

# Valley City, North Dakota



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# Three Tele-Behavioral Health Models Improve Access & Integration of Services

ND HIMSS Workshop Bismarck, ND

November 18, 2015

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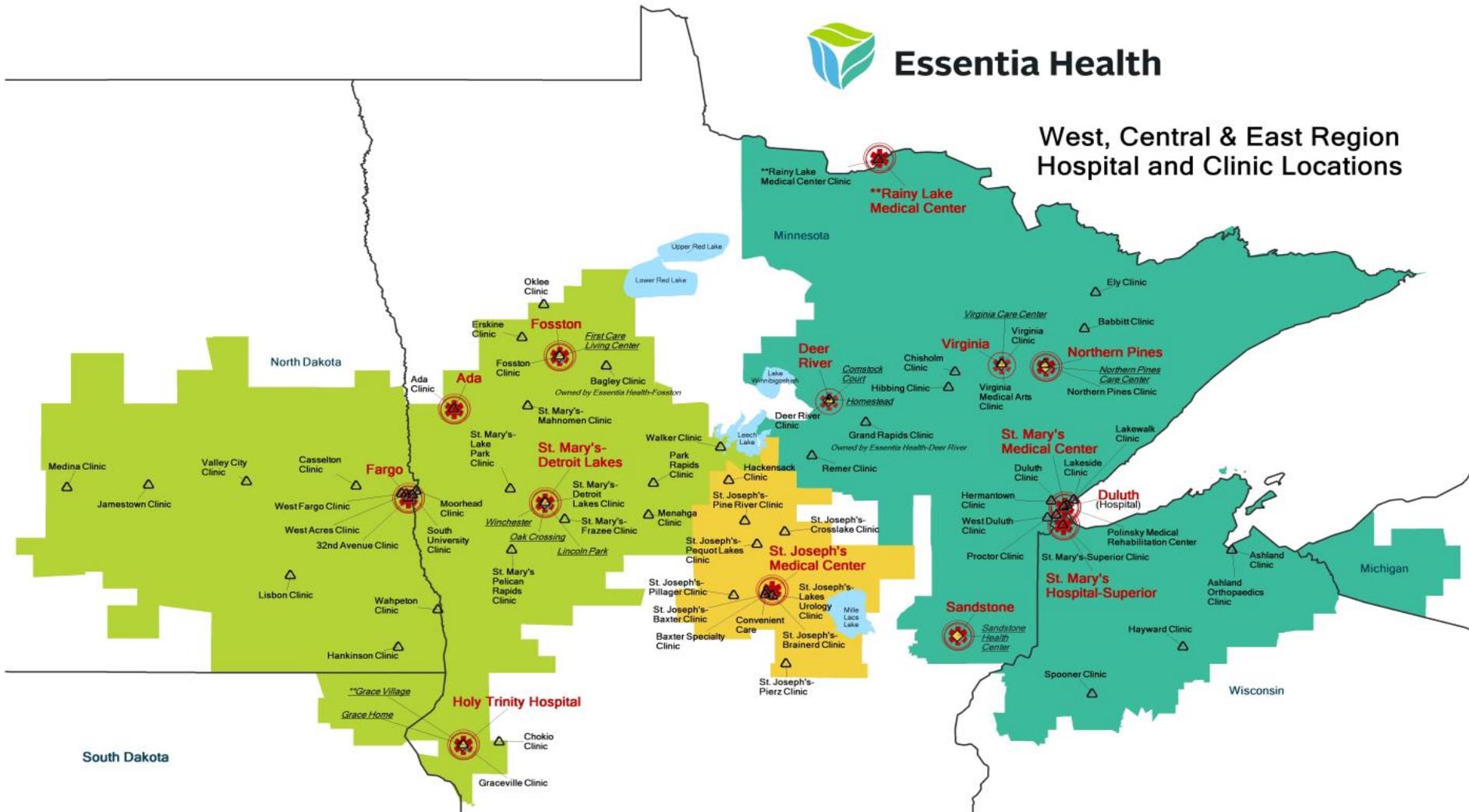
# Objectives

- Describe key components of three tele-behavioral health programs in place at Essentia Health.
- Describe behavioral health research focusing on the need for integration of behavioral health with primary care.
- Explain how telehealth applications positively address existing access problems.
- Discuss 2 new additional telehealth programs/concepts in development





## West, Central & East Region Hospital and Clinic Locations



\*\*All hospitals, clinics and other facilities have Essentia Health before names with the exception of the following:  
 Rainy Lake Medical Center (Hospital), Rainy Lake Medical Center Clinic & Grace Village

West Region
  Central Region
  East Region
  Lakes

★ Hospitals
 △ Clinics

◆ Other Facilities  
*(Assisted Living, Long-term Care & Independent Living)*

Created by:  
 Jennifer Abrahamzon  
 Market Research

Last updated: January 2013



# Essentia Health Statistics:

805 Physicians

740 Credentialed Practitioners

12,843 Employees

17 Hospitals

66 Clinics

8 Long-term Care Facilities

2 Assisted Living Facilities

5 Independent Living Facilities

5 Ambulance Services

1 Research Institute



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# Life Expectancy Differences

- “The gap in life expectancy in patients with a mental illness and the general population has widened since 1985 and efforts to reduce this gap should focus on improving physical health.”

