What Is It?

A mechanism for enhancing health care, public health, health administration and health education delivery and support, using electronic communication and information technology.
It Looked Like This

SPOKE(S)
Things Changed

It Now Looks Like This
More Change

It Is Moving To This

Growing Telehealth Options – On-Demand Medicine

Source: THINK-Health curated list of telehealth companies, 24 September 2015
Around the Bend

...It Will Soon Look Like This!

Connected Care Recognition

The Healthcare Internet of Things (IoT) Market Map
Can It Really Be Done?

Connected Care

BIOSENSING WEARABLES LANDSCAPE

Source: Rock Health review of 75+ companies (companies are selected, not comprehensive)
Flavors of Telehealth

Synchronous
“Live Video”

“Clinician to Patient at Health Facility”

“Clinician to Patient at Non-Health Facility”

“Clinician to Clinician”

Asynchronous
“Store and Forward”

1. REQUEST
   Requesting Clinician

2. RESPONSE
   eCONSULT
   Specialist
Telemental Health Research

What does the research say about telemental health?

- **Same Efficacy**: Literature supports efficacy of nearly all TMH/TBH services
- **Same Methods**: TMH uses same theoretical methods & techniques
- **Same Services**: All in-person mental health services can be delivered via video
- **Same Patients**: No contra-indications
## Accessing The Full Continuum of Care

<table>
<thead>
<tr>
<th>Type of Care</th>
<th>Telehealth and the Opioid Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention</td>
<td><img src="image" alt="Arizona Pain" /></td>
</tr>
<tr>
<td>Assessment</td>
<td><img src="image" alt="SBIRT" /></td>
</tr>
<tr>
<td>Treatment and Maintenance/Recovery</td>
<td><img src="image" alt="CBT4CBT" /></td>
</tr>
<tr>
<td>Medication and Medication Management</td>
<td><img src="image" alt="MATx" /></td>
</tr>
<tr>
<td>Training/Education</td>
<td><img src="image" alt="ECHO" /></td>
</tr>
</tbody>
</table>
Enabling the Full Continuum of Primary and Behavioral Health Care Integration

**Coordinated Care**

- Participants schedule sessions as usual.
- Participants come to your office.
- "Navigator" brings participant to a health space.

**Co-located Care**

- Provider stands by for request.
- Participants visit provider over the video.
- Participant Navigator collects participant after the session.

**Integrated Care**

- Provide on-site lab and Rx (prescription only).
- Provide chart to local EHR/EMR.
- Provide coordinated care within local teams.

**Did You Know?**

Specialty visits account for more than 50% of all office visits in U.S.

**CORE**

Coordinating Optimal Referral Experiences: Implementing ACP and Behavioral Health

**Consults, Referrals and Exchange of Information Between Providers**

**Medical and Behavioral Health Services in Same Facility**

**Integrated Care Teams with one Treatment Plan**
Enabling the Full Spectrum of Settings: Care Anywhere

School

Workplace

Home

Kiosk
Enabling the Full Continuum of Technologies

Synchronous
“Live Video”

Asynchronous
“Store and Forward”

"Asynchronous telepsychiatry" found effective for assessing patients' mental health

(SACRAMENTO) — A new study by researchers at the UC Davis School of Medicine has found that psychiatrists can accurately assess a patient’s mental health by viewing videotaped interviews that are sent to them for consultation and treatment recommendations.

The approach, called asynchronous telepsychiatry, uses store-and-forward technology, in which medical information is retrieved, stored and transmitted for later review using e-mail or Web applications. It has been used extensively for specialties like dermatology, with photos of skin conditions sent to dermatologists, or x-rays sent to radiologists for assessment.

However, the current study is the first to examine store-and-forward technology for psychiatry, said Peter Yellowlees, professor of psychiatry and behavioral sciences and the study’s lead author. "A Feasibility Study of the Use of Asynchronous Telepsychiatry for Psychiatric Consultations" is published in the August issue of the Journal of Psychiatric Services.

"We’ve demonstrated that this approach is feasible and very efficient," said Yellowlees, who is an internationally recognized expert in telepsychiatry. "Using store-and-forward technology allows us to provide opinions to primary-care doctors much more quickly than would usually be the case."

The researchers conducted the study to determine the effectiveness of asynchronous telepsychiatry for patients in Tulare County, a rural county in California’s San Joaquin Valley. Sixty male and female patients between the ages of 27 and 64 who had mostly mild-to-moderate mental-health disorders were included in the study.
Enabling the Full Continuum of Technologies

Remote Monitoring

Mobile Health “mHealth”
Services

Type of service and staff will influence technology selection, workflows and regulatory requirements.

