

Telehealth: Keeping Connected During COVID and Beyond

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Centerstone's Response

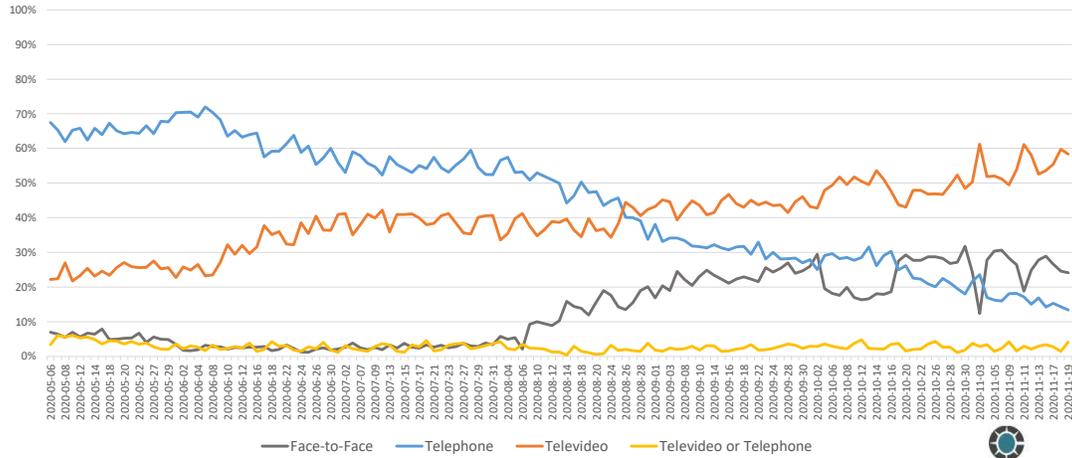
- Once the shutdown began, we were able to move most all our clinicians to working from home in a relatively short period of time, but most started out using telephone.
- Since then we have consistently pushed for the increased use of audio and video (versus audio only) for two main reasons:
 1. It provides for a better clinical experience in that it allows for reading of facial expressions and body language.
 2. Concern that the waivers that allow for billing of audio only services might be more likely to go away.
- Since being unable to bill for a significant portion of the services we provide would not be sustainable and moving all clinical staff and clients using audio only back into the clinic to resume face to face services might significantly increase COVID-19 exposure, our best alternative is to move as many services as possible to audio and video (A/V) from the clients home.
- For those who cannot use A/V from home we have started having them come into our clinics to use Telehealth Rooms set up to allow service providers to provide A/V services from the safety of their own home or a separate location within a clinic.



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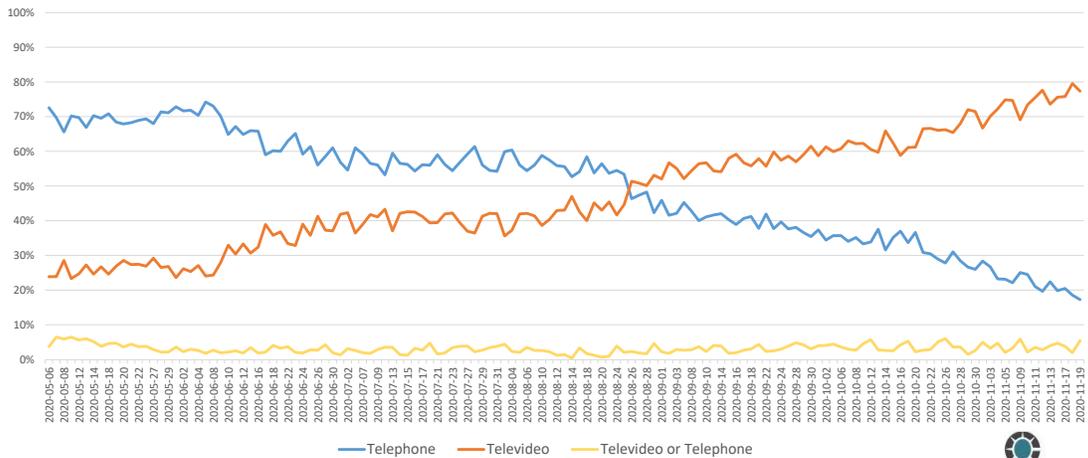
The Journey

% of Intake, Therapy and Medical Services by Delivery Method



Excluding Face to Face

% of Telehealth Intake, Therapy and Medical Services by Delivery Method



A recent snapshot of Prescribers (week of 11/9/20)

- 62 staff
- 2,400+ services
- In Person = 2%
- Telephone = 18%
- Televideo = 80%
- Televideo range: 0% - 100%
- Only 8 staff below 50%



