Tele behavioral Integrated Care

Best practices, success, and addressing barriers to care at an FQHC Health System in Missouri



Compass Health
Network

Inspire Hope. Promote Wellness.
compasshealthnetwork.org

Disclosures

I have no actual or potential financial relationship or ties with any Telehealth companies or its products

The information shared on the following slides is purely for educational and information purposes only



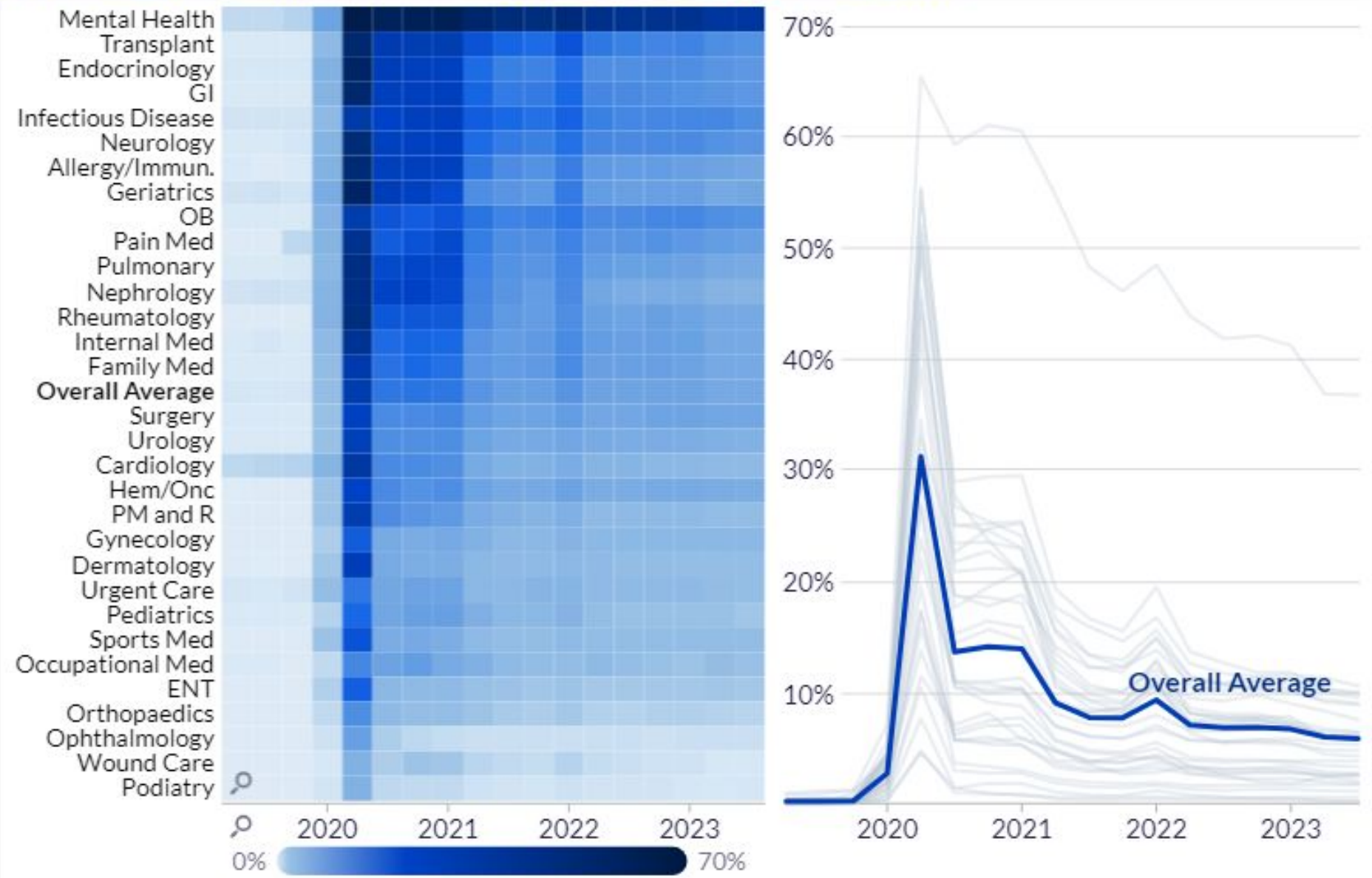
Best practices

- Goal: Uninterrupted and safe treatment/care
- Telehealth for behavioral health: also referred as telepsychiatry, telepsychology & telebehavioral health
- With the spread of SARS-CoV-2 infection; rapid and radical transformation of health systems worldwide
- Exponential growth in technological options

