



Imagine better health.™



Virtual Services

ND E-HEALTH / HIMSS SUMMIT
Psychiatry Networks

Treating Mind, Body and Spirit

CHI's Partner for Virtual Behavioral Health

Background



- **Psychiatry Networks** is a virtual mental healthcare clinic, headquartered in Fargo, ND and Cleveland, OH that was founded in 2006 by psychiatrist Dr. David J. Lopez
- Psychiatrists and psychologists deliver real-time, face-to-face mental health treatment over the internet, using secure audio and video technology and Electronic Medical Records
- **Goal:** patient access to qualified mental health practitioners in underserved markets (substance abuse, correctional, nursing homes, military, tribal, hospitals, ER/Urgent Care, rural)
- **Mission:** leverage the internet to deliver efficient, high quality mental health care to patients wherever and whenever they need it
- **Telemedicine** 16,000+ web-based clinical events
- Allows for discreet treatment for patients who previously resisted, or were prevented from, seeking counseling

Services



ON-CALL

Telemedicine for Psychiatric Services

- On-call / after-hours / ER coverage
- Patient evaluation for treatment or forensic assessment
- Outpatient Clinics / Follow-up visits / ongoing clinical therapy
- Pharmacological care (medication management)

Medical Oversight for Professional Staff

- Consultation on treatment plans, admissions, discharges, planning conferences, reviews
- Participation in interdisciplinary care teams required by many payors
- Peer-to-peer video conferences to clinics and institutions
- Short-term or permanent replacement for psychiatric staff shortages
- Timely consultations with Primary Care Providers dealing with potential psychiatric emergencies

For Facilities – Professional Support

Peer to peer consultation, 24/7/365 and on-call services

Clinical Services / ER / Urgent Care can be surged as needed

- Improves training and education of medical personnel via simulated patient events using live video conferencing
- Remote monitoring of chronic conditions



Benefits

For Patients - Increased Access to Care / Convenience

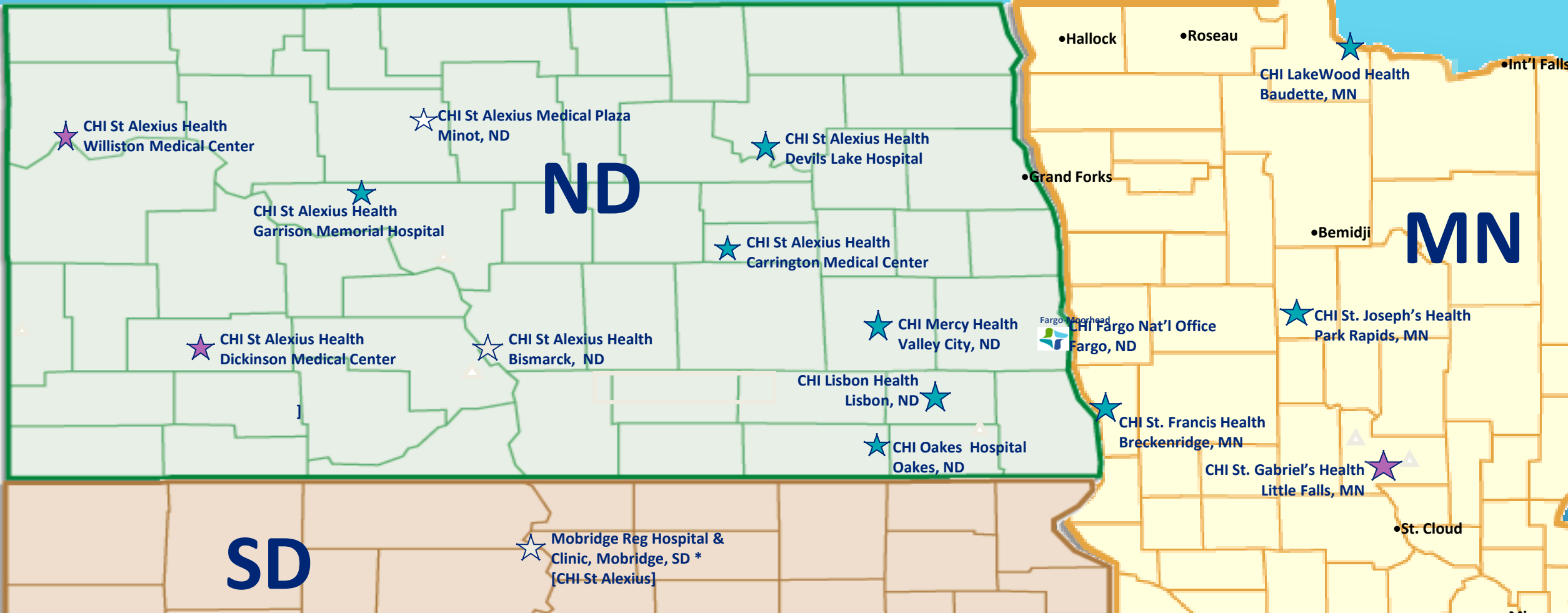
- Improves access to critical mental health care by providing convenient, private access, hospital beds, worksites, correctional facilities, clinics, nursing beds, remote and rural areas
- Care available beyond traditional clinic hours – 24/7/365
- Improves readiness and resilience of medical staff and personnel
- Elimination of travel time
- Low end-user cost

