

Minding the Gap in Integrated Care: How a TeleBHC Service Can Change the Game for Satellite Clinics and Remote Populations

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Yakima Valley Farm Workers Clinic
we are *family*



Faculty Disclosure

The presenters of this session have NOT had any relevant financial relationships during the past 12 months.

Conference Resources

Slides and handouts shared by our conference presenters are available on the CFHA website at https://www.cfha.net/page/Resources_2019 and on the conference mobile app.



Learning Objectives

At the conclusion of this session, the participant will be able to:

- Grasp the detailed ***process necessary to initiate a TeleBHC service***, including engagement strategies, equipment needs, financial modeling and staffing requirements.
- Understand the ***unique workflow, staffing, and service delivery challenges*** that occur during the TeleBHC process and how to effectively manage these aspects of the program
- Explain the versatility of a TeleBHC service and how to present its ***potential benefits to patients, providers, and health care administrators***.

Learning Assessment

- A learning assessment is required for CE credit.
- A question and answer period will be conducted at the end of this presentation.

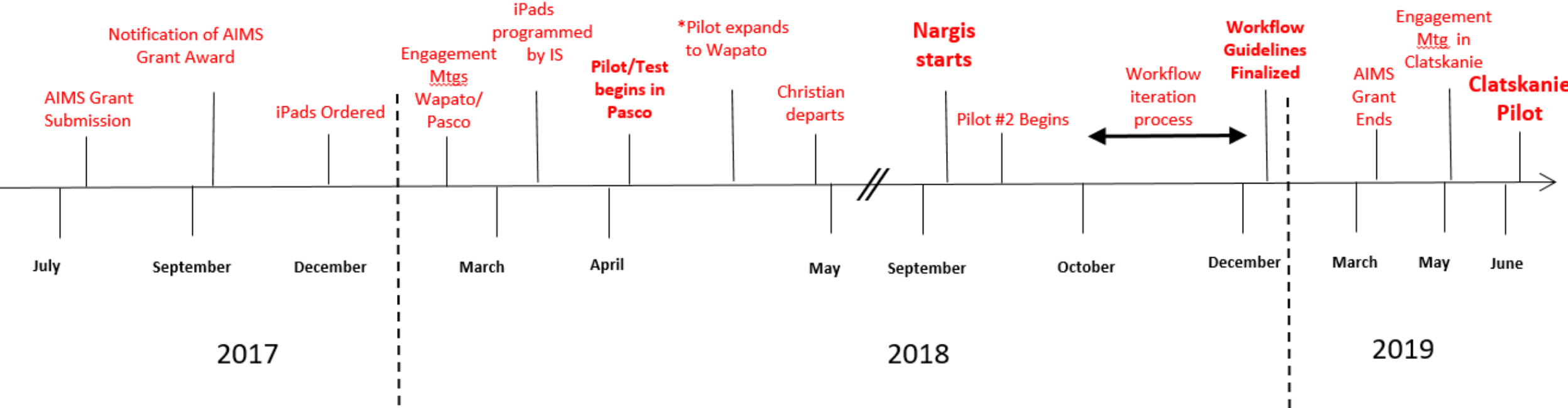
Problem Statement:

How do we *effectively* deliver PCBH services at small, rural sites?

The “Solution”

Create a ***virtual BHC*** service that allows for many sites to be served
simultaneously and in “real time”

