

Telemental Health 101

How to Get Started in Telemental Health

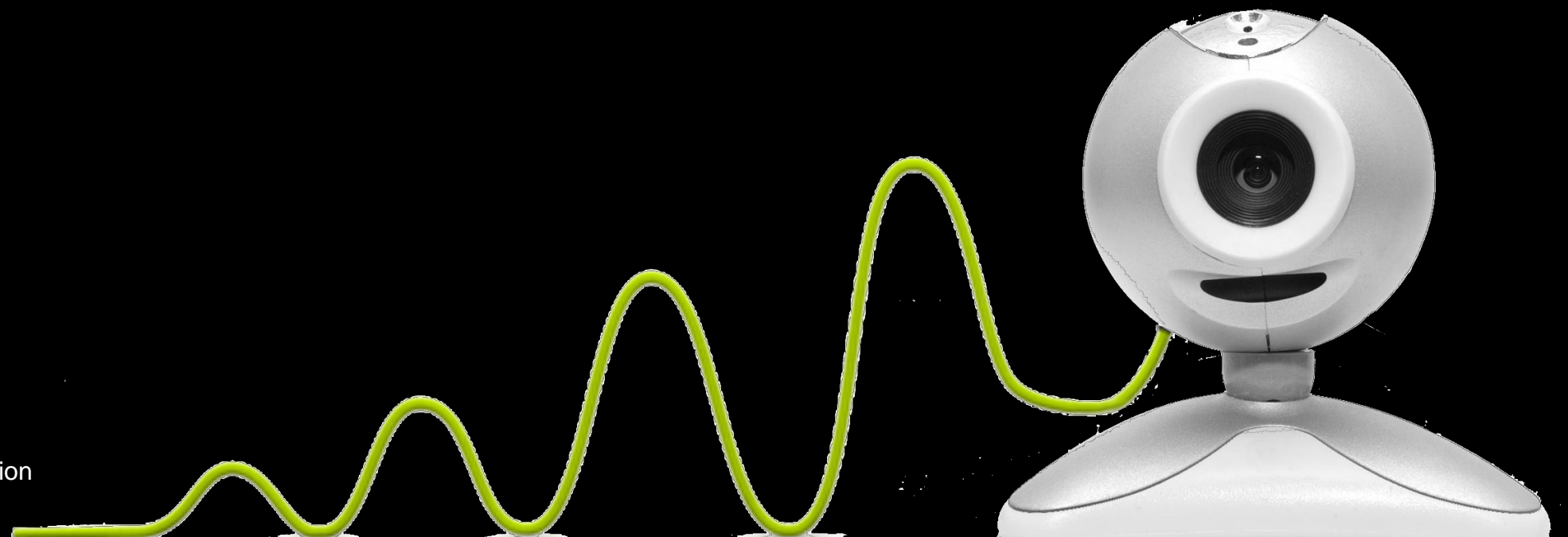
Jay Ostrowski, MA, LPC/s, NCC, DCC, ACS, CTCP