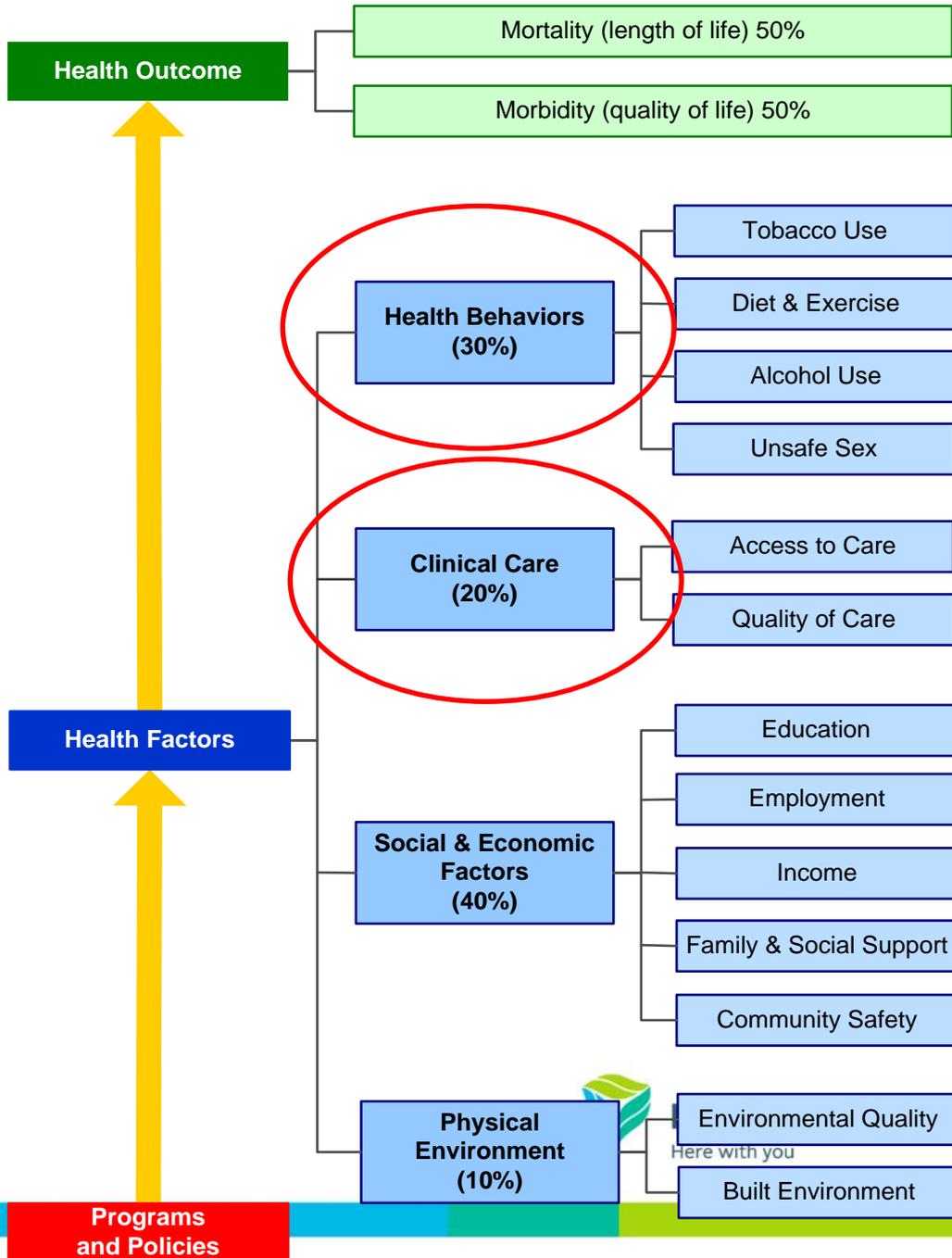
Lawrence D., 2013



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## The Role of Clinical Care in Outcomes



University of Wisconsin (UW) Population Health Institute Annual County Health Rankings

# “Target Interventions that Improve Quality of Life Outcomes”

- Ohio (1998-2002) study of 608 patient deaths from pts. admitted to a public mental health hospital, cause of death:
  - Heart Disease 126
  - Suicide 108
  - Obesity 144
  - Hypertension 136

Miller B.J., 2006



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# Across The U.S.

