Introduction to Telemental Health

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AGENDA

• Introductions
  • Experience with telehealth
  • Goals for Learning

• Telemental Health (TMH)
  • Why telemental health?
  • Who currently utilizes telemental health?
  • Does telemental health work?

• The creation of a TMH program: An experience
  • Services Offered
  • Personnel & Quality
  • Policies & Procedures
  • Future Directions in Telemental health

• User Experience
  • Group demo
  • Break out groups
EMPLOYERS: CHALLENGES

- Workplace stress accounts for 8% of the national spend on healthcare
- $125 to $190 billion spent on workplace mental health issues per year
- Depression is the leading cause for disability in the U.S. for ages 15-44
- Mental Health accounts for 400 million disability days per year
- 35% of patients with occupational injuries are at-risk for alcoholism
- Workplace alcoholism most prevalent in the following industries:
  - Food Service
  - Construction
  - Mining and Drilling
  - Excavation
  - Installation and maintenance repair
EMPLOYERS: NEEDS

- Affordable insurance coverage driven by medical cost
  - Studies show that investing in mental health leads to reduced medical costs
- Solutions that reduce absenteeism and presenteeism
  - Fostering a present and productive workforce
- EAP Programs
  - Shown to produce rapid improvements and work performance
  - Quickest way to reduce alcohol and drug use in the workplace
- Educational and Referral programs that employees can access quickly
- Solutions that directly address Substance Use Disorders (specifically targeting workplace alcoholism and prescription drug abuse)
Patient Concerns

- 1 in 4 Americans suffer (61.5 million)
- Only 1 in 8 are in treatment
- Key barriers to treatment
  - **Availability**
    - 90M Americans live in mental health provider shortage areas
  - **Accessibility**
    - 4-6 week wait time is common
  - **Acceptability**
    - 66% cite stigma as a barrier
  - **Affordability**
    - 45% cite cost as a barrier

Notes: 1) National Alliance on Mental Illness – Research Works – Successful employer implementation of the federal mental health parity and addiction equity act, December 2009
PROVIDER SHORTAGES (AND DISPARITIES)

- One mental health provider exists for every 790 individuals
- Psychiatrist-to-population ratio 1: 30,000
- Medicaid and QHPs having more difficulty finding access
- Approximately 4,000 mental Health Professional Shortage Areas (HPSAs) in the United States
- 55% of the nation’s 3,100 counties have no practicing psychiatrists, psychologists, or social workers
How Telemental Health Can Help
A 2008 meta-analysis of 92 studies, found that the differences between Internet-based therapy and face-to-face were not statistically significant (Journal of Technology in Human Services, Vol. 26, No. 2).

A 2009 review of 148 peer-reviewed publications examining the use of videoconferencing to deliver patient interventions showed high patient satisfaction, moderate to high clinician satisfaction and positive clinical outcomes (Clinical Psychology: Science and Practice, Vol. 16, No. 3).

A 2010 study found that videoconferencing can be successful in treating post-traumatic stress disorder. The researchers found that the video-based anger management therapy was just as effective as the face-to-face care. Journal of Clinical Psychiatry (Vol. 71, No. 7)
TELEMENTAL HEALTH ADDRESSES EACH KEY BARRIER

- Provides *Availability* of clinicians on demand or within days, not weeks
- Addresses *Access* challenges with convenience of location & time
- Increases *Acceptability* through private home based care
- More *Affordable* for patients whether covered or self pay
This map is not a legal opinion. Rather, it represents American Well's understanding as of July 2013 regarding the permissibility of providing clinical care on the American Well platform in the absence of either a prior provider-patient relationship or a patient facilitator, and a patient presenting from non-clinical originating site. Due to the dynamic nature of telehealth, laws, statutes, or policies regarding telehealth are subject to rapid change.
### US Mental Health Services Provided via Telehealth

- Patient evaluations
- Case consultation
- Medication management
- Crisis response
- Pre-admission and pre-discharge planning
- Treatment planning
- Individual and group therapy
- Inpatient mental health assessments
- School based mental health care
- Family therapy
- Mental status evaluations
- Court commitment hearings
- Case conferences
- Family visits
- Family and consumer support groups
- Staff training
- Administrative activities
- Case management
AFFORDABILITY

Insurance Reimbursement is improving

- Some States (e.g., California) have specialty care codes for telemedicine.
- 29 states have a mandate for telehealth insurance coverage
- 48 states and DC now provide some form of Medicaid reimbursement
- 32% of employers offer a telehealth benefit in 2016 up from 22% in 2014
- 80% are estimated to offer this benefit by 2018

Out of Pocket costs are less than brick and mortar settings

- Low, if not zero, overhead for provider
- Decreased transportation cost for patient
- Scheduling is more efficient
- Increased patient satisfaction
- Lower no-show, cancellation, and therapy drop out rate
Telemental Health Essentials

