhD,^{6,7} Amara Anosike, JD,⁸ Priya P. Shah, MD,⁹
Kevin M. Simon, MD,^{1,2,3} Lois K. Lee, MD, MPH

PERSPECTIVE

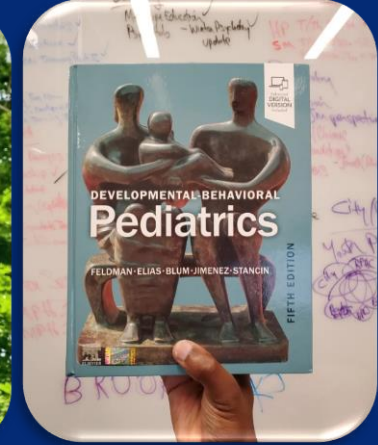


The NEW ENGLAND
JOURNAL of MEDICINE

THE CARE AND TREATMENT OF BLACK BOYS IN AMERICA

Them and Me — The Care and Treatment of Black Boys in America

Kevin M. Simon, M.D.



THE DOSE / MARCH 25, 2022

Closing the Mental Health Care Gap for Black Teens



Health Data Disparities in Opioid-Involved Overdose Deaths From 1999 to 2018 in the United States

Adam J. Milam, MD, PhD, Debra Furr-Holden, PhD, Ling Wang, PhD, and Kevin M. Simon, MD



PERSPECTIVE

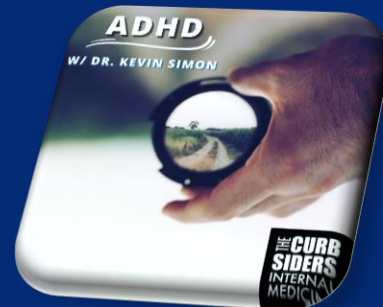


The NEW ENGLAND
JOURNAL of MEDICINE

THE CARE AND TREATMENT OF BLACK GIRLS IN AMERICA

Daughters' Keeper — The Care and Treatment of Black Girls in America

Kevin M. Simon, M.D.



JAMA
Network | Open.



Invited Commentary | Equity, Diversity, and Inclusion

Mitigating the Negative Mental Health Impact of Racism on Black Adolescents—A Preventive Perspective

Kevin M. Simon, MD, MPH

NEJM
Evidence

REVIEW ARTICLE

Adolescent Substance Use Disorders

Kevin M. Simon, M.D.,^{1,2,3} Sharon J. Levy, M.D., M.P.H.,^{1,4} and Oscar G. Bukstein, M.D., M.P.H.^{2,3}