TeleBHC Timeline



Sites

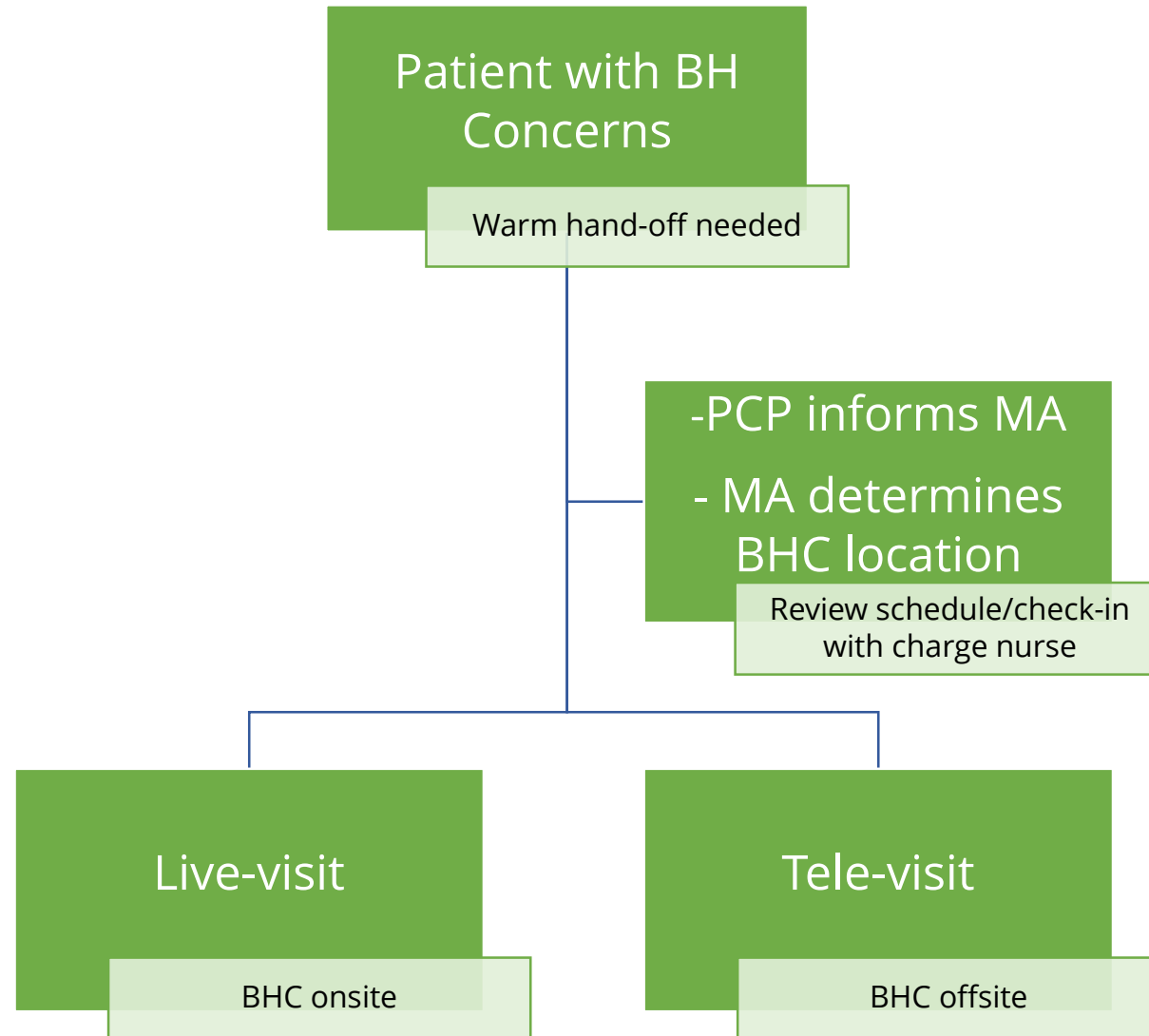
Wapato, WA



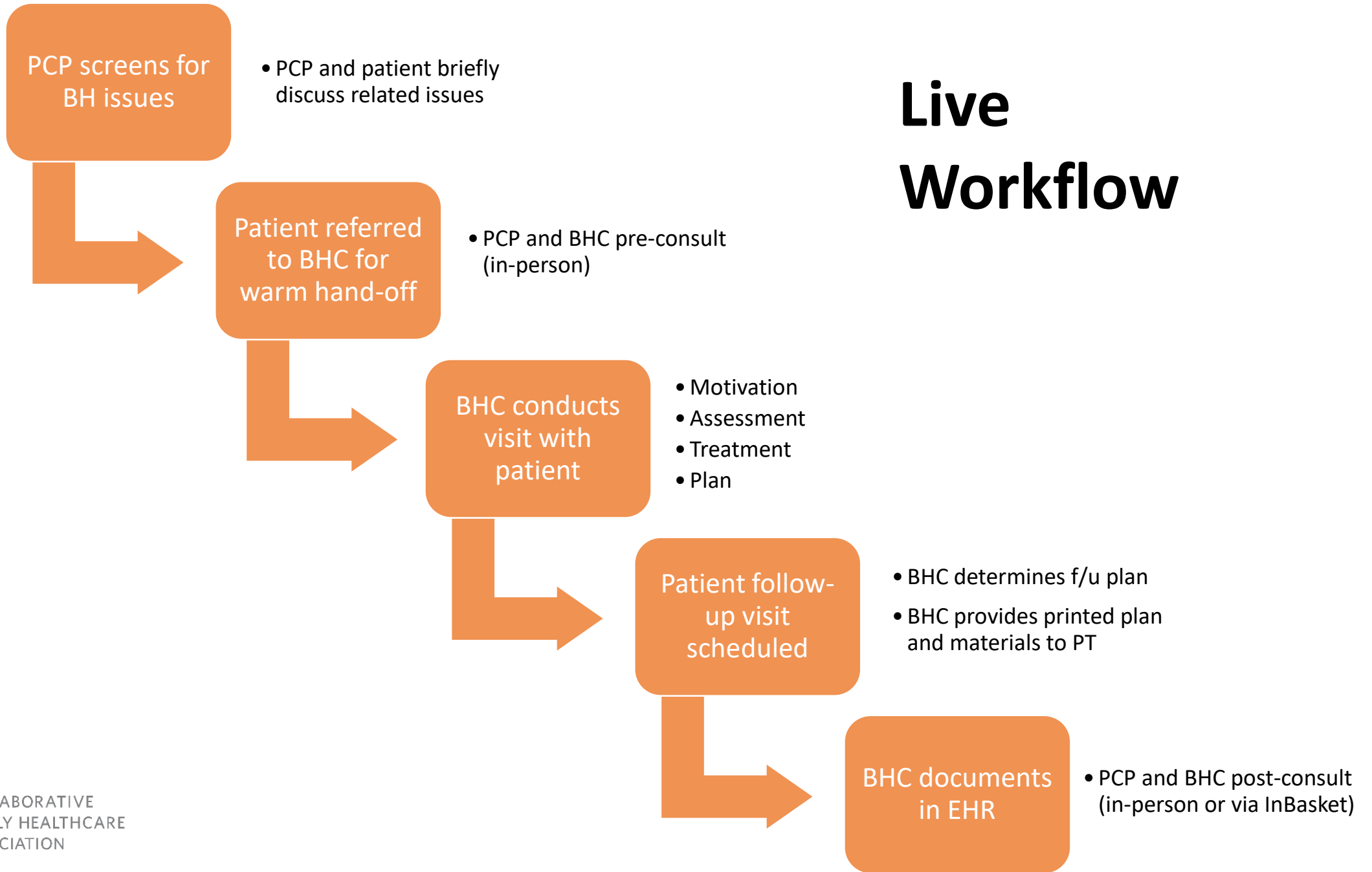
Pasco, WA



General Workflow



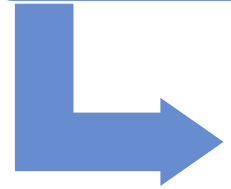
Live Workflow



TeleBHC Workflow

PCP screens for BH issues

- PCP/PT briefly discuss concerns
- T-MA sends email to T-BHC



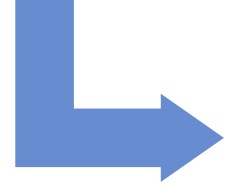
Patient referred to T-BHC for warm hand-off via iPad

- PCP and T-BHC pre-consult (phone or email)
- T-MA calls T-BHC on iPad



T-BHC conducts visit with patient

- Motivation
- Assessment
- Intervention
- Plan



Patient follow-up visit scheduled

- T-BHC determines f/u Plan
- T-BHC emails T-MA with handouts and follow-up care



BHC documents in EHR

- PCP and T-BHC post-consult (phone or email)

