

The Changing Landscape of BH Care: What is the “new normal” going to look like?

Thursday, May 18, 2023

1:00-2:00pm Eastern / 10:00-11:00am Pacific

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National Training and Technical Assistance Partnership

Clinical Workforce Development

Provides free training and technical assistance to health centers across the nation through national webinars, learning collaboratives, activity sessions, trainings, research, publications, etc.

Team-Based Care



- Fundamentals of Comprehensive Care
- Advancing Team-Based Care

Training the Next Generation



- Postgraduate Residency and Fellowship Training
- Health Professions Training

Emerging Issue



- HIV Prevention

Speakers

- Tim Kearney, PhD
 - Chief Behavioral Health Officer, Community Health Center, Inc.
- Melinda Gladden, LCSW, PMHC
 - Behavioral Health Clinician, Community Health Center, Inc.
- Jodi Anderson, LMFT
 - Virtual Telehealth Group Coordinator, Community Health Center, Inc.

Objectives

- Discuss how integrated behavioral health has evolved with telehealth
- Describe challenges facing integrated behavioral health and strategies to overcome those challenges
- Identify next steps to improve integrated behavioral health moving forward

Evolution of Integrated Behavioral Health

➤ Pre-COVID:

- Collaborative, co-located, or integrated in-person
- Working together side by side

➤ Then came COVID and a rapid switch to telehealth based care:

- **Immediate question:** How to keep providing care for our patients?
- **Longer term question:** What do we need to think about as we ponder how best to offer quality care to our patients and be responsive to staff in a changing BH climate?

Poll



1. What percentage of visits are conducted using telehealth?
 - a) 0%
 - b) 1%-25%
 - c) 26%-50%
 - d) 51%-75%
 - e) 75%-99%
 - f) 100%
 - g) Unsure
2. Is your center conducting telehealth groups?
 - a) Yes
 - b) No
 - c) Unsure
3. If yes:
 - a) Hybrid
 - b) Virtual
 - c) Both
 - d) No telehealth groups

Pros and Cons of Telehealth



Pros

- Accessibility
- Transportation
- Scheduling
- Integration of family life

Cons

- Patient/provider location
- Lack of privacy
- Technological literacy
- Boundaries

Behavioral health visits in the last year:



