

Telehealth in a Behavioral Health Setting

Four County

Nicole Hiatt-Drang, LCSW

Why is Telehealth Important?



Workforce Shortages lead to...

- ▶ Delays in onboarding...leading to higher risk of no show
- ▶ Inconsistent appointment scheduling. Crisis is over.
- ▶ Large and unmanageable caseloads

Cultural Transformation

Why not behavioral telehealth?

From

To



The Experience

▶ Clinician (Distant Site):

- ▶ Can provide assessment and ongoing therapy from virtually any remote location (Indiana Licensure) and reach rural locations
- ▶ Decreased “windshield time” for clinicians who traveled to several locations
- ▶ Efficient care-clinician focus can be on treatment
- ▶ Convenience

The Experience

- ▶ **Consumer (Originating Site):**
 - ▶ Rapid Access
 - ▶ Improved Technology
 - ▶ Allows for added choice in provider
 - ▶ Improved quality in rural behavioral health treatment

Benefits of Telehealth in Clinic

- ▶ Removes intakes from clinicians in clinic
- ▶ Open schedules for treatment
- ▶ Rapid Access to all services
- ▶ Increases potential of consumers served

Are all clients appropriate for telehealth?

*According to the American Telemedicine Association, determining client appropriateness “may be more dependent on the client’s organizational and cognitive capacities, than on diagnosis.”

*Clinicians should consider history of cooperativeness with treatment, current and historical substance use, and history of violence or self-harm

*Other considerations: proximity of nearest emergency facility, client’s support system and medical issues.



QUESTIONS?

Nhiattdrang@fourcounty.org