

Providing quality behavioral
health care that offers

Recovery & Hope



- Telehealth's role in a growing behavioral health agency
- How we utilize telehealth
- In-house use vs. partnership improvement
- Lessons learned

Telehealth's Role in Behavioral Healthcare

Improving delivery of care for in-house services and through partnerships

Mountain Comprehensive Care Center
606-886-8572 | www.mtcomp.org

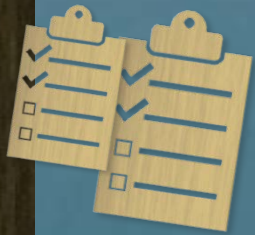




- 24+ Outpatient Clinics



- Over 130 schools



- Vast array of programs and specialized facilities



- Nearly 1,000 employees

- More than 20,000 clients served annually



Mountain Comprehensive Care Center
606-886-8572 | www.mtcomp.org



MCCC & Telehealth

- ▶ In-house
- ▶ Through partnerships



In-house

Primary means of linking services across geographically dispersed clinics, programs, and specialized facilities

Partnerships

Essential tool allowing MCCC to develop strategic partnerships with organizations, improving the level of care available through those organizations

In-House Utilization

Pros according to clients:

- More convenient
- Improved access
- Speed of services
- Ability to stay with certain prescriber

Pros according to staff:

- Appointments require less lead time
- Better quality of care resulting from continuity
- Easier access to prescriber for questions/concerns

Mountain Comprehensive Care Center
606-886-8572 | www.mtcomp.org



In-House Utilization

Cons according to clients:

- Loss of personal touch
- Clients may feel assessment is inadequate
- Clients may feel prescriber is not as invested in their treatment

Cons according to staff:

- Electronic glitches/technical difficulties
- Staff availability to assist with every client
- Loss of face-to-face contact with prescriber to discuss treatment



In-House Utilization

Expectations vs. Reality

- Expected clients to be more resistant
- Working with prescribers' schedules to ensure coverage is more difficult than expected
- Reliance on technology results in issues

Lessons Learned

- Telehealth is effective for most clients
- Clients like that telehealth is quick and easy
- It is less effective with some psychotic clients. Increases symptomology.

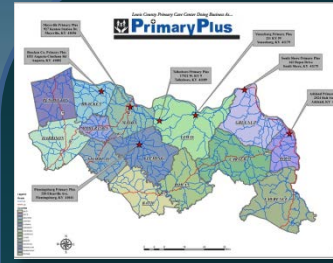




Safe Harbor

Ashland, KY

- Domestic Violence Emergency Shelter
- Provides services for residents on-site
- Provides behavioral health services via MCCC partnership
- Improves comprehensive services available to residents who lack resources or are typically non-compliant



Primary Plus

Ohio Valley Region

- Community Health Center that provides primary care services, etc.
- Serves Ohio Valley region of northern and northeastern KY
- MCCC partnership developed to better meet behavioral health needs of patients

Mountain Comprehensive Care Center
606-886-8572 | www.mtcomp.org



Acceptance

Safe Harbor

Receptive: No clients have rejected services related to telehealth

Feedback

Clients:

- Talking to provider is less stressful

Safe Harbor Staff:

- Telehealth is easily accessed
- Beneficial to both staff & clients
- Limited training necessary
- Positive Outcomes

Primary Plus

Receptive with some hesitance

Clients:

- Initial confusion of process, though improves

MCCC Staff:

- Partner staff/admin often impressed by service; good relationship

Primary Plus:

- Positive overall, though each provider's use differs



Safe Harbor

Primary Plus

Pros

- Decreased wait
- Increase in clients served
- Served on emergent basis
- Acceptance of need for services

- Serving clients that may not otherwise have access
- Allows physicians at Primary Plus to ensure patients are receiving best care possible

Cons

- Connectivity issues
- Difficult for paranoid and other individuals during severely symptomatic episode

- Initial confusion, though staff does well in preparing clients
- Anxiety for some clients
- Internal scheduling conflicts

Lessons Learned

- Overall a great asset to Safe Harbor
- Allows traumatized individuals to remain in safe/comfortable setting
- Allows proper assessment
- Improves quality of life for many women & children

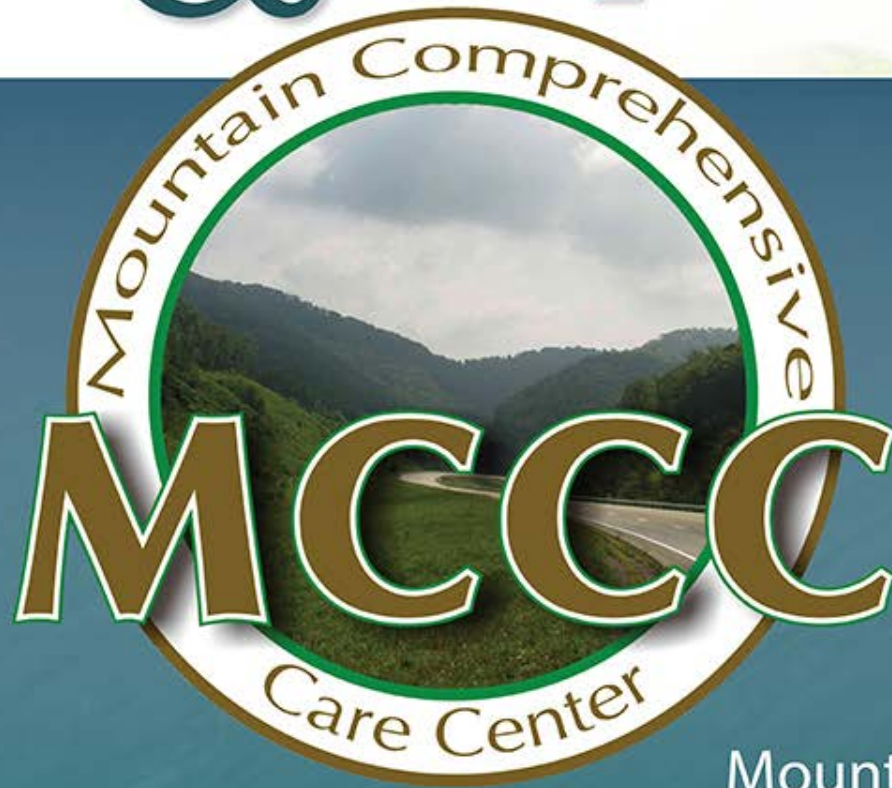
- Many initial issues resolved
- Scheduling conflicts present greatest obstacle to growing this service

In-house/Partnership Comparison

- Telehealth is generally well-accepted by clients
- Pros and cons are similar for each, though partnerships result in shared frustration related to negatives
- Partnerships also result in additional steps within processes
- Partnerships introduce concerns parties other than staff/clients
- Outcomes for both are better through improved access
- Technical difficulties and client anxiety/confusion are overarching concerns for both
- Scheduling conflicts present in different fashions for each, but are cause for concern
- Shared concerns & benefits, though continually addressed

Providing quality behavioral
health care that offers

Recovery & Hope



Telehealth's Role in Behavioral Healthcare

Promod Bishnoi, CEO
pbishnoi@mtcomp.org

Mountain Comprehensive Care Center
606-886-8572 | www.mtcomp.org