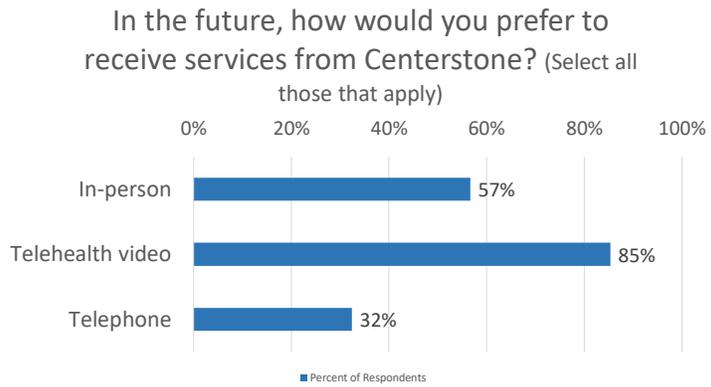
Individual Therapy Snapshot (week of 11/9/20)

- 264 staff with 10+ services
- 6,300+ services
- In Person = 34%
- Telephone = 17%
- Televideo = 48%
- Televideo Range: 0% - 100%
- 55 staff below 50%



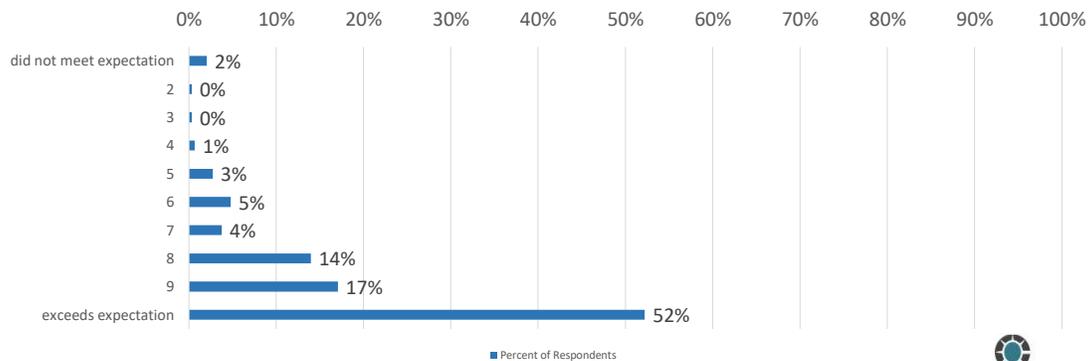
Sept. Post Telehealth Survey Results

- 193 total surveys received
- 19,758 Telehealth Sessions reported
- Response rate approx. 1%



The Client Experience

How would you rate your overall experience with telehealth at Centerstone?



For you, what are the benefits of using telehealth services? (sample responses)

- I was able to rid my brain of most of my suicidal ideation through Telehealth DBT Therapy with Centerstone. That's one of my greatest life accomplishments.
- It helps the therapist understand the patient on a broader perspective. They see them from the patient's home which gives the therapist a better idea about the patient's problem. They can also watch how many times a patient smokes or fiddles to determine the severity of one's mental health...
- Video calls are much easier with my schedule and the social anxiety disorder of my child. She is getting treated and she isn't forced into an uncomfortable situation in a waiting room.
- I'm more open when I'm not directly face to face with someone. I think it's odd that I feel this way, but there it is.



Benefits continued

- Living in a rural area, telehealth services has been a wonderful option for someone like myself that usually would have to drive at least 1.5 to 2 hours each way for medical services. Telehealth should really be an alternative option for patients and everyone who works within the healthcare industry going forward, if medically possible.
- ...for me, the best benefit of a phone/video meeting is the ease of accessibility. I'm visually impaired and rely on public transportation, which isn't reliable or convenient. Especially in a city that doesn't have sidewalks, it can be quite dangerous walking to and from the bus stop...
- Since I am a teacher, taking time out of my day to go to a regular appointment can be very disruptive for me and my students. Telehealth lets me have my appointment during my planning period or immediately after school without worrying about whether or not I will miss class or a meeting.



For you, what are the barriers of using telehealth services? (sample responses)

- Couldn't take my blood pressure
- Getting the correct link.
- It can be hard to feel connected emotionally.
- I don't like seeing myself on the video and there can be some delay/talking over in the conversation.
- I live with family, and given that they are all either working from home or else generally about, I don't have much privacy and cannot talk about certain topics that I want to.



But does it work? We asked Centerstone Research Institute

- Question: Are PHQ-9 scores during telehealth implementation on par with pre-COVID-19 levels?
- Inclusion criteria: Included clients were from 1-01-2020 to 7-14-2020 (excluding March) with at least three PHQ-9 scores.
- Data collection: Data were from Centerstone's Avatar EHR
- N = 408
- Results: Outcomes are not worse than F2F
 - Outcomes are trending better, although not statistically significant within first three sessions
 - Seemingly, fewer missed appointments, at least for some sub-populations



Questions?

