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IHS Telebehavioral Health Center of
Excellence

<https://www.ihs.gov/telebehavioral/>



DBH

DIVISION OF BEHAVIORAL HEALTH

How Telebehavioral Health Works & What it Can do for Your Community

What is Telehealth/Telemedicine?

- CMS - “a two-way, real- time interactive communication between a patient and a physician or practitioner at a distant site through telecommunications equipment that includes, at a minimum, audio and visual equipment.”
- ATA - While there’s no common definition of telehealth (and its many synonyms), the term itself can evoke a limited view of what telehealth does. What was, until recently, referred to as *telemedicine* now encompasses a much broader array of services and technologies – AI, virtual reality and behavioral economics are a few examples that come to mind – that are transforming the way health and care are delivered.

Asynchronous Telemedicine (store-and-forward)

Pros

- Very low bandwidth requirements
- Less travel for patients
- Fast turnaround

Cons

- May require special equipment
- May require special training
- Information usually has to be uploaded into the EHR

Synchronous Telemedicine

Pros

- Real-time patient interaction
- Documentation in EHR
- Less patient travel

Cons

- High and consistent bandwidth required
- Special equipment may be required

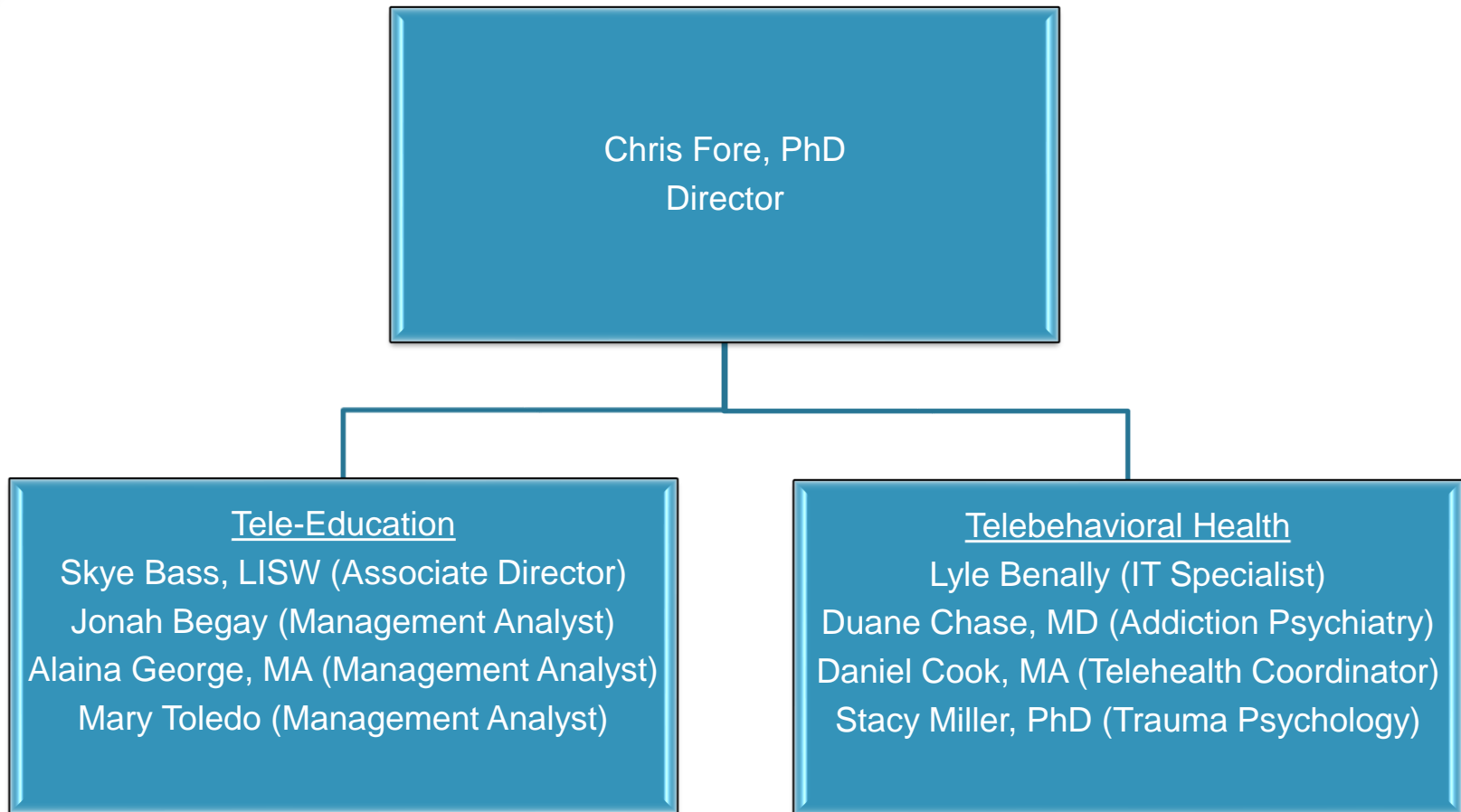
IHS-Joslin Vision Network Teleophthalmology Program

