

Rachel Allen, Psy.D.
rachelagallen@gmail.com
215-990-7448

EDUCATION

Philadelphia College of Osteopathic Medicine

Philadelphia, PA

Doctor of Psychology (Psy.D.) in Clinical Psychology

Philadelphia College of Osteopathic Medicine

Philadelphia, PA

Master of Science (M.S.) in Mental Health Counseling

Cum Laude

Philadelphia College of Osteopathic Medicine

Philadelphia, PA

Master of Science (M.S.) in Clinical Health and Counseling Psychology

Penn State University

Abington, PA

Bachelor of Science (B.S.) in Psychological and Social Sciences

PSYCHOLOGY LICENSURE

Commonwealth of Pennsylvania - PS019088

PROFESSIONAL EXPERIENCE

Education and Implementation Specialist

December 2023-current

Center for Integrated Healthcare (CIH) – Mental Health Integration into Specialty Medicine Settings

- Assists with program development and project management activities to support the implementation of mental health integration into specialty medicine settings
- Assists with updating existing educational and implementation tools and resources
- Assists with the design and development of new educational and implementation tools and resources
- Assists with the creation, organization and maintenance of deliverables and resources specific to Mental Health Integration into Specialty Medicine Settings programmatic objectives
- Co-developed and facilitates Integrated Care Competency Training across VHA enterprise
- Provides consultative support to sites selected for the FY22 and FY24 RFA for MHI into Pain, Oncology, Sleep, and Neurology
- Manages and tracks program and project tasks and deliverables
- Supports existing monthly community of practice call

Education and Implementation Specialist (Special Assignment) June 2023-December 2023

Center for Integrated Healthcare (CIH) – Peer Support Staff in PACT

- Assisted with program development and project management activities to support the implementation of peer support staff in PACT
- Assisted with updating existing educational and implementation tools and resources
- Assisted with the design and development of new educational and implementation tools and resources
- Assisted with the creation, organization and maintenance of deliverables and resources specific to Peer Support Staff in PACT programmatic objectives
- Managed and tracked program and project tasks and deliverables
- Supported existing monthly community of practice call

Health Psychologist and Whole Health Education Champion November 2021-December 2023

Corporal Michael J. Crescenz Philadelphia VA Medical Center
Philadelphia, PA

Clinical Services

- Services were provided to medically-complex Veterans in both outpatient and inpatient settings
- Utilized an interdisciplinary preventative health model to assess and treat biobehavioral problems including cardiovascular disease, diabetes mellitus, tobacco use, insomnia, obesity, chronic fatigue, post-stroke, infectious disease both individually and in group settings
- Facilitated a Stress Management class
- Facilitated a class for patients with cardiovascular disease/CVD risk factors to improve their self-management and quality of life
- Colocated in both an Arrhythmia clinic and Heart Failure clinic to provide Whole Health services to patients interested in making behavioral changes to improve their self-management of their cardiac disease
- Provided inpatient consultation on the medical ICU to patients admitted for acute decompensated heart failure to connect them to supports to improve their behavioral self-management after discharge
- Provided inpatient consultation on medical floor to patients admitted who are actively using tobacco/products containing nicotine
- Conducted pre-surgical bariatric surgery evaluations and provide feedback to patients seeking to undergo the surgery
- Facilitated monthly bariatric surgery support group
- Utilized Behavioral Health Lab (BHL) software for patient tracking and program monitoring/evaluation to improve quality of care

Whole Health Education

- Facilitated national Whole Health trainings to employees at the Philadelphia VA
- Developed several local Whole health trainings to meet the needs of staff
- Maintained up to date information on national Whole Health trainings from the Office of Patient Centered Care and Cultural Transformation (OPCCCT)

- Maintained records of employee status of trainings to provide feedback to supervisors/team leads
 - Updated Whole Health training information based on guidance from OPCCCT and local updates
 - Helped with marketing of Whole Health Education trainings
 - Met with individual teams to provide education on Whole Health and ways to integrate the Whole Health approach into their team workflow
 - Provided orientation of Whole Health to new behavioral health staff, including peer support specialists
- *Consultation Services*
- Provided clinical consultation and mentorship to Whole Health coaches through scheduled weekly meeting, curbside consultation, and observation to ensure fidelity to the Whole Health coaching model and to assist them in navigating complex patient issues
 - Established a rotating case consultation approach for Whole Health coaches to have scheduled times to present cases and receive feedback from peers and facilitator
 - Established an SOP for risk assessment for local Whole Health coaches
 - Provided ongoing education and training of Whole Health coaches on documentation, risk assessment, and common clinical presentations
- *Program Development Experiences*
- Established the Resilience Support Team (RST) with Employee Whole Health Coordinator aimed at reducing burnout and improving resilience and self-care for CMCVAMC staff
 - Established and co-facilitates a weight management program for employees
 - Established two colocated Whole Health clinics in existing Arrhythmia and Heart Failure clinics
 - Established a Whole Health presence in the medical ICU to target patients who were admitted for acute decompensated heart failure in order to connect them to resources to assist with self-management when discharged