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FIGURE 1

Percentage of Encounters Conducted Using Telehealth



n=475,229,277 encounters

"Percentage of Encounters Conducted Using Telehealth," 2023. EpicResearch.org

Epic Research stats

- In Q2 2020, the proportion of telehealth visits peaked across all specialties, with the highest rates in mental health (65.5%), endocrinology (55.5%), geriatrics (55.2%), transplant (52.2%), and GI (51.5%).
- As of Q3 2023, the specialties with the highest rates of telehealth utilization were mental health (37%), infectious disease (11%), OB (10%), and transplant (10%).

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Best practices

- Privacy, for patients and clinicians
- Home vs clinic visits: keep children, spouses, or pets out of the picture; dressing, driving, doing dishes, folding laundry…



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Success

- Telemedicine: in psychiatry, or telepsychiatry, was first introduced in the 1950s at the Nebraska Psychiatric Institute
- The ease of appointments

  Doxy software for example, no need to download any app and comes in as a link to click, in email or via phone
- Less to no travel: benefit for our rural communities
- Direct outreach by the clinician







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REGIONAL VICE PRESIDENTS

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Regional VP of Corporate Services
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Katrina McDonald
Executive VP of Corporate Services
Eastern Region
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Regional VP of Corporate Services
Southern Region
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Quincey McCoy
Executive Director - ADAPT of Missouri
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CLINICAL VICE PRESIDENTS

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Becky Camden
VP of Recovery Services
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Carrie Rigdon
VP of Rehabilitation
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Kristin Yach
VP of Operations
573-234-2059

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VP of Access and Urgent Care Services
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Cathy Grigg
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VP of Clinical Services
573-234-5226

Anthony Sokolic
VP of Clinical Services
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REGIONAL MEDICAL & DENTAL LEADERS

Troy Lambert
VP of Primary Care Operations
573-291-8984

Rebekah Jones
VP of Dental Operations
573-301-2544

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Success

- During the COVID-19 pandemic: Globally, health care systems faced challenges….so did Compass Health Network s in meeting with patients while minimizing the risk of virus transmission.
- By combining the use of Poly RealPresence (Formerly Polycom) with Doxy.me we could offer a comprehensive solution to meet with patients both in remote offices and virtually such as their homes.

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Success

Annual Telehealth visits at Compass Health across the 46 counties in the state of Missouri:

- 2023 numbers are:

Doxy Sessions = 164,000
Poly Sessions = 42,000

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Success

- Several studies were done in Post Pandemic era to highlight the impact and how institutions transitioned to the virtual models
- In a research study: 333 completed surveys from psychiatrists and psychotherapists were analyzed, most respondents felt that telepsychiatry was an acceptable including who worked with medically ill individuals.
- This study concluded: “Running into technical difficulties was associated with worse satisfaction outcomes”
- What helps: training in telepsychiatry
- Getting comfortable in general technological aspects
- Preventing technical problems during sessions

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Technology and Utilization

Polycom RealPresence for Remote Offices:

Key feature: Ability of the clinician to control the camera

- **Remote Clinics**: Prior to COVID, Compass had already established a large network of Polycom RealPresence endpoints in remote offices or clinics, allowing healthcare providers to conduct in-person consultations with patients in those locations. This is particularly useful for patients who prefer or require face-to-face interactions but cannot easily access the main healthcare facility.
- **Multi-Point Conferencing**: Polycom RealPresence supports multi-point conferencing, enabling healthcare providers in different locations to collaborate and consult on patient cases in real-time. This facilitates multidisciplinary care and ensures that patients receive comprehensive treatment regardless of their location.

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Technology and Utilization

High-Quality Video and Audio:
Polycom RealPresence offers high-definition video and audio capabilities, ensuring clear and effective communication between healthcare providers and patients in remote offices. This enhances the quality of care and helps build trust between patients and providers.



