





Digitally Integrated Primary Care and Behavioral Health

January 10, 2019, 12-1pm

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■ DELAWARE SIM TELEHEALTH LEARNING LAB: Overview

Telehealth Learning Lab Webinar Series

Telehealth program design and implementation aligns with behavioral health integration activities, addresses specialty care clinician shortages and concerns identified through the primary care collaborative and transformation work, and provides options for cost savings throughout the delivery system.

All practices and partners are encouraged to join!



Recorded webinars will be posted on https://www.choosehealthde.com/

■ DELAWARE TELEHEALTH LEARNING LAB: Webinar Series

| | ② | WEDNESDAY, DECEMBER 19 NOON EST | Introduction to Telehealth and Opportunities in the Delaware Market https://healthmanagement.zoom.us/j/421874303 |
|--|----------|--|--|
| | ② | THURSDAY, JANUARY 10 NOON EST | Digitally Integrated Primary Care and Behavioral Health https://healthmanagement.zoom.us/j/715946640 |
| | ② | WEDNESDAY, JANUARY 16 NOON EST | Additional Technology Enhanced Solutions in Health Care Delivery https://healthmanagement.zoom.us/j/343202752 |
| | ② | FRIDAY, JANUARY 18 NOON EST | Telehealth Reimbursement and Payment Models https://healthmanagement.zoom.us/j/368434599 |
| | 4 | TUESDAY, JANUARY 22 NOON EST | Telehealth Business Plan Development and Readiness Assessment https://healthmanagement.zoom.us/j/368526663 |
| | ② | THURSDAY, JANUARY 24 NOON EST | Vendor and Equipment Selection https://healthmanagement.zoom.us/j/562927139 |
| | ② | TUESDAY, JANUARY 29 NOON EST | Use Cases from the Field https://healthmanagement.zoom.us/j/733628596 |

■ DELAWARE TELEHEALTH LEARNING LAB: Webinar Series



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DISCLOSURE

HMA does not endorse any specific vendors for telehealth (or digital health) platforms or equipment, though we do endorse the idea that telehealth (digital health) is important and impactful in healthcare transformation. For this reason, we do work with a number of companies in the digital health space.



■ TODAY'S AGENDA

- Spectrum of Digital Possibilities to use in Integrated Settings
- Focus on: Patient-Facing Technology, ProjectECHO, eConsult, Tele-hubs
- Using Technology for Addressing Behavioral Health in Primary Care Settings
- Telepsychiatry Overview
- Next Steps
 - Action items for participants
 - Next Webinar
 - Options for follow-up Technical Assistance with speakers

