

# Perspectives of Training in Telehealth Integrated Behavioral Health Models Among Psychology Trainees

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## Model 1: INTEGRATED BEHAVIORAL HEALTH: IN-PERSON AND TELEHEALTH HYBRID

- Created as a partnership between a telehealth psychology training clinic and primary care clinic using HRSA GPE grant funding
- Integrated behavioral health clinic (IBHC) which serves as a consultation service for primary care providers to assess and treat mental health disorders and provide behavioral health interventions for various physical health conditions.
- The team consists of 1 licensed psychologist, 1 board certified family medicine physician, 1 nurse, 1-2 psychology trainees, and 1 family medicine resident physician. All trainees participate in clinical interviewing, assessment, and the provision of treatment recommendations.
- Prior to COVID-19, provided mostly in-person services to patients in the primary care clinic
- During the COVID-19 pandemic, the IBHC team utilized existing telehealth framework and knowledge of the telehealth clinic to continue to provide behavioral health services via telehealth and in-person when safety measures allowed.
- Lessened time and transportation barriers for patients and provided access to needed care
- Challenges included physicians being pulled for front-line COVID care, connectivity issues of patients, long-term utilization and support of telehealth platforms, and need for new consenting processes as a result of transitioning to telehealth

Telehealth integrated behavioral health models can provide access to mental health services for rural clients in underserved regions.

## Model 2: AN ENTIRELY TELEHEALTH INTEGRATED CARE MODEL

- Partnership between a telehealth psychology training clinic and rural community hospital using HRSA GPA grant funding
- Fully remote integrated care model for adults and adolescents. The rural hospital system includes primary care physicians, family nurse practitioners, cardiologists, a chiropractor, a psychologist, a podiatrist, and a physical therapist, allowing them to provide a variety of interdisciplinary services.
- Health service psychology doctoral students provide individual and group psychotherapy, take warm hand-offs, and collaborate with nurses and primary care providers on treatment planning and diagnoses all using telehealth (videoconference and telephone).
- A dedicated phone line was established so providers at the rural clinic can quickly access the on call behavioral health team at the telehealth clinic. Since practicum counselors are part of the care team and have access to the electronic medical record system, they use progress notes, intake reports, or treatment summaries to communicate things such as psychiatric medication concerns and requests for adjustment or to keep the primary-care provider up to date on the patient's treatment plan.
- As a result of the COVID-19 pandemic the model began to incorporate in-home visits for patients as well.
- Able to provide needed behavioral health services to rural clients in underserved regions
- Challenges included connectivity issues and integrating into an existing primary care system

## TRAINEE PERSPECTIVES

- Trainees provided qualitative outcome data regarding their training experiences
- Trainees received critical training on telehealth delivery, confidentiality in their homes, and discussing these issues with patients.
- Trainees reported gratitude for being able to continue their training and further their IBHC and telehealth knowledge when other psychology trainees had to discontinue services during COVID-19
- Trainees reported increased understanding of access concerns for patients, crisis management from a distance, and awareness of available resources for patients
- Psychology trainees reported increased comfortability and competence with clinical interviewing, psychopharmacology, brief evidence-based interventions, and consultations with medical providers despite decreased in-person interactions with patients.
- Psychologists are well-suited to address access gaps and provide needed mental health services via telehealth integrated models

