



Department of Psychiatry

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UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS



BRAIN HEALTH for all, for life.

State of Telemental Health

Moderator: Elizabeth Krupinski, PhD, FATA

Jay Shore, MD, MPH; Matt Mishkind, PhD

Colorado Innovations in Healthcare Scientific Meeting:

Telehealth and Technology Advances for Mental Health Care

University of Colorado – Anschutz Medical Campus: Elliman Conference Center

August 17, 2023

DISCLOSURES

The content of this presentation does not represent an official position, policy, endorsement, or opinion of any of the organizations with which the presenters are affiliated.

Dr. Shore is Chief Medical Officer of AccessCare Services which provides Telemental health services in Colorado and Alaska and receives royalties from American Psychiatric Press and Springer Press.

A stage with red curtains and a circular platform with lights. The curtains are red and have a scalloped top edge. The platform is circular and has a row of lights around its edge. The background is white.

Tele-Behavioral Health: A play in 3 Acts

- ACT I: The Hurricane
- ACT II: The Plague
- ACT III: The Undiscovered Country





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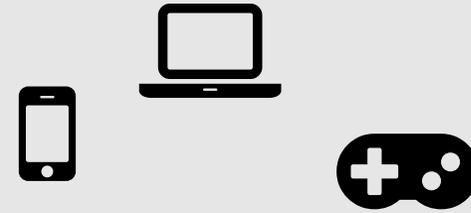
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DIGITAL NATIVES VS. DIGITAL IMMIGRANTS



DIGITAL IMMIGRANTS

- Use Internet for information second rather than first
- Print out email
- Share computer content in-person
- Learn slowly, step-by-step, one thing at a time



DIGITAL NATIVES

- Parallel processing & multitasking
- Prefer graphics & visuals
- Instant gratification & rewards
- Prefer to be networked
- Learn with information fast, presented in a random fashion





RADIO NEWS 25 Cents
 April 1924
 Over 200 Illustrations
 Edited by H. GERNSBACK

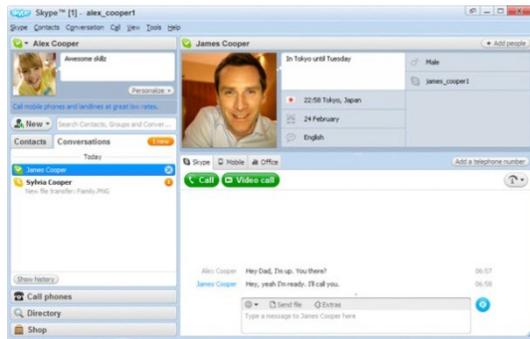
THE RADIO DOCTOR—Maybe!

IN THIS ISSUE:
 Sir Oliver Lodge, F.R.S.
 Dr. J. A. Fleming, F.R.S.
 F. W. Dunmore and
 F. H. Engel of
 Bureau of Standards
 Howard S. Pyle
 Winard Foote

THE 100% RADIO MAGAZINE

ORIGINAL DRAWING BY BOB BROWN, 1911. REPRODUCED FROM...





Practice Guidelines for Videoconferencing-Based Telemental Health

August 2009

ATA American Telemedicine Association
Quality Healthcare Through Telecommunications Technology