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Technology and Utilization

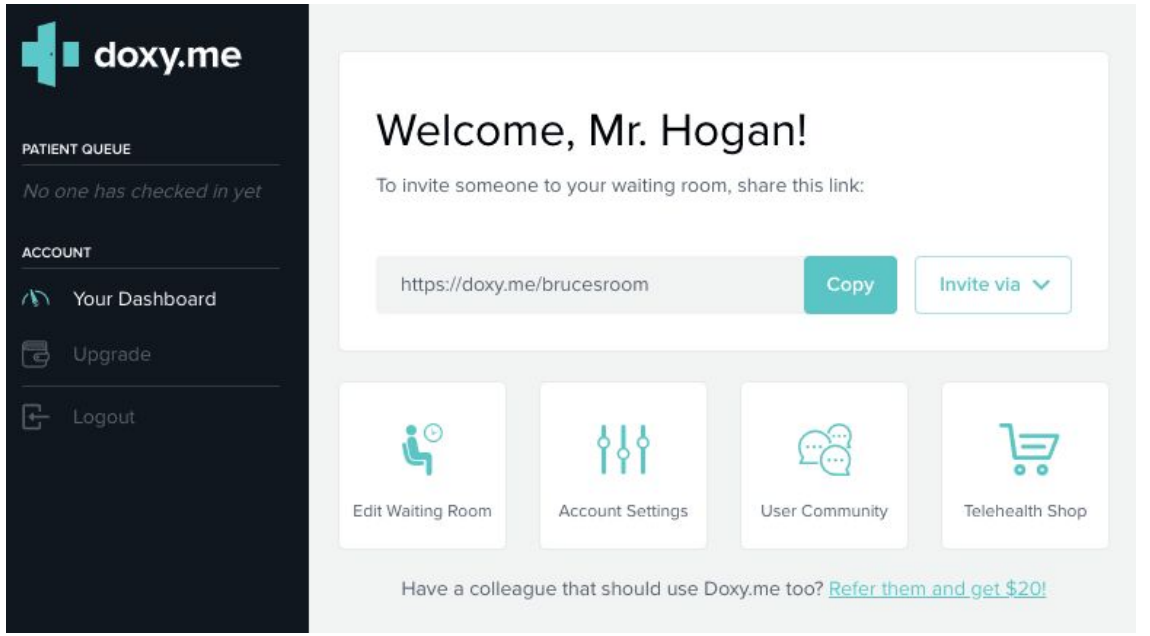
Doxy.me for Virtual Consultations:

- **Convenient and Secure Telemedicine:**
- conduct virtual consultations with patients from anywhere. Patients can join these consultations using their smartphones, tablets, or computers, eliminating the need for travel and minimizing the risk of virus exposure.
- **HIPAA-Compliant Communication**: Doxy.me is HIPAA-compliant, ensuring that patient data is protected during virtual consultations. This compliance is essential for maintaining patient privacy and confidentiality, especially when discussing sensitive medical information remotely.

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Technology and Utilization

- **Customizable Waiting Rooms**: Doxy.me offers customizable waiting rooms where patients can check-in before their appointments. Healthcare providers can use this feature to manage appointment queues efficiently and ensure a smooth patient flow during virtual consultations.



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Technology

•Combining Polycom RealPresence with Doxy.me allowed Compass Health Network to offer both in-person and virtual care options to patients, overcoming barriers such as geographical distance, limited access to healthcare facilities, and concerns about virus transmission.

•This hybrid approach ensured that patients received timely and comprehensive care regardless of their location or circumstances during the COVID pandemic and beyond.

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Technology

- To continue providing essential care: During COVID: 750 chromebooks and 1500 mobile phones were distributed; providers in the organization enrolled eligible individuals and were assigned these devices



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Google: why is it the most popular search engine?

- Speed
- Significance
- Simplicity

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Technological considerations

- *Platform design and aesthetics*

Some of the factors leading to platform acceptance:

1. Format that is applied and the interface used
2. Color scheme
3. Program graphics
4. Zoom quality
5. Ability to personalize: appealing to student populations
6. Credibility and privacy

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Technological considerations cont…

- Interaction on a bigger screen like a 40-inch screen could be more engaging than with a small screen tablet or smartphone
- Angel of camera: holding in hand, moving, walking etc
- Interventions to broaden the outreach: telemedicine consultations, tele-case reviews, remote provider trainings, brief tele treatment

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Billing and re-imbursement

- Data after evaluating the level-of-service (LOS) billing codes for 1,313,724 telehealth visits and 5,254,896 office visits from January 1, 2022, through June 30, 2023.
- Matching patients in the telehealth cohort to patients in the office visit cohort by age, sex, race, ethnicity, social vulnerability index (SVI), census region, rural or urban area, specialty, chief complaint, and whether the patient was a new or established patient.

