Introducing
The National Telehealth Webinar Series

Presented by
The National Network of Telehealth Resource Centers

Telehealth Resource Centers
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- California Telemedicine & eHealth Center (CTEC)
- *Great Plains Telehealth Resource & Assistance Center (GPTRAC)*
- Heartland Telehealth Resource Center (HTRC)
- *Mid Atlantic Telehealth Resource Center (MATRC)*
- Northeast Telehealth Resource Center (NWTRC)
- *Northwest Regional Telehealth Resource Center (NRTRC)*
- Pacific Basin Telehealth Resource Center (PBTRC)
- *South Central Telehealth Resource Center (SCTRC)*
- Southeastern Telehealth Resource Center (SETRC)
- *Southwest Telehealth Resource Center (SWTRC)*
- TexLa Telehealth Resource Center (TTRC)
- Upper Midwest Telehealth Resource Center (UMTRC)
  - National Telehealth Resource Center – Policy (NTRC-P)
  - Telehealth Technology Assessment Center (TTAC)

Creative Approaches to Serving Patients, Saving Resources and Stretching Dollars

The South Carolina Department of Mental Health Telepsychiatry Consultation Program

Produced by the
Southeastern Telehealth Resource Center

May 16, 2013

Overview

- the Problems – Patient Back-up in the Emergency Department (ED)
- the Partnerships –
  - The Duke Endowment, SC Department of Health and Human Services, SC Department of Mental Health, and the SC Hospital Association
- the Proposal – an initial Three-year Grant
- the Purpose – Achieving Tomorrow, Today

Primary Goals

- Timely Psychiatric Assessment and Rapid Initiation of Treatment
- Increased Quality of Care
- Reduced Lengths of Stay (LOS)
- Comprehensive Discharge Planning
- Savings to the Hospital and Community

Benchmarks

- Nov 2007 – TDE 1st Award
- May 2009 – Presented at APA Convention
- Aug 2009 – EMR Operational
- Jun 2010 – Computerworld Finalist; TDE 2nd Award
- Oct 2011 – Silver Award, APA Convention
- Feb 2012 – 10,000th Consult
- May 2012 – Presented at APA Convention
- Jun 2012 – TDE 3rd Award
- Oct 2012 – SCORH Outstanding Rural Program of the Year
- Apr 2013 – 15,000th Consult

Partnership Diagram

Baptist Easley
Carolinas
Carolinas Marion
Chester
Clarendon
Conway
Fairfield
George-town
Grand Strand
Hampton
Laurens
McLeod Dillon
McLeod Loris
McLeod Seacoast
Spartan-burg
Springs
tRMC
Upstate
Wacca-maw
Wallace Thomson