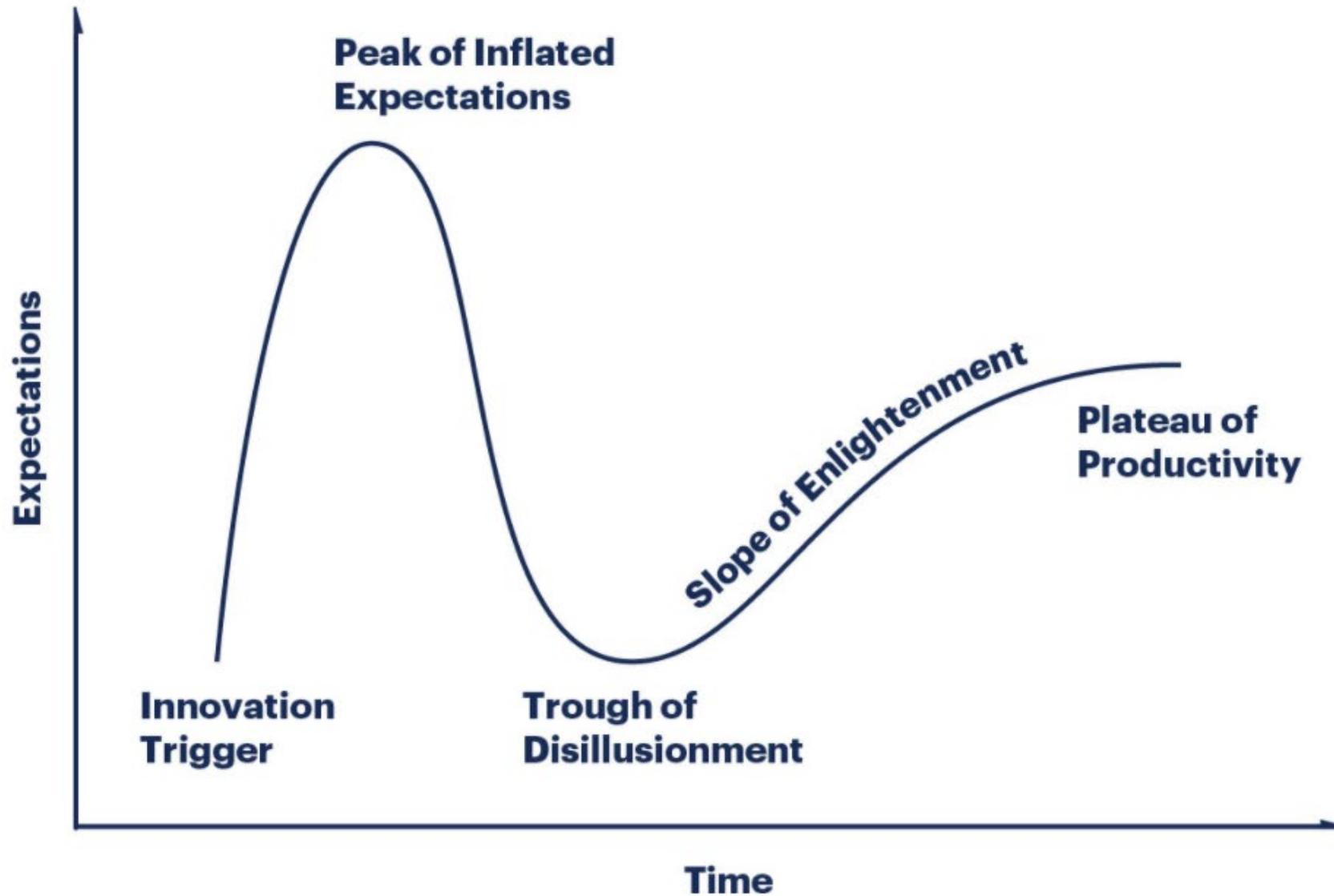
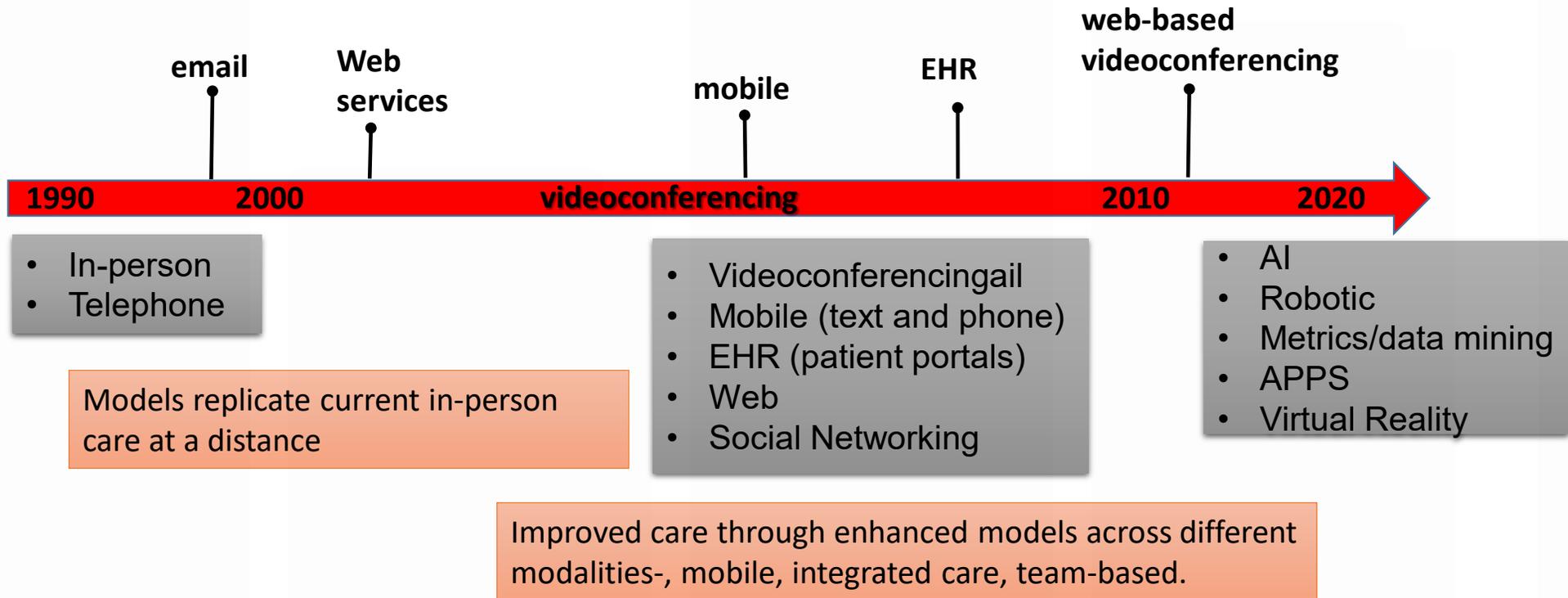