CEO, Behavioral Health Innovation

CEO, Adaptive Telehealth

Advisor, Ingenium Health Advisors

Consultative Partner - Mid Atlantic Telehealth Resource Center



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



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

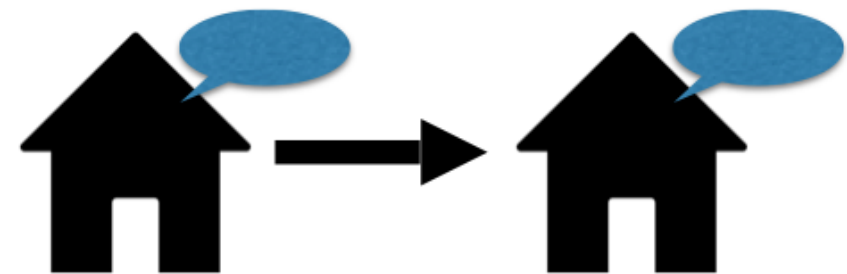
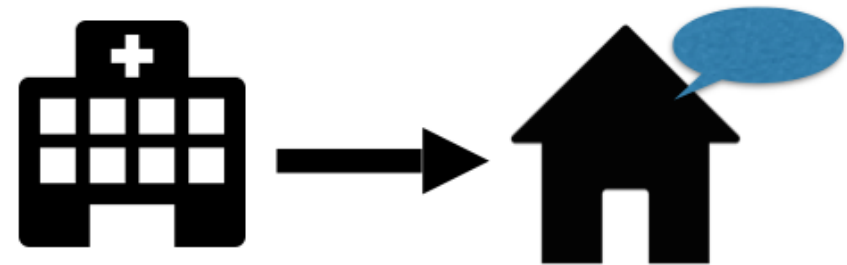
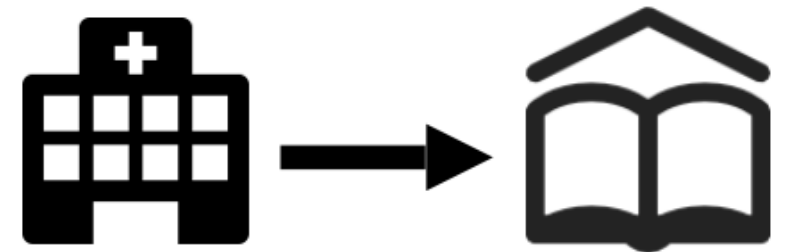
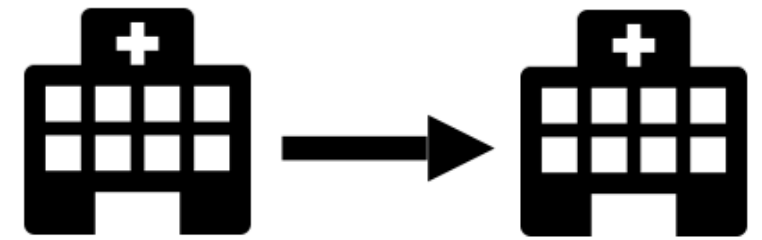
Service Ideas

- 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

Settings

Many Setting Options:

- Clinic to Clinic
- Clinic to School
- Clinic to Work
- Home to Home



Spectrum of Care Options



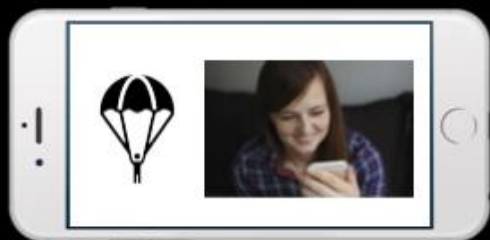
Video



Text Based



cCBT



Apps

INVITATIONS CREATE CLIENT FILE CREATE NOTE ADD EVENT

INVITE CLIENT
INVITE TO COMMUNITY
VIDEO ON DEMAND

THU 25 FEB

Time	Client	Duration	Status
08:00 AM	Joey Tribbiani	1 hour	In-Person
09:00 AM	Donald Duck	1 hour	In-Person
10:00 AM	Bruce Wayne	15 minutes	In-Person
10:15 AM	Charles M Burns	30 minutes	In-Person
11:45 AM	Lana De	1 hour	In-Person

Search for client, work...

LAST NAME	LAST LOGIN	STATUS	GROUPS
Client	12/09/2015 04:35 AM	Registered	-
Test	12/24/2015 08:14 AM	Yes	Contacted By Client
Barry	No activity yet	Registered	-
Milton	02/25/2016 08:45 AM	Yes	Active
Smith	03/20/2016 09:40 AM	[Choose status]	Morning Meditation, Adolescent Group

PREVIOUS 1 2 3 4 NEXT

Disclaimer Terms of Use

This application is not for emergency services. If you are having an emergency, please contact your local hospital.