Dr. Dawn Clary, Director

- Provides remote diagnosis and management of diabetic retinopathy
- Asynchronous
- 28,427 exams in FY18
- <https://www.ihs.gov/teleophthalmology/>



IHS TeleBehavioral Health Center of Excellence Organization Chart





Telebehavioral Health Services

FY18

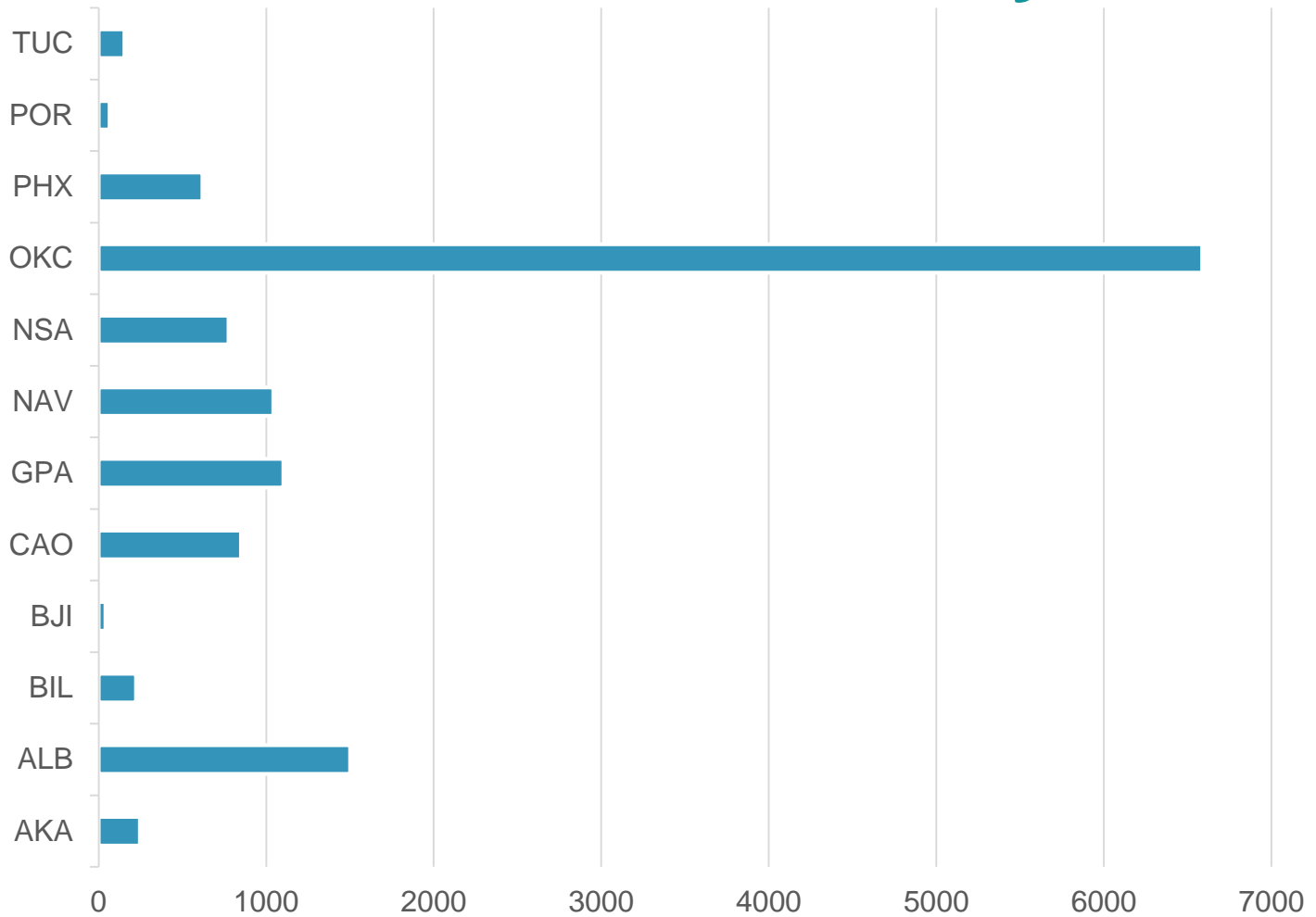
Providing real-time (synchronous) psychiatric care, counseling, and consultation via televideo.

