

gpTRAC  
Great Plains Telehealth  
Resource & Assistance Center

## Psychiatry Update: *Telehealth's role in the Delivery of Behavior & Mental Health Services*

Mary DeVany, gpTRAC

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gpTRAC

- Telehealth Resource Center since 2007
  - Federally-designated
  - Funded out of the HRSA Office for the Advancement of Telehealth
  - 6 states:
    - ND, SD, NE, MN, IA, & WI
  - Housed within the University of Minnesota/IHI
    - Offices in both MN and SD

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Home - Resource Center - gpTRAC Toolkit

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Regional Telehealth Resource Centers  
Grants and Funding  
10 Tips to Writing Grant Applications  
Studies, Reports, and White Papers  
Additional Resources  
|| gpTRAC Toolkit

**gpTRAC Toolkit**

Process Practices and Models

As you create or expand your telehealth program, you may want to consider what others have done, and what the experts recommend for your stage in development. The gpTRAC Toolkit provides examples and illustrations that can help you find the right path--and avoid costly and time-consuming errors.

**Clinical**

Tools, guidelines, templates, forms and other guidance that we hope is helpful to you as you begin to develop your telemedicine activities.

**NEW**

- NEW! **Decision Key Issues in Specialty Consultation Telemedicine Services**
  - Multiple grant copies can be made available by request.

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TelehealthResourceCenters.org

2 National Resource Centers

12 Regional Resource Centers

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Telehealth Resource Centers

Home | Operations Tools | Reimbursement | Legal & Regulatory | Marketing | Training | Program Development | Webinars

**TRC National Webinar Series**  
January 16, 2014  
Every month the TRCs present a topic of current interest in telehealth. Join us on the third Thursday of every month.  
**AUG 21, 2014: Presented by PBTRC**  
**SEP 18, 2014: Presented by SETRC**  
**OCT 16, 2014: Presented by TexLA**  
Join us for our webinar series!  
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[Download the Telehealth Definition](#) | [Download HIPAA and Telehealth](#)

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# Telehealth?

A tool for enhancing health care, public health, and health education delivery and support, using electronic communication and information.

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*Definition: National Telehealth Resource Centers Consortium*

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**Goals for telehealth:**

- **Improve access to care**
- **Utilize scarce resources more effectively**
- **Improve the quality of life/care**

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**Telehealth as a “tool”:**

- Modality in the provision of healthcare
- Not be viewed as a stand-alone service
- Incorporate into standard, daily practice
- Can improve resource utilization
  - Patients
  - Providers

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**What are the shortages?**

- Mental/Behavioral Health
  - EVERYWHERE!
- Specialty Providers
  - Rural communities often don't have volume to support
  - Sometimes “lack of interest” from providers
- ER/Trauma Services (*including MH*)
  - Support for rural facilities

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**Telepsychiatry, certainly!**

*But there's more...*

- Psychiatry specialty patient services
- Counseling
- Committal Screening
- Etc....

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**The Basics:**

**A REMINDER...**

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**Reimbursement**

- CMS
- State Medicaid
- Third party payers
- Private Pay

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## Prescribing

- Need to know states' specifics:
  - Can you?
  - What if that patient is in a different state?
  - What do you need to watch out for?
- CTeL has a report that provides more details on this.

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## What is Happening?

*Examples:*

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## North Carolina – NC STeP

- Initiated at Albemarle Hospital
- Goals:
  - Focused on ER patient visits
  - Reduce length of state in ER
  - Improve timely access to specialty care
  - Reduce recidivism by coordinating aftercare services
- Expanding Now:
  - State-wide Telepsychiatry Effort

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### Iowa – Abbe, Inc.

- Iowa-based community mental health service network (2010)
- Supported by Magellan
- Psychiatry
- Therapist evaluations
- Assessments in/between rural offices
- Crisis Services
- Triage ED use by high utilizers
- Improves collaboration and whole-person care.