SPECTRUM OF DIGITAL POSSIBILITIES TO USE IN INTEGRATED SETTINGS

LORI RANEY, MD

HEALTH MANAGEMENT ASSOCIATES

TECHNOLOGY ENABLED BEHAVIORAL HEALTH IN PRIMARY CARE

Patient Facing Technology Digital **Text Messaging**

Build PCP Capacity to Treat Mild to Moderate Behavioral Conditions Virtual Visit

Apps and **Web Services** and Apps

Therapeutics

Decision Supports

e- Consult

Project ECHO®

Remote Tele-Hub

Telepsychiatry



Self Management

self-help, fitness, affirmative prompts, relaxation, steps, personal exploration

Practice Extenders

remote monitoring, reminders, follow up assessments, reduce phone tag



Practice Extenders

variety of approaches including online therapies (like CBT) and coaching modules



Embedded In EHR

treatment pathways, clinical formulation. prescribing and treatment algorithms



primary care to specialist, all cases with consultation input, education

Telementoring and Education

didactics and case presentations, "hub" and "spokes", collaborative learning



Collaborative Care

curbsides, outreach and treatment, registry review, Child Access Projects



Direct Evaluation

evaluation by specialist, documentation. asynchronous model, teletherapy

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■ EFFECTIVE INTEGRATED CARE

Informed,
Activated Patient





PCP supported by Behavioral Health Care Manager



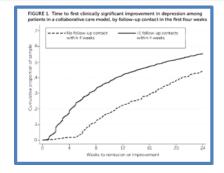


Measurement-guided Treat to Target





Psychiatric Consultation





Caseload-focused Registry review



Education

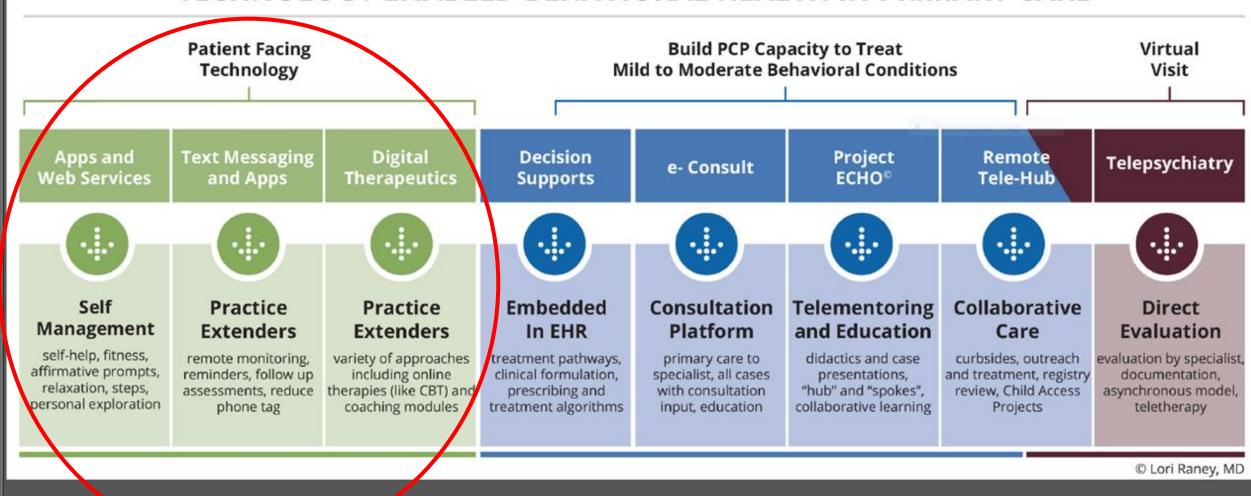
■ TELEHEALTH IN INTEGRATED CARE

| Task | Technology | Ideal | Staff |
|--------------------------|---|---|---|
| Screening | Secure patient portal Automated voice response Pre-Formatted Screening Tool | Interfaces with EMR – avoid double entry | Paraprofessional |
| Outreach and Engagement | Above plus: Remote wearable sensors Text messaging (SMS/HIPPA compliant ap) | Reduce phone tag Two or more contacts/month | Paraprofessional |
| Treatments | Decision supports Text messaging apps (SMS/HIPPA compliant apps) Automated voice response Online therapy Virtual visit - telepsychiatry | Practice extenders Interface with EMR Prompts for next contact Remote telehub | Professional (licensed), Paraprofessional |
| Measure | Patient portal, SMS, apps | Interface with EMR | Paraprofessional |
| Psychiatric Consultation | eConsult Store and forward Secure messaging | Online registry, access to EMR Prompt for next consult interval | Professional (licensed) |
| Registry Review | Online | Online and EMR compatible | Professional (licensed) |
| Education | Project ECHO eConsult | CME, RVU credit | Professional (licensed) |

DAVID BERGMAN, MPA

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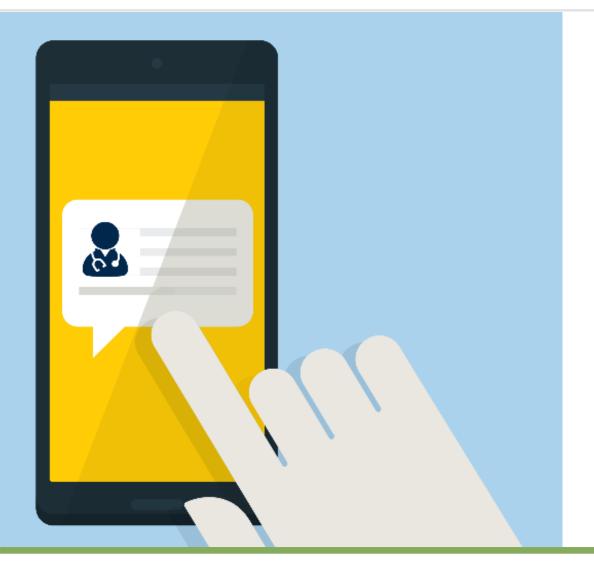
TECHNOLOGY ENABLED BEHAVIORAL HEALTH IN PRIMARY CARE



