

How to be a Telesuccess

Implementing and Utilizing a
Successful Telepsychiatry Program

NC TIDE Fall Conference
November 2016



INSIGHT

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Agenda

- Telepsychiatry Overview
- How Telepsychiatry is Used
- Program Planning
- Telepsychiatry Best Practices



Tele**psychiatry**

A medium for delivering psychiatric care through
videoconferencing technology



Telepsychiatry is Different

Telepsychiatry

Focus on conversation and collateral collection

Long-term physician-patient relationship

Typically 8-12 appointments

Multiple types of appointments

Other Branches of Telehealth

Focus on physical observation

Short-term encounters

Single consultation

Urgent care



Benefits



Consumer

- Reduces time in hospital
- Provides access to specialists
- Flexible hours for scheduling appointments
- Facilitates continuity of care
- Reduces wait times
- High consumer and family satisfaction



Telemental Health Provider

- Increases time and efficiency
- Decreases transportation costs
- Increases number of visits
- Improves communication and collaboration
- Ability to see a diverse consumer population
- Flexibility to work from home



Community

- Increases access to specialists
- Reduces inappropriate admissions
- Connects siloed health care organizations
- Improves population health
- Reduces risks and liabilities



Populations that Benefit



Individuals who are...

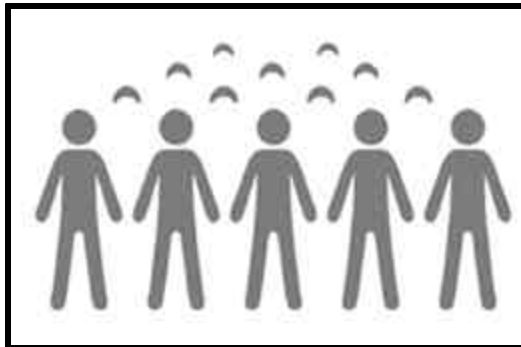
- Busy parents
- Children
- College students
- Aging
- Couples
- Traveling executives
- Physically disabled or ill
- Homebound due to their mental health issue
- In rural areas
- Limited by their mobility



