

# Behavioral Health Institute (BHI) Training, Workforce and Policy Innovation Center TeleBehavioral Health 401 Training Series

Behavioral Health Telehealth Resource

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October 20, 2023

# Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

The Behavioral Health Institute is a Center of Excellence where innovation, research and clinical practice come together to improve mental health and addiction treatment.

BHI established initial priority programs which include:

- Improving care for youth and young adults with early psychosis
- Behavioral Health Urgent Care Walk in Clinic
- Behavioral Health Training, Workforce and Policy Innovation Center
- Expanded Digital and Telehealth Services

# Speaker Disclosures

None of the series speakers have any relevant conflicts of interest to disclose.

## Planner disclosures

The following series planners and team have no relevant conflicts of interest to disclose:

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# DISCLAIMER

Please be aware that policy changes may take place after the original date of this presentation.

Any information provided in today's talk is not to be regarded as legal advice. Today's talk is purely for informational purposes.

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We gratefully acknowledge the support from



# TeleBehavioral Health 401

# Indian Health Service Telebehavioral Health

CHRIS FORE, PHD

IHS TELEBEHAVIORAL HEALTH CENTER OF EXCELLENCE DIRECTOR



OCTOBER 20, 2023

# Disclaimer

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- This presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. The presentation may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.
- Important Note: This presentation was developed in collaboration with Indian Health Service (IHS) subject matter expert staff.
- Slides are courtesy of IHS from various IHS websites, webinars and presentations about Telemedicine/Telehealth.

# Learning Objectives

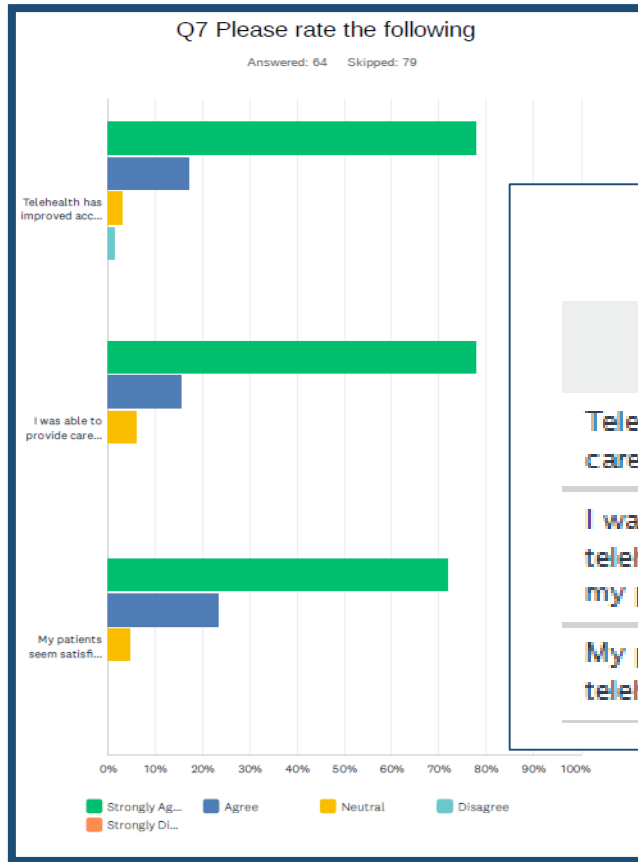
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- Upon completion of this activity, attendees should be able to understand how IHS provides telebehavioral health care to patients.
- Upon completion of this activity, attendees should be able to understand the role that telebehavioral health plays in expanding access to care.