FIGURE 1: EVOLUTION OF TELEPSYCHIATRY PRACTICE MODELS

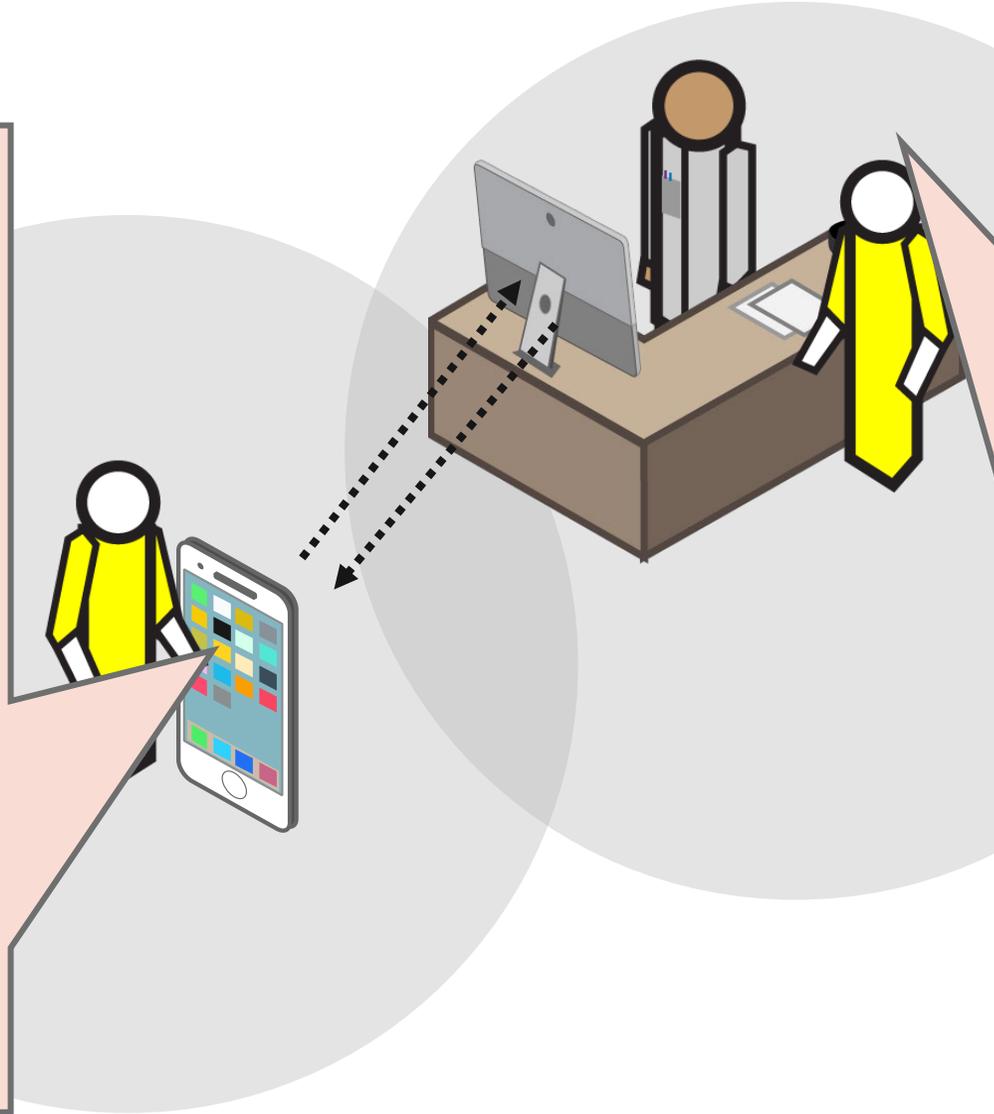


Shore, J. H. (2019). Best Practices in Tele-Teaming: Managing Virtual Teams in the Delivery of Care in Telepsychiatry. *Current psychiatry reports*, 21(8), 77.