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### Ohio – Community Health Center (Akron)

- Addiction Counseling
- Provided in their own home or place of work.
- Currently offering: Mental Health, AoD & Co-Occurring Disorders tx;
- Intent is to expand to E-Medicine

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### Veterans Affairs

- Is used to treat virtually every DSM (Diagnostic and Statistical Manual) diagnosis, including affective disorders, anxiety disorders/PTSD, psychotic disorders, and substance use disorders.
- Is employed to deliver virtually every treatment modality including individual therapies, group therapies, medication management, family therapy, couples therapy, cognitive behavior therapies, psychological testing, etc.
- Takes place at multiple sites of care including VA medical centers, VA Community Based Outpatient Clinics, non-VA healthcare facilities, student health centers, homeless shelters, supervised housing sites, and residence.
- Is delivered by clinicians from multiple mental health professions and specialties including psychiatrists, psychologists, advanced practice clinical nurse specialists, physician assistants, social workers, RNs, addiction specialists, vocational rehabilitation specialists, and trainees.
- *As per Peter Shore, Psy.D. Program Manager, Web Services Office of Mental Health Services, VA Central Office VISN 20 Telemental Health Lead (Presentation: June 20, 2012)*

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### Minnesota - SWMHC

- Southwest Mental Health Center
  - Providing services for many years
  - Connects both among their own locations (several rural communities) and into other networks
- Activities:
  - Telepsychiatry
  - Care conferences
  - Psychotherapy
  - Pre Commitment Screenings
  - Commitment Court Proceedings
  - Clinical Supervision
  - Licensure Supervision
  - Training



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### Arizona -



#### Patient Satisfaction Survey:

- 10-year telemedicine satisfaction survey to gauge long-term member satisfaction with psychiatric services provided via video
  - 86% expressed their belief that the quality of medical care via telemedicine is the same as or better than in person.
  - Given a choice between telemedicine and in-person services, 80% of respondents either have no preference or prefer telemedicine.



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### Health Systems:

- University of Iowa
- Mercy Health
- Gundersen Health
- Marshfield Clinic
- Mayo Clinic
- Avera Health
- University of Nebraska
- University of Missouri
- University of Oklahoma
- Others!!!



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## Independent Providers:

- Specialty clinics
- Telehealth-focused companies
- Physician groups/companies
  - Psychiatry/Psychology
- Others?

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## Mental/Behavioral Health Workforce

### ONE POINT:

- Telehealth **CAN** help to redistribute current resources
  - Urban-based providers to rural-based patients
- Telehealth **CANNOT** create new providers
  - Can only stretch thin-resources (psychiatry/behavioral/mental health providers) so far, without breaking.

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## Where do patients go for care?



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**Where *might* they go for care?**



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**School-based Clinics**

- Developing
- Many states have implemented
- Many states are considering
- Serving as a family's "First Point of Care"
- Working through policy issues (allowing the school to be a site of service)

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**School-based Clinics**

- Texas, North Carolina, Georgia, Nebraska (working on it...), others!



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## Work-Place Services

- Why?
  - Employers are looking for ways to provide services to their employees... *more cost-effectively!!*
  - Reduce time away from work, improve overall employee output
  - Reduce the cost of accessing care

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## Discoveries...

- Unique State-Specific Regulations:
  - **Missouri:** webcams, site approvals
  - **Oklahoma:** equipment standards, site inspections
  - **Wisconsin:** specific certification app for telehealth use in MH clinics
  - **Iowa:** mental health has been divided out from other Medicaid services (Magellan covered)

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## What is being done?

- Incentivize.....?
  - States are mandating coverage of telehealth services
    - Parity: reimbursement should not be different if the service is provided utilizing telehealth technology.
  - Licensure
    - Push for multi-state coverage.

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## It is now an expectation

- Patients/Families
- Communities/Partner Facilities
- Graduates/In-coming Workforce
- Payers
  - Federal Government, etc.
- Healthcare Reform



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## What are you seeing?

- Do you know of services in your state?
- Do you have a unique program/solution to share?
- What are your state's challenges?
- What issues have you encountered?
- What services are provided in your state?
- What service do you most wish was more widely available?



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## THANK YOU!

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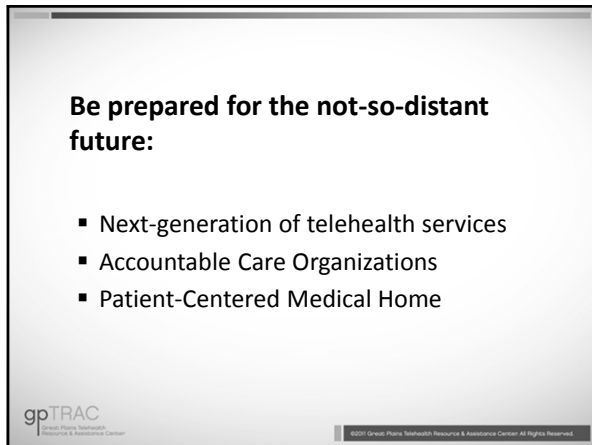
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