Primary Care Psychologist (Virtual Integrated PCMHI Hub) August 2020-November 2021
 Corporal Michael J. Crescenz Philadelphia VA Medical Center
 Philadelphia, PA

- *Clinical Services*
- Services were provided virtually to five community based outpatient clinics (CBOCs) through the Wilmington VA Medical Center
 - Utilized an interdisciplinary, primary care preventive health model to assess and treat mild to moderate behavioral health concerns including depression, anxiety, PTSD, grief and stress as well as biobehavioral problems including insomnia, tobacco use, and chronic pain with same-day functional assessment and brief evidence-based intervention and follow up all provided in a virtual format
 - Consulted with PCMHI psychiatrist regarding first line psychotropic agents
 - Consulted with and provides direct feedback to consulting providers regarding assessment results, disposition plan, recommendations for improved communication and advocates for Veteran needs based on the functional assessment

- Engaged with PACT teams to increase understanding of common psychological problems in primary care, understand and address barriers to care, and provides positive reinforcement to increase referrals to PCMHI
- Utilized Behavioral Health Lab (BHL) software for patient tracking and program monitoring/evaluation to improve quality of care

□ *Leadership Experience*

- Participated in the Diffusion of Excellence Shark Tank competition and was selected as one of ten promising practice award winners for the Virtual Integrated PCMHI Hub in October 2020
- Provided weekly consultation to the Orlando and Asheville VA Medical centers for facilitated replication of the Virtual Integrated PCMHI Hub
- Met with national stakeholders (OMHSP, Office of Rural Health, Center for Integrated Health, Office of Geriatrics and Extended Care) to present on the Virtual Integrated PCMHI Hub

CONSULTATION EXPERIENCE

Behavior Change Content Strategist

October 2022-current

HealthifyMe

Remote

- HealthifyMe is a tech company based in Bangalore, India that is focused on improving the health and wellness of their app users, with a primary focus on weight management
- Provides input and practical recommendations for integration of behavior change principles into the overall app philosophy to improve weight management
 - Provides training and consultation to nutrition and fitness coaches on Motivational Interviewing, SMART goal setting, habit formation, mindful and intuitive eating
 - Assisting with writing manual for both users and coaches to ensure consistency among the user journey
 - Provides trainings as requested to company leadership on behavior change principles

TRAINING EXPERIENCE

Behavioral Medicine Postdoctoral Fellow

August 2019-August 2020

Cooper University Health Care

Camden, NJ

□ *Inpatient Services*

- Services were provided to inpatients admitted to the acute medical hospital
- Addressed consult questions/reasons from consulting medical teams which often included: behavioral management of chronic conditions, hospitalization or medical diagnosis exacerbating distress, barriers to treatment, new onset diagnosis, frequent readmissions/adherence concerns, acute stress reaction, decision-making difficulties, end of life concerns, behavioral problems within the hospital, anxiety related to admission, medical diagnosis or treatment, and somatic complaints/disorders through bedside evaluation, brief evidence-based intervention and consultation services on the medical/surgical floors

- Provided direct feedback and consultation with interdisciplinary teams to improve patient/provider communication, adherence to treatment recommendations, and psychological wellbeing of both patients and providers
- *Ambulatory Services*
- Services were provided in three clinics: Urban Health Institute (primary care clinic for underserved patients who have multiple chronic and complex medical conditions), Cardiology clinic, and General and Specialty Pediatrics while collaborating with consulting provider
 - Established a Behavioral Medicine presence in both Cardiology and Pediatrics clinics
 - Provided same-day brief consultation, functional assessment, and offered evidence-based intervention follow up to patients who have complex medical comorbidities that are exacerbated by or are exacerbating psychological and/or behavioral health conditions including post-stroke, hypertension, diabetes, tobacco use, chronic pain, insomnia, obesity, GI distress, COPD/emphysema, alcohol use as well as other common psychological concerns (depression, anxiety, PTSD)
 - Provided feedback and consultation to medical providers on ways to improve patient-provider communication, behavioral management of chronic conditions, and education on psychological sequelae impacting medical diagnosis, adherence, and treatment
 - Created and facilitated group health behavior change appointments for patients with heart failure through the Cardiology clinic and co-facilitated heart healthy educational and behavior change appointments through the Urban Health Institute
- *Training and Leadership Experience*
- Provided consultation and education to medical students and residents from Cooper Medical School of Rowan University around improving communication with patients with chronic health conditions from a Motivational Interviewing perspective
 - Co-facilitated monthly groups with Psychiatry residents on the basics of Motivational Interviewing, Cognitive Behavioral Therapy, brief functional assessment, and other therapeutic intervention as needed
 - Provided weekly umbrella supervision and curbside consultation to Behavioral Medicine practicum students
 - Assisted in developing and facilitating resiliency support services for inpatient and ambulatory frontline medical providers and staff members during the first 6 months of the COVID-19 pandemic
 - Co-facilitated group supervision of practicum students and psychology interns