# Provider Survey -

## Q7 Thinking about the last few experiences providing telehealth:



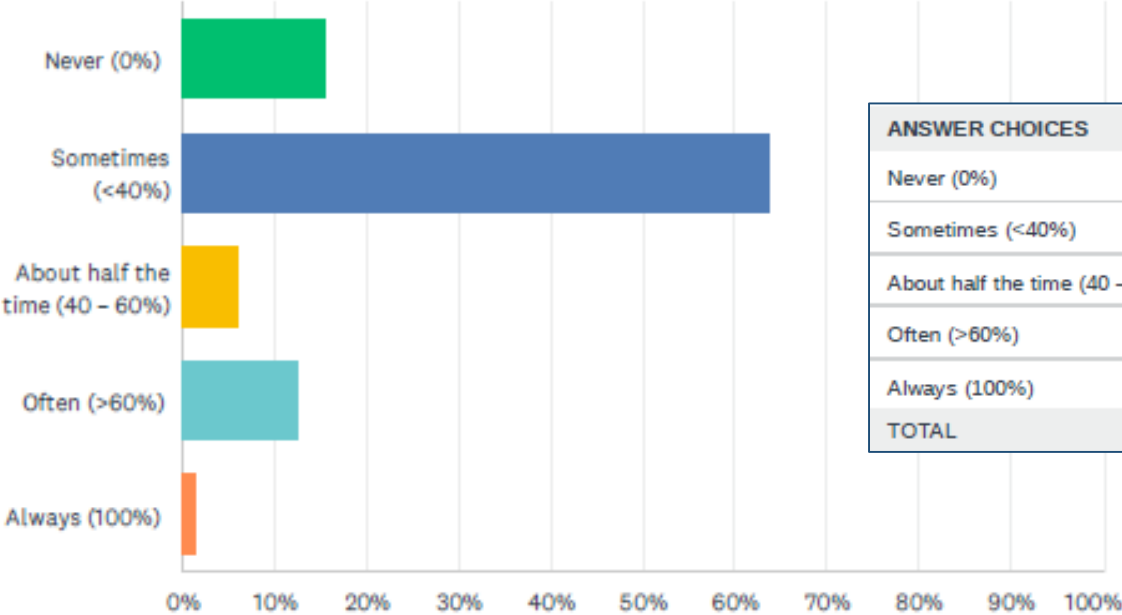
### 2023 Provider Survey for Telehealth

	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Telehealth has improved access to care for my patients.	78.13% 50	17.19% 11	3.13% 2	1.56% 1	0.00% 0	64	4.72
I was able to provide care via telehealth that improved the health of my patients.	78.13% 50	15.63% 10	6.25% 4	0.00% 0	0.00% 0	64	4.72
My patients seem satisfied with their telehealth visit(s).	71.88% 46	23.44% 15	4.69% 3	0.00% 0	0.00% 0	64	4.67

# Provider Survey- Technology issues during telehealth visits?

Q8 How often are technology issues a problem for your telehealth visits?