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Billing Analysis and Summary

- “Telehealth visits were, on average, consistently billed at a lower level of service than office visits of the same type, with one exception.”

- “New patient specialty telehealth visits were billed at LOS 5 slightly more frequently than office visits of the same type.”

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FIGURE 1

Level-of-Service Codes for Telehealth and Office Visits by Type of Care

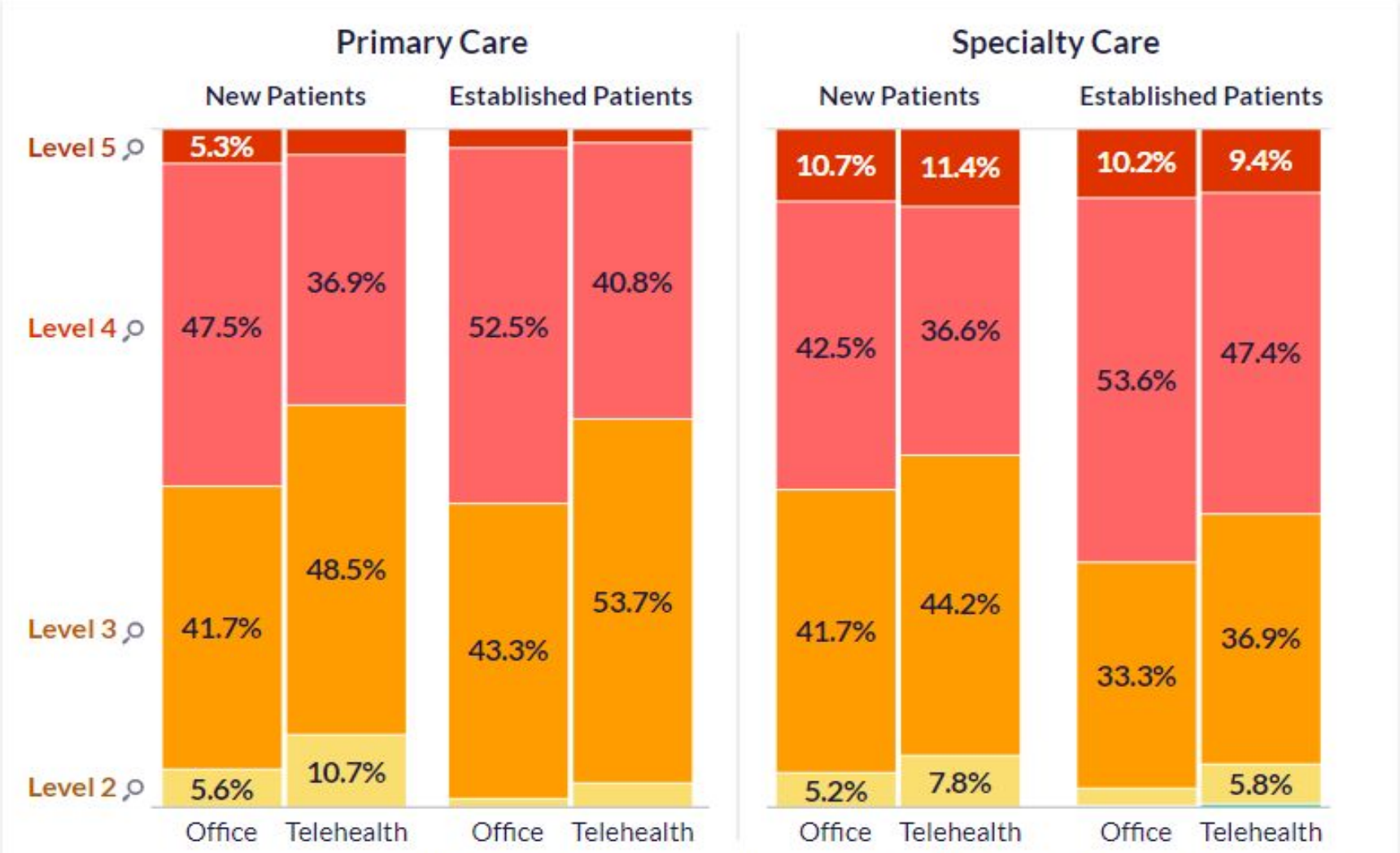


Figure 1. Proportion of telehealth and office visits with each LOS billing code stratified by established or new patient and primary or specialty care.

