IHS Telehealth

An Introduction

Chris Fore, PhD
American Indians/Alaska Natives (AI/AN)

- 5.2 Million
- 567 Tribes
- Poverty
- Trauma
- Health Disparities
- Resiliency
AI/AN Health Disparities

- Alcoholism: 740% higher
- Tuberculosis: 500% higher
- Diabetes: 390% higher
- Injuries: 340% higher
- Suicide: 190% higher
- Homicide: 180% higher
AI/AN Veterans

- Over-represented in Armed Forces
- AI/AN females serve at higher rates
- 50% served in the Navy
- 2.5 less like to be an officer
- Most are dual-eligible
OCPS Telemedicine Statement

IHS OCPS is dedicated to providing the best access and highest quality care to American Indians/Alaska Natives. To help achieve and maintain this goal, IHS is committed to the use of technology to connect providers and patients when and where care is needed.
Teleophthalmology Physical Components

Retinal Cameras

Diagnostic Display
(National Reading Center)
IHS-Joslin Vision Network
Teleophthalmology Program

Dr. Mark Horton, Director

- Provides remote diagnosis and management of diabetic retinopathy
- Preventing Diabetes-Related Blindness in American Indians and Alaska Natives
- Asynchronous (Store and forward), not real time
- 2015 Highlights
  - IHS JVN Eye exams = 19,184
- Resource Information:
  - https://www.ihs.gov/teleophthalmology/
IHS TeleBehavioral Health Center of Excellence (TBHCE)

- Direct Patient Care
- Tele-Education
- Technical Assistance
## TBHCE Summary

<table>
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<th>Clinical Services</th>
<th>Education</th>
<th>Intra-Area Agreement</th>
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Virtual Conferences

- Allow those who could not travel to an onsite conference to remotely view and be active participants in the conference.

- Host a conference without a physical site and all presenters and participants attend virtually.
Tele-Education

FY15

Providing free CME/CEU learning sessions on various topics to all I/T/U providers via web-based technologies.
FY15 Tele-Education Highlights

- 173 online seminars hosted
- 10,550+ I/T/U providers trained
  - 875+ a month
- 3,141 free CME/CEU claimed
Attendees
Attendance by Agency

- IHS, 55%
- Tribal, 22%
- Other, 23%
Attendance by Profession

MH Counselor 17%
Nurse 13%
PC Provider 30%
Psychologist 11%
Psychiatrist 1%
Pharmacist 1%
Social Worker 17%
Other 10%
Changes from FY14 to FY15

- 22.2% increase in total participants
- 17.3% increase in average participants per session
- 4.2% more sessions than last year
Tele-Education Topics

- IHS Essential Training on Pain & Addiction
- Child & Adolescent Behavioral Health
- Pain & Addiction ECHO
- IHS Clinical Rounds
- Relationships
- Monthly Influenza Update
- Sweet Success
- Division of Behavioral Health seminars
- The Mental Status Exam
- Affordable Care Act Brown Bag
- Physician Quality Reporting System
- Suicide Prevention
- Adolescent Medicine
- Substance Use
- Zero Suicide National Implementation Team
- Health Promotion and Disease Prevention
Increased confidence in clinical abilities

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Will incorporate material into practice

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<td>95.3%</td>
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<td>Disagree</td>
<td>4.9%</td>
<td>4.2%</td>
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Not everyone likes online training, but...
Estimated Tele-Education Savings to I/T/Us

- No travel costs
- $350,000+ in direct CME costs saved
- 41,880 additional patients seen because providers did not have to travel for CME/CEU
- $7,920,000+ potential additional revenue because more patients were seen
TeleBehavioral Health Services

FY15

Providing real-time (live/synchronous) psychiatric care, counseling, consultation and direct provider education via televideo.
# Types of Services

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<th>Psychiatry</th>
<th>Counseling</th>
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<td>Addiction</td>
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<tr>
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<td>Child</td>
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<tr>
<td>Child</td>
<td>Family</td>
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<td>Trauma/PTSD</td>
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FY15 TeleBehavioral Highlights

- 5,685 patient visits
- 3,068 hours of service
FY15 Clinical Hours

- Child Psychiatry: 36%
- Adult Psychiatry: 28%
- Addiction Psychiatry: 21%
- Adult Psychology: 15%
Telebehavioral Health Sites
Changes from FY14 to FY15

- 23% increase in hours
- 47% increase in patient contacts
- 47% increase in patient savings
- PTSD/Trauma Psychology/Counseling services
- Consultation model
- Mixed (direct care & consultation) model
Patient Savings

- 1,146,600+ miles of travel avoided
- $642,096+ in avoided travel costs
- 17,520 hours of work and/or school NOT missed
A Cost Comparison of Travel Models and Behavioral Telemedicine for Rural, Native American Populations in New Mexico. *Journal of Telemedicine and Telecare.*
(http://www.ncbi.nlm.nih.gov/pubmed/26026190)

**Psychiatrist per session (30 minutes) cost:**
- $333.52 - traveling patient
- $169.76 - traveling provider
- $138.34 - telebehavioral health
Cons of telemedicine

- Not in the room with the patient
- Technical difficulties
  - Equipment
  - EHR
  - Bandwidth
- Sessions may be louder
- Can’t be used for all services
Telehealth Credentialing & Privileging

**Typical**
Each telehealth provider completes the local (originating) site packet.

**Recommended**
Credentialing by Proxy- If the telehealth provider is credentialed and privileged in an accredited health center, most of that information can be used at local (originating) site for credentialing and privileging. Requires a signed agreement.
IHS EHR Access

Access to the IHS EHR is a multi-step process

- An ITAC form must be established and managed
- Providers must complete all IHS mandatory security and other trainings
- When outside of the IHS network, providers must use the IHS VPN for access
- Providers will access a Remote Desktop to access the IHS EHR
Billing & Reimbursement

- No single answer
- No national reimbursement
- Varies widely
  - state to state
  - type of service
- Rapidly changing landscape
- Must communicate with local and state officials

Pros of telebehavioral health

- Patients like it
- Long-term providers
- Access to care
- Cost savings
  - Facility
  - Patients
- Makes providers better?
Common barriers

- Providers
- Credentialing & Privileging
- EHR Access
- Connectivity
- Prescribing Controlled Substances
- Telehealth Coordinator
Future

Adding new types of Telemedicine services

- GPA
- Tele-ED
- Tele-Dermatology
- Tele-Pediatrics
- Tele-Stroke
Challenges- veterans & providers

- Confusion regarding eligibility
- Confusion about benefits
- How to refer to the VA system
- How to seek services at the VA
Potential solutions

- VA-IHS MoU
- Training for non-VA providers
TeleBehavioral Health Center of Excellence (TBHCE)

Dr. Chris Fore (chris.fore@ihs.gov)

Resource Information
- TeleBehavioral Health Implementation Checklist from the TBHCE
- Website: https://www.ihs.gov/telebehavioral/index.cfm/telehealth/