DMH

THE DUKE ENDOWMENT

SCHA

SC DHHS

Remote Site Locations
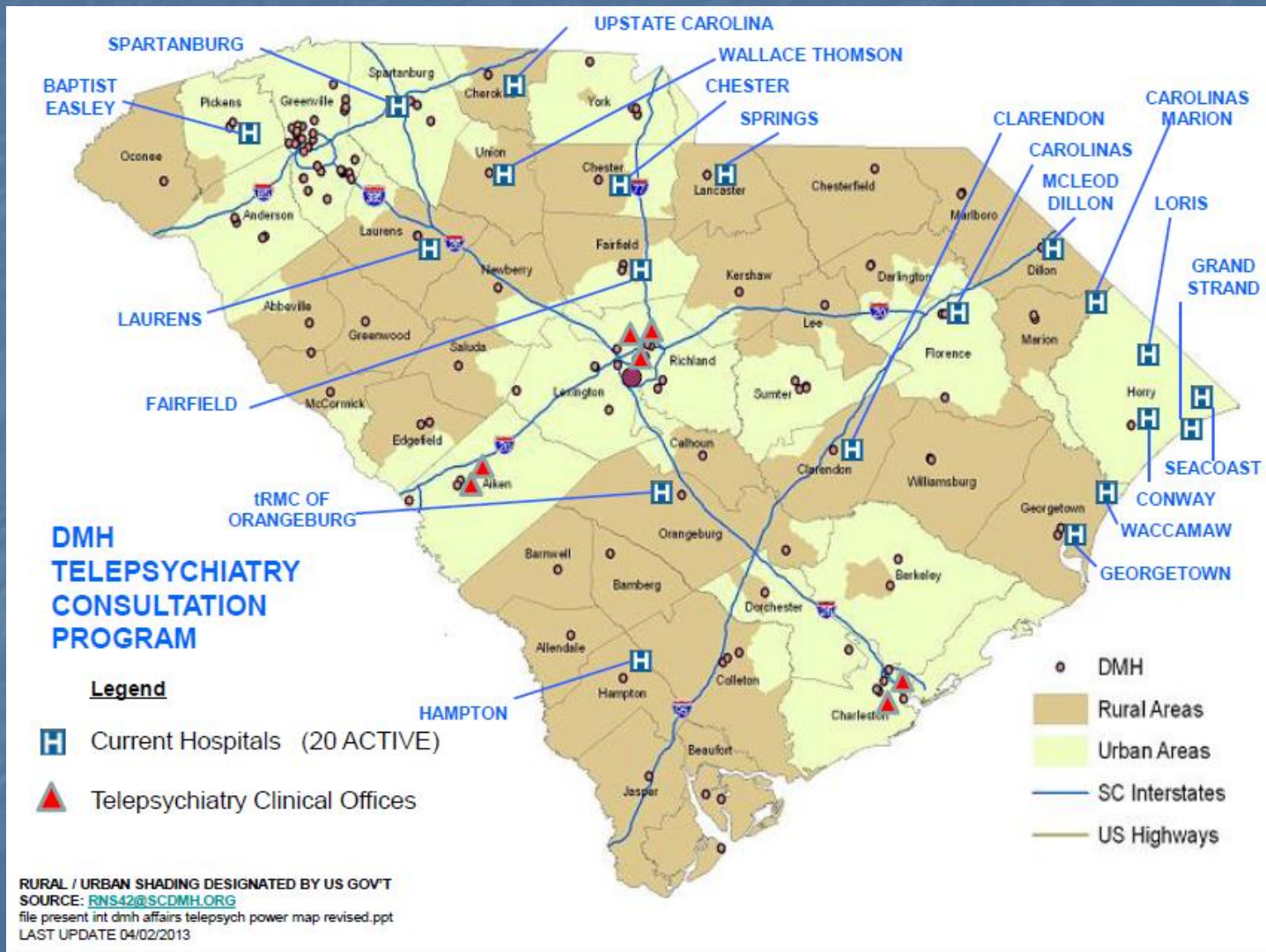