Quality of Care

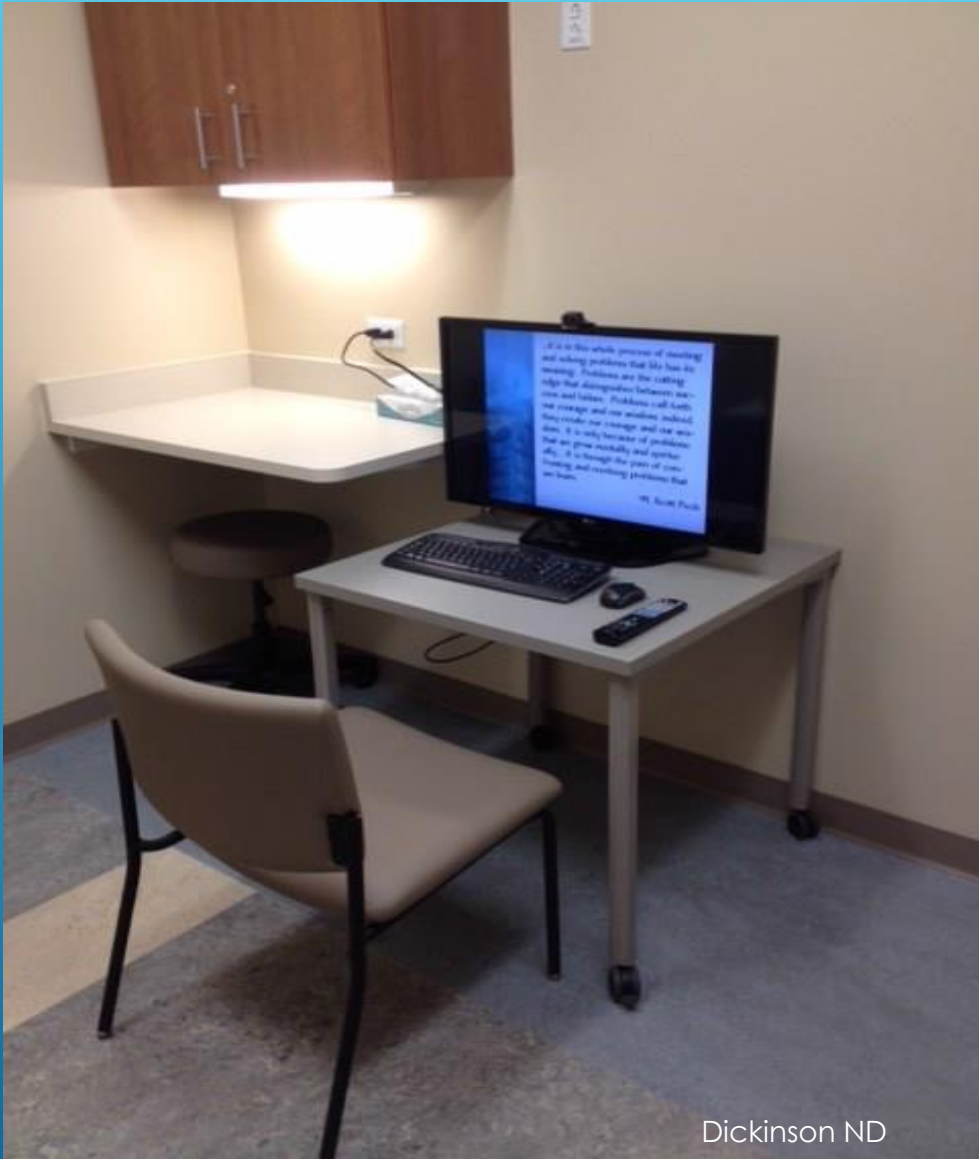
- Earlier diagnosis and intervention leads to faster relief
- Interactive self-diagnostic screening tools encourage people to seek help



