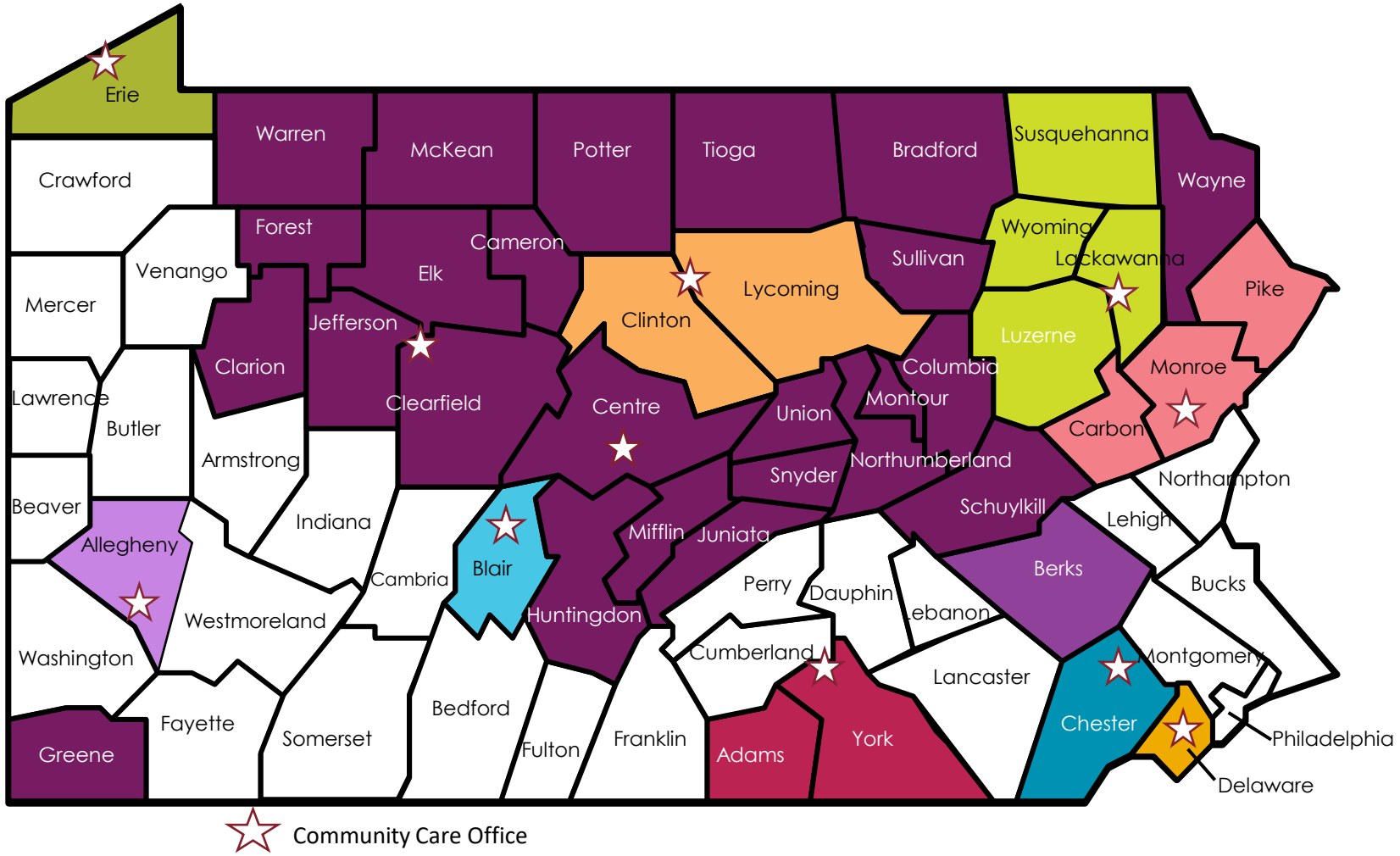
Using a Holistic, Person-Centered, Practical Approach to Telehealth

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UPMC COMMUNITY CARE Behavioral Health Organization

UPMC Community Care – Who We Are



A Behavioral Health Managed Care Organization for Medicaid HealthChoices in PA

Mission: to improve the health and well-being of the community through the delivery of effective, cost-efficient, and accessible behavioral health services.

