

NEHIMSS RI Telehealth and Cybersecurity Educational Event

Quality Processes and Metrics for Integrated Telebehavioral Health

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Disclosures

- iHope Network, Inc. equity partner, officer (CMO)
- Frame Health, Inc. equity partner, advisor
- Actualize Therapy, LLC advisor

Agenda

- Industry Background
- The Problem
- The Solutions
- The Challenges
- How to Build a Program for Quality, Safety and Accountability
- Care System Issues in Vendor Selection
- Discussion

Behavioral Epidemiology

- Behavioral health spending is forecast to reach \$274B in 2020, with \$36 billion of that total directed to Substance Use Disorders (SUD).
- Behavioral health expenditures have been growing at almost 10% per year for the past 10 years,
- The Kaiser Foundation estimated that as of December 31, 2017, less than half of the need for mental health services was being met.
- The impact of the lack of access to care is evidenced by the increase in suicide rates across American society, perhaps best illustrated by an annual 12.7% annual increase in the suicide rate for teenage girls between 2007 and 2016. As a result, behavioral healthcare has become a national priority.

Industry Background

- Lifetime prevalence of any mental disorder is 40%.
- Thus, virtually every family is affected by mental illness.
- Half of Medicare patients have more than 5 chronic diseases.
- Roughly half of them have major depression and/or anxiety disorders
- Comorbidity of mental disorders and chronic medical conditions is more the rule than the exception
 - Risk factors are age, social isolation, specific chronic illnesses (e.g., ESRD), poverty, race, substance abuse, TBI
- Cost of general medical care 2-3X greater with comorbid depression

The Problem

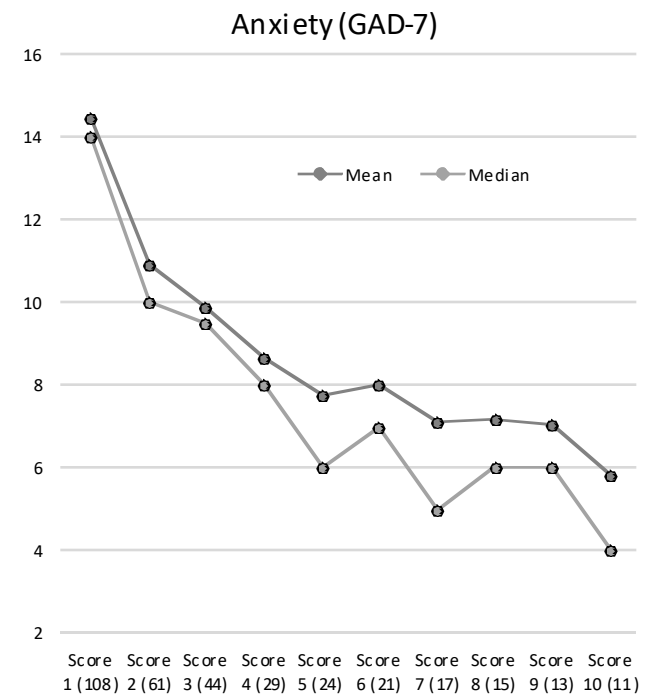
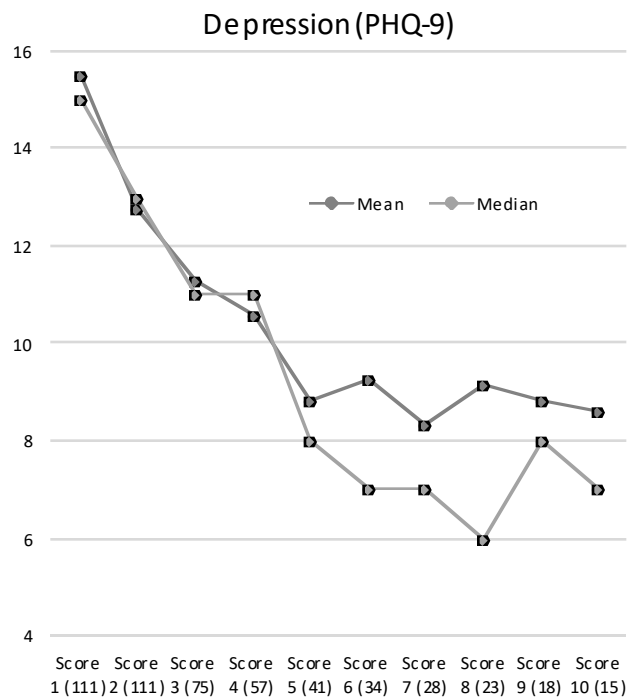
- The likelihood of having major depression correctly diagnosed and successfully treated in primary care is about 1 in 20.
- Only 1/3 patients referred by their PCP for BH Tx follow through.
- Barriers are stigma, cost, and access (geography, ghost networks).
- The shortage and geographic maldistribution of psychiatrists is a major public health crisis – and it will get worse.
- Licensure regulations and reimbursement issues limit the availability of treatment.

Collaborative Care Model

- Collaborative care for depression most effective model in PC
- Technology and telemedicine permits integration of BH into PC
- HIPAA permits sharing PHI for collaborative care, even BH data
- Mental health privacy concerns and stigma are an issue
- Our recommendation: integrate permission for collaborative care into the informed consent process and document permission in writing.
- Identify and record the communication interests of providers
- Challenge of using LICSWs in collaborative care with PCPs

Collaborative Care Model: Outcomes

Outcomes Measurement



The Solution

- Technology-assisted, integrated, collaborative care
- Evidence-based BH protocols delivered by telehealth
- Master's level BH clinicians who can operate at the top of their license, guided by decision support tools
- Clinical report generation for referral and collaborative partners
- Ability to provide telehealth across state lines to address access issues
- Rigorous outcomes assessment, QA and care improvement programs
- Safety protocols that meet or exceed industry standard of care

Quality Worksheets: Documentation

Outbound clinical communications

- Referring & collaborating clinicians (PCP, specialist, BH)
 - a) Behavioral assessment and treatment plan
 - b) Interval progress report
 - c) Treatment review report (exceptions, alerts, escalation)
 - d) Discharge summary report

EHR notes

- a) Initial evaluation note (diagnosis and treatment plan)
- b) Interval progress notes
- c) Treatment review note (exceptions, alerts, escalation)
- d) Discharge note and summary

The Challenges

- Changing physician behavior
- Workflow issues
- Reimbursement
 - Commercial insurers
 - Medicare
 - Medicaid
 - Value-based payment
- Regulatory and legislative barriers
- Training
- Interoperability and clinical data sharing

Care System Issues in Vendor Selection

- Is the care evidence-based?
- Collaborative care? Integrative care?
- Are referrals tracked? Continuity of care?
- Safety protocols?
- Quality assurance program
 - Written policies and dissemination
 - Training
 - Monitoring and supervision
 - Patient experience
 - Analytics and emerging technologies
- Security
- Certification