Housekeeping Details

• All lines are muted throughout the webinar.

• Have a question?
  • Use the "chat" box and we will facilitate a discussion at the end.

• This meeting will be recorded.

• We will send you the slides and the recording.
Using Telemedicine for Pediatric Behavioral Health Services

March 28, 2019
Welcome

Karen Seaver Hill

Director, Community and Child Health
Children’s Hospital Association
Children’s Hospitals: Creating Health

- Commodity-driven health care system is not achieving the highest level health for children.
- Much of health care is *not* addressing root causes that decrease life quality/expectancy.
- Majority of spend treats symptoms.
- Need to understand populations, subpopulations and what drives cost and health.
Today’s Presenter

Jennifer McWilliams, MD
Clinical Service Chief,
Department of Behavioral Health

Children's Hospital & Medical Center
Today’s Presenter

Mike Vance, PhD
Director, Behavioral Health

Children's Hospital & Medical Center
Using Telemedicine for Pediatric Behavioral Health Services

Children’s Hospital & Medical Center, Omaha
Jennifer McWilliams, MD – Division Chief of Psychiatry
Michael Vance, PhD – Director of Behavioral Health

March 28th, 2019
Disclosures

• Dr. McWilliams
  • No financial disclosures
  • No conflicts of interest

• Dr. Vance
  • No financial disclosures
  • No conflicts of interest
Learning Objectives

• Describe telemedicine/telehealth development steps.

• Identify reimbursement solutions and describe keys to program maintenance.

• Discuss opportunities for program growth and evolution.
Children’s Hospital & Medical Center

- Not-for-profit health system located in Omaha, Nebraska
- Only free-standing children’s hospital in the state
- Cares for more than 250,000 children each year
- Mission: Improve the lives of children through dedication to exception clinical care, research, education and advocacy
Why Behavioral Health?

Federal Health Professional Shortage Area (HPSA) Designation Ratio for Psychiatrists 1/30,000.
How Did We Start?

Key Elements:

- New CEO
- Identify a physician champion
- Operations committee formed
- Identifying the best platform for our needs
- Assess, revise, assess, revise….
Psychiatry: Identifying Community Partners

- Formed partnerships with:
  - Primary care offices
  - Hospital systems in rural communities
  - Own physician clinics
Contracts, Licensure, and Credentialing

• Contracts

• Licensure
  • Required for the state the provider and the patient are in
  • Interstate Medical Licensure Compact

• Credentialing
  • Required by the Joint Commission on the Accreditation of Healthcare organizations
  • Importance of delegated (by proxy) credentialing
Payers

• Parity?
  • Does your state mandate parity for telemedicine/telehealth
  • [http://www.americantelemed.org/policy-page/state-telemedicine-gaps-reports](http://www.americantelemed.org/policy-page/state-telemedicine-gaps-reports)

• Coverage for Telehealth?
  • Specifics of individual plans?

• Site Fees?

• Modifiers and Codes
  • GT
  • 95
Policies and Procedures

• Referral process
• Scheduling
• Telepresenter
• Documentation
• Emergency protocols
• Synchronous vs. Asynchronous?
The Workflow

**Check-in**
- Patients check-in at PCP’s office
- Telepresenter rooms the patient

**Presenting**
- Obtains vitals
- Ensures connection
- Troubleshoots any issues

**Clinical Visit**
- Provider interviews patient and family
- Diagnosis and treatment plan are discussed and agreed upon

**Communication**
- After Visit Summary mailed to family
- Summary letter set to the PCP
- Prescriptions sent electronically to pharmacy
- A clinic note is completed in our EMR
Where Are We – Psychology/Therapy

- HEROES clinic
- In-home for patients with:
  - Eating Disorders
  - Cystic Fibrosis
  - General Therapy
Where Are We – Psychology/Therapy

• Where we CAN be....
Psychology/Therapy

• In-home care
  • Medically complex patients

• Policies and Procedures
  • Safety

• Insurance coverage
Types of Psychiatric Visits?

• General pediatric psychiatry visits, including:
  • Evaluations
  • Follow-up appointments

• Conditions very similar to outpatient clinics:
  • Depression and Mood Disorders
  • Anxiety Disorders
  • Attention-Deficit/Hyperactivity Disorder
  • Autism
  • Behavior Disorders
What We’ve Done So Far

• Conducted more than 3,200 telepsychiatry visits since launch

• Surge in demand from clinics wanting telepsychiatry has led to:
  • Expansion to new sites
  • Requests from several more
  • Added an advanced practice provider
Volumes are Increasing
Benefits?

ACCESS

Miles Saved - Rural Sites - 2017

Miles Saved - CP Sites - 2017

Total Miles Saved in 2017:

96,600
Patient/Family Satisfaction

Q4: Overall, how satisfied were you with your Children’s Virtual Visit?

Q9: I felt comfortable communicating with the provider/clinician using Virtual Care.
Lessons Learned:
Get the right team involved early
Lessons Learned:
Decide where Virtual Care will live

- Clinical Operations
- IT
- Marketing
- Community Outreach
- ?? Telehealth
Lessons Learned: Business plan and strategy

- Establish a fluid short, mid and long range business plan
- Ensure the business plan aligns with strategic plan
- Develop a charter that is attached to the strategic plan
- Develop an ROI evaluation process for new use cases early
Lessons Learned: Communication

• Have continued dialogue with the platform team and the patient sites

• Set up a testing environment for upgrades and system changes

• Consider routine visits to originating sites to strengthen partnerships
Where do we go from here?

- E-Consults
- ECHO
- Registries
- Expanding psychiatry & psychology services
- Determine and evaluate clinical outcome measures
E-Consults

• Launched Jan 2019

• 25 consults to date

• 15 internal, 10 external
  • Medication questions
  • Diagnosis questions
  • Resource questions
Project ECHO

- Fall 2018 – Spring 2019
- 11 Sessions
- 40-60 participants per session
- Overwhelmingly positive feedback
Registries

- Currently in development

- Potential uses
  - Quality and Safety projects
  - Outcomes data
  - AI?
Novel Delivery Sites

- How are new sites identified?
- Schools
- In-home
- On Demand
References

Clinical Update: Telepsychiatry With Children and Adolescents.
American Academy of Child and Adolescent Psychiatry (AACAP) Committee on Telepsychiatry and AACAP Committee on Quality Issues.

American Telemedicine Association Practice Guidelines for Telemental Health with Children and Adolescents.
Thank you for attending!

• Presenter contact information:
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Discussion

Have a question? Use the Q&A feature to ask our panelists!
Learn from your professional peers about value-based care, community health, and behavioral health to support population health strategies.

Childrenshospitals.org/populationhealth
Register for these upcoming webinars

April 25, 2019 | 1:00 p.m. ET
Practice Transformation: Quality Improvement in Accountable Care Networks

May 9, 2019 | 2:00 p.m. ET
Moving from Output to Meaningful Outcomes

Childrenshospitals.org/populationhealth
Value-based Care Resources

- **White Paper**: Matching Market Opportunities with Strategies to Provide Pediatric Value-based Care
- **Playbook**: Pediatric Value-based Contracting
- **Webinar**: Practice Transformation: Quality Improvement in Accountable Care Networks (April 25)
- **Slides**: Presentations from the recent Moving to Value Symposium
Provide Feedback to Exit Survey

• It’s brief!

• When you exit the webinar, the survey will launch on your screen.

• Please take a few minutes to give us feedback.
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