Answered: 64 Skipped: 79

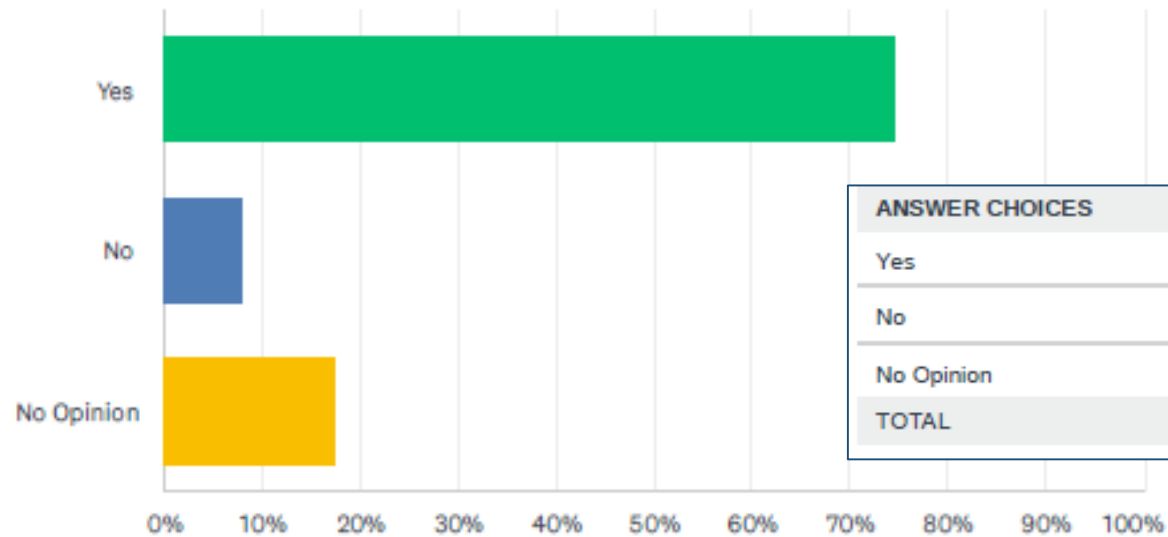


ANSWER CHOICES	RESPONSES
Never (0%)	15.63% 10
Sometimes (<40%)	64.06% 41
About half the time (40 - 60%)	6.25% 4
Often (>60%)	12.50% 8
Always (100%)	1.56% 1
TOTAL	64

# Provider Survey- Plan to offer more telehealth services

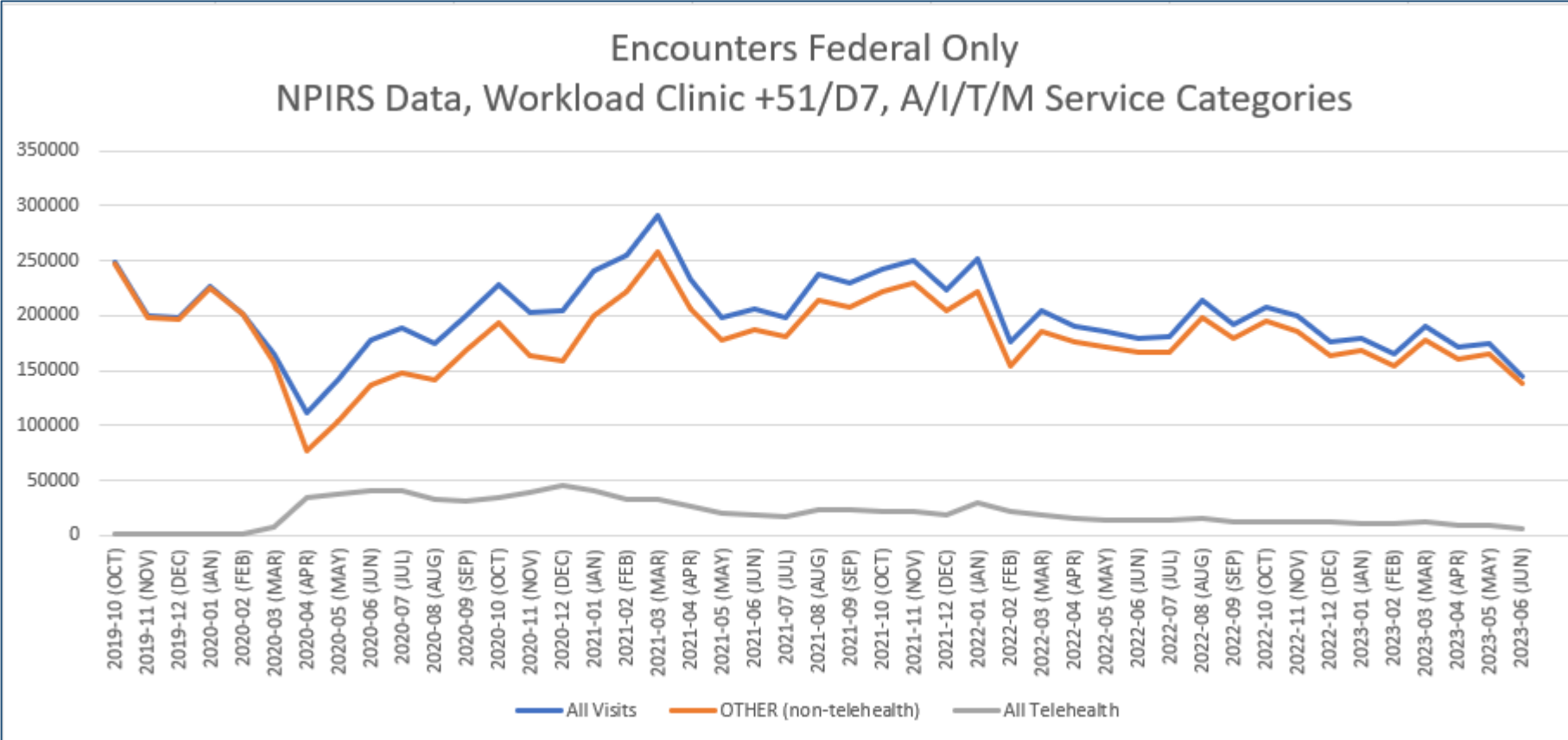
Q9 Over the next six months, I would like our facility to offer more telehealth services to our patients.