HHS Guidelines and Billing guide

https://telehealth.hhs.gov/providers/billing-and-reimbursement

https://www.cchpca.org/2023/07/2023BillingGuideFINAL.pdf

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Other considerations

1. Ever increasing need for mental health services

"with a recent WHO-led study estimating that depression and anxiety disorders alone cost the global economy US$ 1 trillion each year in lost productivity"

2. Willingness: level of self-efficacy of elderly patients influences behavioral intention and that higher willingness to accept telemedicine

3. Ease of self disclosure? In person vs telemedicine



Prescribing controlled meds

- DEA registered sites:

https://www.federalregister.gov/documents/2023/03/01/2023-04248/telemedicine-prescribing-of-controlled-substances-when-the-practitioner-and-the-patient-have-not-had

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Logistics and Reimbursement

- Quality metrics to help monitor care
- Re imbursement
- As a teaching and education site for Psychiatry residents, Child and Adolescent Psychiatry Fellows, we need to monitor for quality
- Supervision: provided utilizing video platforms
- Balancing telehealth appointments with periodic in person visits



Prescribing trends

- Conclusion based on: 205,065 initial visits for ADHD and 933,455 initial visits for anxiety from January 1, 2020, through March 31, 2023
- “providers are no more or less likely to prescribe a medication during a telehealth visit than they are during an office visit for ADHD and anxiety.”

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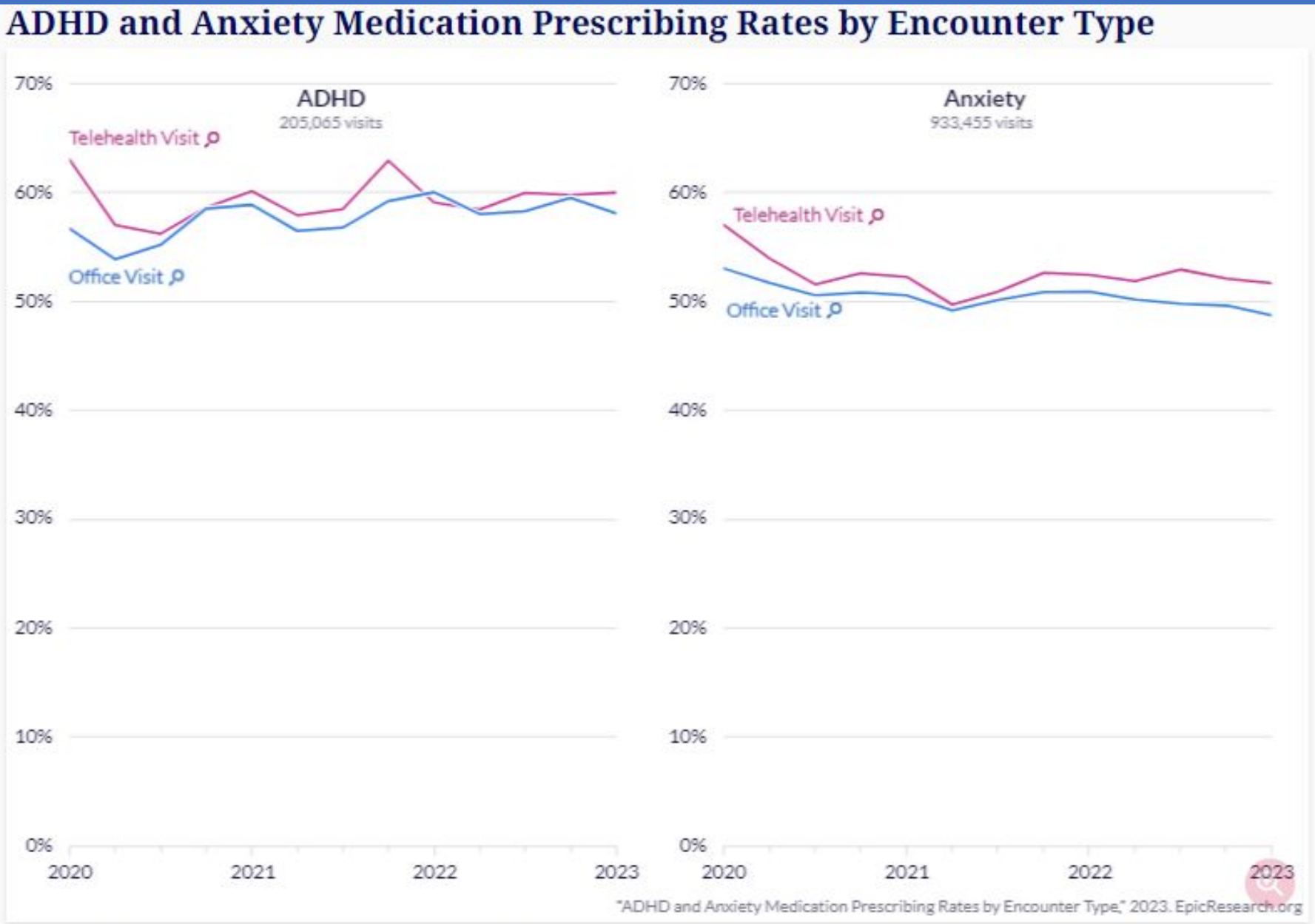