Service Ideas

- Video Psychiatrist
- Video Nurse Practitioner
- Asynchronous structured interviews
- Consult -Supporting PCPs
- Buprenorphine waiver consults
- Triage-video and/or app
- Video counseling
- Drug and Alcohol Treatment
- Relapse Prevention Groups

2018  Behavioral Health Innovation
Many Setting Options:

- Clinic to Clinic
- Clinic to School
- Clinic to Work
- Home to Home
Spectrum of Care Options

Video

Text Based

cCBT

Apps

2018 Behavioral Health Innovation
Best Practice Examples

- Training
- Security and Privacy
- Jurisdiction
- Suitability
Best Practice Examples

- Remote Emergency Procedures
- Informed Consent specific to TMH
- Back up communication plans
Technology

Setting?

- Technology constantly improving
- Select setting and use, then choose software and technology

Consider
- Requirements for both ends of call
- Integrate with existing systems
- Interoperability with EMRs
- Bandwidth and hardware needed
- HIPAA security - video and workflows
- Flexibility for growth
- Affordability verses other options
- Not labor intensive

© 2017 Behavioral Health Innovation
TRCs are funded by the U.S. Department of Health and Human Service’s Health Resources and Services Administration (HRSA) Office for the Advancement of Telehealth, which is part of the Office of Rural Health Policy.
Here to Help!

TelehealthResourceCenters.org
Upcoming Events - Webinars

October 2018

National TRC Webinar – Indiana University School of Medicine Project ECHO: Tele-mentoring Program for the treatment of Opioid Use Disorder
October 19 @ 11:00 am - 12:00 pm

September 2018

National TRC Webinar – Behavioral Assessment and Intervention via Telehealth for Children with Autism and Related Disorders
September 20 @ 11:00 am - 12:00 pm

Telehealth service delivery allows for increase access to care and minimizing disparities in delivering behavior analytic assessment and intervention to children diagnosed with ASD and related disorders with challenging behaviors...

Find out more »

August 2018

National TRC Webinar – Mapping and Designing Telehealth Clinic Workflows
August 16 @ 11:00 am - 12:00 pm

Workflow mapping can allow a team to visualize a process and identify gaps or areas for improvement. This presentation will provide an overview of how to develop workflow diagrams for...

Find out more »

July 2018

National TRC Webinar – Innovation and Impact with Speech Language Pathology Telepractice
July 19 @ 11:00 am - 12:00 pm
The **Center for Connected Health Policy** (CCHP) is a nonprofit, nonpartisan organization working to maximize telehealth’s ability to improve health outcomes, care delivery, and cost effectiveness.
State Laws and Reimbursement Policies

The Center for Connected Health Policy helps you stay informed about telehealth-related laws, regulations, and Medicaid program legislation regulations for the U.S., all fifty states.
The National Telehealth Technology Assessment Resource Center aims to create better-informed consumers of telehealth technology. By offering a variety of services in the area of technology assessment, the TTAC (pronounced "tea-ack") aims to become the place for answers to questions about selecting appropriate technologies for your telehealth program. More Information >

Recent Toolkits

mHealth App Selection
Keeping up with mHealth developments and industry innovations is a never-ending process. TTAC's latest toolkit provides an overview of the mHealth market, with general discussion of devices, definitions, and how mHealth may benefit your organization. While this toolkit focuses on mobile devices, this toolkit will look beyond the devices and explore how to choose an mHealth application (or simply "app") for use in your organization or home.

mHealth
mHealth, or "mobile health", is a comprehensive term that encompasses the provisioning of healthcare using mobile networks and devices. In this toolkit, we break mHealth down into its component parts, and assess mHealth devices for use in telemedicine.

Mobile Blood Pressure
Blood pressure measurement is a critical vital sign measured during health care screening, acute care and for chronic conditions. Mobile blood pressure units ease home monitoring for patients and provide accurate data to the clinician. In this toolkit, we compare five different mobile blood pressure monitors, and...
Mid-Atlantic Telehealth Resource Center

www.facebook.com/MATRC
DISRUPTIVE TECHNOLOGIES & INNOVATIONS
SHAPING THE FUTURE OF HEALTHCARE

SAVE THE DATE
April 5-7, 2020
Embassy Suites Charlotte - Concord Golf Resort & Spa

Registration Opens October 1, 2019
Discounted Early Bird Registration Ends January 11, 2020
MATRCSummit.org

2020 Star Sponsor
ViTel Net
Your Future Telehealth Solutions Today

Mid-Atlantic Telehealth Resource Center

MATRC
Virtual Office Hours

Questions about Telehealth Basics or Telemental Health?

