How to Effectively Implement Telebehavioral Health in Primary Care – A Dialogue with Experts

June 15, 2017
SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Moderators:

Brie Reimann, MPA
Director, CIHS

Roara Michael
Associate, CIHS

integration.samhsa.gov
Before We Begin

• During today’s presentation, your slides will be automatically synchronized with the audio, so you will not need to flip any slides to follow along. You will listen to audio through your computer speakers so please ensure they are on and the volume is up.

• You can also ensure your system is prepared to host this webinar by clicking on the question mark button in the upper right corner of your player and clicking test my system now.
Before We Begin

- You may submit questions to the speakers at any time during the presentation by typing a question into the “Ask a Question” box in the lower left portion of your player.

- If you need technical assistance, please click on the Question Mark button in the upper right corner of your player to see a list of Frequently Asked Questions and contact info for tech support if needed.

- If you require further assistance, you can contact the Technical Support Center.
  Toll Free: 888–204–5477 or Toll: 402–875–9835
Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), the Health Resources and Services Administration (HRSA), or the U.S. Department of Health and Human Services (HHS).
Learning Objectives

- Identify the potential outcomes and benefits associated with telehealth.
- Recognize the key elements necessary to implement effective and innovative telehealth strategies to address the needs of individuals living with mental illness and substance use disorders.
- Understand specific steps necessary to implement telebehavioral health in primary care practice settings (organizational buy-in, workflow redesign, workforce development).
- Identify practical approaches to sustain implementation of telebehavioral health, including effective problem identification and problem solving.
- Obtain practical resources to help provider organizations build telebehavioral health treatment capacity.
Poll Questions

1. Are you currently using telebehavioral health?
   - Yes
   - No

2. If yes, for which type of service?
   - Mental health services
   - Substance use treatment services

3. What barriers to implementation of telebehavioral health do you face?
   - Financial resources and/or infrastructure
   - Billing and reimbursement
   - Workforce redesign
   - Harmonizing workflows with IT
   - Licensure for providers in the telehealth role
   - Leadership buy-in
Today’s Speakers

Jay Otrowski, MA, LPC/S, NCC, DCC, ACS
Founder and CEO, Behavioral Health Innovation and Adaptive Telehealth

Jonathan Neufeld, PhD, HSPP
Clinical Director, Upper Midwest Telehealth Resource Center
Today’s Facilitator

Jay Shore, MD
Associate Medical Director, Colorado Physicians Health Program
Welcome from HRSA

Natassja Manzanero, MS
Federal Office of Rural Health Policy,
Office for the Advancement of Telehealth, HRSA
SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Telebehavioral Health in Primary Care
A Discussion

Leveraging technology to increase access and efficiency
Definition(s) – Over 40 Terms

3 Main Types

- Video
- Text
- Avatar

Most Common Terms

- Telemental Health
- Telebehavioral Health
- Online Therapy
- Online Counseling

Millions have limited access to care

67M Americans have a mental illness

58 Million persons do not get adequate care

~ Commonwealth Fund
Telemental Health is Effective

EVIDENCE-BASED PRACTICE FOR TELEMENTAL HEALTH
October 2009


http://th esource.american telemed.org/resources/telemedicine-practice-guidelines

integration.samhsa.gov
Legal

Laws vary by state and by profession.

http://www.cchpca.org/state-laws-and-reimbursement-policies

Standards and Ethics

AAMFT - American Association of Marriage and Family Therapists
- Code of Ethics

ACA - American Counseling Association
- Code of Ethics

AMA - American Medical Association
- Resolution 317 in favor of quality telemedicine policies

APA - American Psychological Association
- Guidelines for Ethical Practice of Telepsychology

ATA - American Telemedicine Association
- Guidelines for Video Telemental Health

NASW - Standards for Technology and Social Work Practice

NBCC - National Board for Certified Counselors
- Code of Ethics for Distance Services
Supported: Federal Agencies and Professional Orgs

Many Federal agencies support Office for the Advancement of Telehealth
- Cross Federal Workgroup on Telehealth
- Short-term and long-term goals
- 26 agencies/departments included
Financially Sustainable


http://www.cchpca.org/state-laws-and-reimbursement-policies

integration.samhsa.gov
Requires Preparation, Training and Practice

Ethics and state laws requires training.

http://www.startelehealth.org/certificates-and-credentials
Settings - Many Options

Clinic-to-clinic

Clinic-to-X
  School/Prisons/Corp

Clinic to client home
  (DTC = Direct-to-Consumer)

Clinician home to client home
  (DTC = Direct-to-Consumer)
Use-cases:

- Specialty consults: Distant psychiatrist or other specialist
- Outsourced psychiatric evaluation/medication management
- Evaluation and treatment by other licensed providers
- Direct referral to trained online providers
- Recorded structured interview and asynchronous evaluation (experimental)
Resources

• Discussion Forum [http://www.matrc.org/community/discussions](http://www.matrc.org/community/discussions)
• Software comparisons [https://telementalhealthcomparisons.com](https://telementalhealthcomparisons.com)
• Telehealth Resource Centers [http://www.telehealthresourcecenter.org/](http://www.telehealthresourcecenter.org/)
• National Frontier and Rural Addiction Technology Transfer Center
  • For tele-substance abuse treatment resources: [http://www.attcnetwork.org/national-focus-areas/?rc=frontierrural](http://www.attcnetwork.org/national-focus-areas/?rc=frontierrural)
Contact Information

Jay Ostrowski
jay@behavioralhealthinnovation.com

Jonathan Neufeld
jneufeld@umn.edu
What are your thoughts and questions on how to provide telebehavioral health services?

We want to hear from you.
time for discussion
CIHS Resources

Telebehavioral Health Training and Technical Assistance
http://www.integration.samhsa.gov/operations-administration/telebehavioral-health

Telehealth Start-up Resource Guide
http://www.integration.samhsa.gov/hit/telehealthguide_final_0.pdf

The value of provider-to-provider telehealth

CMS Telehealth Services Fact Sheet:
CIHS Tools and Resources

Visit [www.integration.samhsa.gov](http://www.integration.samhsa.gov) or e-mail [integration@thenationalcouncil.org](mailto:integration@thenationalcouncil.org)
Thank you for joining us today.

Please take a moment to provide your feedback by completing the survey at the end of today’s webinar.