Telemental Health 101

How to Get Started in Telemental Health
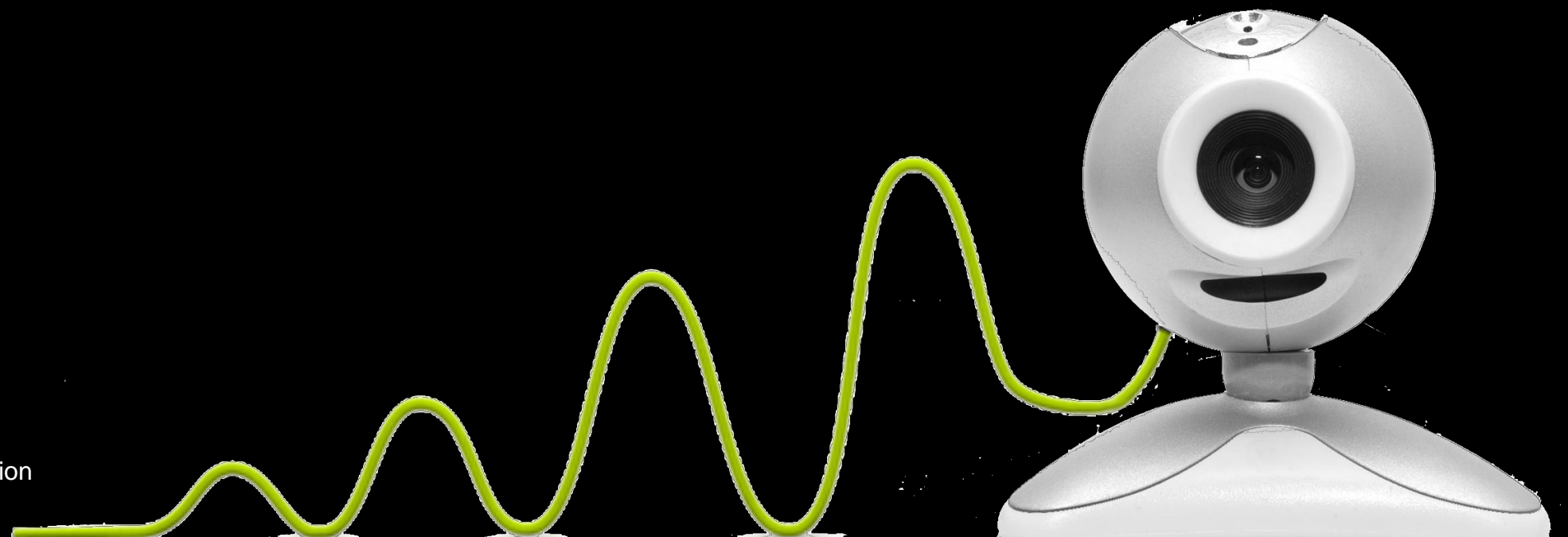
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CEO, Behavioral Health Innovation
CEO, Adaptive Telehealth
Advisor, Ingenium Health Advisors
Consultative Partner - Mid Atlantic Telehealth Resource Center