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**

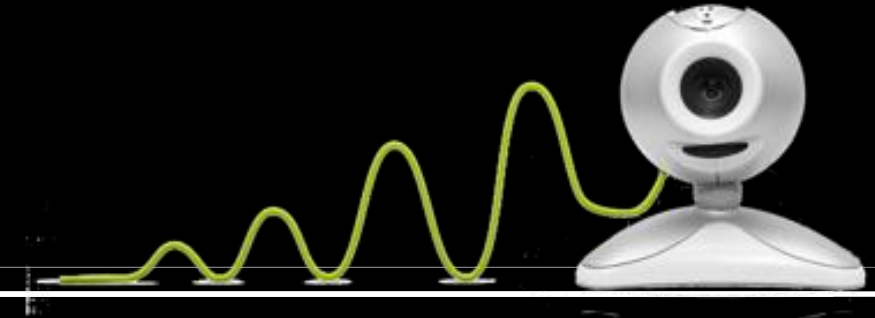


**Informed Consent
specific to TMH**



**Back up communication
plans**

Best Practices: Technology



Consider

- Security
- Oversight
- Workflows
- Referrals
- Mobility
- Growth

The screenshot shows a telehealth dashboard for a user named Jay L. Ostrowski. The interface includes a sidebar with navigation options: Collapse menu, Dashboard (selected), Messaging, Scheduling, Notepad, Video on Demand, Clients, Client Accounting, Referrals, and Community. The main content area displays a weekly calendar overview for February 24th to 29th, showing activities like meetings, forms, and homeworks. Below the calendar is a 'Clients' table with columns for User Time, First Name, Last Name, Last Login, and various status indicators. The table lists several clients, including Serg Client, Ben Test, Test Client Barry, Matty Milton, and Jason Smith. At the bottom, there are links for Provider Sign-up, Privacy Disclaimer, and Terms of Use, along with a copyright notice for Behavioral Health Innovation.

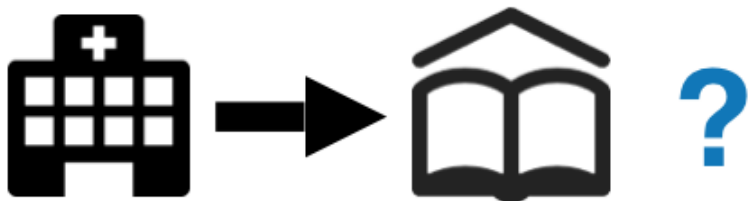
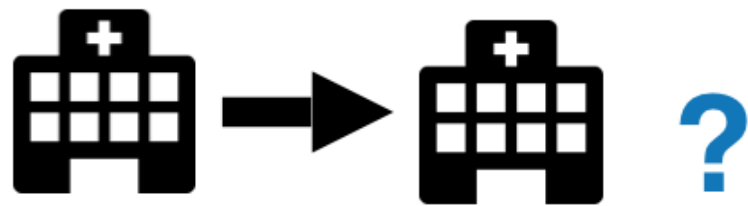
USER TIME	FIRST NAME	LAST NAME	LAST LOGIN	STATUS	GROUPS
0:00	Serg	Client	12/09/2015 04:35 AM	Registered	-
0:05	Ben	Test	12/24/2015 08:14 AM	Yes	Morning Meditation, Group 1
0:06	Test Client	Barry	There is no activity yet.	Registered	-
0:09	Matty	Milton	02/25/2016 08:45 AM	Yes	Active
0:11	Jason	Smith	03/20/2016 09:40 AM	[Choose status]	Morning Meditation, Adolescent Group

<https://www.telementalhealthcomparisons.com>

Technology

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

Setting?