Next Remote Sites
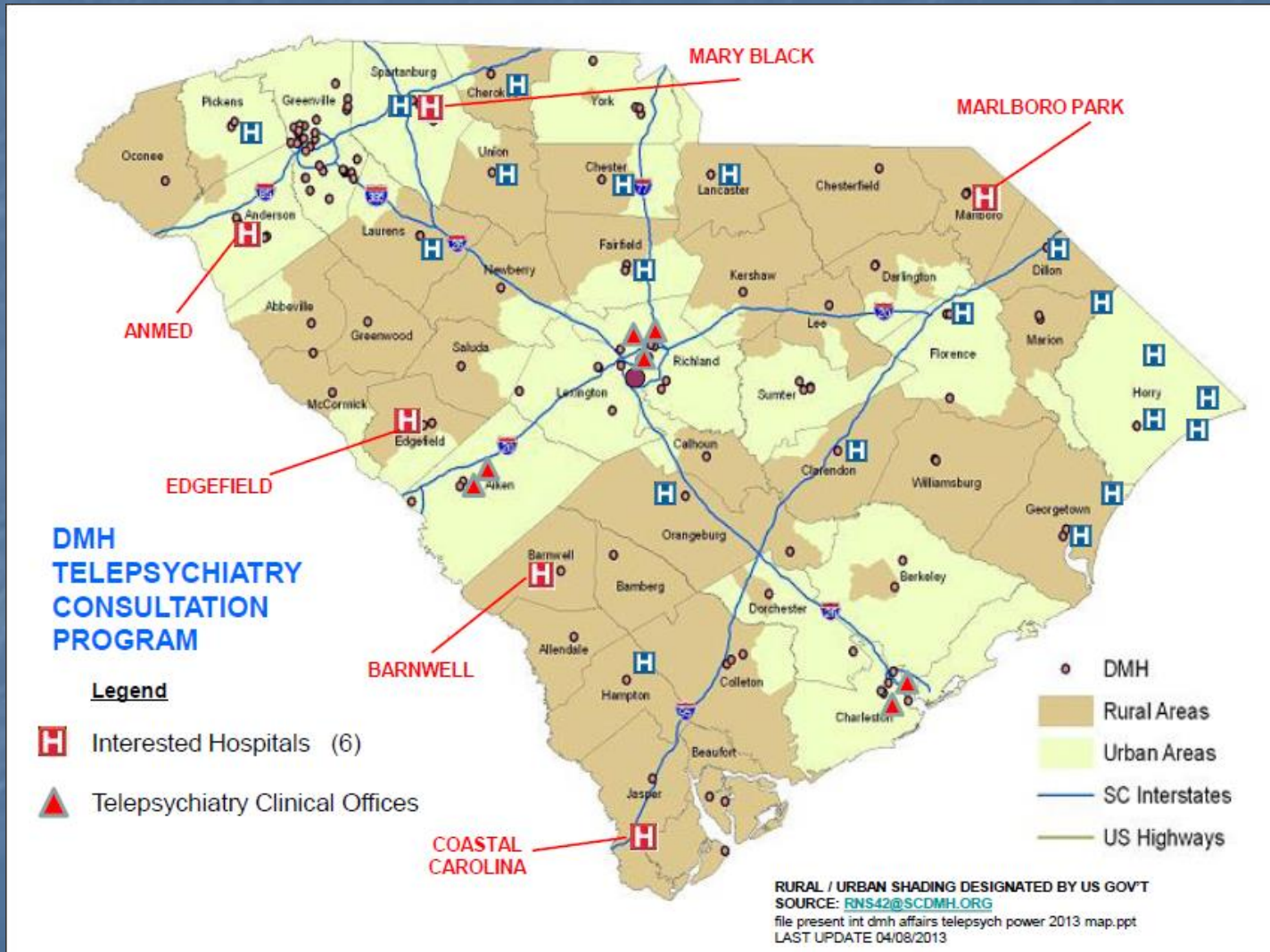
Clinical Office Locations