Digital Therapeutics

- Use of the tool causes behavioral/emotional changes
- Condition-Specific
 - Depression
 - Anxiety
- Examples:
 - Online Cognitive Behavioral Therapy
 - Mood/Symptom Tracker
 - Behavioral Goal Tracking





Text Messaging & Communication Apps

- Patient ⇔ ProviderCommunication
 - Text, audio, video, structured formats (i.e. screening tools)

Apps and Web Services

- Activity Trackers
- Smart Watches
- Medication Alarms/Reminders

Resources:

- https://www.psycom.net/25-best-mental-health-apps
- https://www.medscape.com/viewarticle/897448



News > Medscape Medical News > Psychiatry News

Mobile Health App Effective for Serious Mental Illness

Megan Brooks June 01, 2018

Deep Dive: Digital Health Tool at Montefiore Medical Center*

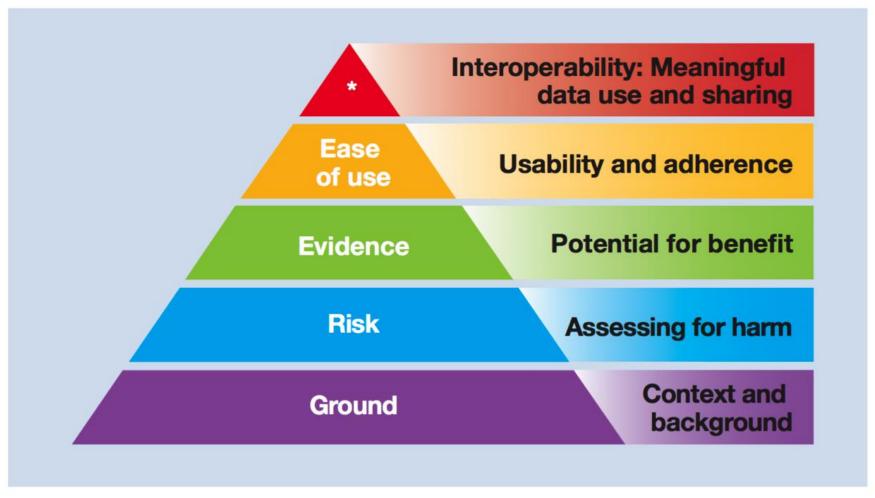
- Communication platform including screening tools with remote monitoring (activity, distance traveled, etc.)
- Implemented in 2015 as part of Montefiore's Collaborative Care Model in a Primary Care/Behavioral Health integrated setting
 - "Using patient-reported data and other inputs, managers can track patients making little progress and deliver more timely coaching support and communicate with the PCP and psychiatric consultant to make prompt treatment adjustments when needed."
 - "The...application helped care managers maintain increased caseloads by supporting patient engagement, symptom monitoring, timely follow up, and promotion of patient self-management."

Deep Dive: Digital Health Tool at Montefiore Medical Center*

- Deployed with 429 Patients from 9/2016 to 1/2018
- Outcomes:
 - Care managers increased their caseload from 60-70 to 90-100 patients
 - Patients using the app showed higher engagement and follow-up rates compared to patients not using the application
 - App users received a follow-up at 8 days (average), while non-app users had their first follow up at 19 days (average)
 - More enrolled patients had higher baseline PHQ-9 scores, and more than one episode of care suggesting greater clinical needs; yet app users demonstrated similar clinical outcomes: ~50% improvement from baseline PHQ-9 score or a nonclinical score of < 10.