Goal: to offer recovery-oriented, person-centered, accessible care that reflects contemporary best practices.

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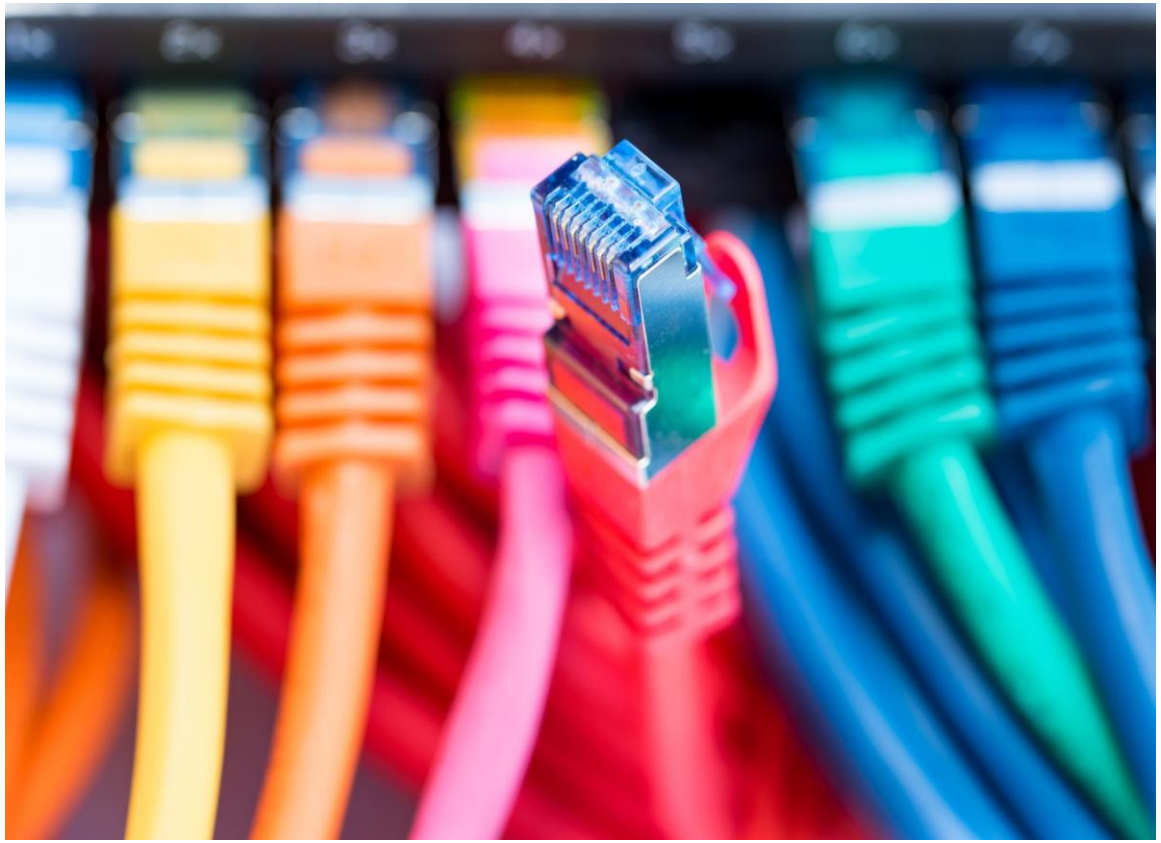
Background on Telehealth in Behavioral Health



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Developing Telehealth Guidelines at UPMC Community Care

Principles	Research and use best practices
	Telehealth is an option
	Recovery-oriented, person-centered
	Collaboration is essential
	Telehealth is secure, practical, easy-to-use
	Revisit decisions on telehealth often



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What is Telehealth?