Columbia, SC (3)

Charleston, SC (2)

Aiken, SC (2)

Future Site(s)

Consultation Process

- Patient Presents in ED
- ED Physician Requests Consult
- Psychiatrist Reviews CIS/SCHIEx, EMR
- Patient Consulted
- Video Encounter Ends
- Psychiatrist Electronically Signs Consult
- Recommendations Sent to ED
- Hospital Dispositions the Patient

Consults & Patients Kept (2012)

South Carolina Department of Mental Health (DMH)
Division of Medical Affairs

DMH TELEPSYCHIATRY CONSULTATION PROGRAM

CALENDAR YEAR 2012

Patients Seen vs. Kept Over 24 Hours

Month	Consults	Kept
Jan-12	427	265
Feb-12	375	227
Mar-12	429	245
Apr-12	370	207
May-12	358	204
Jun-12	332	209
Jul-12	369	219
Aug-12	344	220
Sep-12	383	230
Oct-12	378	244
Nov-12	346	208
Dec-12	323	190

Months
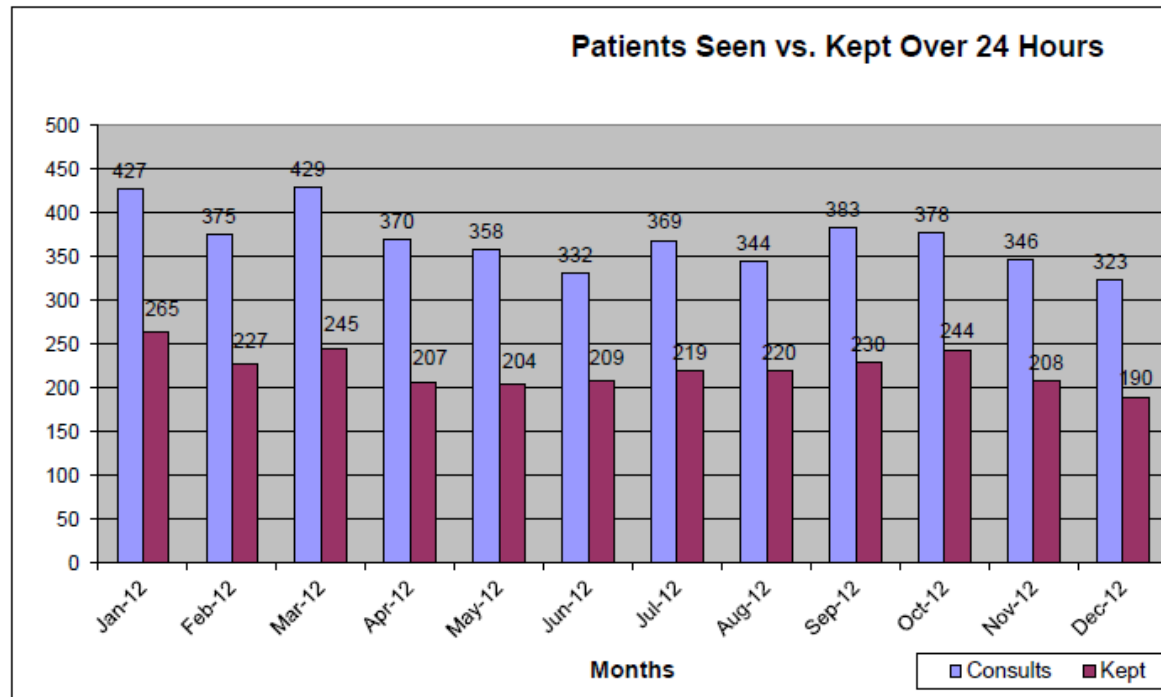
☐ Consults   ☐ Kept

TOTALS FROM 03/2009 TO PRESENT... CONSULTS 13658   KEPT 7821

Source: rns42@scdmh.org
Printed: 1/2/2013
Consult Log 2012a

Page 1 of 13 Pages

Clinical Operations

Diagnoses

Consults by Diagnoses (Primary Only)

Adjustment 2%
Anxiety 17%
Dissociative 0%
Drug-Related 16%
Eating 0%
Impulse Control 10%
Mood 20%
Others 2%
Personality 0%
Psychotic 24%
Sexual 5%
Sleep 1%
Somatoform 2%
v-codes 1%