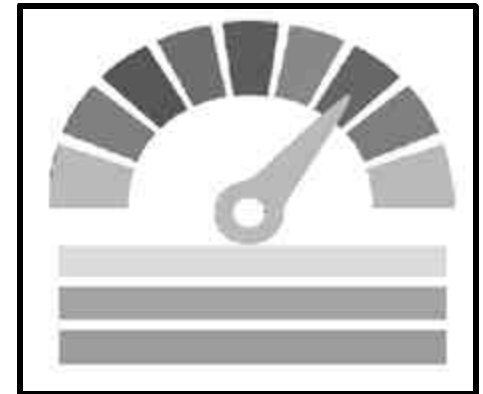
The Triple Aim



Improving Consumer
Experience



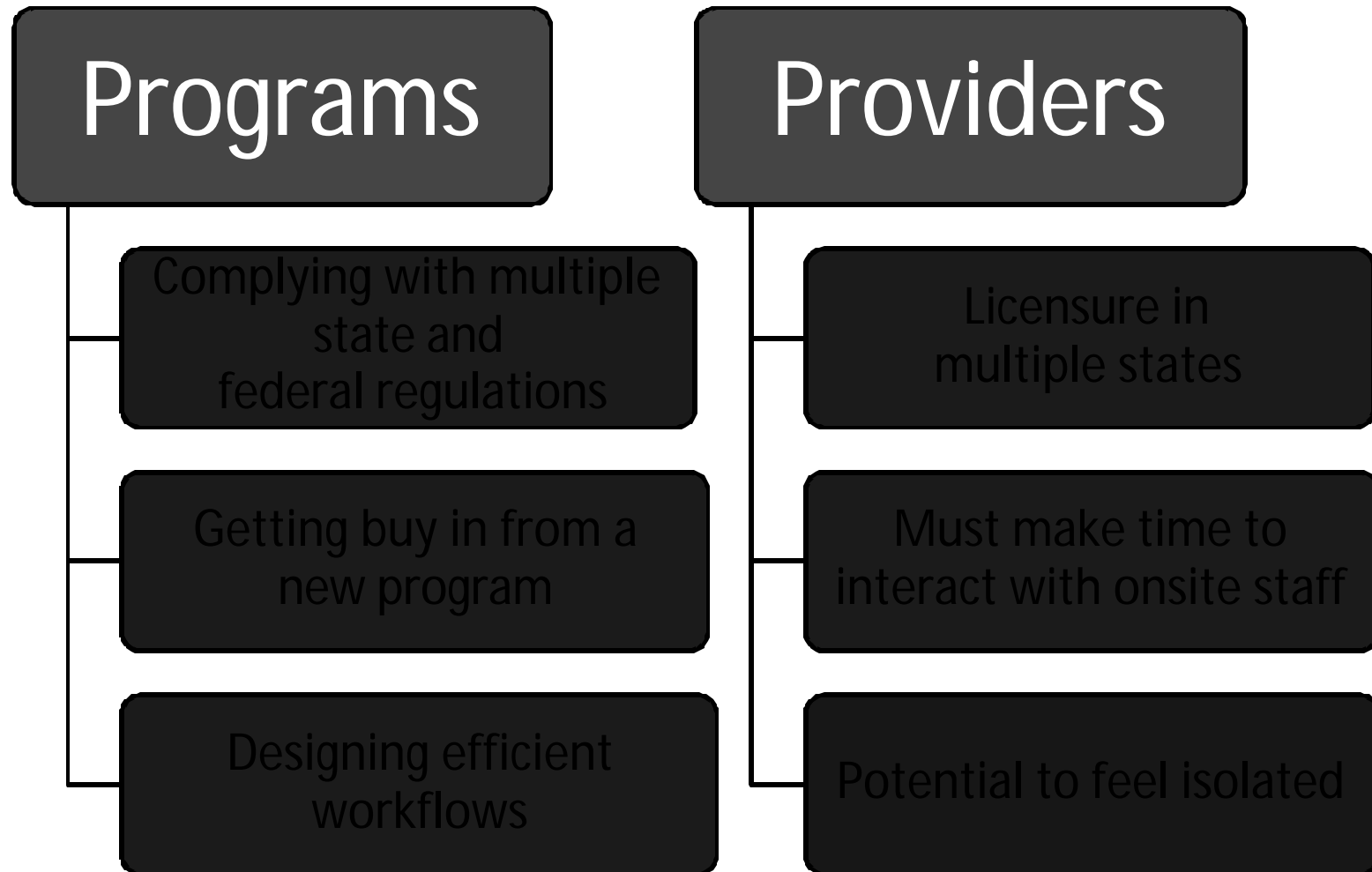
Improving Population
Health



Reducing Costs to
the System



Challenges





How Telepsychiatry is Used



Settings for Telepsychiatry

- Outpatient clinics
- In-home
- Primary Care Offices
- Emergency Departments
- Hospital Medical Floors
- Inpatient Units
- Urgent Care Centers
- Mobile Health Clinics
- CMHCs
- FQHCs
- ACT Programs
- Residential Programs
- Schools
- Corrections
- Skilled Nursing





Scheduled Services Model

Remote providers can be used to complete most tasks that an onsite provider would