Definition

- The delivery of compensable BH services provided by a practitioner using real-time, two-way interactive audio-video transmission when either the practitioner or the individual-family or both are participating remotely.
- **Optional mode of service delivery** for clinical and non-clinical behavioral health services
- **Collaborative Approach** to making decisions about Using Telehealth, In-Person, or Hybrid modes of service delivery

Considerations

- Member Needs and Provider Capability
- Access to Technology
- Effectiveness of Services Delivered
- Member-Family Preference for Mode of Service Delivery

Requirements

- Delivered in person when appropriate or requested
- Platforms must be HIPAA compliant
- Videoconferencing capability
- Capture member consent that is auditable.

Bulletin OMHSAS-22-02 - Revised Guidelines for Delivery of BH Services Through Telehealth 7.1.22.pdf

Benefits of Telehealth

Ideal for use in:

- Rural settings
- In regions where professional or specialty services are not available
- Emergency situations when immediate response is necessary
- Interim coverage when the service provider is unavailable
- When medical issues or situations prevent or delay service delivery

When on-site services are not accessible

- Distance/travel
- Schedule, conflicts with other obligations
- Resources
- Staff availability
- Individual or family preference

Choose Telehealth

Preference

- Virtual or In-Person
- Privacy
- Other Values

Convenience

- Schedules
- Security
- Provider Available
- Urgency
- Including Others