CHI MN/ND Hospitals and Clinics– TelePsych



-  Denotes Hospital with Tele-Psych ED
-  Denotes ED and Clinic Tele-Psych
-  Denotes Future Site



Dickinson ND

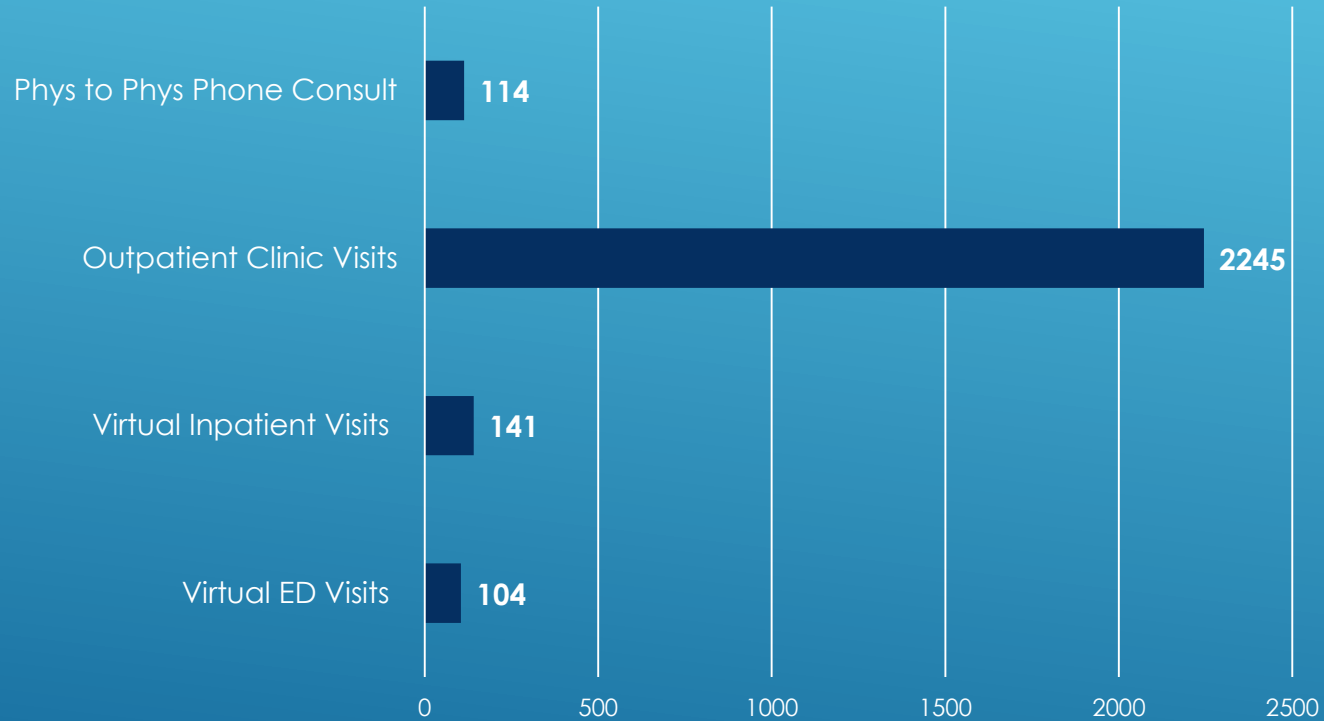


Mobile Tele-psych Carts Used in ED and on Inpt Floor

Outpatient Tele-Psych Clinic Example

At a Glance

Virtual Visits from 9/1/13-8/31/16



Total Virtual Visits = 2,490
Patient Satisfaction 264 surveys = 97%
Patient Travel Miles Saved = 435,000
Reduction in ED Visits 76 patients = 74%
Clinic No Show Rate = 13%

Top 5 Diagnosis Breakdown ED/Inpt

Depression	25%
Suicide	24%
Substance Abuse	19%
Psychosis	14%
Anxiety	12%

2016-2017 Future Plans for CHI Fargo Division

Implement Outpatient Clinics this Fall of 2016/Early 2017

Breckenridge, MN

Carrington, ND

Lisbon, ND

Oakes, ND

Continue to work on expanding coverage for CHI St. Alexius ED/Inpatient

Explore Behavioral Health Coverage with other CAH facilities in ND and SD