APA APP EVALUATION FRAMEWORK

The American Psychiatric Association App Evaluation Model



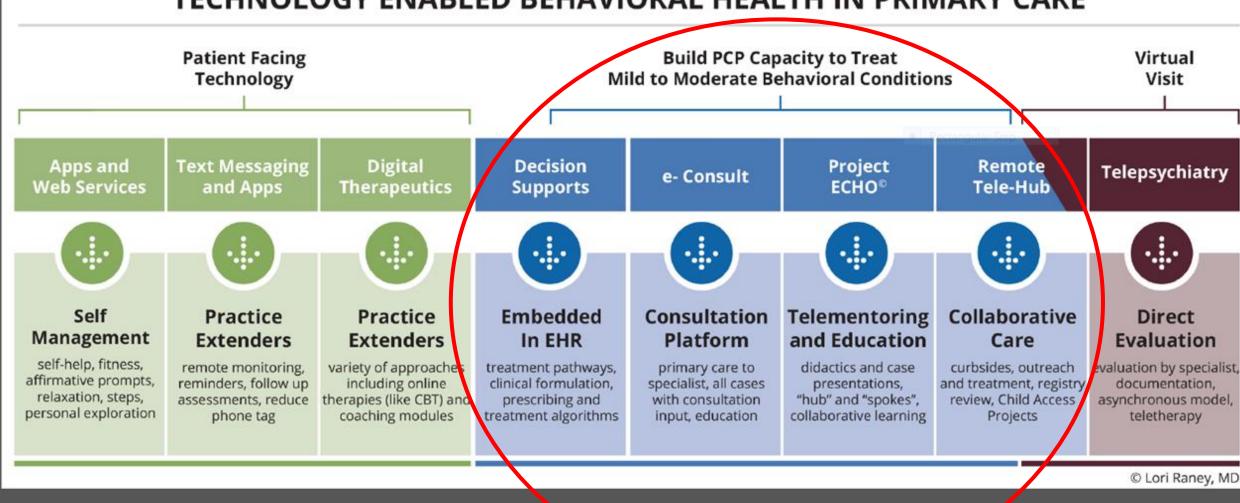
https://www.mdedge.com/currentpsychiatry/article/159127/depression/mental-health-apps-what-tell-patients

USING TECHNOLOGY FOR ADDRESSING BH IN PRIMARY CARE SETTINGS: PSYCHIATRIC E-CONSULT

LORI RANEY, MD

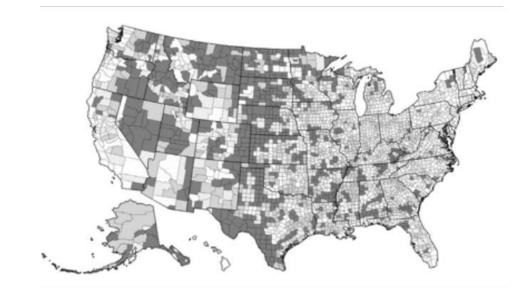
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TECHNOLOGY ENABLED BEHAVIORAL HEALTH IN PRIMARY CARE



■ Psychiatric eConsult – Why do this for Behavioral Health?

- 96% of U.S. counties had at least <u>some</u> unmet need for psychiatric prescribers.
- 77% of U.S. counties had a <u>severe</u> shortage of mental health prescribers or non-prescribers, with over half their need unmet.

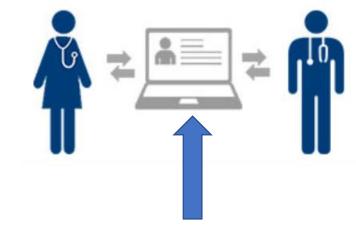


Psychiatric eConsult

"We define electronic consultations ("e-consults") as asynchronous, consultative, provider-to-provider communications within a shared electronic health record (EHR) or web-based platform."

Primary Care Provider

- Has question
- Completes template, attaches note, labs
- Sends to psychiatrist
- Checks for results
- Decides if will implement



EMR or Commercial E-Consult Platform

Psychiatric Provider

- Reviews consult
- Responds 24-48 hrs.
- Provides several suggestions including referral for direct care
- Attaches educational material

■ Psychiatric eConsult – Why do it?

- Decreases patient waiting times for specialist input. (2,3)
- Reduces costs to patients and payers (4,5).
- Increases communication between PCP's and specialists (2,3)
- Allow for non-visit collaboration between providers, reducing inconsistencies.⁽³⁾
- Open up staff time to see patients who benefit the most from face-to-face expertise.⁽³⁾
- Shortens specialist visit duration.⁽³⁾
- Reduce travel for non-local patients.⁽³⁾
- Reduces unnecessary referrals to specialists (4)
- High PCP, Specialist and Patient satisfaction (1,5)