Comfort with Technology

- Familiarity
- Willingness
- Knowledgeable

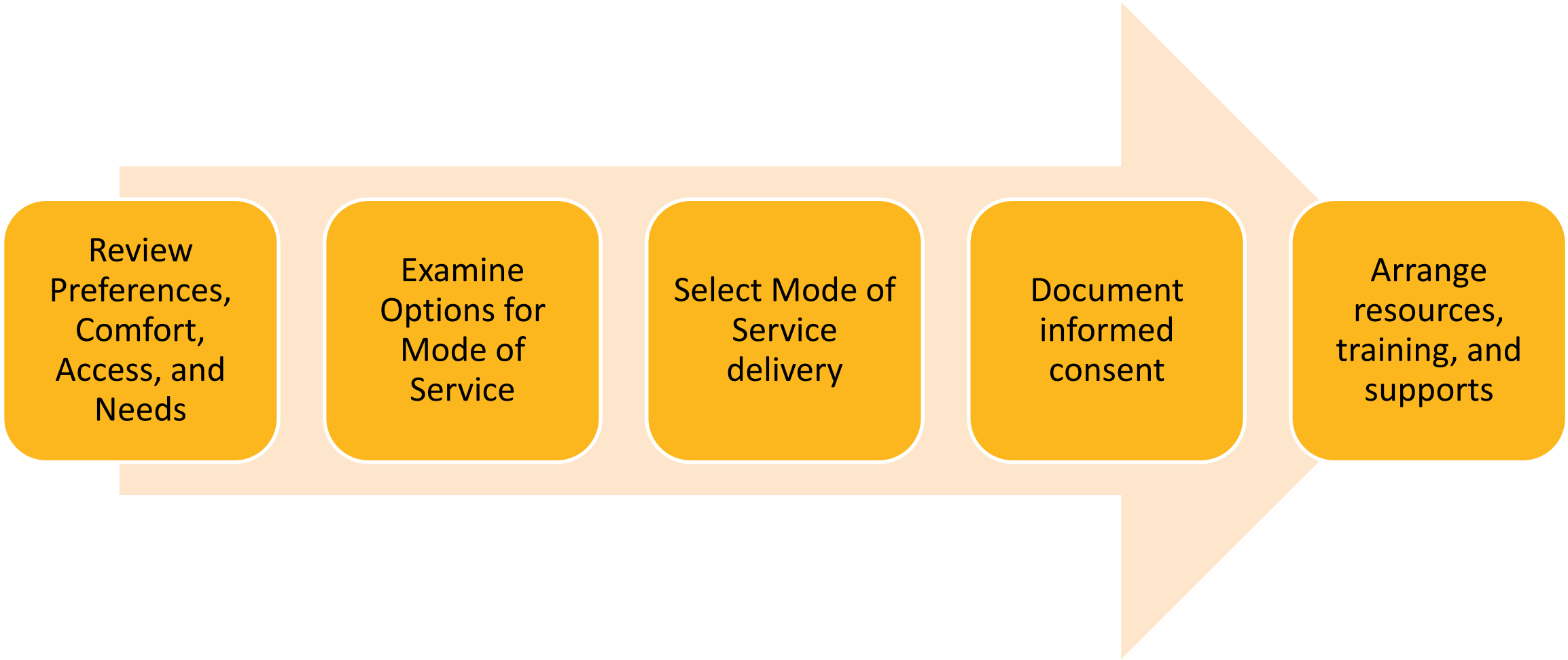
Effective

- Needs
- Service Can Be Delivered Virtually
- Capacity
  - Sensory
  - Cognitive
  - Communication
  - Need for Hands-on

Access

- Equipment
- Services
- Data/Minutes

Collaborate on Decisions to Use Telehealth



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Prepare for Success

Advance Planning

- Set Up a Safe Word
- Set Reminders
- Develop Backup Plan
  - Rescheduling
  - Method of Contact

Set Up Your Environment

- Lighting Your Face
- Placement of Camera & Microphone
- Minimize Noise & Interruptions

Assure Privacy

- Close Door
- Alert Household
- Do Not Disturb
  - Signs
  - Child Care
- White Noise

Determine Expectations

- Screening of Calls
- Prepare to Join
- Clarify Ground Rules

Use Telehealth

Check Audio-Video

Review your Location & Back up Plan

Orient – Goal, Roles, Time available

Look into Camera, Speak into Microphone

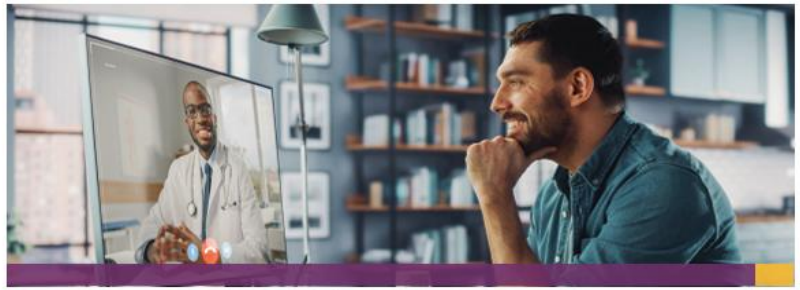
Share Feedback

Plan Next Steps



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Tip Sheets for Telehealth Visits



TIPS for MEMBERS for CHOOSING and USING TELEHEALTH

Telehealth provides you with new options to get the care you need. Work together with your provider to make decisions about using telehealth. Use the tips below so that telehealth meets your needs and interests, is easy and safe to use, and is effective.

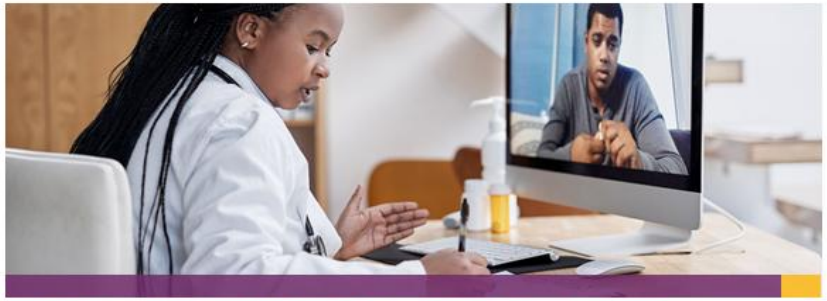
CHOOSE TELEHEALTH

Review these factors to decide what is most important to you:

- Preference
  - Do you prefer to meet in person, via telehealth, or both?
  - Is your meeting space private enough for you (home or in an office)?
  - Is telehealth private, secure, and safe for you?
- Convenience
  - Do you have the time available to meet (consider your work schedule, child care/family care, other responsibilities, and travel time needed)?
  - Is the provider available to meet using telehealth?
  - Would it be easier or faster to meet using telehealth or in person?
  - Would telehealth make it easy to include others (e.g., family, other service providers) in visits when needed?
- Access and equipment
  - Do you have the equipment to use telehealth (e.g., phone, smartphone, tablet, computer)?
  - Do you have the service (e.g., broadband internet, phone) needed?
  - Do you have the minutes or data needed (amount needed and cost to you each month) considering family needs for using internet and phone services?
- Comfort with technology
  - Are you comfortable with using technology to meet?
  - Do you know how to use the equipment and telehealth application?
- Effectiveness of telehealth
  - Can the service be delivered well using telehealth?
  - Can you participate in telehealth (consider your communication style, ability to see and hear using telehealth, need for hands-on or in-person activities)?

Share your thoughts with your provider in making the choice about using telehealth to get your care.

Community Care Behavioral Health (2022). Tips for Members for Choosing and Using Telehealth



TIPS for PROVIDERS for CONDUCTING TELEHEALTH VISITS

Conducting services through telehealth provides new opportunities to engage members in care. Deciding to use telehealth is a collaborative process between the practitioner and the person(s) using services. Best practices in telehealth are person-centered, user-friendly, and secure.

PREPARE to CONDUCT the TELEHEALTH VISIT

Confirm Readiness to Use Telehealth

Technology

- ☐ Choose technology that meets state and federal guidelines for accessibility and security.
- ☐ Identify equipment and access to phone or internet services needed by person(s) using telehealth.
- ☐ Develop options for individuals and families to access low- to no-cost equipment and services to participate in telehealth.
- ☐ Confirm that the application allows integration of multiple devices for group visits.

Practitioner

- ☐ Before using telehealth, get training on the application and run a pilot test.
- ☐ Develop a backup plan in case the connection is disrupted.
- ☐ Assess the effectiveness of the practices to be used in telehealth including hands-on, in-person interventions needed.
- ☐ Assess person(s)' capacity to participate in telehealth (e.g., cognitive, perceptual, social, emotional, communication-interpretation strengths and needs).