- Behavioral Health patients with other complex illnesses have worse health outcomes
- All MN & ND counties are in Mental Health Professional Service Areas
- MN has a joint effort going to improve outcomes by forming primary care collaboration with behavioral health providers.....INTEGRATION



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# Global initiatives

- Similar goals in University Hospital of North Norway
- 2012 research being conducted regarding their on-call system for psychiatric emergencies. Their goals included ... (strengthening collaboration & coordination.) Trondsen M.V., et al, 2012
- A United Kingdom 2007 nursing study of mental health emergency assessments of 375 people showed 12.8% or 45 were admitted. Zip code analysis showed a difference in a socio-economic factors between affluent @ 5% and deprived @ 19% that influenced admission referrals. Brooker C., et al, 2007



# Three Tele-Behavioral Health Models

1. Integrated Behavioral Health to Support Primary Care Providers
2. Community Behavioral Health-24/7 Crisis
3. Child Psychiatry Outreach –Integrated and Traditional



# Avizia Video-Conferencing Cart



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# 1. Integrated Behavioral Health Outreach to Support Primary Care

- Prioritized as Number 1 requested tele-health service by rural clinics
- In place at 8 rural sites, will be expanding to more in 2016
- Limited MD psychiatrist providers
- In development...adding Psych NP tele-outreach to sites
- Requires pre-screening review of patient history/ treatment prior to scheduling ...psychiatrist decides to advise primary care provider or see patient via tele-health visit.
- One consult only and back to PCP



## 2. Community Mental Health Center 24/7 Crisis

- North West Mental Health Center (NWMHC)-Crookston, MN to Essentia Health-Fosston Clinic and Hospital ER
- Privileged 22 behavioral health professionals (LICSW, LSW, Psychologists, any who take the 24/7 call for NWMHC.) No MDs or Psych NPs
- Avizia cart located in private small room between Clinic and ER
- Twice daily “readiness” checks conducted on equipment
- Crisis, unscheduled only....60” on-line response



## 2. Community Mental Health Center to Clinic/Hospital

- Low volume baseline... 12 ER patients
- Goal: To assist with disposition decisions for patients in crisis with mental health needs
- To decrease congestion / long stays in the ER
- Avoid unnecessary hospitalizations
- Support rural providers in the Fosston clinic and ER



## 2. NWMHC to Fosston Clinic & Hospital ER

### Outcomes:

- Improved relationships between all entities
- Referrals increased to NWMHC for non-crisis
- Increased use of more available, short-term multi-county-based Crisis Center and Stabilization Unit beds
- Decreased admissions to psych inpatient beds (6 in year 1)
- Adding scheduled telehealth visits now from NWMHC to Fosston Clinic for established patients



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## 2. Administrative Concerns

- Contract negotiations – “Ownership” of the patient
- Access to the medical record
- Getting the documentation into the secure electronic medical record
- Billing directly vs. contracting with the hospital (A potential deal-breaker!)



# NWMHC Design



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# Equipment

- Mobile video cart – wireless in ER @ Fosston (shared with Clinic)
- Desktop PC with Video software & camera @ NWMHC
- Mobile devices with hot spots – for 22 mental health providers
- Broadband – 5 up, 10 down both sites
- All providers demonstrated proficiency 3 times prior to go live, Office, home, out of home or office



# 3. Child Psych Integrated and Traditional Services

- Outreach by Child Psych MD to 10 sites, MN, WI and ND
- Reviews record for Integrated Behavioral Health referral, not for traditional
- High demand area
- Prescriptions written by primary care provider
- Provides collaboration with 3 non-EH NPs seeing children in other areas of MN



# Two Tele-Behavioral Health Services in Development

ER Admission disposition assessment using patented tool, 30" to video -connection

- Arranges follow-up appointment for those sent home
- Independent contractor, they bill patient

Community Mental Health centers invited to use rural clinic video equipment and can schedule into it for mutual patients.



# Other “Integrated” Tele-Health Services

- Used to promote wellness, prevention or treatment of chronic disease and support PCPs
- Medical Weight Loss-Essentia Health’s most used tele-health program, offered at 20 rural clinics in MN, WI and ND. Now adding 18 additional “practice partners”: MDs, NP/PAs and dietitians.
- Medication Therapy Management/Opioid Tapering and soon adding falls prevention-Pharmacy
- Dietician/Nutrition Services



# <http://www.integration.samhsa.gov/research>

- Center for Integrated Health Solutions (CIHS)
- This is the “national home” for promoting the integration of behavioral health and primary care



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<http://www.integration.samhsa.gov/research>
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# Great Plains Telehealth Resource Assistance Center (gpTRAC)

- <http://www.gptrac.org/>



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# Questions.....

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