

National Organization of State Offices of Rural Health
Annual Meeting
October 16-18, 2012
Best Western Inn, Madison, Wisconsin

A Story of Clinical Success: the DMH Telepsychiatry Consultation Program

10/2/2012

Last Update: 09/26/2012

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Overview

- the Problems – Timeliness and Hospital Emergency Department (ED) Behavioral Health (BH) Costs
- the Partnerships
 - The Duke Endowment, SC Department of Health and Human Services, SC Department of Mental Health, and the SC Hospital Association
- the Proposal – an initial Three-year Grant
- the Purpose – Achieving Tomorrow, Today

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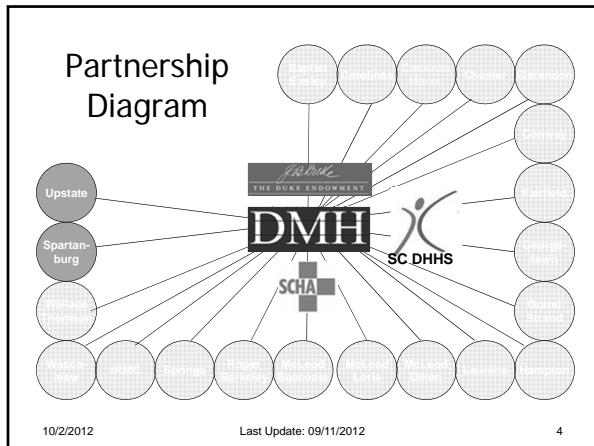
Primary Goals

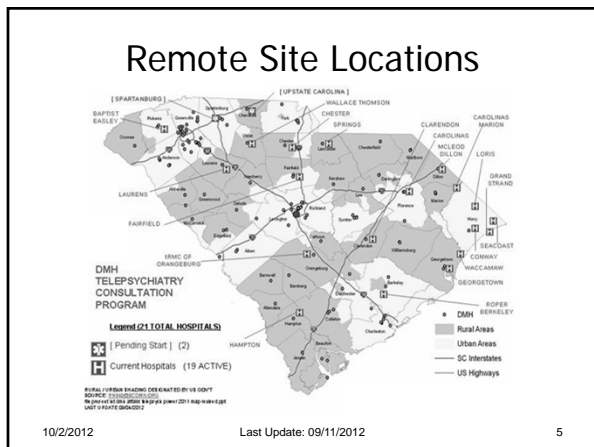
- Timely Psychiatric Assessment and Rapid Initiation of Treatment
- Increased Quality of Care
- Reduced Lengths of Stay (LOS)
- Comprehensive Discharge Planning
- Savings to the Hospital and Community

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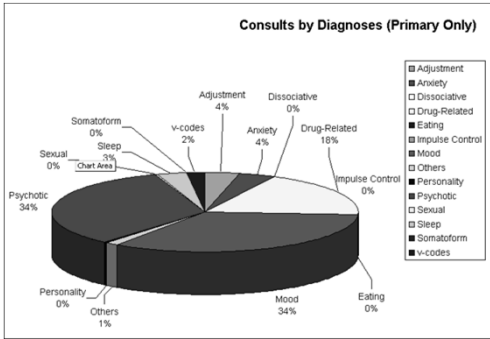
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Diagnoses



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Dashboard - Time

- Current program impact results in a 44% discharge rate for same day of consult for those seen
- Even with a 40% increase in BH patients presenting in ED's, "Snapshot Average Wait Times" (09/2009 v. 09/2012) have not significantly increased (~2%)

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Turn-Around

- 8.75 hours from initial ED request for Telepsychiatry to patient discharge (09/2012)
- 11.8 consults every 18 hour day (09/2012)

