



Telepsychiatry: A Solution for CCBHCs, Now

CCBHC expansion grants have created an exciting opportunity for organizations to increase access to care, a critical need that is growing with each passing day. InnovaTel Telepsychiatry recently discussed those opportunities as part of a webinar hosted by the **National Council for Behavioral Health**, with which InnovaTel is a strategic partner, where we showcased the success of the Minnesota-based CCBHC, Northwestern Mental Health Center.

During the webinar, InnovaTel detailed the benefits of telepsychiatry for CCBHCs, because we know that this type of innovative workforce development solution helps community mental health clinics deliver on their unwavering desire to provide high quality, timely care for their patients.

We know because we've seen the results. Northwestern Mental Health Center, a CCBHC that became one of the first agencies in Minnesota to utilize telepsychiatry, is just one success story.

*“ We chose **innovaTel** because the founders come from a community mental health background. They understand our service delivery model and the needs of our clients.”*
— *Shauna Reitmeier, CEO, Northwestern Mental Health Center*

Their challenge: They covered six rural and frontier counties in northwestern Minnesota, so recruiting for the most challenging disciplines such as psychiatry was difficult due to their location. And, they had recently lost a staff provider who moved away from the area.

Their solution: They established a remote practice with the provider who moved away from the area, and then partnered with InnovaTel to add a child psychiatrist to their prescribing team and then recently added a remote medical director when they became a CCBHC.

Their outcomes:

- Telepsychiatry allows patients to access this needed service where they live without having to drive to a primary clinic, which can be an hour away.
- An RN care coordinator handling a home visit can collaborate on care with a remote psychiatrist when the patient has difficulty getting to an office.
- More clients are able to get the service they need at a time that works for them, preventing increased symptoms.
- Increased coordinated care.
- Improved ability to meet the clinic's overall mission for care.

Northwestern Mental Health Center is a textbook example of how telepsychiatry can ease clinic and provider burdens and improve outcomes — goals InnovaTel shares with the clinics we partner with.