Answered: 63 Skipped: 80



ANSWER CHOICES	RESPONSES
Yes	74.60% 47
No	7.94% 5
No Opinion	17.46% 11
TOTAL	63

# Metrics: Telehealth Encounters (IHS ONLY)



**IHS ONLY**  
All encounters, the average use of telehealth

CY 2020 = 16.5%  
 CY 2021 = 10.6%  
 CY 2022 = 8%  
 CY 2023 (Jan-June) = 6%

# Telehealth Metrics Summary - IHS Only

- From all telehealth encounters:

- **The Average Video Use:**

- CY 2020 = 27%
- CY 2021 = 23%
- CY 2022 = 30%
- CY 2023 = 36% (Jan.-June)

- **The Average Audio Only Use:**

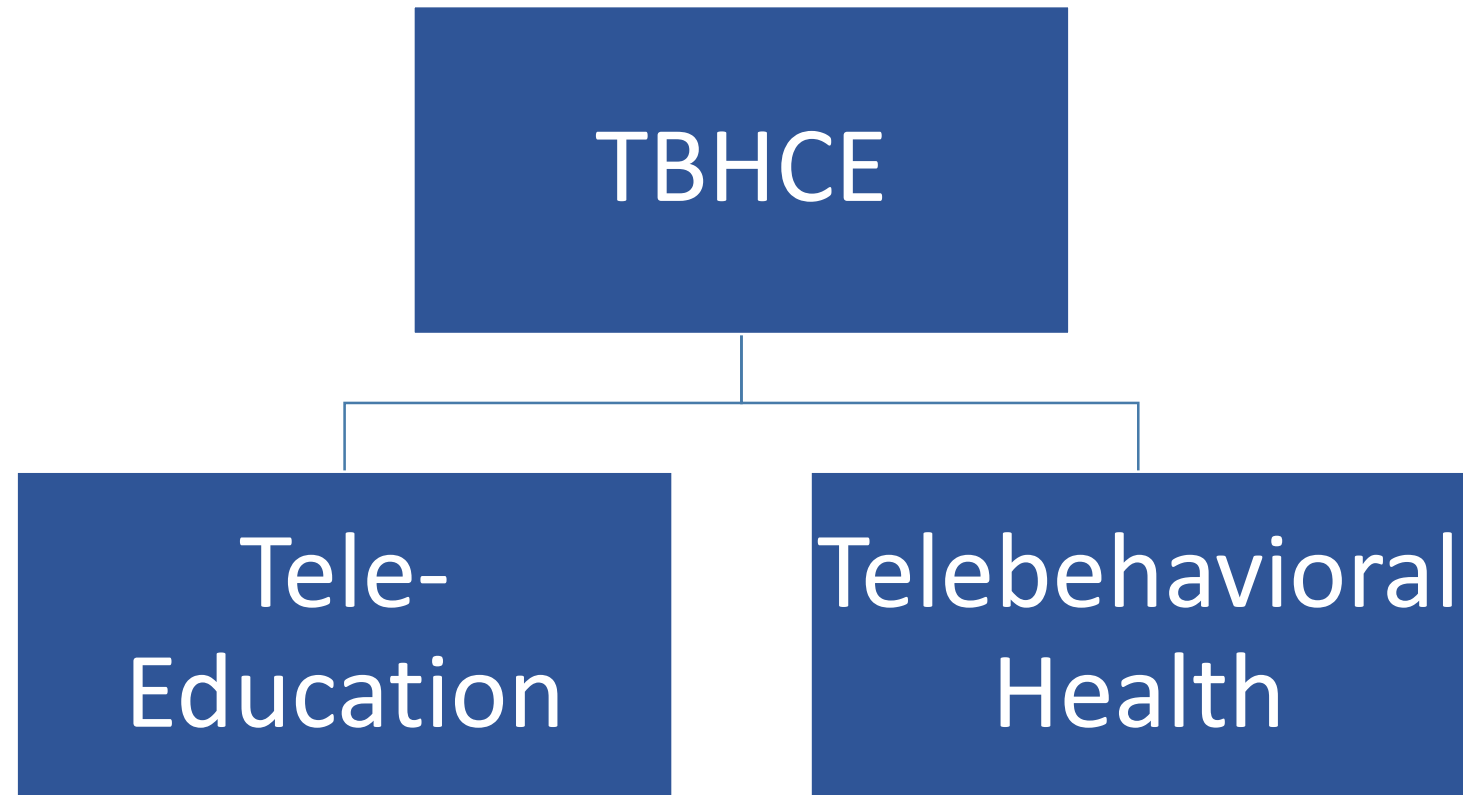
- CY 2020 = 72%
- CY 2021 = 76%
- CY 2022 = 69%
- CY 2023 = 64% (Jan.-June)

