Disclosures

Presenter(s) has no financial interest to disclose.

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Learning Objectives

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

1. Define telehealth and its use for psychiatric service delivery
2. Identify key benefits of using telehealth for PLWH
3. Describe key considerations for successful telehealth implementation

About ARCW

The AIDS Resource Center of Wisconsin (ARCW) operates our integrated care model in three states at this time: Colorado, Missouri and Wisconsin.

Wisconsin Footprint

AIDS Resource Center of Wisconsin (ARCW) serves all of Wisconsin with comprehensive HIV prevention and care services.

In Wisconsin, we operate out of 10 cities statewide.

What is Telehealth?

Telehealth is the **use of technology** to **remotely deliver health services** to patients

- Consultations
- Health assessments
- Diagnosis
- Treatment

Telehealth Services at ARCW

ARCW, an organization on the cutting-edge, explored ways of expanding services and increasing access to areas of service where provider shortages have been identified.

Access to psychiatry services is a known area of provider shortage. An area of great need.

Examined ways to create more provider efficiency and greater patient access.

ARCW Telehealth Service Areas

Telehealth Service Areas

- Appleton
- Beloit
- Eau Claire
- Green Bay
- La Crosse
- Madison
- Wausau
- Kenosha

Providers located in Milwaukee

How Did We Get Here?

Telehealth was Predicted in 1924!

Current Methods:
- Real-time Techniques
- Store and Forward
- Remote Monitoring

Current Applications:
- Two-way video
- Email
- Smart phones
- Wireless tools

General Benefits of Such an

Organization is saving time and money by reducing provider travel

Service Expansion

Telehealth

Patient is Saving Time and Money on Transportation

Increased Patient Access

Benefits of Telemedicine/Telehealth

- **Increased access** to healthcare services
- Enhanced **access to specialists**
- **Improved quality** of care
- **Reduced hospitalizations/ER** visits
- **Cost-effective** method of service delivery
- Patient and provider **satisfaction**

Telehealth Quality of Care

Studies demonstrate that telehealth quality is equivalent to face-to face for:

- Assessment

- Diagnoses

- Therapeutic alliance

- Treatment adherence

- Clinical outcomes

Therapeutic Alliance

Due to high satisfaction by providers and increased access for patients, the opportunity exists for long-term provider/ patient relationship, increasing therapeutic alliance and improving patient outcomes.

Patient Satisfaction

24+ patient satisfaction studies reviewed in literature; all overwhelmingly positive

- Client satisfaction surveys

- Family (of client) satisfaction surveys

- Staff satisfaction surveys

- Satisfaction over time

Telehealth Team

Organizational Leadership

Psychiatric Prescribers

Patient Presenters/Escorts
- Registered Nurses
- Psychotherapists

Reception Staff

IT Support Team

Administrative Support/Oversight

Thinking About Implementing Telehealth?

- **Conduct a needs assessment prior to initiating services**
  - Program overview statement
  - Services to be delivered
  - Proposed patient population
  - Provider resources
  - Technology needs
  - Staffing needs/training
  - Quality and safety protocols
  - Business and regulatory processes
  - Space requirements
  - Sustainability

Thinking About Implementing Telehealth?

- **Consider legal and regulatory issues**
  - Licensure and Malpractice
  - Scope of Practice
  - Prescribing
  - Informed Consent
  - Billing and Reimbursement (originating and distant sites)

Thinking About Implementing Telehealth?

- **Develop Standard Operating Procedures**
  - Define roles and responsibilities
  - Plan to assure staff have the appropriate licensure and training
  - Implementation workflow
  - Systematic quality improvement and performance management process to ensure compliance

Thinking About Implementing Telehealth?

- **Technological Considerations**
  - Select video conferencing applications that have appropriate verification, confidentiality, and security parameters necessary- HIPAA compliant
  - Adequate bandwidth and sufficient resolutions to ensure high quality image and audio
  - Have a back up plan in case of equipment malfunction
  - Physical location should be set up to maximize quality of image and sound transmission will ensuring privacy and confidentiality
  - Train staff on use of equipment

Thinking About Implementing Telehealth?

- **Clinical Considerations**
  - Patient selection (no absolute contraindications)
  - Patients have the right to decline care via telehealth service
  - Have a plan for crisis management
  - Plan for record keeping (forms that require patients' signature)
  - Role of support staff (patient escort (presenter), medical records, patient service representatives)
  - Prescription management
  - Plan for Technological Interruptions

Thinking About Implementing Telehealth?

- **Privacy and Confidentiality Considerations**
    - Must ensure that all privacy, confidentiality, HIPPA, and CFR-42 regulations govern the maintenance, release, retention, and disposition of patient records are maintained in compliance with State and Federal regulations.

Thinking About Implementing Telehealth?

- **Privacy and Confidentiality Considerations (Cont'd)**

  - Provider room door is closed whenever a patient can be seen or heard on monitor

  - Session in progress signs on doors during clinical sessions

  - White noise machine turned on during sessions

  - Clinical video equipment password-protected

  - Clinical video equipment turned off or camera lens covered when not in use

  - All present in room must be approved by patient

Conclusion and Summary

The use of advanced technology to deliver healthcare at a distance has the potential to be one of the defining medical revolutions of the 21st century. With healthcare and provider shortages, the use of telehealth can be one of the answers for increasing access and, at the same time, decreasing the cost of psychiatric care delivery while maintaining high quality care.

ARCW values the importance of an integrated care model and the implementation of telehealth allow us to extend services to patients who otherwise would not have access to this service to meet their care needs.

Questions/Comments?

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