TeleBHC



Visit Data

PCBH Program - 9/1/18 to 8/31/19

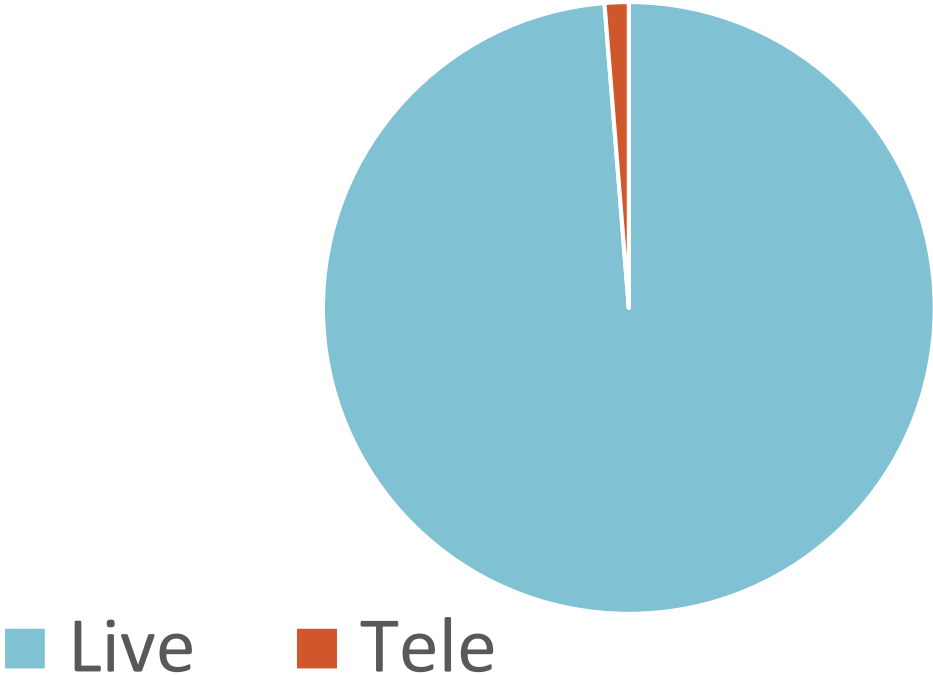
Unique Patients: 14,737

Live Visits: 20,648

Tele Visits: 266

Tele = 1.3%
of all PCBH visits

PCBH – Visit Type



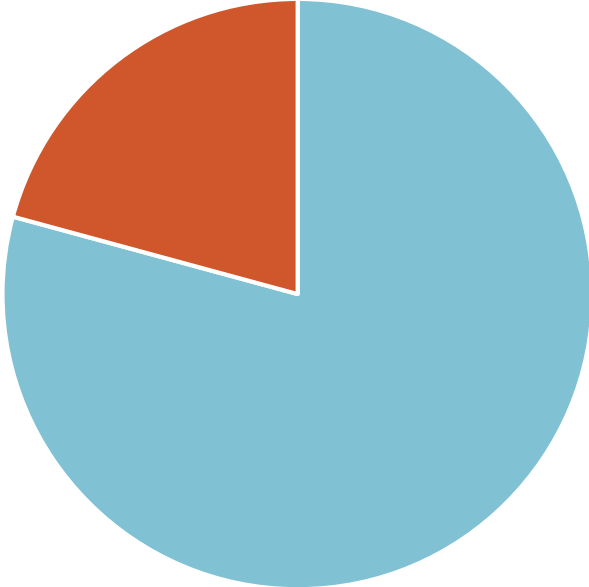
Visit Data

Wapato and Pasco Clinics - 9/1/18 to 8/31/19

- Unique Patients: 633
- Live Visits: 961
- Tele Visits: 252

Tele = 26.2%
of all Wapato/Pasco visits

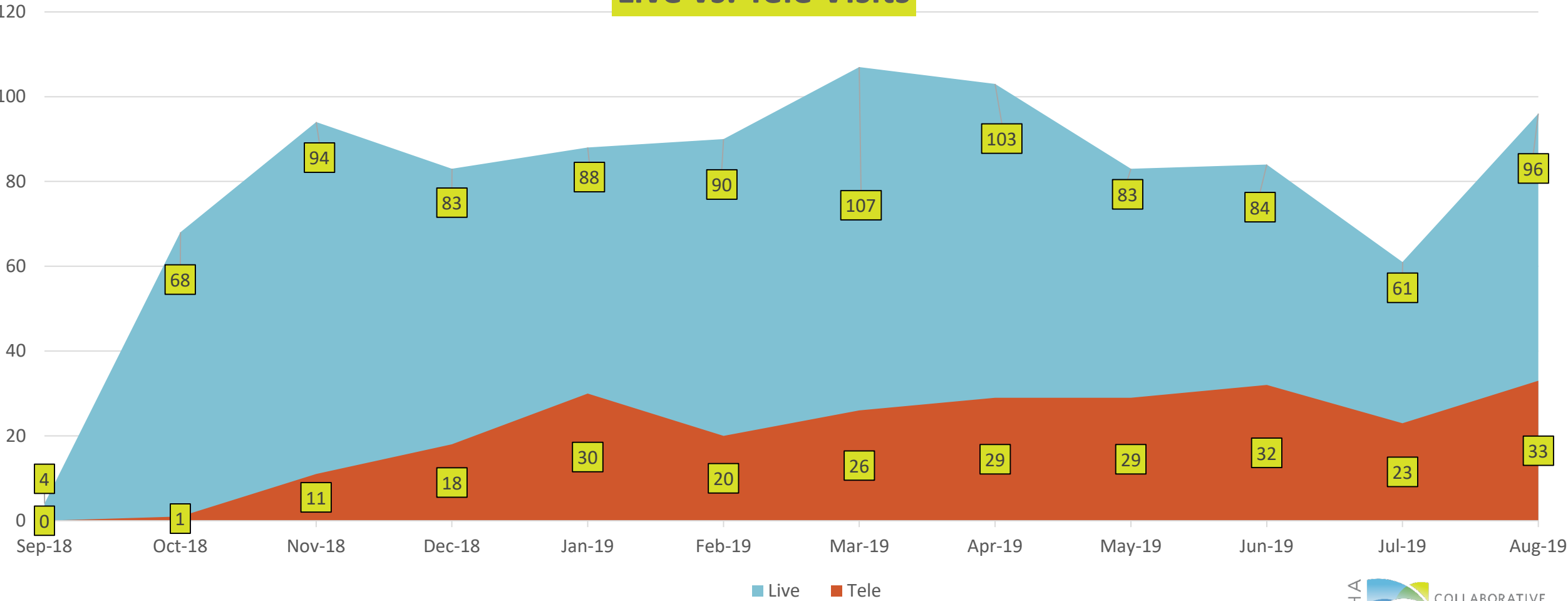
Wapato/Pasco – Visit Type



■ Live ■ Tele

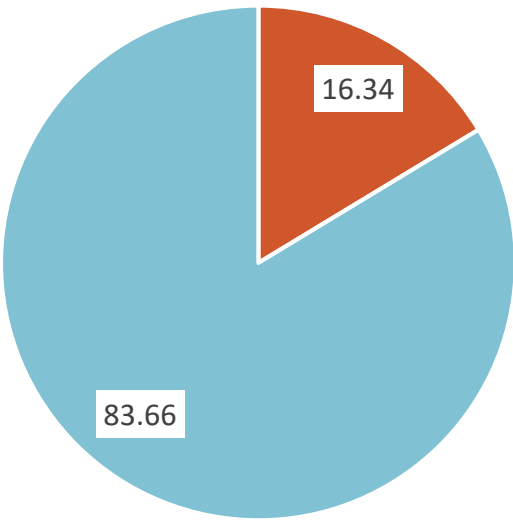
Visit Data

Live vs. Tele Visits



Population Reach

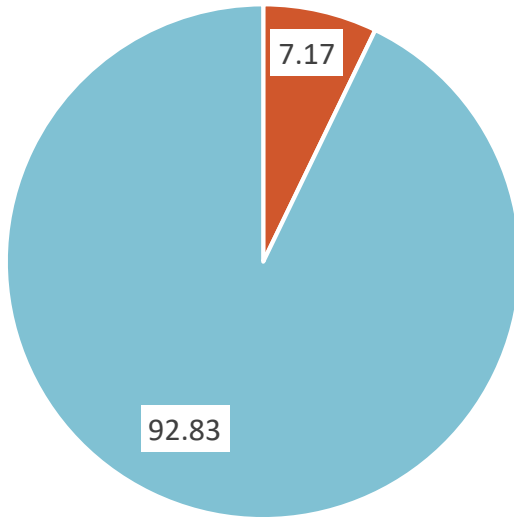
Wapato
Population Reach



■ BHC ■ Medical w/o BHC

Combined Population Reach:
10.33%

Pasco
Population Reach



■ BHC ■ Medical w/o BHC

Patient Satisfaction

