

Perspectives

# Treating the whole person: Celeste's new model of mental healthcare

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# The good news: Over the past several years, extraordinary progress has been made to reduce the stigma around talking about and seeking help for mental health concerns.

The not-so-good news: as the mental health crisis continues, many conditions remain undiagnosed or undertreated, including depression and anxiety, among others.



Why? The obvious reason is that there isn't enough access to providers who could diagnose these conditions.

In 2021, an estimated 122 million Americans (37% of the population) lived in areas with a shortage of mental health professionals.

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It doesn't help that the traditional, siloed model of primary care fails to address the close and well-established relationship between mental and physical health, making diagnosis and treatment of mental health conditions even less likely.

That's where Celeste comes in. As virtual mental healthcare surges in popularity—and rightfully so, with some studies finding it to be just as or even more effective than in-person therapy—Celeste with Accolade answers the call with a treatment model unlike anything else on the market today.



We know that mental health is part of a much larger picture.

Per Dr. Brian Wong,  
Accolade's medical director of population health:

“Let’s say you have a patient with diabetes and depression. If they’re tremendously depressed, they’re going to have a hard time checking their blood sugar, maintaining a log or being compliant with their medication. This illustrates that physical and mental health have a symbiotic relationship and can’t be treated separately.”

Based on this understanding, we’ve developed a new collaborative model of virtual care. Rather than operate according to the typical, siloed model, Celeste’s mental health specialists, primary care physicians, psychiatrists, and nurse care coordinators work together as a single cohesive care team. Our technology gives care teams a comprehensive view of a member’s health information and treatment plans eliminating the silos between physical and mental health while treating each patient as a whole person, not just a bundle of isolated conditions.

**The benefits of this model are clear:**

68%

of members engaged in integrated mental health saw reduced PHQ-9 scores.<sup>1</sup>

Our commitment to high-quality, easy-to-reach care is the key to the model’s success. Members can access care easily via the [Celeste with Accolade](#) app, their hub for all things health. In addition, all of our therapists are highly skilled *and* board certified—an important distinction, as not all therapists have received board certification—and come with in-depth profiles and patient reviews that make it easy for members to find a match for their unique needs and preferences.

**Ready to move on from outdated models of care?**

[Contact us today](#) to learn how Celeste with Accolade virtual mental health care can enhance your healthcare benefits, improve outcomes and provide members with a sustainable solution for better health.





MeetCeleste.com

## Sources

1. Accolade internal data