FY 2018 Telebehavioral Health

- 155 sites reported at least one session
- 13,204 encounters were scheduled

These do not include Tribal or Urban sites that do not export data to the IHS National Data Warehouse (NDW)

FY 2018 TBH sessions by Area



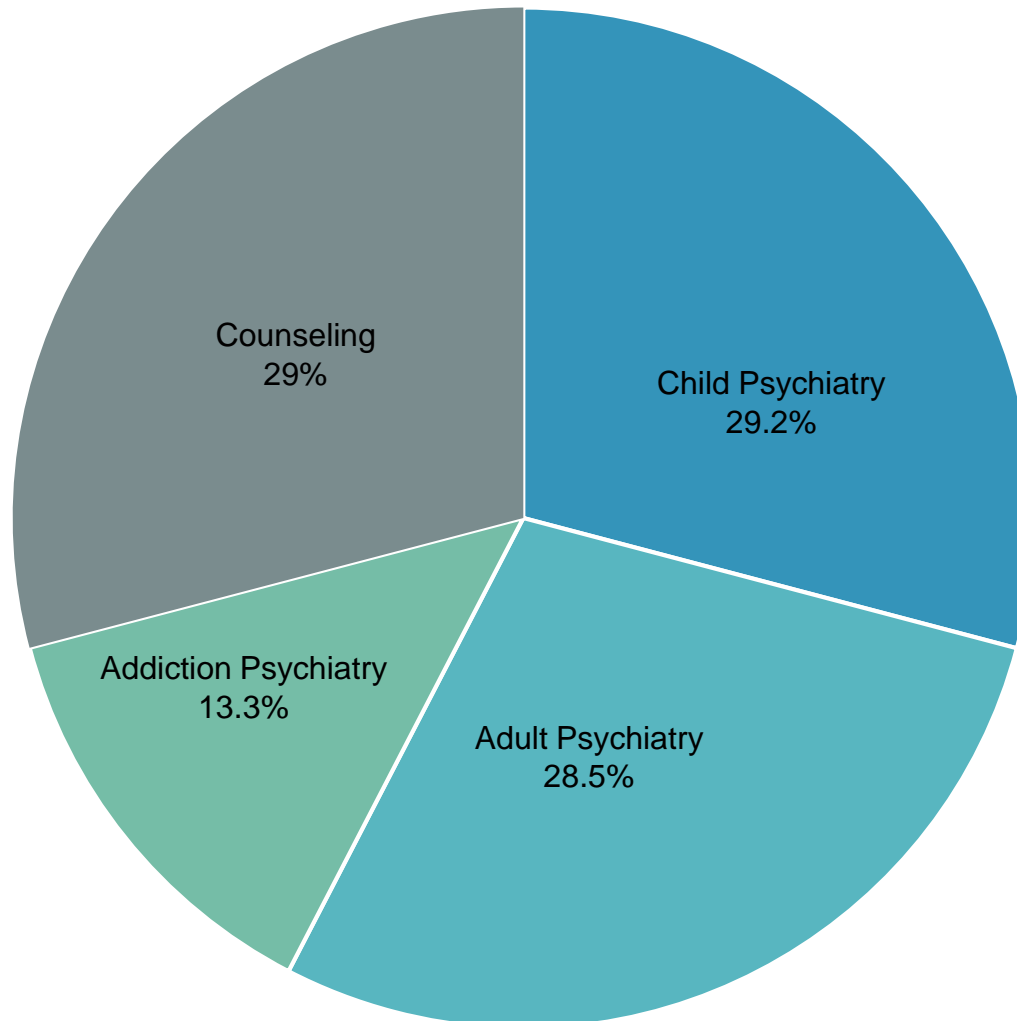
FY 2018 Telebehavioral Health Highlights