HCPCS GROUP	2023-01 (JAN)	2023-02 (FEB)	2023-03 (MAR)	2023-04 (APR)	2023-05 (MAY)	2023-06 (JUN)
All Visits	179520	165299	190365	170954	175337	145298
OTHER (non-telehealth)	168102	154058	178483	161244	165877	138803
All Telehealth	11418	11241	11882	9710	9460	6495
Percent Telehealth	6.4%	6.8%	6.2%	5.7%	5.4%	4.5%
<b>Video only telehealth</b>	34%	37%	35%	37%	36%	36%
<b>Phone only telehealth</b>	66%	63%	65%	63%	64%	64%

# TBHCE Functions

The mission of TBHCE is to provide and support the delivery of high-quality, culturally sensitive tele-education and tele-behavioral health services.

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# Telebehavioral Health Services

PROVIDING REAL-TIME  
(SYNCHRONOUS) PSYCHIATRIC  
CARE, COUNSELING, AND  
CONSULTATION VIA TELEVIDEO.

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# Behavioral Health Services

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Psychiatry	Counseling
Addiction	Adult
Adult	Child
Child	Family
	Trauma/PTSD



# FY 2022 Telebehavioral Health Highlights

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- 20 IHS and Tribal sites
- 5,658 hours of service provided

# Telebehavioral Health Sites



# Estimated Patient Savings (FY'21)

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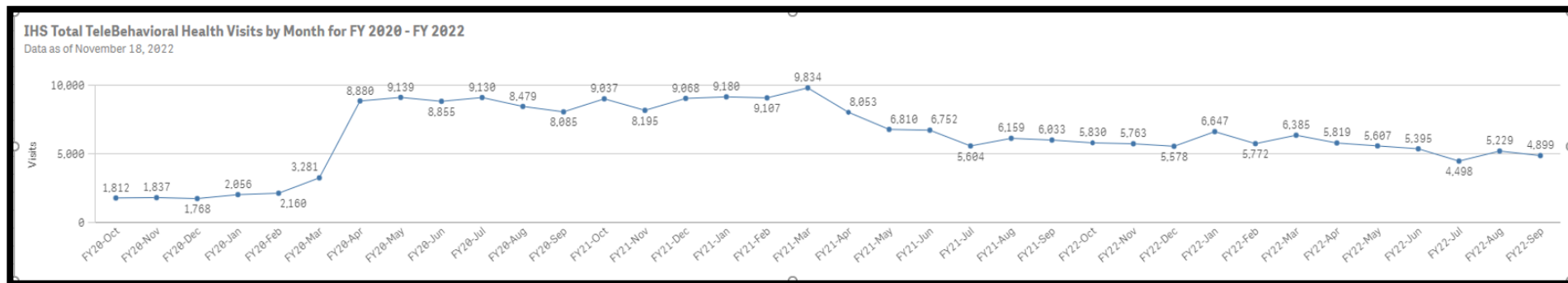
- 1,870,000 miles of travel avoided
- \$1,075,250 in avoided travel costs
- 53,429 hours of work and/or school NOT missed

Assumptions:

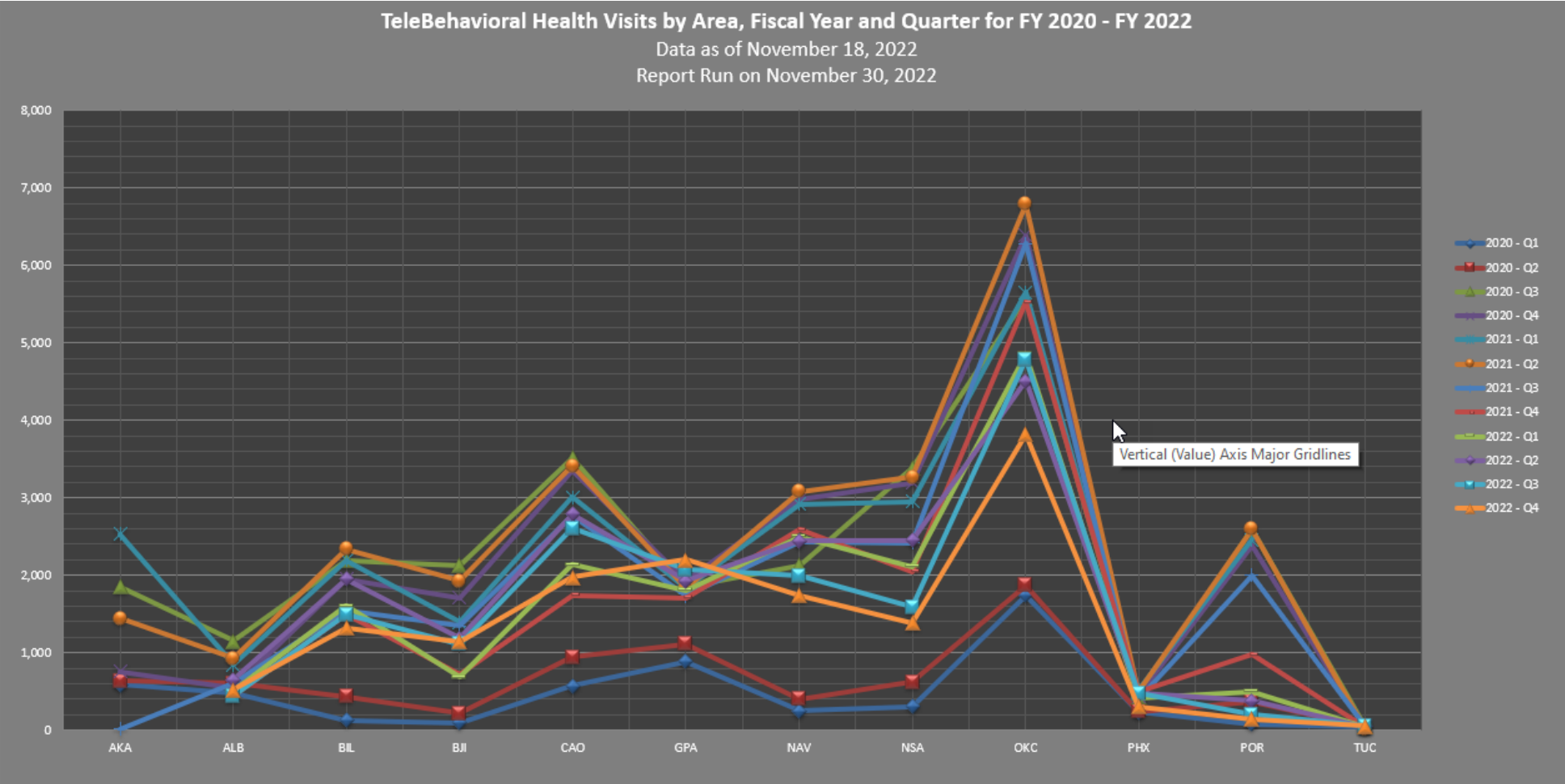
- 200 miles of travel (round trip)
- Federal mileage reimbursement rate
- Hours saved @ 65 MPH