Figure 1. Percentage of initial ADHD and anxiety diagnosis encounters with a prescription for an associated medication within 30 days.

Barriers

- Need to have a robust IT and compliance departments….
- Need HIPAA approved video platform for virtual care: in the era of hacking/ransomware etc
- Provider training/comfort levels; provider preferences
- Lower digital literacy, cognitive impairment, and less access to stable internet

  Eg: dementia management
- Patient preference: Telehealth vs in person

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Barriers

- Rural communities with low income and socioeconomic status
- A study highlighted gap in accessing technology by race,16% in African American individuals vs 79% in Caucasian individuals
- Limited access to the internet, video, or telephone
- Getting forms example ADHD teacher rating forms scanned in the system
- Capturing data around gait, weight, and the Abnormal Involuntary Movement Scale (AIMS)….Polycom capable of the provider having control on cameras on both ends

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Barriers

Nature of the disease

A study pointed out "psychiatry, cardiology, and radiology specialties used this technology the most, and immunology and gastroenterology specialties used this technology the least"

Language barrier: need for interpreter, doing a conference call?

Using telephone during the Pandemic when no access to Broadband or reliable internet

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Seeking treatment

- Mental health: getting help….embarrassment, fear, stigma
- Can tele medicine help in alleviating the fear of social judgment?
- Hoffmann et al. stated that telemedicine is less appropriate for patients with certain mental health conditions such as post-traumatic stress disorder.
- PTSD seen in both military and civilian population: TF CBT, Psychotherapy, Medications are the first and primary line of treatment

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Compass Health Field results

- Overall patient satisfaction scores
- This year, we collected more than 400 customer satisfaction surveys, which is a record number for us (we do them once a year for 2 weeks)

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Psychiatry Services: 397	5= Strongly Agree		4= Agree		3= Neutral		2= Disagree		1= Strongly Disagree		Skipped
As a result of services at Compass Health, my symptoms are not bothering me as much.	35.44%	140	39.49%	156	21.27%	84	2.28%	9	1.52%	6	2
I feel I am better able to control my life.	32.07%	127	42.68%	169	22.22%	88	2.27%	9	0.76%	3	1
I would recommend my family or friends to Compass Health for services.	57.83%	229	30.81%	122	9.85%	39	1.26%	5	0.25%	1	1
I would continue to receive services at Compass Health if given a choice to go elsewhere.	58.73%	232	29.11%	115	11.14%	44	1.01%	4	0.00%	0	2
The program location meets my needs (i.e.: location, parking, hours, building layout/condition)	58.59%	232	30.56%	121	9.34%	37	1.26%	5	0.25%	1	1
Compass Health has been sensitive to your cultural needs.	52.03%	205	25.89%	102	20.81%	82	0.76%	3	0.51%	2	3
I was easily able to schedule an appointment at a time that was convenient for me.	59.60%	236	29.55%	117	9.34%	37	1.26%	5	0.25%	1	1
I feel I am better able to respond to stressors in my life.	38.23%	151	38.99%	154	20.76%	82	1.52%	6	0.51%	2	2

I believe my services are working for me.		
Yes	97.67%	377
No	2.33%	9
Skipped	n/a	11

I am receiving telehealth Psychiatry services with Compass Health.		
Yes	73.28%	266
No	26.72%	97
Skipped	n/a	34

	5= Strongly Agree		4= Agree		3= Neutral		2= Disagree		1= Strongly Disagree		Skipped
Telehealth Psychiatry services meets my needs. (i.e. screen clarity, communication, sound)	46.18%	139	37.87%	114	12.29%	37	3.32%	10	0.33%	1	96
I am satisfied overall with telehealth services.	47.30%	140	36.49%	108	12.84%	38	2.36%	7	1.01%	3	101