- 3,794 patient visits
- 3,473.5 hours of service

Service Types

Psychiatry	Counseling
Addiction	Adult
Adult	Child
Child	Family
	Trauma/PTSD

FY 2018 Clinical Hours



Telebehavioral Health Sites

TBH Sites

Individual styles

- IHS Acoma-Canoncito-Lagun...
- IHS Cass Lake Indian Hospital
- IHS Catawba Service Unit
- IHS Crow/Northern Cheyenne...
- IHS Crownpoint Health Care F...
- IHS Elko/Southern Bands Hea...
- IHS Ft. Peck Poplar/Vern E. Gi...
- IHS Ft. Peck Wolf Point/Chief...
- IHS Ft. Yates/Standing Rock ...
- IHS Gallup Indian Medical Ce...
- IHS Kayenta Health Center
- IHS Mescalero Indian Hospital
- IHS Micmac Service Unit
- IHS IHS Pine Ridge SU/Kyle H...
- IHS Pine Ridge SU/Pine Ridge...
- IHS IHS Pine Ridge SU/Wanbl...
- IHS Piñon Health Center
- IHS Sisseton/Woodrow Wilso...
- Kickapoo Tribal Health Center
- Owyhee/Duck Valley Tribal site
- Red Cliff Tribal Community H...
- Skokomish Hope Behavioral ...
- Tohono O'odham San Xavier ...
- Tohono O'odam Sells Hospital
- IHS Great Plains Area Youth R...
- ◆ Dulce Tribal Behavioral Health
- ◆ Forest County Potawatomi He...
- ◆ Gun Lake Tribe Health and Hu...
- ◆ Red Lake Tribal Agency
- ◆ Saint Croix Tribal Health Clinic
- ◆ Sokaogon Chippewa Commu...



LEGEND

- Active IHS Site
- ◆ Active Tribal/Urban Site
- Soon-to-deploy IHS site
- ◆ Soon-to-deploy tribal/urban site

Estimated Site Savings with Telebehavioral Health

- \$621,306 saved compared to traveling patients to the provider
- \$119,207 saved compared to traveling the provider to the site

Calculations are based on this publication- A Cost Comparison of Travel Models and Behavioral Telemedicine for Rural, Native American Populations in New Mexico. *Journal of Telemedicine and Telecare*. (<http://www.ncbi.nlm.nih.gov/pubmed/26026190>)

Estimated Patient Savings

- 758,800+ miles of travel avoided
- \$413,456+ in avoided travel costs
- 11,674 hours of work and/or school
NOT missed

Assumptions:

- 200 miles of travel (round trip)
- Federal mileage reimbursement rate
- Hours saved @ 65 MPH

Commonly Asked Questions

- How does it work?
- What equipment do I need?
- Is our connection fast enough?
- What about provider licensure?
- What about billing/reimbursement?
- Does it work?
- Do patients like it?