13%
in person



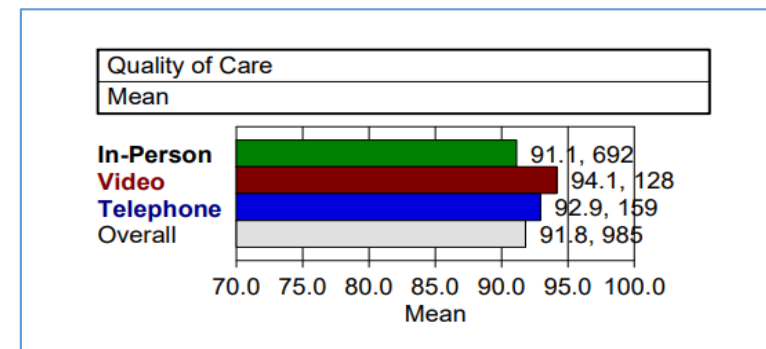
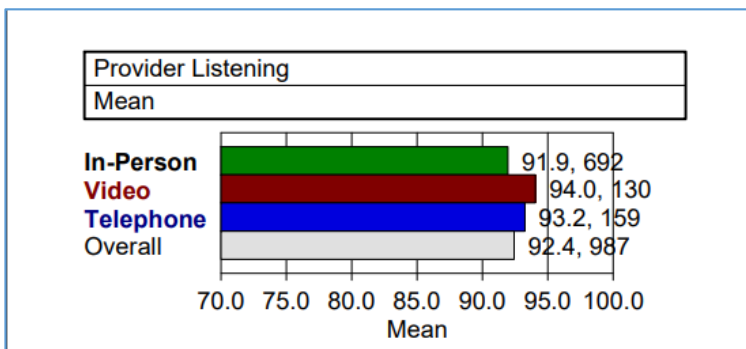
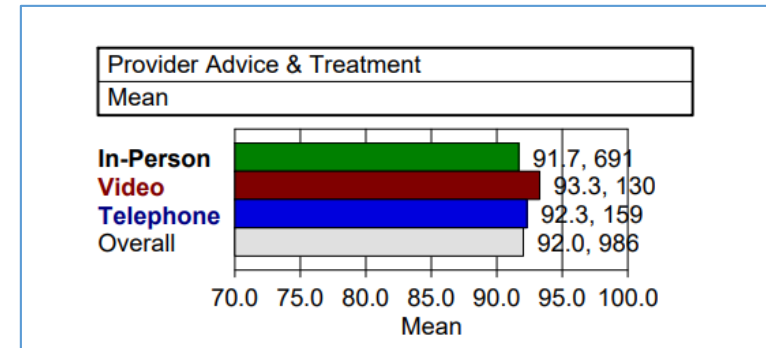
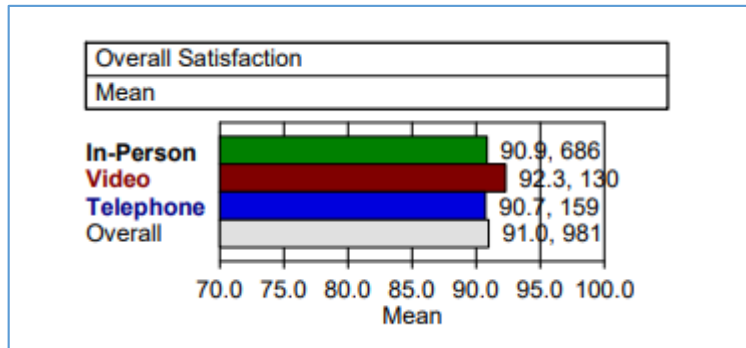
40%
by phone



