Telemental Health 101

How to Get Started in Telemental Health

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Agenda

1. Solve the right problem - What are you trying to achieve?
2. Services - What services? Who will provide them?
3. Setting - Where?
4. Funding - Who will pay for service?
5. Best Practices - How?
6. Selecting technology and software - How?
7. How to start summary
8. Resources
Solve the right problem.
Services

Service Ideas

- Video Psychiatrist
- Video Nurse Practitioner
- Asynchronous structured interviews
- Consult -Supporting PCPs
- Buprenorphine waiver consults
- Triage-video and/or app
- Video counseling
- Drug and Alcohol Treatment
- Relapse Prevention Groups

Type of service and staff will influence technology selection, workflows and regulatory requirements

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Many Setting Options:

- Clinic to Clinic
- Clinic to School
- Clinic to Work
- Home to Home
Spectrum of Care Options

Video

Text Based

cCBT

Apps
Funding

- Third party reimbursement
- Private Health Insurances
- Medicaid
- Medicare
- National grants
- Local grants and cost reduction
- Find more than one source

The funding source can open new options or force artificial restrictions.
Best Practice Examples

- Training
- Security and Privacy
- Jurisdiction
- Suitability
Best Practice Examples

Remote Emergency Procedures

Informed Consent specific to TMH

Back up communication plans
Best Practices: Technology

Consider
• Security
• Oversight
• Workflows
• Referrals
• Mobility
• Growth

https://www.telementalhealthcomparisons.com
Technology

- Technology constantly improving
- Select setting and use, then choose software and technology

Consider
- Requirements for both ends of call
- Integrate with existing systems
- Interoperability with EMRs
- Bandwidth and hardware needed
- HIPAA security - video and workflows
- Flexibility for growth
- Affordability verses other options
- Not labor intensive
Small Trials

Start small.

Layer policies and procedures.

Measure, learn and iterate.
How to Start

- Preparation
  - Get mentorship
  - Get training - understand the industry

- Make A Business Plan
  - Define your goals - start small
  - Plan pilot and scaling plan - ROI
  - Select service, staff, setting
  - Funding/budget
  - Laws/rules/ethics per provider/setting/funder
  - Technology options and budget
  - Provider credentialing and training
  - Outsourcing vs hiring

- Leadership Buy-in

- Implementation
  - Set a launch date
  - Training in best practices
  - Technology setup and practice
  - Policies, procedures, workflows
  - Start with a pilot
  - Adjustment
  - Scale
Many resource available
- Telehealth Resource Centers
- HRSA and SAMHSA seminars
  HITECH Refresher in November
- Communities

Help!

SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS
Telebehavioral Health in Primary Care
A Discussion
Leveraging technology to increase access and efficiency

integration.samhsa.gov

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Federal funded agencies are focused on supporting telehealth.

http://www.telehealthresourcecenter.org/
Jay Ostrowski is the CEO of Behavioral Health Innovation and Adaptive Telehealth. Jay’s passion is research and development in the telemedicine field. Thus far Jay has lead development of 8 HIPAA-secure telemedicine software platforms, created 9 peer-reviewed telemental health training courses for national certification and created many innovative niche treatment programs. He also serves as a consultative partner with the Mid-Atlantic Telehealth Resource Center providing telemental health technical assistance helping organizations start-up and scale telemedicine services including telemental health, telebehavioral health and telepsychiatry.