



innovaTel Telepsychiatry & High Plains Mental Health Center

Reimagining Behavioral Health Delivery:
The Hybrid Model of In-Person
& Telehealth Appointments

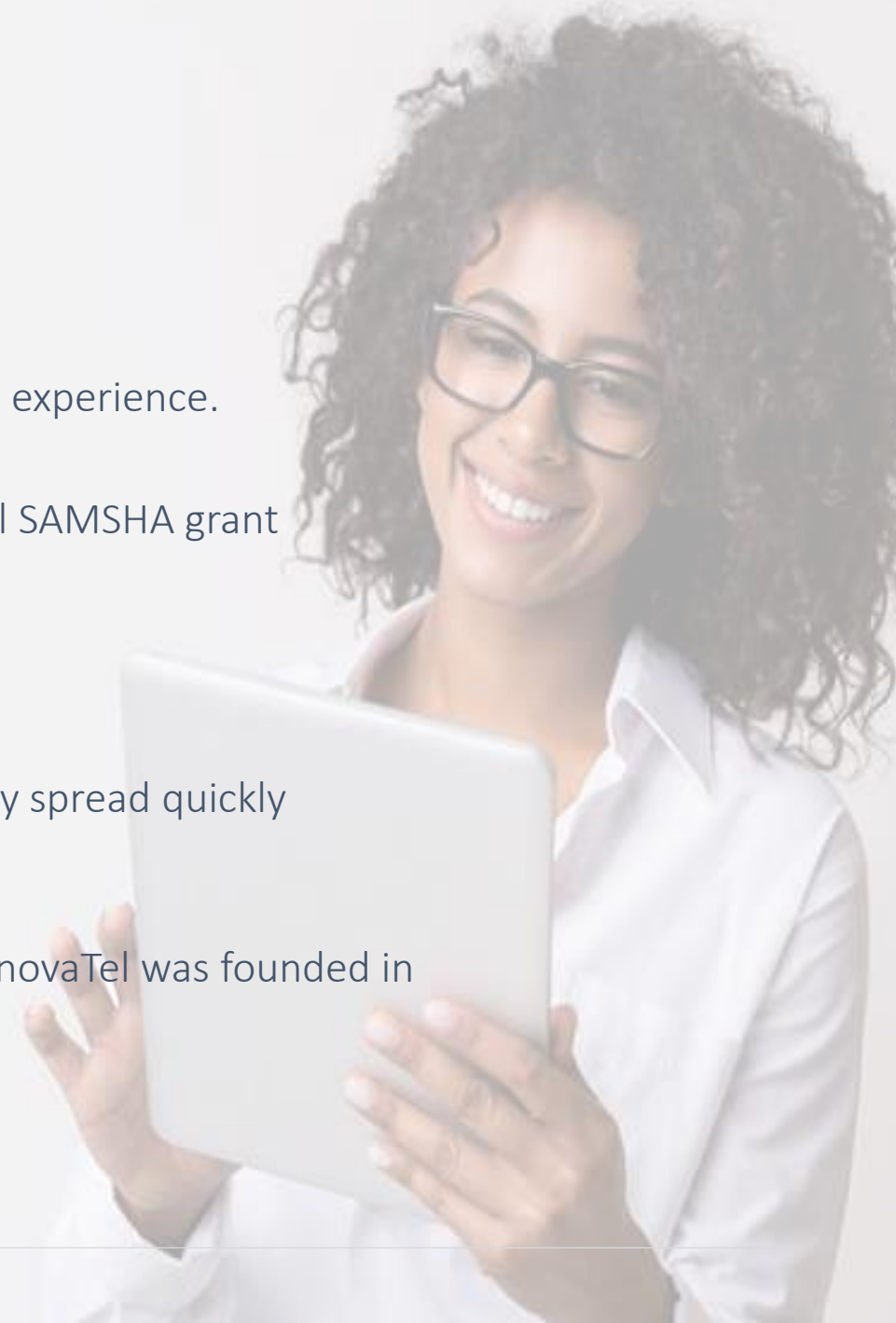
Walt Hill, CEO, High Plains Mental Health Center
Dr. Liberty Eberly, Chief Medical Officer, innovaTel Telepsychiatry
Lauren Lashbrook, Director of Strategic Partnerships, innovaTel Telepsychiatry