Telemedicine in SUD

- An estimated **20.8 million** people in United States are living with a substance use disorder: similar to the number of people with **diabetes**
- 1.5 times the number of people who have all **cancers combined**.
- This number **does not** include the millions of people who are misusing substances but may not yet have a full-fledged disorder.
- Less attention and resources invested in substance use

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Medication Assisted Treatment for OUD using Telemedicine

- Initial eval
- EPICC program, crises intervention
- Open access
- Provider/med management appointment
- Nursing co-ordination
- Life saving medications initiated

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Various treatment/intervention modalities

- Therapy
- Withdrawal Management
- Maintenance med visits
- Case management
- Co-ordination of care with primary care/OB, pain specialists
- Crises Access Points
- Inpatient Rehab facilities

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In person requirement for MOUD

- Controlled medications like buprenorphine and methadone needed a physical inspection by the prescribing doctor before the COVID-19 epidemic under the Ryan Haight Online Pharmacy Protection Act of 2008 and Drug Enforcement Administration (DEA) rules.
- New federal and state laws for Medicine for Opioid Use Disorder (MOUD) implemented in response to the COVID-19 epidemic.

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Ryan Haight act

- “Under the Ryan Haight Online Pharmacy Consumer Protection Act of 2008 (the Ryan Haight Act), a prescribing practitioner—subject to certain exceptions—may prescribe controlled medications to a patient only after conducting an in-person evaluation of that patient.”
- “As of November 11, 2023, the end of the effective period for the temporary rule published at 88 FR 30037 on May 10, 2023, is extended from November 11, 2024, to December 31, 2024.”

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Prescribing controlled meds

- According to the American Psychiatry Association
- “The Ryan Haight Online Pharmacy Consumer Protection Act of 2008 governs online prescribing of controlled substances in the US. This law was created to regulate online internet prescriptions, is enforced by the DEA (Drug Enforcement Agency) and also imposes rules around the prescription of controlled substances through telepsychiatry.”

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Telemedicine in Perinatal population

According to the 2016 National Survey on Drug Use and Health:
8.3% of pregnant women drink alcohol
6.3% use illicit drugs, and
10% smoke cigarettes.
Opioid use has increased five-fold and in parallel to the opioid crisis

Maternal motivation for behavioral change: natural part of pregnancy
unique opportunity
increased access
serving as an educational moment

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Telemedicine in Child Psychiatry

- Even before COVID: outcomes were similar to those delivered via in-person treatment
- Research supports comparable outcomes: telepsychiatry and in person visits: some of the parameters

a. Diagnostic accuracy
b. Treatment alliance
c. Therapeutic outcomes
d. Patient and provider satisfaction

Integrated care and collaborative care models being implemented and conducted utilizing telemedicine

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Behavioral Interventions using telehealth

- Using telehealth to train caregivers of children with disabilities
- Methods for caregivers within the United States to implement a variety of interventions with children with Autism Spectrum Disorder (ASD).
- Telehealth behavior analytic caregiver coaching program.
- Evaluated a telehealth training package to teach three caregivers discrete-trial teaching (DTT). Caregivers were taught to implement a tact training procedure with their child.











STEPS

Shape • Teach • Evolve • Prepare • Support

Helping Mothers and Children Thrive



HOW TO PARTICIPATE IN STEPS

To get started, Contact Paige Bearden, STEPS Team Lead, at pbearden@compasshn.org or 660-890-8134. The STEPS team will set up a screening to meet with the client at the STEPS office. STEPS has the ability to screen and admit four to six clients monthly until the capacity of 50 is reached.

Paige Bearden | pbearden@compasshn.org | 660.890.8134
STEPS | 1800 Community Drive | Clinton, MO 64735

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Keeping Families Together

Crisis Services at Compass Health

- **ACI (Access Crisis Intervention):** 24/7/365 support for individuals in crisis. This service is available to all persons (do not have to be or become a client), there is no cost and customers can be assisted regardless of presentation (in person, phone, etc.)
- **CBHL (Community Behavioral Health Liaison):** Provide support and education to law enforcement and court officials to increase identification of individuals experiencing behavioral health crisis and get connected to appropriate services/resources. The purpose is to reduce the number of individuals entering the criminal justice system and unnecessary hospitalization.
- **HD (Hospital Diversion):** reduce unnecessary emergency room visits and inpatient hospitalizations by making a quick connection to individuals and providing intensive linkage to appropriate resources in the community.
- **Emergency Room Enhancement (ERE) and Disease Management (DM):** five regional teams total with a supervisor in each region. These staff actively outreach and engage individuals to assess and link to needed services.