Legend: Adjustment, Anxiety, Dissociative, Drug-Related, Eating, Impulse Control, Mood, Others, Personality, Psychotic, Sexual, Sleep, Somatoform, v-codes
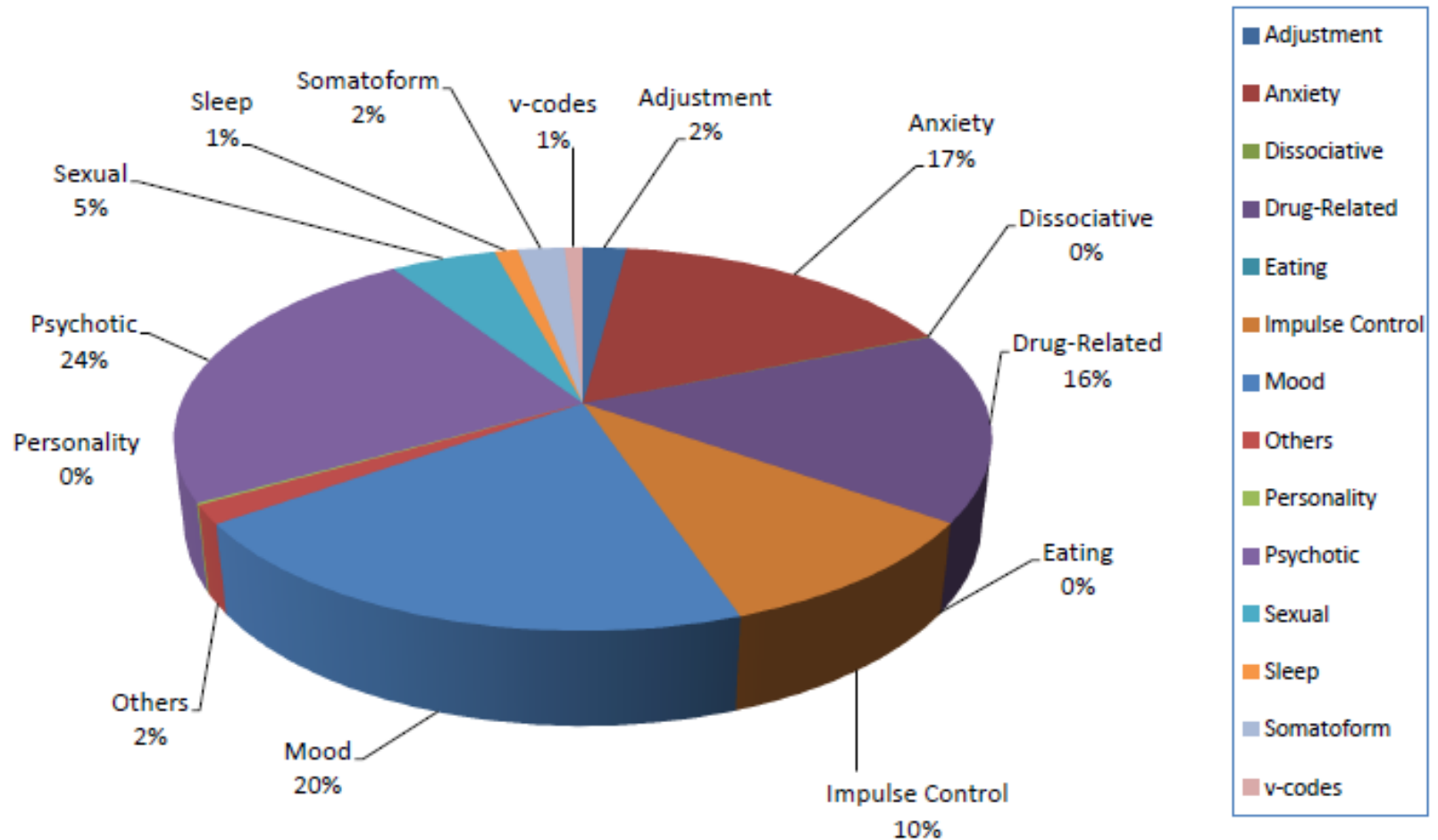
Dashboard - Time

- Current program results: 40% discharge rate for same day (24-48 hours) of consultation

- Comparing end of first quarter CY 2009 (pre-Telepsychiatry) to end of first quarter CY 2013 (Telepsychiatry) for Mental Healh Patients in SC ED's...

  - Overall Patient Wait Times for Inpatient Admissions were down by 46%

Turn-Around

- 9.1 hours from initial ED request for Telepsychiatry to transmission of patient recommendations (CY 2013 to date)
  - Compared to 2-4 days, pre-Telepsychiatry
- 12.1 consults every 16 hour day (CY 2013 to date)
  - Compared to 1-4 consultations by local MHC MHP's (post-weekend) during a 8 hour day

Patient Data Resources

- CIS – DMH patients (past/present) *

- EMR – DMH Intranet-based medical assessment form

- SCHIEx – statewide repository for multi-agency database downloads *

* 75-80% ED patients known across both databases

South Carolina Integrated Data System housed at the Office of Research and Statistics

Data sources connected to the system:
- Elder Services & Assessments
- Disabilities & Special Needs
- Vocational Rehabilitation
- Department of Commerce
- Homeless MIS
- Employment & Wage
- Education
- Health Department
- Environmental Conditions
- Alcohol & Drug Services
- Mental Health
- Health Professions
- Free Clinic Visits
- Hospitalizations
- Emergency Room Visits
- Outpatient Surgeries
- Home Health Care
- Community Health Centers*
- SLED
- Juvenile Justice
- Public Safety
- Probation, Parole & Pardon
- Corrections
- Child Care
- Social Services
- Disease Registries*
- Medicaid Services
- State Employee Health Services

LEGEND
- Legal/Safety Services
- Social Services
- Claims Systems
- All Payer Health Care Databases
- Health Professions
- Behavioral Health
- Health Department
- Education
- Employment Security Commission
- Disease Registries
- Other State Agencies