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
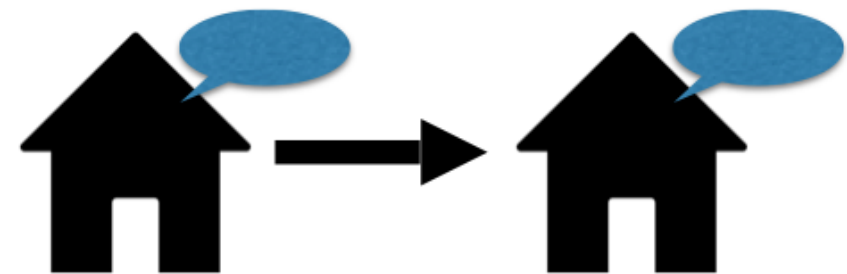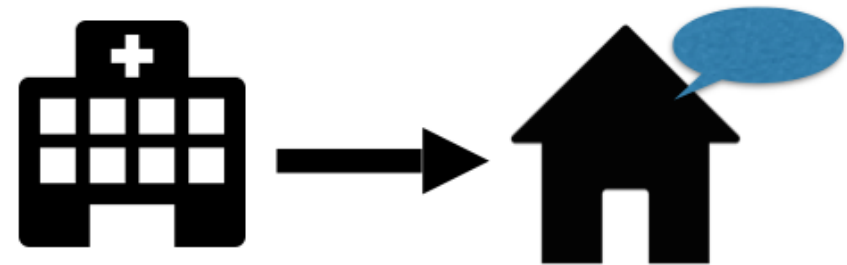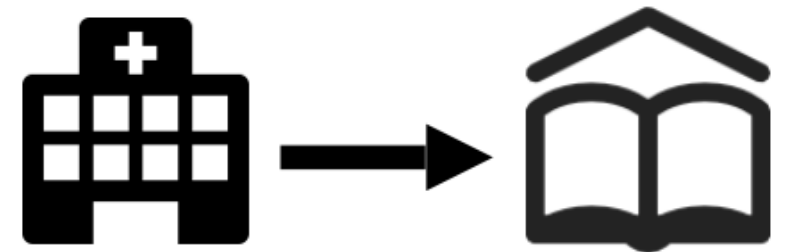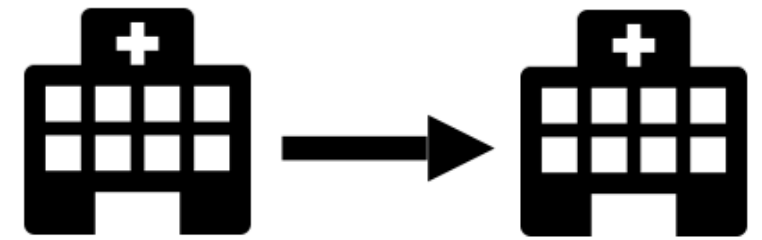
Service Ideas

- 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
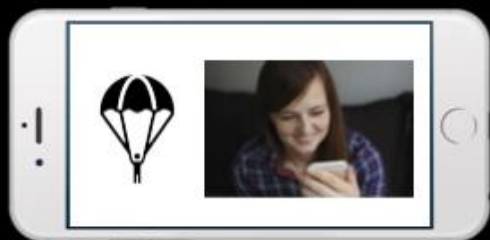- Clinic to Work
- Home to Home

Spectrum of Care Options

Video

Text Based

cCBT

Apps

Funding

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

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

Best Practice Examples

Training

Security and Privacy

Jurisdiction

Suitability
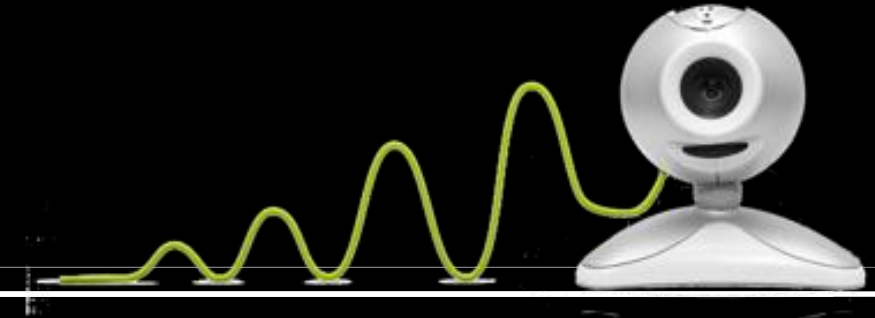
Best Practice Examples

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

Setting?

- Technology constantly improving

- Select setting and use, then choose software and technology
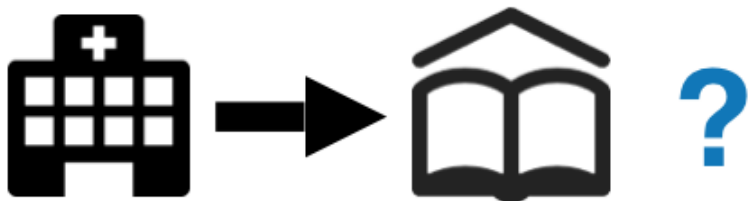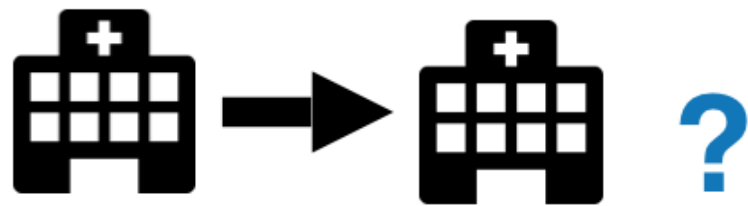
Consider
- Requirements for both ends of call
- Integrate with existing systems
- Interoperability with EMRs
- Bandwidth and hardware needed
- HIPAA security -video and workflows
- Flexibility for growth
- Affordability verses other options
- Not labor intensive

Small Trials

Start small.