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We have Crisis Line Clinicians available 24 hours a day, 7 days a week, including holidays.

We can follow up with clients in need of extra support in the evenings, weekends, or over the holidays.

Compass Health Crisis Line covers 25 counties across Missouri.

Clinicians are trained in de-escalation, risk assessment, safety planning, and care coordination.

The crisis line can dispatch a Mobile Crisis Clinician to a caller's location if needed.

You don't have to be a Compass Health client, and are not required to become one, to utilize the Crisis Line or Mobile Crisis Clinicians

INSPIRE HOPE. PROMOTE WELLNESS.



The NAVIG8 program offers a comprehensive array of programming – providing holistic, family strengthening and support-focused treatment.

Using the Family Support Network (FSN) model, the NAVIG8 program is based on the premise that the primary responsibility for the development and well-being of children lies with the support system and emphasizes the role of society in supporting caregivers in raising children.

The NAVIG8 Adolescent Treatment Program will serve as a drop-in safe space for adolescents and their caregivers; offering services up to seven (7) days per week.

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OUR CENTRAL REGION PARTNERS

city of Columbia

United Way

Funding partners:

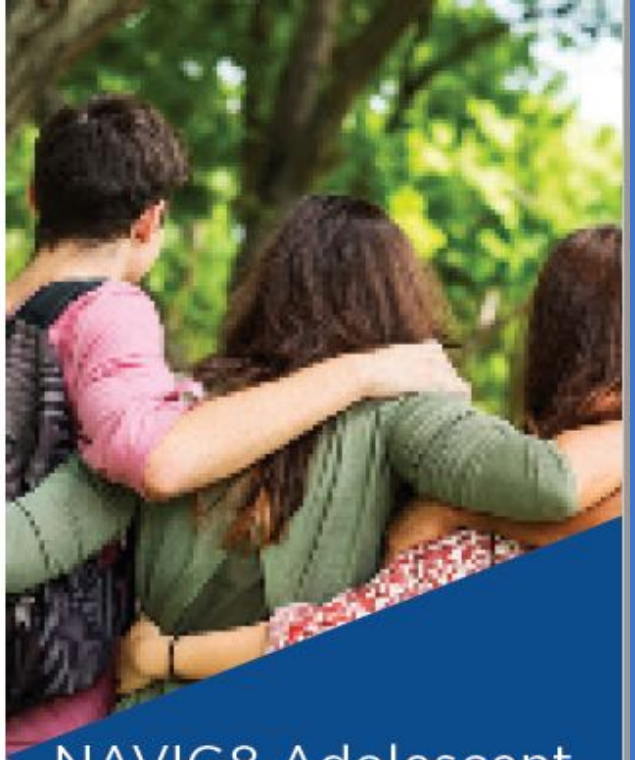
Missouri Department of MENTAL HEALTH

County of Boone Missouri

NAVIG8 ADOLESCENT TREATMENT PROGRAM
HOLISTIC · STRENGTH · FOCUS · SUPPORT

NAVIG8 ADOLESCENT
TREATMENT CENTER
3501 BERRYWOOD DRIVE
COLUMBIA, MO 65201

COMPASSHEALTHNETWORK.ORG
844.853.8937



NAVIG8 Adolescent Treatment Center

CENTRAL REGION

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We specialize in treating women whom are living with a substance abuse disorder, including those who may be pregnant or parenting, to develop a healthy approach to life





McCambridge Center is a women and children's treatment provider operating since 1978. the center is named after Academy Award winning actress, Mercedes McCambridge, who was a recovering alcoholic and spokeswoman supportive of substance use disorder treatment.

Our nurses, therapists, and community support specilaists assist pregnant clients in accessing quality prenatal obstetrical care and will help prepare them for the upcoming birth of their children through connection with community resources and support systems. While in treatment, they will learn to manage their substance use disorder and how to best care for their health andthe health of their unborn child through nutrition, parenting classes and education regarding prenatal care.

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McCAMBRIDGE CENTER
201 NORTH GARTH
COLUMBIA, MO 65203

573.449.3953



McCambridge Center

WOMEN AND CHILDREN'S TREATMENT CENTER

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Thank You