BHC Patient Satisfaction Survey

Please circle one answer to each question below:

1. How satisfied are you with the service you received today from the behavioral health consultant?

Very Satisfied Satisfied Somewhat Satisfied Unsatisfied

2. How comfortable were you in discussing your concerns with the behavioral health consultant?

Very Comfortable Comfortable Somewhat Comfortable Uncomfortable

3. Were the behavioral health consultant's recommendations useful?

Yes, Very Useful Yes, Useful Somewhat Useful Not Very Useful

4. Would you recommend this behavioral health service to a friend?

Yes Probably Probably Not No

Additional Comments:

N= 107 Total Surveys

Live Surveys = 54

Tele Surveys = 53

Collected in 2 Rounds:

Spring 2019 and Summer 2019

Patient Satisfaction

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3. Were the behavioral health consultant's recommendations useful?

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4. Would you recommend this behavioral health service to a friend?

Yes Probably Probably Not No

Additional Comments:

Live Visits:

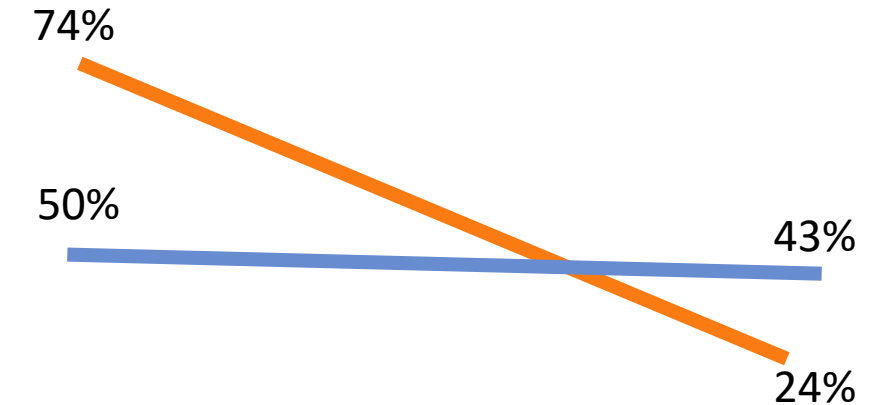


Tele Visits:



74% Very Satisfied
24% Satisfied

50% Very Satisfied
43% Satisfied



Patient Satisfaction

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Yes Probably Probably Not No

Additional Comments:

Very Satisfied or Satisfied:

Live: 98%

Tele: 93%



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Yes Probably Probably Not No

Additional Comments:

Live Visits:

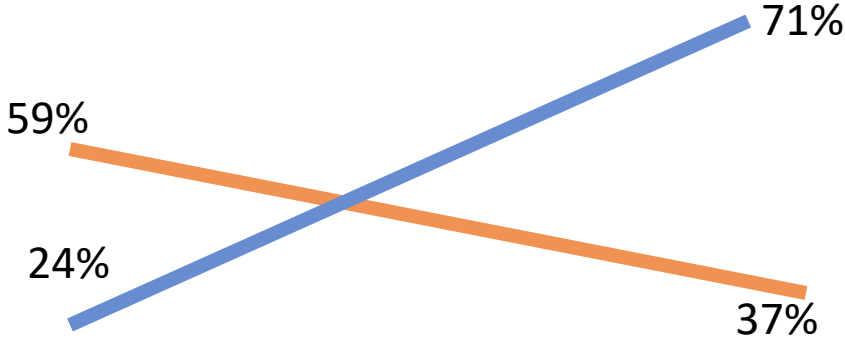


Tele Visits:



59% Very Comfortable
37% Comfortable

24% Very Comfortable
71% Comfortable



Patient Satisfaction

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Yes, Very Useful Yes, Useful Somewhat Useful Not Very Useful

4. Would you recommend this behavioral health service to a friend?

Yes Probably Probably Not No

Additional Comments:

Very Comfortable or Comfortable:

Live: 96%

Tele: 95%

Patient Satisfaction

BHC Patient Satisfaction Survey

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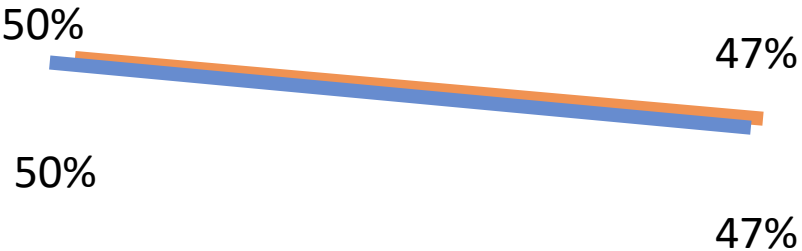
Additional Comments:

Live Visits: 

Tele Visits: 

50% Very Useful
47% Yes, Useful

50% Very Useful
47% Yes, Useful



Patient Satisfaction

BHC Patient Satisfaction Survey

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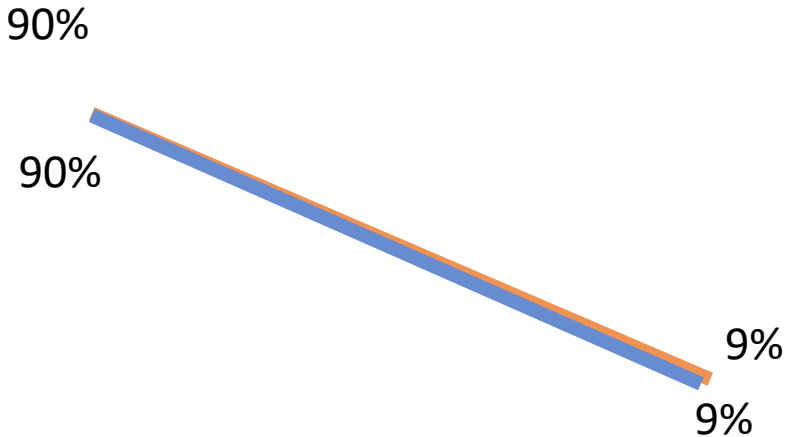
Additional Comments:

Live Visits: 

Tele Visits: 

90% Yes
9% Probably

90% Yes
9% Probably



Clinical Outcomes

TeleBHC vs Live Visits

(Pre/Post Measures)

PHQ-9	TeleBHC	Live
Significant Improvement	33.3%	30.8%
Significant Decline	13.6%	11.1%
No Change	53.0%	58.1%
GAD-7	TeleBHC	Live
Significant Improvement	24.2%	24.8%
Significant Decline	15.2%	13.7%
No Change	60.6%	61.5%

N = 183 Total Patients

TeleBHC = 66

Live = 117

Funding and Sustainability

- Initial Grant Funding through HRSA
- WA and OR allow for FFS service reimbursement (equivalent to face-to-face)
- More information at Center for Connected Health Policy
<https://www.cchpca.org/>

Success Stories



Questions

Questions and Feedback are Appreciated.

Please send questions and feedback to:

Phillip Hawley, Psy.D.

WA Regional BHC Lead

Yakima Valley Farm Workers Clinic

phillipH@yvfwc.org

Bibliography

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6. Shore, J. H., Mishkind, M. C., Bernard, J., Doarn, C. R., Bell Jr, I., Bhatla, R., et al. (2014). A Lexicon of Assessment and Outcome Measures for Telemental Health. *Telemedicine and e-Health*, 20. (3) 282 - 292. doi 10.1089/tmj.2013.0357.

Session Survey

Use the CFHA mobile app to complete the survey/evaluation for this session.



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