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DOI: 10.1056/EVIDra2200051

COMPETENCY

BENEVOLENCE

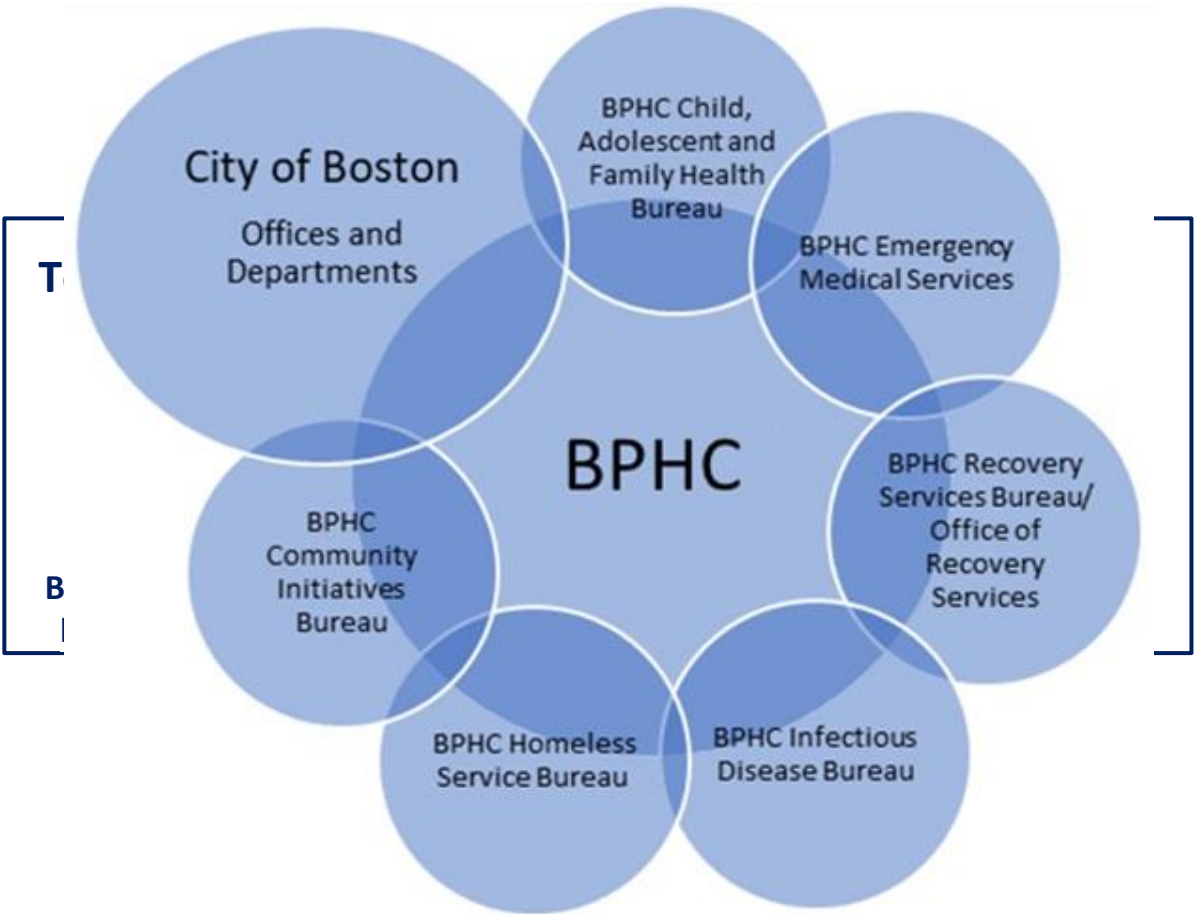
HONESTY

CONNECTION

FAIRNESS

T R U S T

Boston Public Health Commission



Stakeholder Engagement



- Academic Institutions
- Advocacy Groups
- Boston City Council Members
- Boston Police Department
- Boston Public Health Commission
- Boston Public Libraries
- Boston Public Schools
- Community Members
- Community Leaders
- Faith Leadership
- Federal Agencies
- Healthcare Organizations
- Media Outlets
- Nonprofit Organizations
- Philanthropic Groups
- State Officials

City of Boston's *first* Mental Health Report



HEALTH OF BOSTON 2024 MENTAL HEALTH REPORT

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SUGGESTED CITATION

Boston Public Health Commission, *Health of Boston 2024: The Mental Health Report (Boston, Massachusetts 2024)*



City of Boston's *first* Mental Health Report: Reach

Boston Globe

More Boston high schoolers are feeling sad and hopeless, data show

A new collection of survey data shows that women, Black, Latinx, and LGBTQ+ students as well as those in low-income neighborhoods are especially vulnerable.

By Felice J. Freyer and Maddie Khaw
Globe Staff and Globe Correspondent.
Updated March 26, 2024, 1:57 p.m.



On Wednesday, Boston Mayor Michelle Wu announced money for mental and behavioral health programs for youth and families. CRAIG F. WALKER/GLOBE STAFF

Bostonians have grown sadder and more anxious over the last decade, with rates of distress higher among youth, people of color, and LGBTQ+ people, according to interviews with experts and a report released Wednesday by the Boston Public Health Commission.

Drawing from surveys, death data, and hospital data, the 99-page report shows that persistent negative emotions increased from 2015 to 2021. The mental health report is the first installment in a series titled the [Health of Boston 2024](#).

National Media

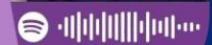




“

In terms of the impact, we want to communicate about mental health so we decrease stigma—that's very important. Another thing that we want to do is get people interested in mental health careers.

Dr. Kevin M. Simon,
Chief Behavioral Health Officer,
Boston Public Health Commission



Bureau of Recovery Services | copecodeclub.com/break-the-line-podcast





BREAK THE LINE

REAL TALK FROM BOSTON







Community Violence & Public Safety – Advocacy & Efforts

OPINION

We as a community need to address gun violence

Gun violence is a significant driver of increased rates of trauma-related mental illness.

By Kevin M. Simon, Kevin B. Churchwell, and Alastair Bell Updated February 20, 2024, 3:00 a.m.



The New York Times

A Plummeting Murder Rate Stuns Boston. But Can It Survive the Summer?

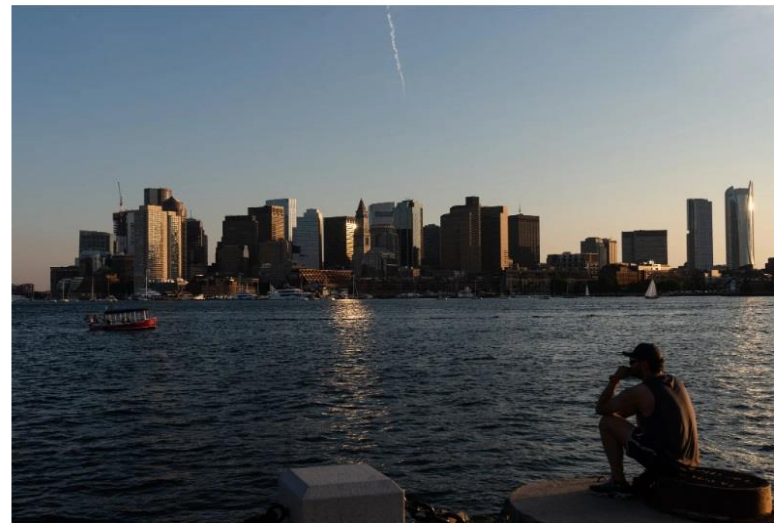
Only four homicides have occurred in the city this year. Although luck has played a role, the city is bringing a high level of precision to its strategy to prevent violence.

▶ Listen to this article · 9:21 min [Learn more](#)

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There have been four homicides in Boston so far this year, a 78 percent reduction from the 18 that took place over the same period in 2023. Sophie Park for The New York Times