Palmetto State Providers Network

Satisfaction Surveys

Survey Results – ED Staff

Staff Perceptions of Telepsychiatry Program
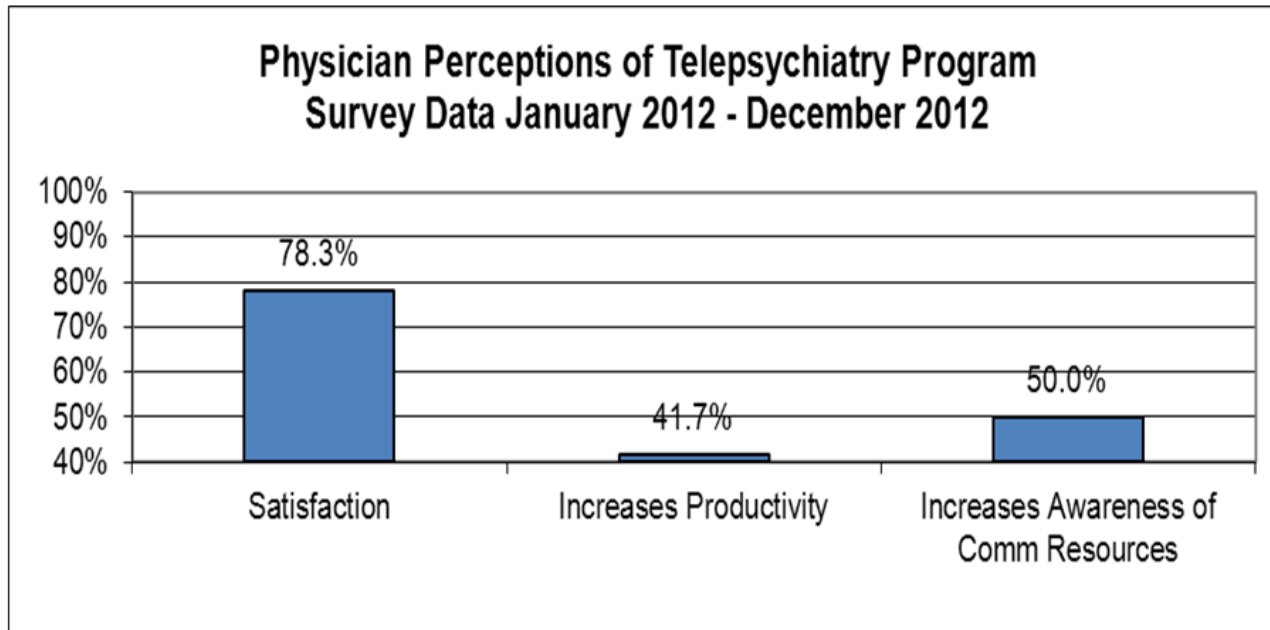Survey