About innovaTel Telepsychiatry

CLINICIAN OWNED & OPERATED – “WE ARE YOU”

- innovaTel was founded by a clinical team with 30+ years of behavioral health experience.
- The founders started the first CMHC in NW Pennsylvania and through a small SAMSHA grant developed a successful telepsychiatry program.
 - Psychiatric recruitment and retention was a constant challenge.
- Through word of mouth the clinic's adoption and success using telepsychiatry spread quickly throughout Pennsylvania and the country.
- As a result of the success and need to establish an independent company, innovaTel was founded in April 2014.



Grow Your Clinical Team without Geographic Limitations



- innovaTel partners with organizations by offering contracted hours (part-time or full-time) for providers including:
 - Board Certified or Board Eligible Psychiatrists
 - Psychiatric Nurse Practitioners
 - Licensed Clinical Social Workers
- Specialty Patient Populations
 - Bi-Lingual
 - SMI/SMPI
 - Co-Occurring/Dual Diagnosis
 - Child & Adolescent
 - Geriatric
 - Forensic
 - Substance Use Disorder
- We manage all recruitment, licensing, DEA, benefits and malpractice. The organizations we partner with have the final decision on which clinician will be part of your treatment team.
- **We believe continuity of care is critical in behavioral health.** Partnering with innovaTel, the selected clinician becomes a virtual member of the team. Patients will see the same clinician each and every time.

Clinician Matching & Retention

We have a thorough screening process for hiring specific to working with SMI population.

Because of our thorough matchmaking process, **we are proud to have a 95% clinician retention rate.**



We do not assign clinicians to work in your organization without your input.

You **interview and choose** the clinician(s) that will join your team.

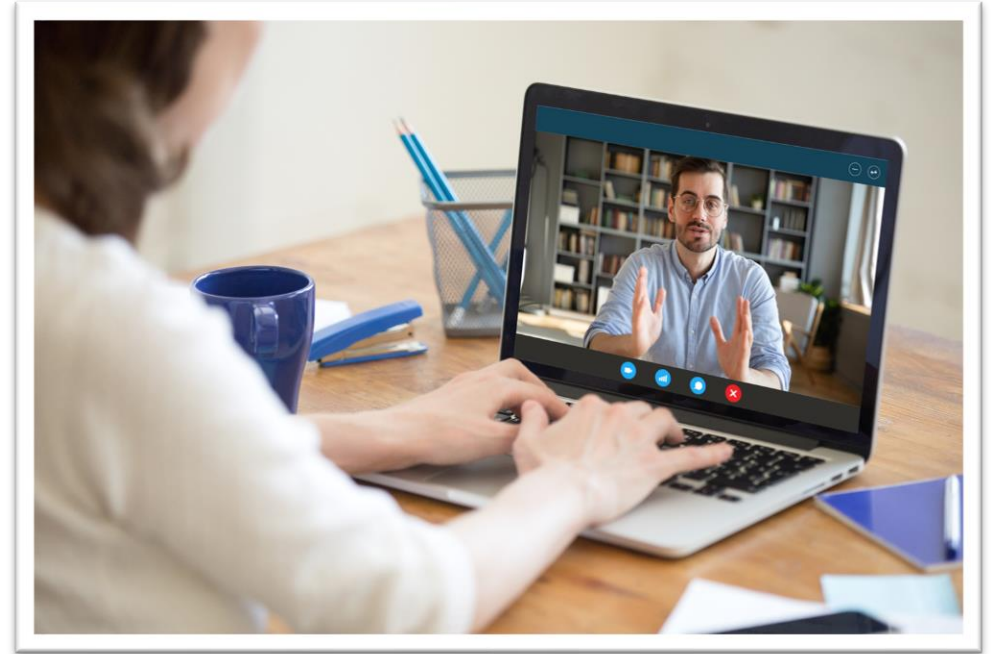
innovaTel is also extremely selective with the clinicians we hire, extending offers **to less than 20% of those that apply with us.**



innovaTel saw a 71% increase in the amount of clinicians looking to join our team in March due to the rapid adoption of telehealth.