^{1.} Liddy, C., et al. JABFM 2015

^{2.} AAMC News 2017

^{3.} Mayo Clinic CFI

^{4.} Keely, et al. Telemedicine and e-Health 2013

^{5.} Gleason, N., et al. Healthcare 2016

Psychiatry e-Consult Template for Depression

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Identifying Information
Name, age, sex
Prior failed medication trials include: (failure is defined as at least six weeks continuous use of an adequate dose). (could have check box)
             Fluoxetine/Prozac (>30mg), Paroxetine/Paxil (>30mg)
             Sertraline/Zoloft (>100mg), Celexa/Lexapro (>20mg)
             Venlafaxine/Effexor (> 150mq), Duloxetine/Cymbalta (60mq), Buproprion/Wellbutrin (> 150mq)
Patient has a history of trauma/PTSD - Y/N DROP DOWN FORMAT
Patient has a history or active Substance use disorder - Y/N DROP DOWN FORMAT
If yes, please check all that apply (CHECK BOX FORMAT)
                           Alcohol, Marijuana, Opiates, Benzodiazepines
                           Stimulants/Cocaine, Other
Rating Scales:
      PHQ9
      AUDIT
      GAD7
      Other
Current Medications:
Last PCP or other note, labs attached? Y/N
Clinical Question:
(Current Text box)
```

Psychiatric eConsult- LA County Example

- Division of Mental Health has psychiatrists and eConsult platform
- Utilized by Division of Health Services primary care practices for behavioral health consultation
- Used by DMH psychiatric providers for physical health questions



USING TECHNOLOGY FOR ADDRESSING BH IN PRIMARY CARE SETTINGS: PSYCHIATRIC MED PROJECT ECHO

LORI RANEY, MD

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How it Works

HUB

SPOKES

Methods:

Use Technology to leverage scarce resources such as psychiatric expertise

Sharing "best practices" to reduce disparities

Case based learning to master complexity – PCPs learn to manage patients with mild to moderate psychiatric disorders

Web-based database to monitor outcomes

Develops tele-mentoring supports for PCPs



■ Psych ECHO: Examples

Oregon

- OHSU hub
 - Psychiatrist, psychologist, social worker, nurse, PCP, naturopath
 - 30 minutes didactics
 - 60 minutes case presentations
- CCO practices spokes
 - 15 primary care practices
 - 60 minutes a week for 16 weeks

Colorado

- Behavioral Health Provider 8 week ECHO brief interventions
- PCP psychiatric treatment of depression and anxiety

USING TECHNOLOGY FOR ADDRESSING BH IN PRIMARY CARE SETTINGS: BEHAVIORAL HEALTH TELE-HUBS

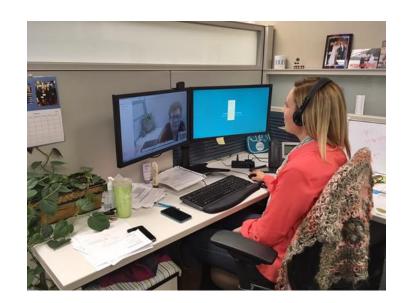
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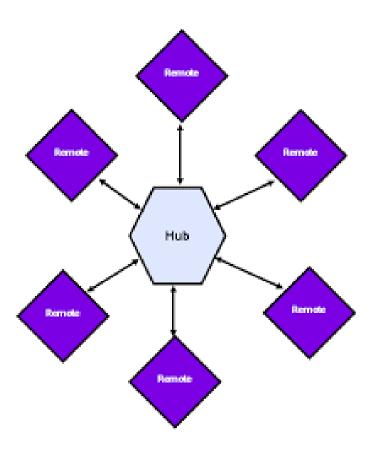
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■ Specialty Behavioral Health Consultation "Hub"

A la carte menu:

Telepsychiatry
Teletherapy
Project ECHO
eConsult
Registry review
PCP consultation
Care management
Case management





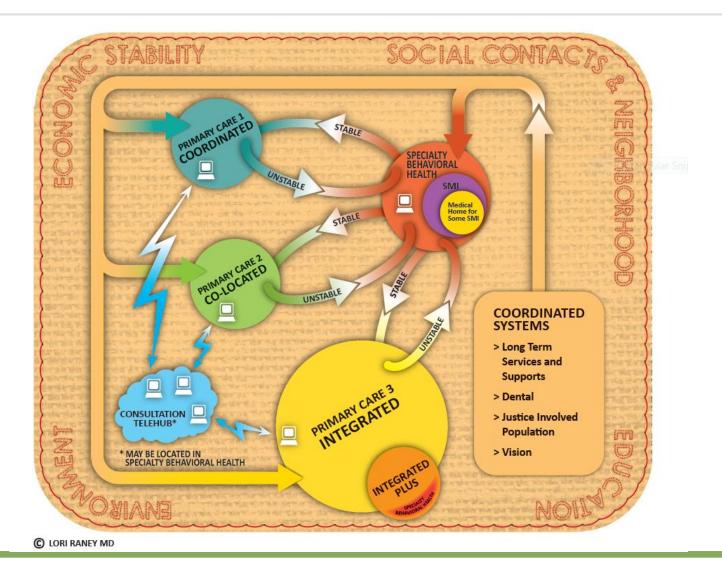
■ PEDIATRICS

- Pediatric Access Lines PALs
- 28 states Delaware new awardee 5 year grant!
- Child Psychiatrists
- Care Management some
- Therapy some





■ Behavioral Health Telehub Potential



TELEPSYCHIATRY OVERVIEW

LORI RANEY, MD

