

# Virtual Relationships: Applying Core Principles of Effective Integrated Behavioral Health to Serve Rural Clinics through Telehealth Offerings

## PRESENTERS:

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Collaborative Care Manager
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Integrated Behavioral Health Provider

## INTRO:

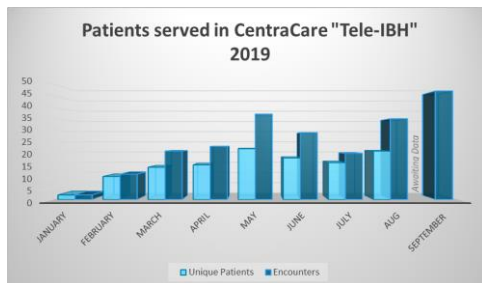
- The demand for behavioral healthcare is significantly greater than resources available in rural central Minnesota.

## METHOD:

- The RAMP project is an integrated behavioral health (IBH) care model that uses tele-behavioral health services at rural ambulatory outpatient healthcare clinics.
- The goal is to improve access to mental health experts as part of an IBH team to improve outcomes for patients and to increase mental health resources for the providers who care for them.
- Without these services, these services might not otherwise be available given limited resources as a result of geography and regional mental health providers.

## RESULTS:

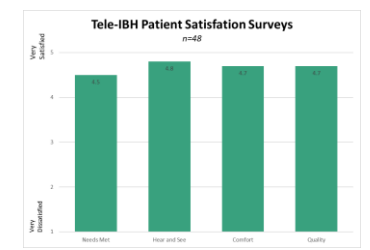
- From January 2019 through September 2019, 225 patient encounters have occurred in rural medical clinics that did not previously have access to Integrated Behavioral Health.



Successful Integrated Behavioral Health programs can be translated into **effective "tele-IBH"** to serve rural clinics and communities by balancing **structure and flexibility.**



Take a picture to access more information



## Quotes from Patient Satisfaction surveys:

- ❖ *"We appreciated the same-day visit."*
- ❖ *"Wonderful Service. Thanks!"*
- ❖ *"Made me feel very comfortable."*
- ❖ *"Helped me express how I feel, I'd like to continue counseling."*
- ❖ *"Loved it!"*

## CORE PRINCIPALS

- What we know works:**
  - Relationships
  - Accessibility
  - Team Support
  - Communication
  - Structure and Flexibility**

## BARRIERS

- Remote Relationships
- Provider Accessibility
- Practical Factors (technology!)
- Remaining true to the model and what we know works**

## SOLUTIONS

- "Staying on screen"
- Eliminating call center
- Regular site visits
- EMR flexibility
- Ongoing consultation
- Strong & passionate leadership within team
- Supportive system with commitment to Population Health – *"Quadruple Aim"*
- Being flexible to meet needs and replicating what we know works**