Layer policies and procedures.

Measure, learn and iterate.

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How to Start

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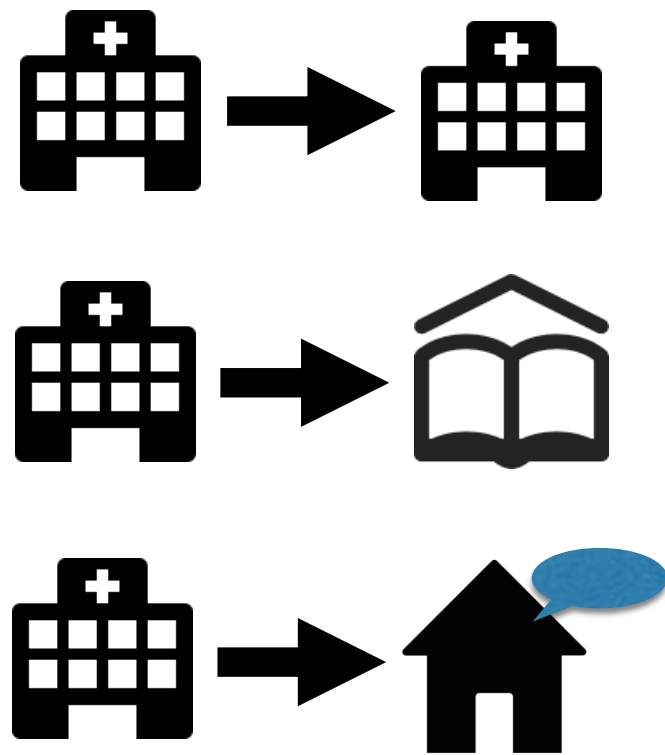 - Get mentorship
  - Get training - understand the industry

- 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
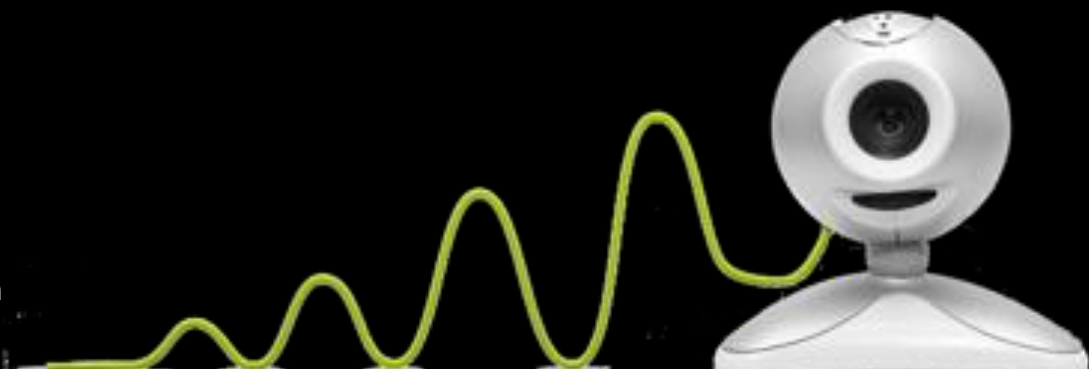
Many resource available

- 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**
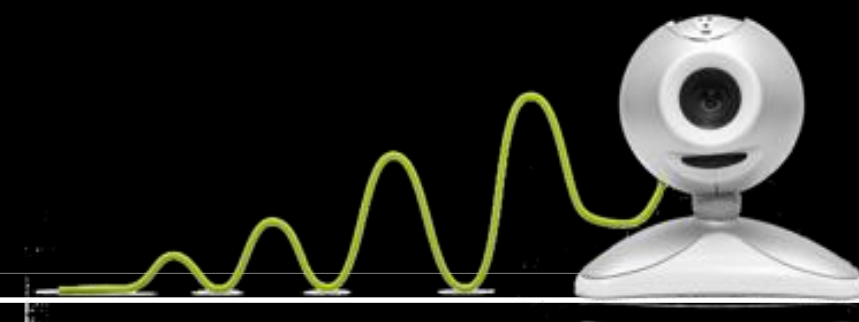
Leveraging technology to increase
access and efficiency

SAMHSA   HRSA   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.