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TECHNOLOGY ENABLED BEHAVIORAL HEALTH IN PRIMARY CARE Virtual **Patient Facing Build PCP Capacity to Treat** Mild to Moderate Behavioral Conditions Technology Visit **Text Messaging** Digital Decision **Project** Apps and Remote Telepsychiatry e- Consult **ECHO®** Tele-Hub **Web Services** and Apps **Therapeutics** Supports Self **Practice Practice Embedded** Consultation Telementoring Collaborative Direct and Education Extenders **Platform** Management Extenders In EHR Care Evaluation self-help, fitness, variety of approaches didactics and case curbsides, outreach evaluation by specialist, remote monitoring, treatment pathways, primary care to affirmative prompts, reminders, follow up including online clinical formulation, specialist, all cases presentations, and treatment, registr documentation, relaxation, steps, review, Child Access assessments, reduce therapies (like CBT) and prescribing and with consultation "hub" and "spokes", asynchronous model, personal exploration coaching modules treatment algorithms input, education collaborative learning teletherapy phone tag Projects © Lori Raney, N

Modern Day Health Care First Envisioned in 1962



Telepsychiatry

Treatment in Psychiatry

Telepsychiatry: Videoconferencing in the Delivery of Psychiatric Care

Jay H. Shore, M.D., M.P.H.

The provision of psychiatric treatment via live interactive videoconferencing, frequently termed telepsychiatry, is a viable option for psychiatrists to provide care to individual patients, populations, and communities faced with limited access and to move the point of care delivery into patients' living environments. Psychiatric providers new to videoconferencing should not be intimidated by the technology or its

encompassing logistics, but they do need to develop an awareness of the salient regulatory, administrative, and clinical issues that arise in the practice of videoconferencing-based telepsychiatry. This article provides an overview of the current evidence base in telepsychiatry and reviews administrative and clinical issues in videoconferencing-based treatment. These points are then highlighted in a case example.

(Am J Psychiatry 2013; 170:256-262)

- ✓ Increases ACCESS to psychiatric/behavioral health services
- ✓ Increases REACH to larger populations

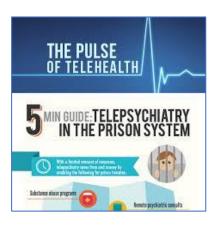
Locations for Telepsychiatry



Outpatient



Emergency Rooms



Correctional Settings



International



Inpatient



Nursing Homes

■ Populations Considerations for Telepsychiatry

- Adults (veterans)
- Child younger and adolescents
- Geriatric a little more difficult but can be done –
 SNF projects



- Different ethnic groups can also use for interpreters
- Synchronous and asynchronous telepsychiatry (ATP, store and forward)
- Collaborative Care several studies use for off-side care manager team, telehealth bunker

** Collaborative Care + Telepsychiatry = Access

■ TELE-TEAMING – NEW APPROACH FOR TELEPSYCHIATRY

- Psychiatric provider joins team meetings routine, complex care
- Diagnosis and Assessment
- Case Formulation and Treatment Planning
- Supervision, Education
- Therapy and Psychopharmacology

<u>'Doc in a box' vs.'tele-teaming': Contending models of ... - MDedge</u>

<u>https://www.mdedge.com/psychiatry/article/115329/practice...box-vstele-teaming.../1 Jay Shore, MD</u>

Oct 25, 2016 - The real promise of telepsychiatry in the form of *tele-teaming* is how it can begin to fundamentally change how care is delivered.

















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NEXT STEPS

- Contact us to get on our list for future webinar invites.
- Reach out to the speakers to request additional assistance.
- Look for a follow-up email:
 - Provide input for this and future sessions using the evaluation form.
 - Check the website for the webinar recording coming soon.
- Save the dates for the next webinars.
 - Additional Technology Enhanced Solutions in Health Care Delivery
 - Wednesday, January 16, Noon
 - Telehealth Reimbursement and Payment Models
 - Friday, January 18, Noon

Thank you!