Data January 2012 through December 2012
(n=37)
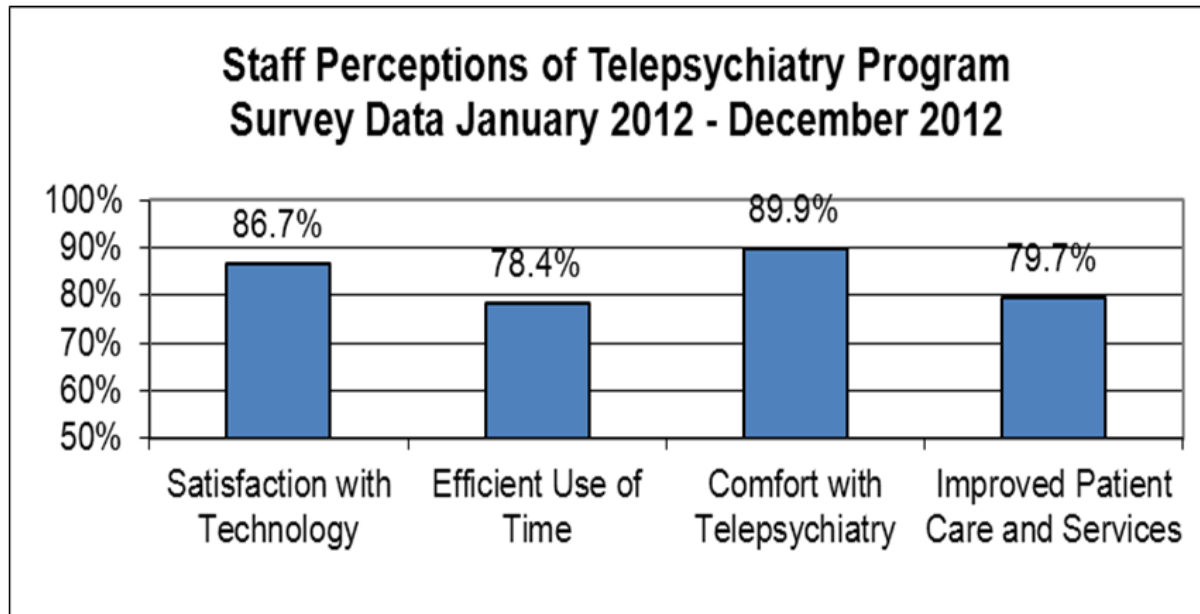
Survey Results - Physician
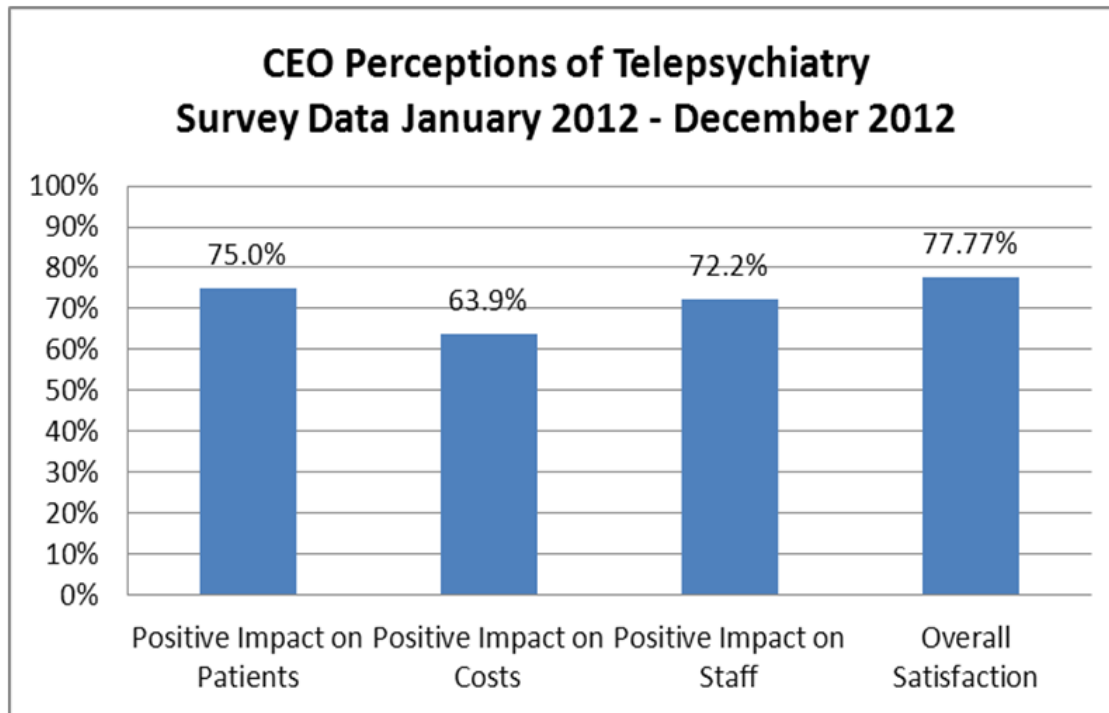