Join us for virtual office hours with Jay Ostrowski.
Second and Fourth Friday of each month from 12 PM - 2 PM

Video Chat: https://adaptivetelehealth.zoom.us/j/401473325
Or join by phone: +1 646 558 8656 (US Toll) or +1 406 636 0968 (US Toll)
Enter Meeting ID: 401 473 325

Questions about TELEHEALTH TECHNOLOGY or VENDORS?

Join us for virtual office hours with Tech Geek Mike Patterson.
First Tuesday of each month 12 PM - 1 PM

Video Chat: https://zoom.us/j/747638437 | Room: MATRC Telehealth Technology

Vendor Selection Toolkit

Welcome

MATRC Selection Vendor Toolkit

In this toolkit we have compiled the insights of experienced telehealth experts to help you identify the steps you should undertake to select the most suitable technologies for your telehealth services!

Virtually everyone coming across the notion of telehealth immediately jumps to the conclusion that telehealth is about the technology. And this toolkit will help you to select the find the vendor that provides you with the most suitable technology.

Yet, just as you can't make bread just with flour, technology is necessary but not sufficient to telehealth. And as we will explain in the first step, the selection of technology is actually one of the last things you want to do before you start offering telehealth services to your patients.

Do not contact any vendor until you've completed the New You, Ready to Select a Vendor? Checklist.

How this Toolkit is Organized
Selecting a telehealth technology vendor comprises three steps:
1. Preparing for Vendor Selection
2. Selecting a Vendor
3. Engaging a Vendor
Clinical Guidelines for Telebehavioral Health

Clinical guidelines for Telebehavioral health can be difficult to find as there are many terms for the same mode of providing clinical service over HIPAA-secure technology to clients or patients.

It is important to note that Telebehavioral Health is a mode of providing mental and behavioral health services and is not a separate service in and of itself. This mode requires specific training, preparation and protocols to provide safe, effective, legal and ethical clinical services.

Telebehavioral health clinical guidelines may be found in:

- State license regulations and site guidance – Each state and each profession may be different.
- Profession-specific Code of Ethics – Each profession has its own set of guidelines and state license regulations often require adherence to these Codes of Ethics.
- Reimbursement requirements – Payers may require certain types of technology (i.e. HIPAA-secure) and only permit certain practices and locations.
- Telemedicine industry best practices for adults and adolescents.

It is also important to note that guidelines are very different for medical and non-medical services. The directory below includes many types of telebehavioral health clinical guidelines separated by profession.

Information Relevant to Clinical Guidelines:

<table>
<thead>
<tr>
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<tr>
<td>ATA Children &amp; Adolescents Guidelines-2017</td>
</tr>
<tr>
<td>Telebehavioral Health Implementation checklist – Indian TBHCE</td>
</tr>
<tr>
<td>Telehealth and the Opioid Epidemic: Protecting Safety and Promoting Health 2016</td>
</tr>
<tr>
<td>AAMPT Code of Ethics 2015</td>
</tr>
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<td>ACA Code of Ethics 2014</td>
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APPALACHIAN TELEMENTAL HEALTH INITIATIVE – VIRGINIA PILOT

What is it?

The Joint Subcommittee to Study Mental Health Services in the Commonwealth in the Twenty-First Century was established through Senate Joint Resolution No. 47 in 2014. The Advisory Panel to the Joint Subcommittee’s Work Group on Mental Health Crisis Response and Emergency Services (Work Group #3) identified increased availability of telemental health services in the emergency setting as a high priority. An Advisory Panel work group on telemental health was formed to develop specific findings and recommendations. Those recommendations became SJ 47 which passed the General Assembly in early 2018 with the purpose of advancing the innovative use of telehealth as a solution for improved mental health, behavioral health and substance abuse outcomes; and reducing barriers of time, distance, and provider scarcities for those living and working in the Appalachian Region of Virginia. This pilot includes 4 projects:

1) Establishing and maintaining an up to date statewide Telemental Health Provider Directory;

2) Establishing and incentivizing provider participation in a state of the art online Telemental Health Workforce Training program;

3) Development and administrative support for a Telemental Health Network Infrastructure for rural southwest Virginia that includes provider outreach and recruitment, technology, technical support, program evaluation and business development;

4) Continuation and expansion of Project ECHO, an evidence-based telehealth project that connects primary care providers with specialists, thereby improving patient care by providing community-based clinicians with skills, knowledge and support to treat complex mental/behavioral health issues in their own practices.
Project ECHO  
(Extension for Community Healthcare Outcomes)

**Moving Knowledge, Not Patients**
Through technology-enabled collaborative learning, ECHO creates access to high-quality specialty care in local communities and around the world.