**Initial
Assessments
and Testing**



**Treatment
Team
Meetings**



**Medication
Management**



**Therapy and
Counseling**



**Group
Sessions**



On-Demand Model

Rapid, on-demand access to a psychiatric professional



**Psychiatric
Assessments**



**Admission
and
Commitment
Decisions**



**Consults and
Orders**



Rounding

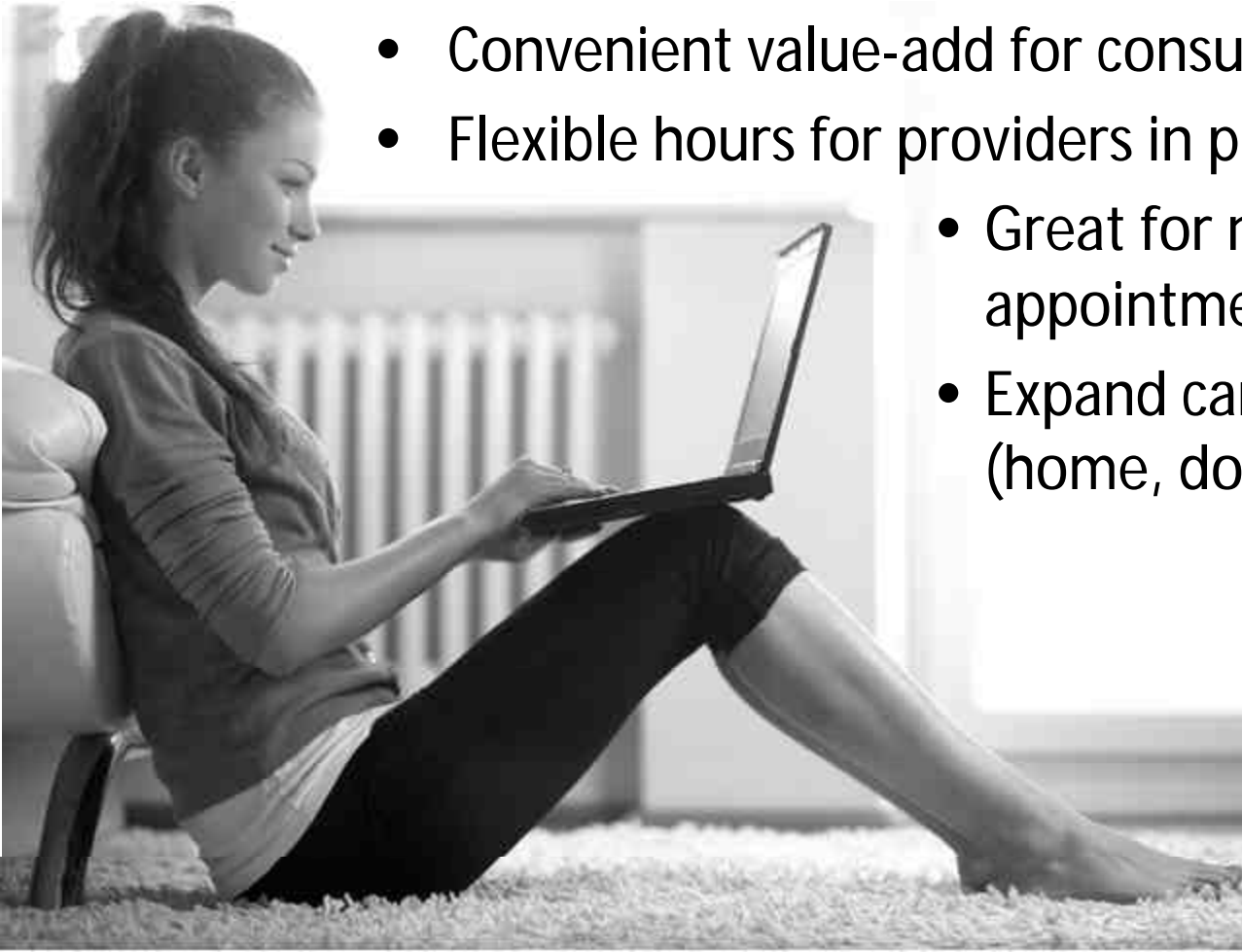


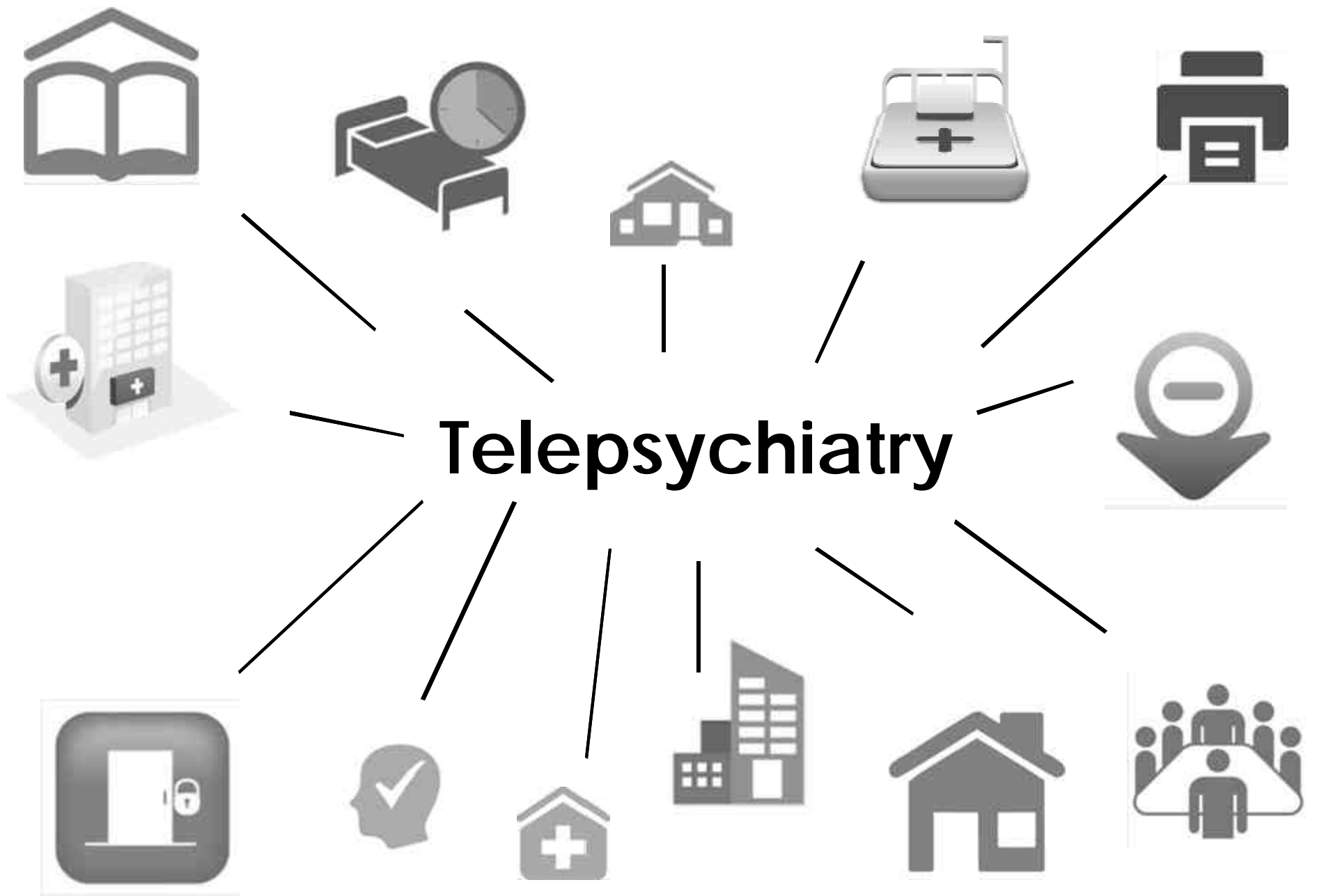
Referrals



Direct-to-Consumer Model

- Convenient value-add for consumers
- Flexible hours for providers in private practice
 - Great for night and weekend appointments
 - Expand care almost anywhere (home, dorm room, hub site, etc.)