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Data Resources

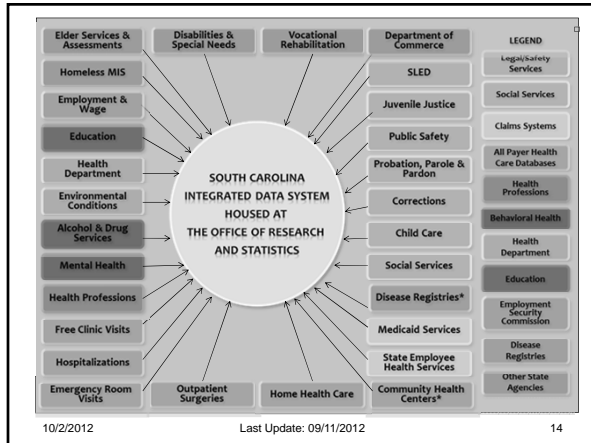
- CIS – DMH patients (past/present) *
- EMR – DMH Intranet-based medical assessment form
- SCHIEx – ORS repository for multi-agency database downloads *

* 75-80% ED patients known across both databases

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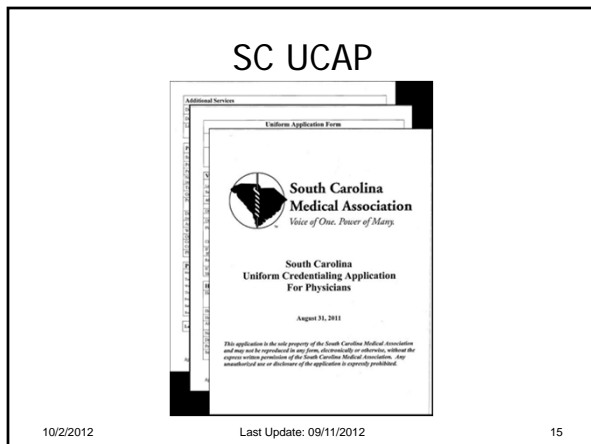
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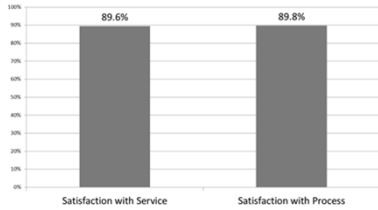
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Survey Results - Patient

Patient Perceptions of Telepsychiatry Program
Survey Data September 2010 – August 2011



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R01 Grant Research

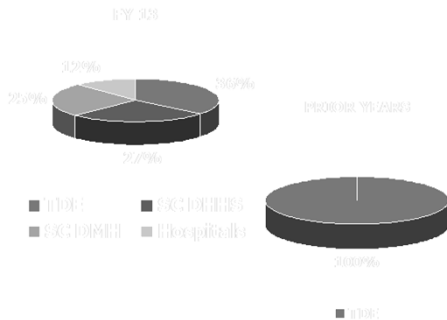
- Collateral Effect: Reallocation of Resources by ED's to ED-appropriate care
- Reduced Commitment Rate to BH Inpatient Beds
- Reduction in Average Inpatient LOS
- Produced Savings of \$1,800 in BH Inpatient Settings per Care Episode
- Equals (approx) \$22 M in BH Inpatient Savings

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Sustainability – Revenues

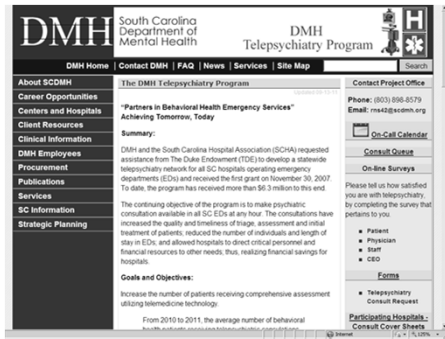


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Website



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For more information, please go
to our website:

<http://www.scdmh.org/telepsychiatry>

or contact our program office:

Ed Spencer, Program Director
(803) 898-8579

Ralph Strickland, Coordinator
rns42@scdmh.org

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