41%
by video

CHC Data 4th Quarter 2022

Patient Satisfaction



Current Landscape

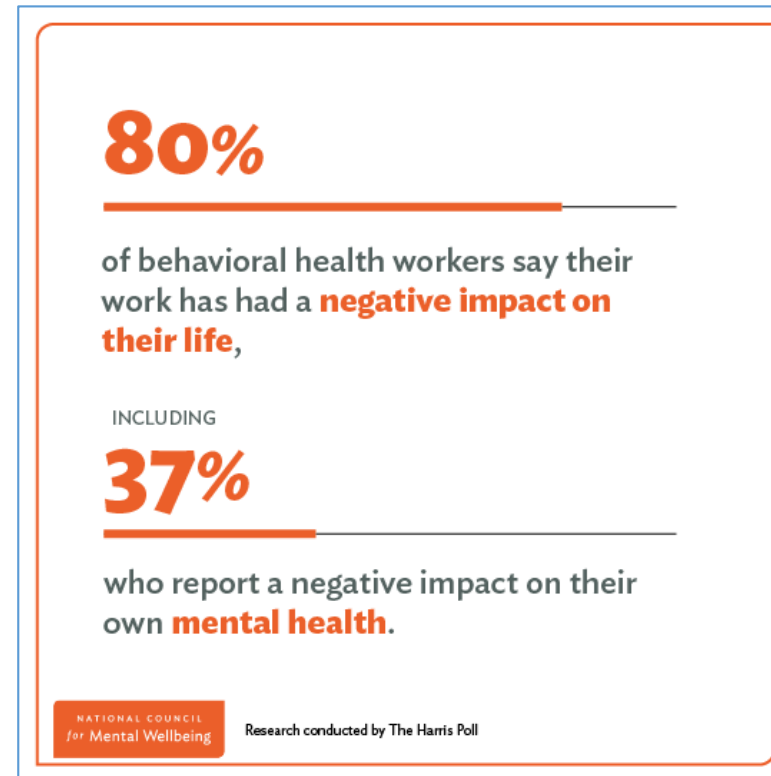
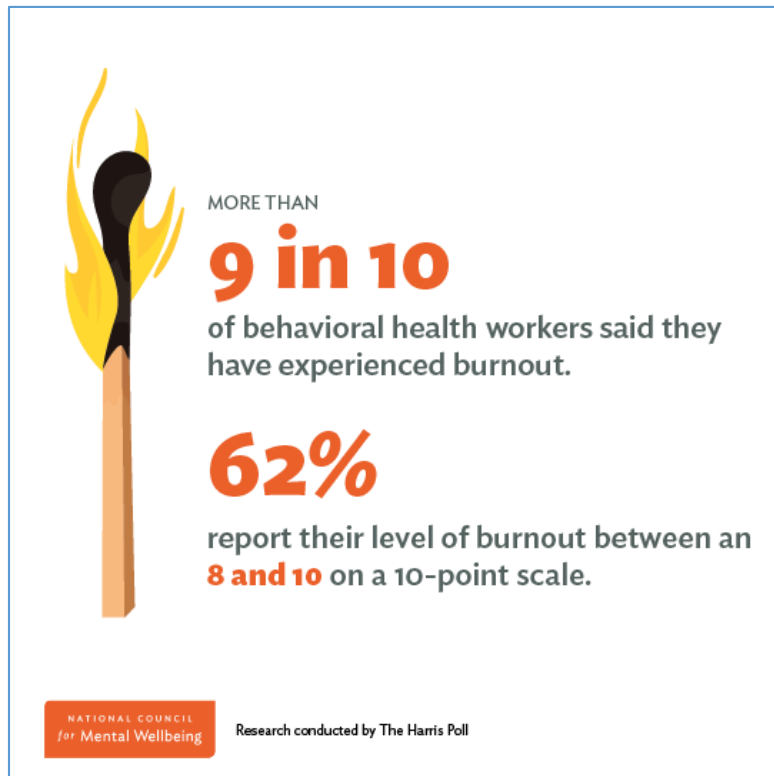
- Prior to COVID, telehealth uptake in the United States has been impeded by barriers posed by reimbursement procedures, privacy and security concerns, technology availability and connectivity, and prescription regulations.¹ Some of those barriers have been lowered through policy changes that apply for the duration of the pandemic.²
 - Nearly two in three (65%) behavioral health workers reported increased client caseload, and more than seven in 10 (72%) reported increased client severity since the COVID-19 pandemic.³
- A third of the workforce reported spending most of their time on administrative tasks, with 68% of those who provide care to patients saying the amount of time spent on administrative tasks takes away from time they could be directly supporting clients.³

1. Medicare Telemedicine Health Care Provider Fact Sheet. Baltimore, Department of Health and Human Services, Centers for Medicare and Medicaid Services, 2020. <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-providerfact-sheet>