Hub and spoke knowledge-sharing networks create a learning loop:
- Community providers learn from specialists
- Community providers learn from each other
- Specialists learn from community providers as best practices emerge

The Karen S. Rheuban Center for Telehealth Project ECHO® offers ongoing knowledge networks using the Zoom® multi-point videoconferencing technology platform to link primary care providers at numerous locations around the state with a team of expert inter-disciplinary specialists at UVA to support mentoring, patient care and knowledge-sharing.

### Current UVA Project ECHO programs

<table>
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<tr>
<th>Session</th>
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https://zoom.us/j/181312866 | |
| Psychiatry: Opioid Use Disorder (OUD)     | Second Wednesday of each month, 12 p.m. - 1 p.m.       
https://zoom.us/j/181312866 | |
| Psychiatry: Behavioral Health   | Fourth Wednesday of each month, 12 p.m. - 1 p.m.      
https://zoom.us/j/181312866 | |

### Upcoming UVA Project ECHO programs
- Pulmonology
- Intestinal Failure
- Neurology
- Autism Spectrum Disorder

If you are interested in participating or finding out more about the current interactive weekly webinars and future offerings, please send an email to projectecho@virginia.edu so you can be added to the UVA Project ECHO mailing list. **We look forward to connecting with you!**
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Accredited Online Education for the Connected Healthcare Community

Course Catalog

Foundations of Telehealth
The Foundations in Telehealth course is designed to provide a comprehensive overview of current technologies and care delivery models and an introduction to the public policies that inform telehealth practice.
Course Info

Tele-behavioral Care
This course provides a broad introduction to the issues, policies, and technologies involved in tele-behavioral or tele-mental healthcare.
Course Info

Tele-stroke Care
Tele-stroke is an approach to strokes that provides board certified neurologists the ability to perform immediate, real-time, and/or remote diagnosis and treatment to a stroke victim using telehealth technology.
Course Info

https://www.telehealthvillage.com/
Board Certified-TeleMental Health Provider (BC-TMH)

- Individual Module $50
- 9 modules - a 15% discount during one transaction: $382.50 ($42.50 per module)

STAR Telehealth is providing these courses in collaboration with the Center for Credentialing and Education. Video-based telemental health is a rapidly growing field spanning multiple mental health disciplines. Today's mental health professionals seek the best practices and credibility to offer safe and effective services to their clients. The Board Certified-TeleMental Health Provider (BC-TMH) credential is designed to meet this need. The BC-TMH gives mental health providers the training, knowledge, and credibility that clients and employers demand.

(Step 1): If you have not done so already, please create a CCE profile by clicking here: https://learn.cce-global.org/login/index.php
(Step 2): Click on the module(s) of interest using the links below to register.

Links to TeleMental Health Modules:
1. Introduction to Telemental Health
2. Presentation skills for Telemental Health
3. HIPAA Compliance for Telemental Health
4. Choosing and Using Telemental Health Technology
5. Best Practices for Telemental Health
6. Settings and Care
7. Orienting Clients/Patients to Telemental Health
8. Crisis Planning and Protocols for Telemental Health
9. Direct to Consumer Telemental Health

http://www.startelehealth.org/modules
How Does VMAP Work?

Virginia Initiatives

Virginia Regions
Northern (CNMC/Inova), Central (VCU/VTCC), Eastern (CHKD), Western (UVA/Centra), Southwestern (Carilion)

https://www.vmapforkids.org/
Virginia Telehealth Network

NEW WEBSITE... Coming soon!

http://ehealthvirginia.org/
Virginia Initiatives

Virginia Telehealth Network Summit

Save the Date

September 27th, 2019
Charlottesville, VA
UVA Pinn Hall

For more information contact:
admin@ehealthvirginia.org

http://events.r20.constantcontact.com/register/event?llr=plfte4ab&oeidk=a07eghi6r1zac73f98a
For More Information:

Kathy Hsu Wibberly, PhD
Director, Mid-Atlantic Telehealth Resource Center
UVA Center for Telehealth
Email: Kathy.Wibberly@virginia.edu
Phone: 434.906.4960

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