Person Using Services

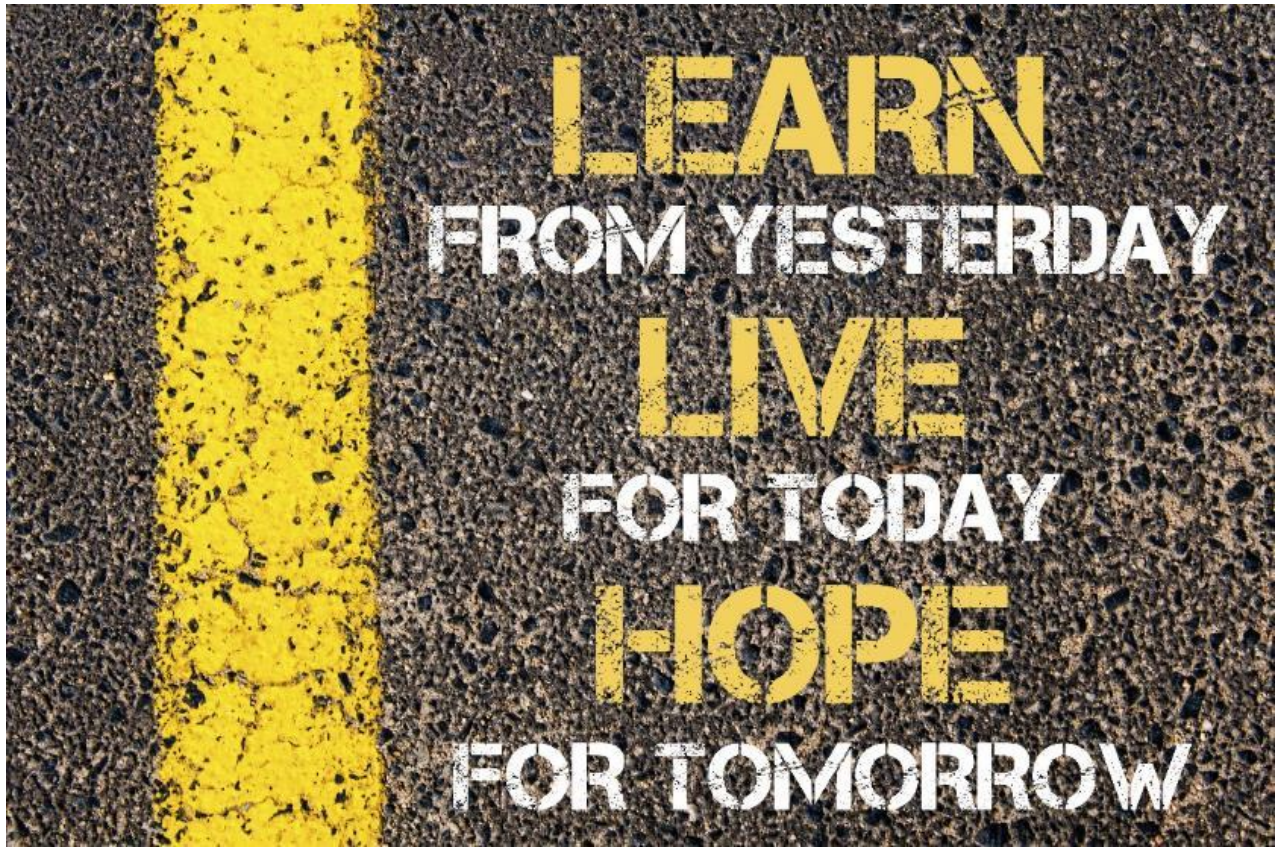
- ☐ Review visit options (e.g., audio-video, phone only, in-person, hybrid).
- ☐ Assess with the person:
  - Personal preferences
  - Comfort with technology
  - Convenience regarding travel time and work or family schedules
  - Privacy, physical, or safety needs
  - Cost of equipment and services needed for telehealth
- ☐ Collaborate on decisions about using telehealth.
- ☐ Provide easy-to-use instructions on how to use the telehealth application and how to join visit.
- ☐ Assist with downloading and testing the telehealth application.

Community Care Behavioral Health (2021). Tips for Providers for Conducting Telehealth Visits

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Resources on Telehealth

- OMHSAS Behavioral Health Telehealth – PA DHS OMHSAS website on behavioral health telehealth policy and guidance
  - OMHSAS_Interim-Telehealth-Guidance-3.30.2023.pdf - on Bulletin suspensions related to capturing signatures, Consent to Treatment, service verification, and approval of treatment plans as well as clarifying/allowing the use of audio-only for telehealth when clinically appropriate and when the individual does not have access to video capability
  - Bulletin OMHSAS-22-02 - Revised Guidelines for Delivery of BH Services Through Telehealth 7.1.22.pdf
  - Bulletin OMHSAS-22-02 - Attachment A 7.1.22.pdf – guidelines for telehealth service delivery for children and youth
- Community Care Behavioral Health Organization -
- Tips for Members for Choosing and Using Telehealth – Community Care tip sheet for members developed with member and family feedback on our Member Website
- Tips for Providers for Conducting Telehealth Visits – Community Care tip sheet for behavioral health service providers on our Provider Website



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