Program Planning

Consider Regulatory and Legal Environment

Cultivate Stakeholder Buy-In

Select Technology

Design Workflows

Provider Credentialing

Training



Know State-Specific Regulation and Rules

- Licensure
 - State Medical Board
- Reimbursement
 - Medicaid
 - Private Payers
- Physician-Patient Relationship & prescribing
- Telemedicine specific legislation or regulation
 - Permitted services, professionals, sites, etc.



Interstate Medical Licensure Compact

- What is it?



In Brief: Expedited licensure pathway

– State Collaboration



Goal of the Compact: To increase access to health care for individuals in underserved or rural areas and allow patients to more easily consult medical experts



Bonus: The Compact increases the opportunity to utilize telemedicine technologies



Reimbursement

- If a state is considered “rural” Medicare will reimburse
- 31 states have enacted laws mandating the coverage of telehealth-provided services under private payer plans
- 39 state Medicaid programs have some type of coverage for telebehavioral health





Cultivate Stakeholder Buy-ins

Providers

Executives

IT

Medical Affairs

Community





Select Your Providers



- Define the profile of your ideal provider
 - Do you need a psychiatrist? Can an APN in collaboration with a psychiatrist work?
 - Do you need a certain subspecialty?
 - What personality or qualities would work best with your team?
 - Are their language or cultural factors?
 - Are their scheduling constraints?
- Identify non-starters
- Be ready to find a middle ground



Medical Affairs

- **Plan ahead!** Provider credentialing is the largest roadblock to launching new programs
 - Are your bylaws conducive to telepsychiatry?
 - Will you accept credentialing by proxy?



- Licensing
- Credentialing
- Paneling
- Payer Enrollment
- Maintenance of Certification, Reappointments, CMEs



Pick the Right Equipment





Design Workflows



- Proactively design a system that works for you
 - Goal should be integration
- When will you use telepsychiatry? How?
- Who will take the records? How will they be sent?
- Who will be the facilitator?
 - What will they do?
 - How will they communicate with the remote provider?
- How will scheduling work?

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Train Providers





Put Telepsychiatry in its Place

- Make sure all parties know why and how telepsychiatry is being used
- Support in-person care, not replace





- Technology shouldn't be the focus
- Conduct your orientation and training via televideo to get each side used to it
- Problems are generally just user error



Telepsychiatry Practices to Avoid

- Insecure/unprotected video and documentation platform
- Slow internet connection
- Provider is not licensed to practice in the consumer's state
- Distracting visuals in the background
- Distracting sounds





Appropriate Telepsychiatry Practices



- Have a technology back-up plan
- Have emergency contact number and emergency numbers of the consumer's area
- Review consumer's information prior to the first session
- Have a white noise machine or ambient sound
- Check video presentation beforehand
- Refer to another telebehavioral health provider or in-person provider if necessary
- Provider is trained to practice telebehavioral health



Know the Community

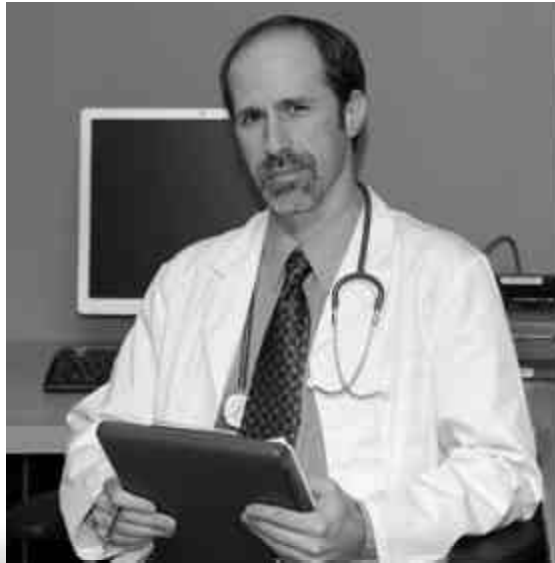
- Know the culture of the organization and its surrounding area
- Know the resources available





Know the Team

- Get to know teams that support telepsychiatry
- Know who to go to for questions
- What services/resources are available onsite?



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Launch!





Questions?



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