Health Psychology Intern

August 2018-August 2019

Louis Stokes Cleveland VA Medical Center
 APA-Accredited Psychology Internship
 Cleveland, OH

□ *First Rotation: Geropsychology*

- Services were provided in the Geriatric Outpatient Primary Care Medical Clinic and on the 8-bed inpatient Geriatric Evaluation and Management (GEM) Unit

- Conducted brief psychological and cognitive assessments and implemented evidence-based interventions for Veterans presenting with medical, neurological, and psychiatric illnesses
 - Served as part of an interdisciplinary treatment team by providing testing and evaluation data and recommendations for discharge planning
 - Provided education to Veterans and their families about psychological or cognitive conditions and recommendations for care
- *Second Rotation: Primary Care-Mental Health Integration*
- Services were provided in primary care at the main hospital
 - Used an interdisciplinary, primary care preventive health model to assess and treat biobehavioral problems such as chronic pain, insomnia, diabetes, hypertension, gastrointestinal disorders, tobacco use, obesity, somatoform disorders, and common psychological problems (depression, anxiety, adjustment concerns) with brief functional assessment and evidence-based intervention
 - Consulted with and provided direct feedback to consulting providers regarding assessment results, disposition plan, recommendations for improved communication and advocates for Veteran needs based on the functional assessment
 - Co-facilitated Shared Medical Appointments (SMA's) for hypertension and diabetes
 - Co-facilitated weekly MOVE! Groups
 - Facilitated a 4-week tobacco cessation group
 - Co-facilitated in Preventive Medicine Clinic (a resident teaching clinic where patients are assessed and treated for tobacco abuse, pre-diabetes, diabetes, obesity, and nonadherence) through meeting with Veterans and providing consultation to providers to discuss behavioral recommendations to manage chronic conditions
 - Evaluated potential candidates for bariatric surgery
- *Third Rotation: Community Living Center*
- Services were provided on both long-term rehabilitation and dementia care units within the Community Living Center
 - Conducted functional assessment on all Veterans who were admitted to the Community Living Center and provided brief evidence-based intervention for various mental and behavioral health presenting problems
 - Administered cognitive/functional screeners and testing including MoCA, DRS-2, RBANS, Texas Functional Living Scale, and Independent Living Scales to offer recommendations based on the testing and clinical data regarding treatment and discharge to interdisciplinary team during weekly meetings/rounds
 - Evaluated Veterans for decision-making capacity
- *Enrichment Rotation: Cardiology*
- Services were provided in both inpatient cardiology units and outpatient cardiology clinics
 - Co-facilitated shared medical appointments for Veterans who were recently discharged from the hospital for heart failure exacerbation, aimed at improving understanding and adherence to recommendations for the behavioral management of heart failure

- Provided feedback and consultation to medical providers regarding clinical, functional, and cognitive assessment results and offered recommendations for enhanced communication and treatment planning
- Evaluated potential candidates for pre-surgical organ transplantation and Left Ventricular Assist Device (LVAD) placement
- Co-facilitated a substance use group for those preparing for eventual organ transplantation

Behavioral Medicine Practicum Extern

July 2017-July 2018

Cooper University Health Care
Camden, NJ

- Services were provided to inpatients admitted to the acute medical hospital
- Addressed consult questions from consulting medical teams which often included: behavioral management of chronic conditions, new onset diagnosis, frequent readmissions/adherence concerns, acute stress reaction, decision-making difficulties, end of life concerns, behavioral problems within the hospital, anxiety related to admission, medical diagnosis or treatment, and somatic complaints/disorders through bedside evaluation, brief evidence-based intervention and consultation services on the medical/surgical floors
- Provided direct feedback and consultation to interdisciplinary teams to improve patient/provider communication, adherence to treatment recommendations, and psychological wellbeing of both patients and providers