Telebehavioral Health Process

Site

- Ask
- Determine needs
 - Type(s) of service
 - Amount of Service
- Site Assessment
 - Space
 - Staff
 - Network
- *Identify Telehealth Coordinator*
- Meet & Greet
- Credentialing & Privileging
- EHR Access
- Test Equipment
- Scheduling individual patients

TBHCE

- Technical Assistance
- Evaluate provider time
- Assign provider
- ITAC form/EHR access
- Facilitate Credentialing & Privileging
- Meet & Greet
- Scheduling
 - 4-hour blocks
- IT Support for clinics
- Invoicing

Common Challenges

Site

- Credentialing & Privileging
- EHR Access
- Prescribing Controlled Substances

- *Telehealth Coordinator*

TBHCE

- Workforce
- Prescribing Controlled Substances

TBH Checklist

Telebehavioral Health Implementation Checklist from the TBHCE

CONSULTATION ROOM (all are required):

- | | |
|---|--|
| <input type="checkbox"/> Space for the unit and patient | <input type="checkbox"/> Free electrical outlet |
| <input type="checkbox"/> Adequate heating & cooling | <input type="checkbox"/> Free network outlet (wired) |
| <input type="checkbox"/> Confidential & Private | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> Comfortable furniture | |

Additional Considerations:

- Can the door be locked from the inside (patient side)?
 - If so, this could pose a risk.
- Has the confidentiality of the room been tested?
 - Providers and patients using televideo equipment often speak louder than normal.
 - Sound often travels around and under doors.
 - Sound may carry through heating and cooling vents.
 - These issues may be overcome with the use of a "white noise" or "sleep machine." It is good to perform sound tests for privacy.
- Is there a telephone available as backup in case the televideo connection drops?
 - It should not be a number that is likely to be called during the session.

EQUIPMENT:

- | | |
|---|--|
| <input type="checkbox"/> Installed | <input type="checkbox"/> Working correctly |
| <input type="checkbox"/> Stored in climate controlled rm. | <input type="checkbox"/> Securely stored |
| <input type="checkbox"/> Oriented use of the equipment | <input type="checkbox"/> Remotes available & working |

NETWORK:

What type of network do you have?

- Wired**
- Wireless**
 - A wireless network is unlikely to support the connectivity needed.