Physician Perceptions of Telepsychiatry Program
Survey Data January 2012 through December 2012
(n=24)

Survey Results - CEO

Hospital CEO Perceptions of Telepsychiatry Program Survey Data January 2012 through December 2012 (n=12)
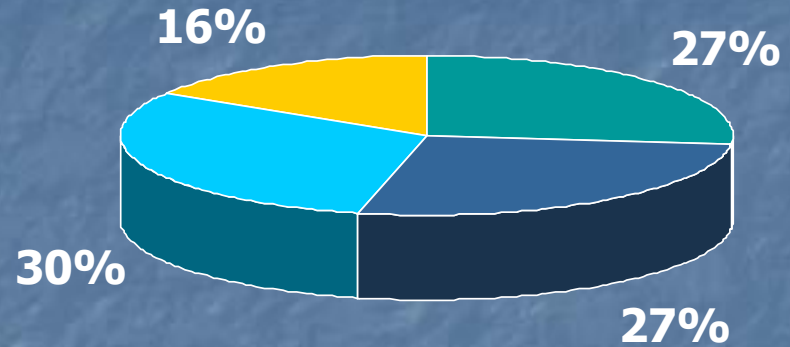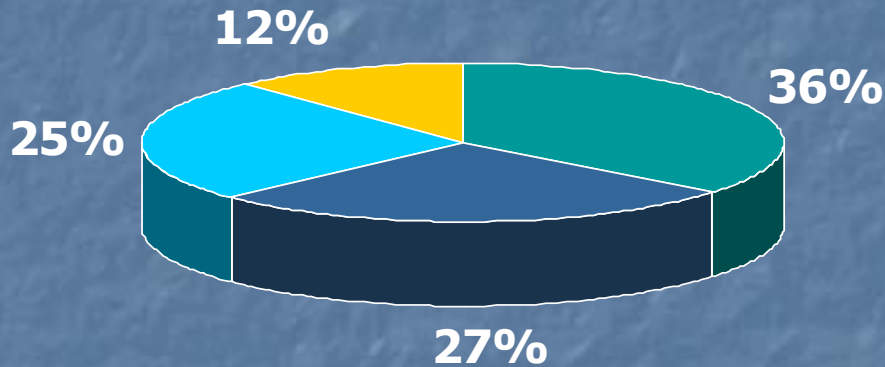
CEO Perceptions of Telepsychiatry
Survey Data January 2012 - December 2012

- Positive Impact on Patients: 75.0%
- Positive Impact on Costs: 63.9%
- Positive Impact on Staff: 72.2%
- Overall Satisfaction: 77.77%

R01 Grant Research

- Collateral Effect: Reallocation of Resources by ED's to ED-appropriate care
- Reduced Commitment Rate to BH Inpatient Beds
- Reduction in Average Inpatient LOS
- Produced Savings of $1,800 in BH Inpatient Settings per Care Episode
- Equals (approx.) $27.4 M in BH Inpatient Savings
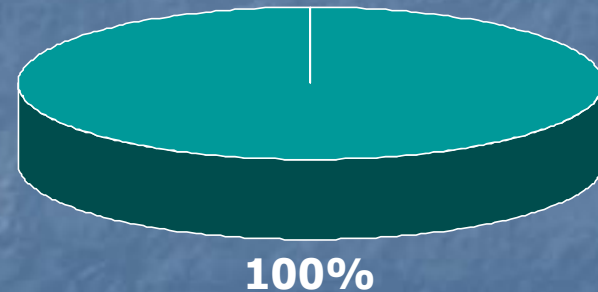
Sustainability – Revenues

FY 14 PROJECTED

16% 27%

30% 27%

FY 13

12% 36%

25%

27%

PRIOR YEARS

100%

TDE SC DHHS SC DMH Hospitals

TDE

Website

Model of Protocol

MUTUAL SUPPORT FROM PARTNERS

HOSPITAL PARTICIPATION & NETWORKING

INNOVATIVE EQUIPMENT

INCREASED TIMELINESS

ENHANCED DISCHARGE PLANNING

ELECTRONIC MEDICAL RECORD (EMR)

INTERAGENCY COLLABORATION

COMPREHENSIVE WEB SITE

DEVELOPMENT, SURVEYS & EVALUATION

INITIAL TREATMENT EARLIER

OTHER SPECIALTY CONSULTATIONS

ELECTRONIC HEALTH RECORD (EHR)

For more information, please visit:

www.scdmh.org/telepsychiatry

or contact our program office:

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The National Telehealth Resource Center Webinar Series

3rd Thursday of every month

Next Webinar:

Topic: The future of telemedicine: What you should know now

Presenter: Great Plains Telehealth Resource & Assistance Center

Date: Thursday, June 20, 2013

Times: 2:00 PM Eastern Time

Insert Title Here

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