

Hazel HEART™ Overview

February 2022

Hazel partnerships include:



HEART Protocol

A scalable mental health solution, incl. assessment, stabilization, and case mgmt.



Care coordination

Personalized support to connect families to resources they need



Physical health

On-demand licensed providers available in minutes - at home or at school



Hazel's HEART Protocol:

1. Sustainable staffing model

Immediately scalable across entire district; available for long-term

2. Ability to serve all students

Care regardless of insurance, immigration, or language

3. Comprehensive services

Preventative & acute mental health supports

4. Alignment with tiered interventions

Support of the MTSS Process

5. Support in building a local wellness ecosystem

Care coordination services



Hazel's Early Assessment, Response, and Treatment (**HEART**) Protocol

1. Behavioral Health Assessment

- Early identification & screening
- On-demand & scheduled visits
- Staffed by licensed medical providers / qualified mental health clinicians

2. Student Assistance Program

- Short-term teletherapy sessions, scheduled visits
- Evidence-based counseling, stabilization, treatment planning
- Staffed by qualified mental health clinicians

3. Crisis Consultation

- Clinical support for staff, parents, students
- On-demand (school hours only)
- Staffed by qualified mental health clinicians

4. Care Management / Coordination

- Transition to long-term providers including FQHC and CCBHC
- Periodic ongoing monitoring (6 months)
- Medicaid eligible enrollment and outreach
- Staffed by case managers



Mental health staffing

Hazel's unique model attracts the **full population** of qualified therapists

11:1 applicant
to position ratio

Community-based therapists

"I want to continue serving a diverse group of children - but I'm looking for flexibility and stability"

Private practice therapists

"I want to keep my work-life balance - but I'm looking to make a meaningful impact on inequities"

Hazel's clinical team

DIVERSE

70%

identify
as BIPOC

EXPERIENCED

6+

years of
practicing

ENGAGED

96%

therapists
retained



Hazel's approach to care coordination

Our demonstrated model communicates with existing care providers and solves remaining gaps in care



*"We're looking
for more help."*

*"We love our existing
providers!"*

Providing solutions for critical gaps in care
when students need more resources

- **Connect families to primary care providers**
Encouraging families to establish long-term care at a variety of local options if not yet secured
- **Insurance resources**
Serving uninsured students, helping families navigate with Medicaid enrollment or health plan resources
- **Specialist coordination**
Ensuring students are connected with relevant care outside the scope of Hazel services (e.g., psychiatry)
- **Connection to wraparound services**
Introducing families to community resources related to relevant social determinants of health - SDoH (e.g., hunger)

Supporting continuum of care
when students have access to quality care

- **PCP communication**
Sharing recaps of visits with existing providers as appropriate
- **School communication**
Engaging relevant school staff (e.g., nurse, admin, counselors) on relevant issues



Physical Health



- **Resolving acute problems:** Quick solutions for pink eye, infections, and other urgent needs
- **Managing chronic issues:** Diagnoses and plans for tricky, ongoing needs like asthma or nutrition
- **Follow-up care:** Checking in with At Home visits and ordering prescriptions or in-school OTC meds
- **Care coordination:** Finding local PCP, navigating insurance options and other health resources

Hazel partners with school to train staff and enroll students

Student visits school health office with a health need

School nurse or other staff initiates on-demand video visit

Hazel's pediatric providers deliver exceptional care

Hazel coordinates with family and local providers as necessary



Our consistent physical health results

All students should have
access to quality care

<5 min

average wait time
(at home or school)

99%

visits reportedly
met medical issue

Dozens

PCP referrals and Rx
ordered per school

The more time spent in
class, the better

90%+

back to class

2+ days

of school saved
on average

25%

chronic absent.
rate reduction

Families deserve health
and financial security

95

family NPS
(Net Promoter Score)

3+ hours

missed work
avoided per visit

~5-10%

visits result in
avoided ED trips

Diverse & devoted clinicians

Hazel employs experienced clinicians:



50% of Hazel providers are POC

- Physical health: MDs, NPs, PAs
- Mental health: LCSWs, LPCs
- Mission aligned
- Culturally Competent
- Experts in evidence-based care
- Trauma-informed
- Have school-based experience
- Inspire parent engagement
- Commit to health equity
- Possess language proficiencies
- Are technology proficient