COVID-19 Resolution: The Hybrid Model

- COVID-19 is a crisis for all, especially organizations that serve the most vulnerable populations. Prior to COVID, all patients that innovaTel providers connected with were located in physical clinics.
- innovaTel rapidly responded to changing needs in behavioral health and evolved to provide our customers' patients with access psychiatric coverage no matter if they were seen on-site or from their home. **Now 90% of patient encounters are occurring in patient homes.**
- By mobilizing quickly in partnership with our clinic partners, we were able to provide care to patients who were no longer able to come into a clinic and remove barriers that were historically in place, which resulted in **increased access to care and a reduction in no-shows for our clinic partners.**
- innovaTel believes the future of behavioral health will be a hybrid of patients connecting remotely and coming on-site for appointments based on clinical appropriateness and technology available.



“We thought we were sheltered in place to slow the spread of the virus and keep each other safe, however, I would submit to you that colleagues at every level of the healthcare industry have also been sheltered in place to mobilize their teams and resources, strategize short-term and long-term plans for efficient and quality care delivery and implement change to improve both access to care and health outcomes.”

Dr. Mia McNeil, Director of Clinical Nurse Practitioner Services

Integration Into Your Existing Workflow

The goal is to mirror your existing workflows with the only difference being that the clinician is on-screen and not on-site.

Designate a room(s) for telepsychiatry & setup with the appropriate technology.



Patient will be greeted by your nurse or medical assistant, vitals are taken, & the patient is escorted to the dedicated telepsychiatry room.

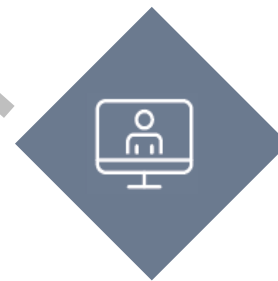


Determine hours that telepsychiatry will be utilized & schedule those appointments in your EMR as you would an in-person appointment.

OR



Patients are seen from their home virtually.



innovaTel clinician(s) document directly & concurrently in your EMR & electronically prescribe medications.



Insurance claims are billed by your organization.