Telehealth Resources

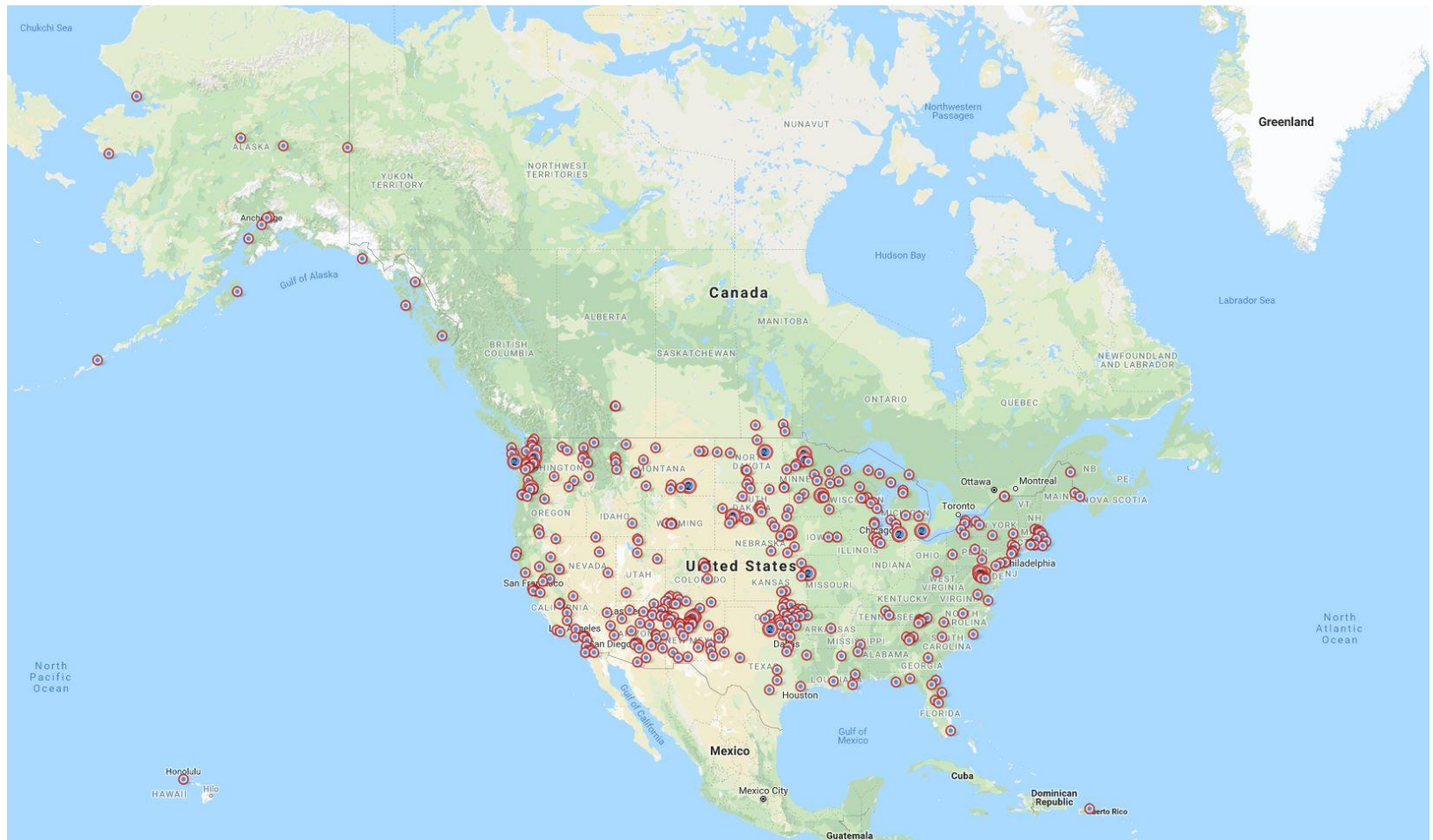
- American Telemedicine Association (ATA) - <https://www.americantelemed.org/>
- ATA Practice Guidelines - https://www.americantelemed.org/resource_categories/practice-guidelines/

Tele-Education Services

FY18

Providing remote, real-time and enduring learning opportunities and support.

Tele-Ed Participant Locations



436 Locations

FY 2018 Summary

- Virtual Education
 - 101 Educational Webinars
 - 3,755 Attendees
 - 679 Credits claimed
 - 197 ECHO Attendees
- Support/Technical Assistance
 - 404 Support Tickets closed

Conference Streaming

- 2018 National Combined Councils
 - August 14-17, 2018
 - 9 Hours Streamed
 - 422 Attendees
- 5th International Indigenous Women's Health Conference
 - March 21-23, 2018
 - 9 Hours Streamed
 - 70 Attendees

Conference: Continuing Education Credits

- 2018 American Indian/Alaska Native Behavioral Health Conference
 - July 25-27, 2018
 - Washington D.C
 - 519 Attendees
 - 160.5 total CE behavioral health credits provided

IHS Telebehavioral Health Center of Excellence

Links:

- Telebehavioral Health- <https://www.ihs.gov/telebehavioral/index.cfm/telehealth/>
- Telehealth Toolkit- <https://www.ihs.gov/telebehavioral/telehealth/>
- Tele-Education- <https://www.ihs.gov/telebehavioral/training/>

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