# Metrics: IHS Telebehavioral Health Center of Excellence (TBHCE)

- TBHCE- **Dr. CHRIS FORE, Director**
- Data from across Indian Country
- Includes C9 Telebehavioral Health Clinic Stop Code
- Website link <https://www.ihs.gov/telebehavioral/>
- Metrics FY2020- FY2022 Telebehavioral visits were 226,735 (all IHS, not just TBHCE)



# IHS TeleBehavioral Health Visits by Area





# Telehealth Expansion Efforts: Next steps

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- Address best practices for a national program
- Continue to provide Patient and Provider Outreach
- Address Security Requirements (Division of Information Security, AA RingMD)
  - Supporting steps towards FedRAMP Certification
- Address Challenges and Barriers
  - Technology and Infrastructure limitations
  - Resources (people and funding)
  - Documentation standardization
- Test Peripherals
- Analyze customer experience
  - Qualitative data from provider survey
  - Analyze both quantitative and qualitative data from patient survey (AA RingMD)

# Telebehavioral Health Expansion Efforts: Next steps

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- Technical Assistance for regional Telebehavioral Health programs
- Expansion of Behavioral Health provider types
  - LPPC/LMFT
  - Psy NP
- Virtual group treatments

# What do patients think?

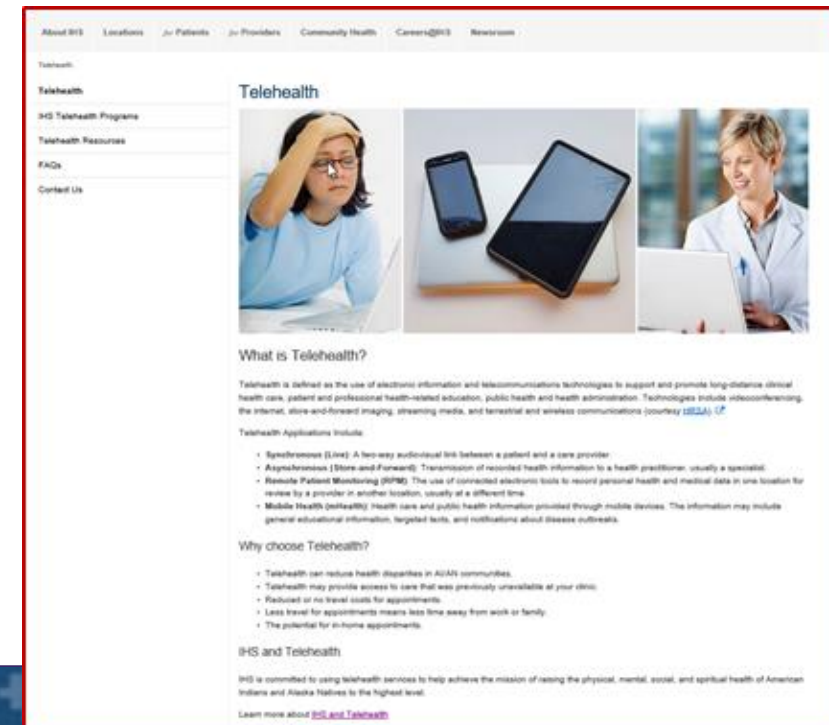
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# IHS Telehealth Listserv and Website

- If you are interested in telehealth, we encourage you to sign up for the Telehealth & mHealth listserv at [https://www.ihs.gov/listserv/topics/signup/?list\\_id=196](https://www.ihs.gov/listserv/topics/signup/?list_id=196).
- Share Information
- Ask Questions
- Discuss best practices

Telehealth Website at  
<https://www.ihs.gov/telehealth/>



# Questions



# Contact Information

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- [Chris.Fore@ihs.gov](mailto:Chris.Fore@ihs.gov)

# Thank You

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# Additional Free Resources for Washington State Behavioral Health Providers

## EDUCATIONAL SERIES:

- UW Traumatic Brain Injury – Behavioral Health ECHO
- UW Psychiatry & Addictions Case Conference ECHO
- UW TelePain series

## PROVIDER CONSULTATION LINES

- UW Pain & Opioid Provider Consultation Hotline
- Psychiatry Consultation Line
- Partnership Access Line (pediatric psychiatry)
- Perinatal Psychiatry Consultation Line