Practicum Extern

June 2016-June 2017

Lebanon Veterans Affairs Medical Center
Lebanon, PA

- *First Rotation: Primary Care-Mental Health Integration*
 - Used an interdisciplinary, primary care preventive health model to assess and treat biobehavioral and other common psychological problems with brief functional assessment and evidence-based intervention
 - Consulted with and provided direct feedback to consulting providers regarding assessment results, disposition plan, recommendations for improved communication and advocates for Veteran needs based on the functional assessment
 - Utilized evidence-based interventions for a variety of behavioral medicine presentations with specialized training in CBT for Insomnia and CBT for Chronic Pain
 - Evaluated potential candidates for organ transplantation, bariatric surgery, and spinal cord stimulator placement
- *Second Rotation: Post-Traumatic Stress Disorder/Substance Use Clinical Team*
 - Provided evidenced-based treatments including Cognitive Processing Therapy, CBT for Insomnia to Veterans with PTSD and substance use concerns
 - Co-facilitated groups focused on substance use relapse prevention and PTSD skills training
 - Co-created and co-facilitated CBT for Insomnia and MBCT group protocols to use within the Lebanon VA Medical Center

Practicum Extern

July 2016-June 2017

Cooper Learning Center

Voorhees, NJ

First Rotation: Integrated Ambulatory Pediatric Clinics (Gastroenterology, Rehabilitation Neurology, and Adolescent Medicine)

- Services were provided in three ambulatory medical clinics to pediatric patients
- Provided brief functional and symptoms assessment and evidence-based brief intervention to patients who presented with medical and mental/behavioral health comorbidities such as irritable bowel syndrome, Crohn's and Colitis, concussion and post-concussion syndrome, menstrual
- Collaborated with and provided consultation to medical providers to improve patient-provider communication and behavioral recommendations to improve treatment outcomes

Second Rotation: Testing Center (Cooper Learning Center)

- Services were provided in a testing center or in school to pediatric patients
- Conducted cognitive and academic testing with children and adolescents who presented with learning or intellectual concerns
- Provided integrated psychoeducational reports and recommendations to families, patients, and other relevant entities such as school personnel

TEACHING/EDUCATION EXPERIENCE

Whole Health Education, Michael J. Crescenz VA Medical Center

November 2021-December 2023

- Facilitated the following Whole Health trainings on several occasions:
 - Whole Health 102
 - Whole Health 202
 - Whole Health in PACT
 - Whole Health for Mental Health Staff
- Developed and facilitated trainings for specific teams:
 - Whole Health for Medical Residents
 - Whole Health for New Behavioral Health Staff

Adjunct Psychology Instructor, Temple University

August 2017-May 2021

- History and Systems of Psychology (Fall 2017)
- Introduction to Psychology (Spring 2018)
- Social Cognition (Spring 2020, Fall 2020, Spring 2021)
- Specialties in Health Psychology (Spring 2021)

RESEARCH

- **Study Coordinator, August 2019-August 2020**

Predicting Distress in Hospitalized Trauma Survivors (in preparation).

- **Dissertation Title:** Instructing Students with Pediatric and Mental Health Conditions: Predictors of Teacher Self-Efficacy
Date of defense: June 25, 2018

LOCAL, VISN, AND NATIONAL VHA PRESENTATIONS

- Allen, R., Brackett, G. (4/26/2022). *Resilience Support Team (RST): Supporting Employee Resilience Through the COVID-19 Pandemic and Beyond*. VHA Thread.
- Allen, R., Brackett, G. (5/12/23). *Resilience Support Team*. HRO Safety Fair
- Allen, R., Helms, R. (6/2/23). *Developing a Mentorship Model for Health Coaching*. VISN 4 Whole Health Summit.

PROFESSIONAL PRESENTATIONS, POSTERS, AND PAPERS

Presentations

- Gerofsky, R.A., Mullins, C., Roffer, W. (June 14, 2017). *Ties That Bind: Breaking Cycles of Civilian & Veteran Domestic Violence*. Bedford, PA

Posters

- Gilrain, K. L., Hays, A., Skelton, W., Allen, R., Petrongolo, J., Ross, S., McMahon, C. (April, 2018) SBIRT at a Level 1 Trauma Center: Evaluating the Current Standard of Care and Identifying Areas for Improvement. Submitted for review for the Annual Convention of the Society of Behavioral Medicine: Extending Our Reach. New Orleans, LA.
- Allen, R.A. (May 11, 2018). *Instructing Students with Pediatric and Mental Health Conditions: Predictors of Teacher Self-Efficacy*. Philadelphia, PA

Papers

- Allen, R., Gilrain, K., Fizur, P. (in preparation). Addressing the emotional needs of healthcare workers: Creating a cohesive resiliency program response to COVID-19
- Felgoise, S.H., Allen, R., Zahn, B., and Mindel, S. (in preparation). Advocacy in graduate psychology programs

CERTIFICATIONS

Primary Care Mental Health Competency Training - August 2020