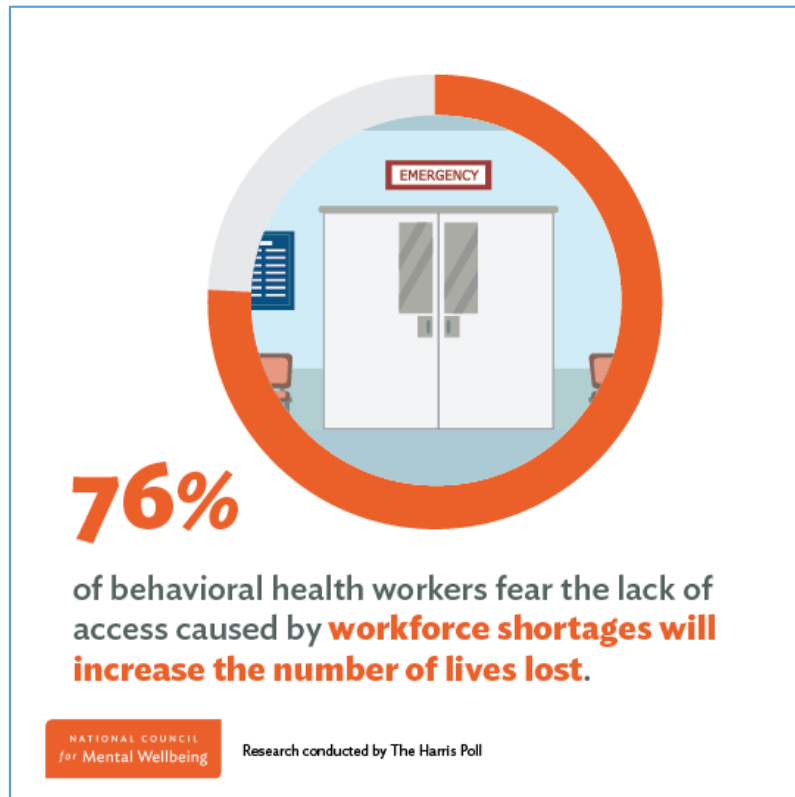
2. Haque SN. Telehealth Beyond COVID-19. *Psychiatr Serv.* 2021 Jan 1;72(1):100-103. doi: 10.1176/appi.ps.202000368. Epub 2020 Aug 19. PMID: 32811284.

3. National Council for Mental Wellness Poll conducted Feb. 3-19, 2023. April 25, 2023.

Results from National Council for Mental Wellness Poll



Results from National Council for Mental Wellness Poll





Challenges and Strategies

Increased Demand

Challenges

The number of patients and the intensity of what the patients are feeling

Patients are being seen less frequently

Staff feeling more burned out

Strategies

Implementing more groups

Leadership emphasis on self care

Ensuring staff members are taking their time off

Team meetings

Staff seeking supervision for guidance and support

Decreased Workforce

Challenges

Workforce shortages¹

Workforce burnout

Secondary trauma: the emotional duress that results when an individual hears about the firsthand trauma experiences of another.

Strategies

Incentives

Retention and exit interviews

Team building activities

Logistics of Providing BH Care when One or More are Offsite

Challenges

Patient care team

- Co-location
- Communication amongst team members
- Relationships amongst team

Technology Literacy

- Access
- Troubleshooting

Strategies

Increased collaboration

Integrated Care Meetings

Increased use of Skype, Zoom, etc.

- Telehealth Support Team

Changing Regulatory Landscape as the PHE ends

- DEA proposed changes in telepsychiatry – coming and then gone (for now)
- Medicaid funding changes: CT example
 - Clinicians out of state seeing patients in state
 - Clinicians in state seeing patients out of state
 - Changes in standards to be met for telehealth: phone and video
 - Consent for telehealth rules changed

Next Steps for Improving Integrated Behavioral Health

How to Set Expectations with Clients

- ✓ Telehealth informed consent
- ✓ Expectation of session date and times
- ✓ Offering groups to meet the demand
- ✓ Assisting with technology

Telehealth Team

Virtual Group Therapy Coordinator

Virtual Telehealth Care Specialist

CHC Telehealth Provider Support Team

- Information Technology
- Zoom expert
- Patient Experience Supervisor
- Assistant Director of Telehealth
- Clinical Applications Analyst

Telehealth Groups

- Meet the high demand of behavioral health by doing groups
- Offer hybrid groups
 - Needing the space for it and the right technology
- Membership open to clients at all of the agency sites
- Co-facilitator
 - Student to help and group management outreach crisis
 - Don't need to cancel if main facilitator can't meet

Legal and Ethical Considerations

- Informed consent
- Formal procedures to manage crisis
- Patient location/appropriate dress
- Business hours (Patient/provider boundaries)
- Text reminders

What action steps are you putting in place since the PHE has ended?

- Please submit your answers in the Chat Box



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Health System

Questions?

Contact Information

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