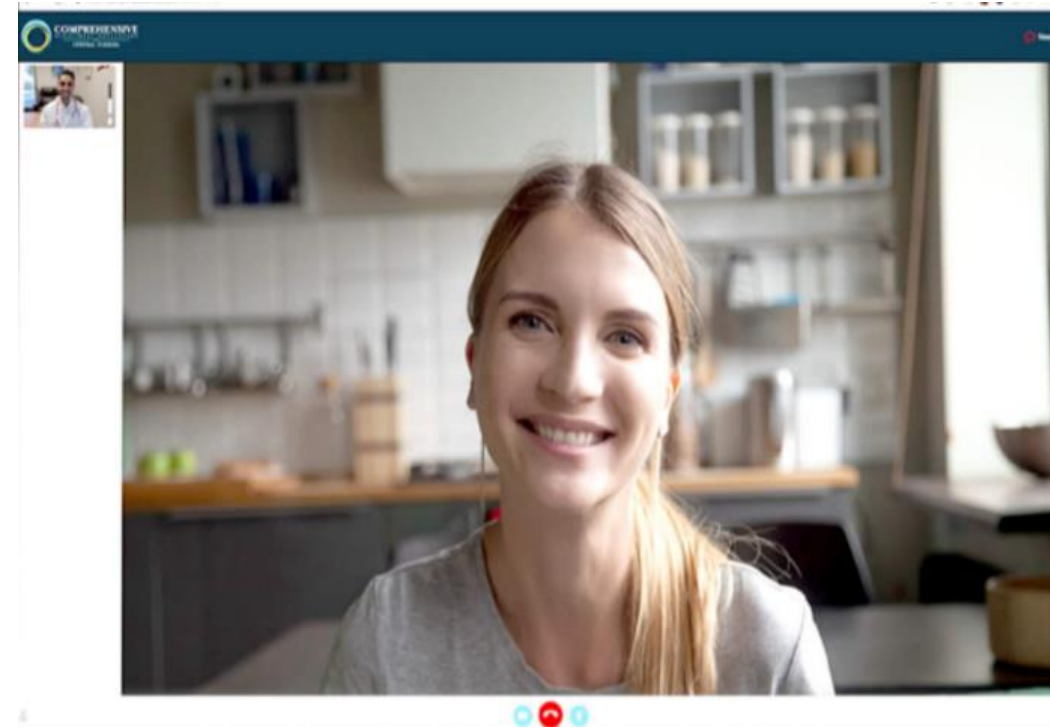
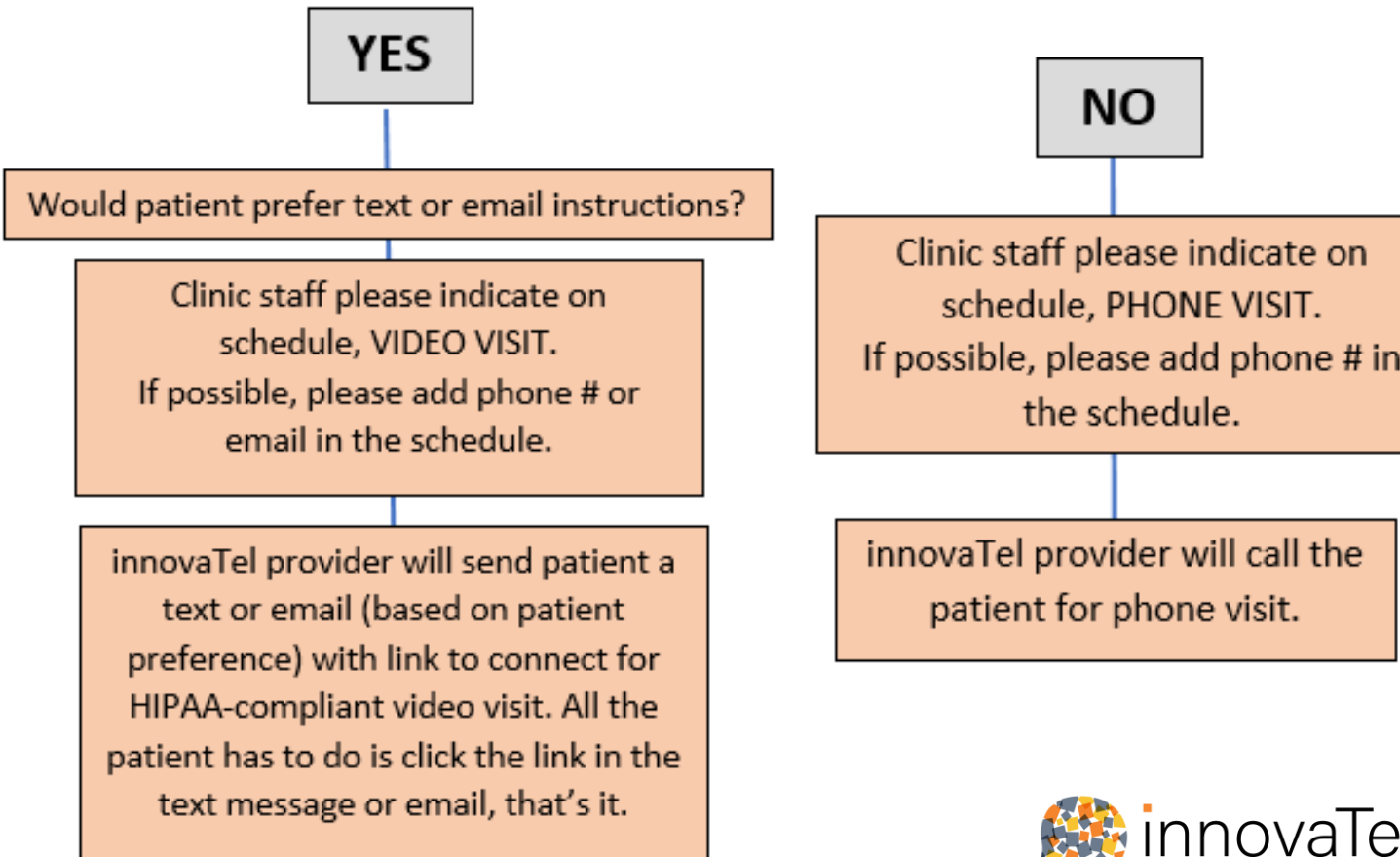
innovaTel is platform agnostic and will work in your telehealth systems of choice for standardization of workflows.