- **Audio-visual** interaction - Delivery by means of real-time video – not email or fax and rarely by phone

- **Identification** - Patient and provider clearly identified

- Adherence to state **licensure**

- Patient **consent** to treatment

- Adherence to state and federal **regulation**

- Secure and HIPAA **compliant**
  
  - ISO 27002 and HIPAA & HITECH standards-
  
  [International Organization for Standardization](https://www.iso.org)

- Documentation - Full **record** of consultation and evaluation

- Policies and procedures for general practice
A Telemental Health Practice
COMMON BEHAVIORAL HEALTH CONDITIONS AND LIFE CHALLENGES

**Top 10 Conditions**
- Adjustment disorder
- Obsessive-compulsive disorder
- Depression
- Anxiety
- Social anxiety
- Agoraphobia
- Post-traumatic stress disorder
- Substance abuse
- Acute stress disorder
- Dysthymia

**Life Challenges**
- Family (marriage, children)
- Grief and loss
- Coping with illness
- Adolescence
- Parenting
TELEMENTAL HEALTH PRACTICE EXPERIENCE

- Average number of appointments on par with brick and mortar setting
- Better attendance rate through fewer no shows
  - 15% with a telemental health practice vs 25%-40% in brick and mortar settings
- Greater variety of races and religions
- Treatment option for men
- More effective/efficient care
  - Homework
  - Resources
  - Websites
  - Information sheets
  - Assessments
TELEMENTAL HEALTH PROVIDERS

- Recruitment
- Interview
- Credentialing
- Background Check
- Training
- Check out visit
- Community Site
- Tech support
- Grand Rounds with Continuing Education
- Regular Meetings
  - Clinical case consultation
  - Staff meetings
  - Tech support meetings
Clinical protocols and assessments ensure quality

- Program Management
  - Evidence based clinical practices
  - Discipline code of ethics for Telehealth best practices
  - Know the laws of your state
  - Quality Management
  - Patient and clinician satisfaction
  - Regular clinical supervision meetings
- Scheduled monitoring of patient progress & provider performance
  - Staff quality monitoring
  - Patient self report of symptoms and functioning
  - Provider assessment of patient functioning
  - Technology performance and support
Quality Assurance

- Clinical Care Guidelines
  - Evidence-based treatments
  - Differential diagnosis
  - Telehealth evaluation
  - Red flag signs/symptoms
  - Referral advice
  - Note templates

- Telehealth-Specific Policies
  - Emergency procedures
  - Prescribing
  - Regulatory matters
  - Referrals
  - Minors
  - No show/Late Cancellation
EMERGENCY PROCEDURES

Recommended procedures for handling an emergency

1. Rapid Assessment of the patient
2. Categorize the acuity of the situation
3. Let support team know if you need their support
4. Assess what resources (personnel) are available at the patient’s location
5. Quickly address the plan with patient and/or caregiver
6. Initiate transportation plan (you may call your local 911 if necessary)
7. Initiate any crisis management and stay with patient when waiting for assistance
8. Follow up with family member, patient or primary MD if appropriate
9. Contact appropriate company personnel
Patient Privacy, Data Security

HIPAA policy

- All providers complete online HIPAA training
- Usual rules apply
- Environment
- Data handling
- Communications

Security

International Organization for Standardization ISO 27002 and HIPAA & HITECH standards.
LESSONS LEARNED FROM A PRACTICE

- Helpful to have relationships with insurers
- Call center staff training
- Assessments
- Self scheduling
- Reminder calls for appointment attendance
- Emergency protocols
- Standardization is key
The Future
TELEMENTAL HEALTH

- Integrated care delivery model where telepsychiatrists will be available to both primary care physicians and pediatricians
- On demand (Ask Me) feature for ERs seeking consultative services
- Work flow development to address challenges around prescribing of controlled substances
- Further development and implementation of assessments and tools that prove value to patients and payers alike
- Substance Use Disorder Program
- Correctional, School based mental health
- Telehealth delivery to correctional facilities & other long term care facilities
- School-Based Telemental Health
POTENTIAL TELEMENTAL HEALTH PRACTICE BENEFITS

- Quicker access – appointments usually scheduled in 48 hours vs. several weeks in brick & mortar setting
- Choice of clinician
- Multi-way video
- Appointments availability 7 days/week
- Session delivered from comfort of home/other private environment – no stigma
- Online medication management and nutritionists support as needed
- National network of providers
- Easy behavioral health team management (Therapists, MDs, Nutritionists)
RESOURCES

- American Telemedicine Association
- SAMHSA-HRSA Telebehavioral Health Training and Technical Assistance course
- HRSA Increasing Access to Behavioral Health Care Through Technology
- Telehealth Guidelines and Policies- Academy for Child and Adolescent Psychiatrists
- Guidelines for the Practice of Telepsychology- American Psychological Association