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

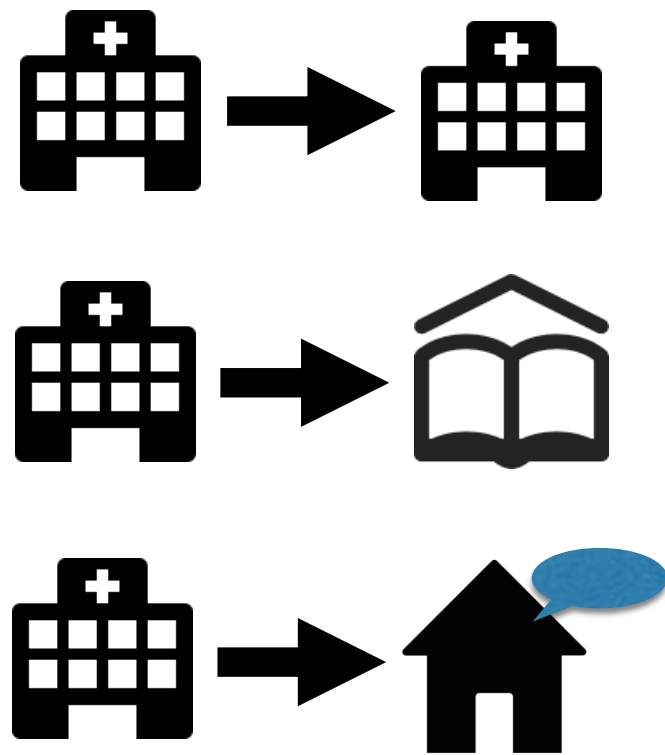


Start small.

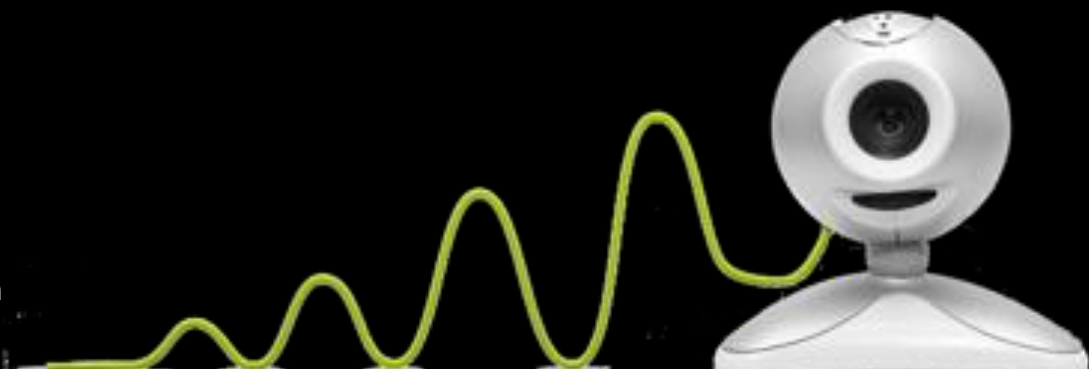
Layer policies and procedures.

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





Help!

Many resource available

- Telehealth Resource Centers
- HRSA and SAMHSA seminars
HITECH Refresher in November
- Communities



SAMHSA-HRSA
CENTER for INTEGRATED
HEALTH SOLUTIONS

Telebehavioral Health in Primary
Care
A Discussion

Leveraging technology to increase
access and efficiency

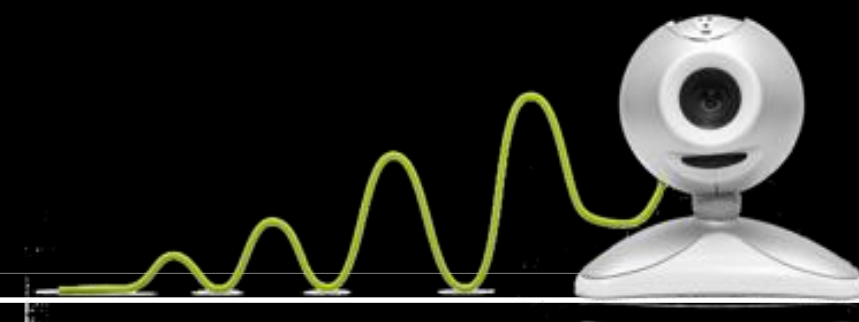
Addressing Mental and Substance Use Disorders
SAMHSA
www.samhsa.gov 1-877-SAMHSA-7 (24/7) (Toll-Free)

HRSA
Health Resources & Services Administration

integration.samhsa.gov



Telehealth Resource Centers



14 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.