Sample Clinic Workflow

If the patient is unable to come in, determine:

Is this patient appropriate for a remote video visit?

Does patient have a device with a webcam? Smartphone, tablet or computer?





Telehealth sure looked a lot different in 2004 when High Plains got their start!

High Plains Mental Health Center & innovaTel Partnership

- Founded in 1964, High Plains is a community mental health center located in rural NW Kansas serving 20 counties.
- Fundamental principle: establishing quality services as close to home as possible, at an affordable fee and delivered in the least disruptive manner available across the continuum of care so treatment can be individualized.
- innovaTel partnership began August of 2019, starting with 16 hours per week of a part-time psychiatric nurse practitioner and has now grown to having 144 hours per week of both psychiatric nurse practitioners and psychiatrists that see both children and adults.
- **Telehealth Pre & Post COVID-19**
 - How did you get started with telehealth?
 - What lead you to a telepsychiatry partnership with innovaTel?
 - How did you expand telehealth during COVID?
 - How did you get your providers and patients on board with new workflows?
 - What was the biggest challenge?
 - Can you tell us about scheduling and maximizing provider time?



How innovaTel Integrates with High Plains Team

- innovaTel's implementation team lead by experienced psychiatric nurses traveled to Kansas to meet the team and develop workflows side by side in partnership with High Plains Team.
- innovaTel providers document concurrently in High Plains' electronic medical record.
- All innovaTel providers participate in a bi-weekly all med staff meeting to ensure collaboration.
- innovaTel's Director of Clinical Performance, Lindsay Jeglinski serves as a clinical liaison to High Plains and has bi-weekly meetings with High Plains nursing manager to ensure optimal workflows and discuss additional clinical needs.

"As virtual members of our team, innovaTel providers are just as committed to our patients. innovaTel providers have become a trusted partner, as we have worked collectively as a group to collaborate and communicate with a multitude of specialties and departments within HPMHC and our surrounding communities to provide a patient focused approach through email, phone, or connecting via telehealth."

-Cindy Pfeifer, RN, Assistant Director Medical Services

"I can definitely say its been a pleasure working with them. A big part of how easy it is to work within their system is the excellent support staff , and them including us as their team members, working with us closely."

Dr. Tamarisa, innovaTel Psychiatrist

Best Practices for Moving to Hybrid Model

Develop protocols for patients coming vs. patients connecting remotely.

- Is the patient clinically appropriate to connect remotely?
- Does the patient need to have vitals captured to meet the standards of care?
- Does the patient need an injection or require labs drawn?
- Does the patient have the right technology to connect remotely?
- Is the patient comfortable connecting remotely?

Staff Training: Make sure that anyone that is engaging with patients in person or over the phone understands your new workflows.

Patient Education

- No one likes surprises.
- Make sure to explain what to expect and instructions for connecting.

Provider Education: Test, test, test!

- “What’s behind you is what you wear to work”
- Camera placement and eye contact.
- Lighting
- Silent Keyboards

Telehealth Platform Selection

- HIPAA-Compliant
- Ease of use for patients and providers
- Patient facing support?

Transitioning to In-Home Telehealth Appointments



“I haven’t seen a patient in-person in over 10 years!”
Dr. Liberty Eberly, CMO & Co-Founder,
Telepsychiatrist & Remote Medical Director

- How We Collaborate Remotely with On-Site Clinical Staff
- Reduction in No Shows
- Phone vs. Video?
- How Have Patients Responded & Advice for Engaging with Patients This Way
- Supporting Our Clinic Partners
 - On-going clinical support team made up of psychiatric nurses.
 - Unlimited Technical Support

Questions?

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Thank You!