HYBRID CARE

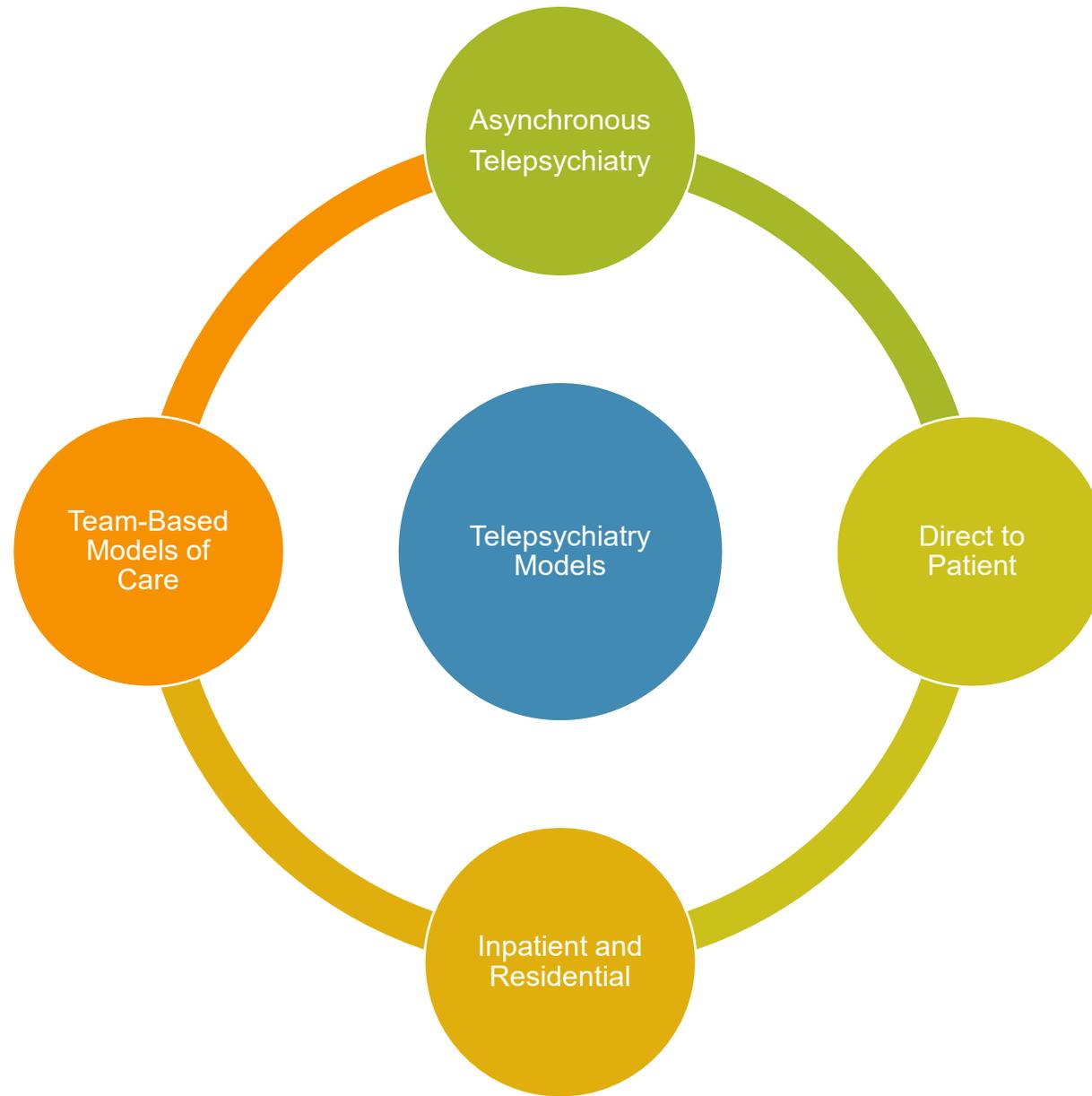
VIRTUAL SPACE

- Advantage for those with avoidant behavior, PTSD, and anxiety
- Convenient & immediate
- Provider can observe patient in their environment
- Indirect & off-hours care opportunities
- Modalities include videoconferencing, e-mail, text messaging & telephony



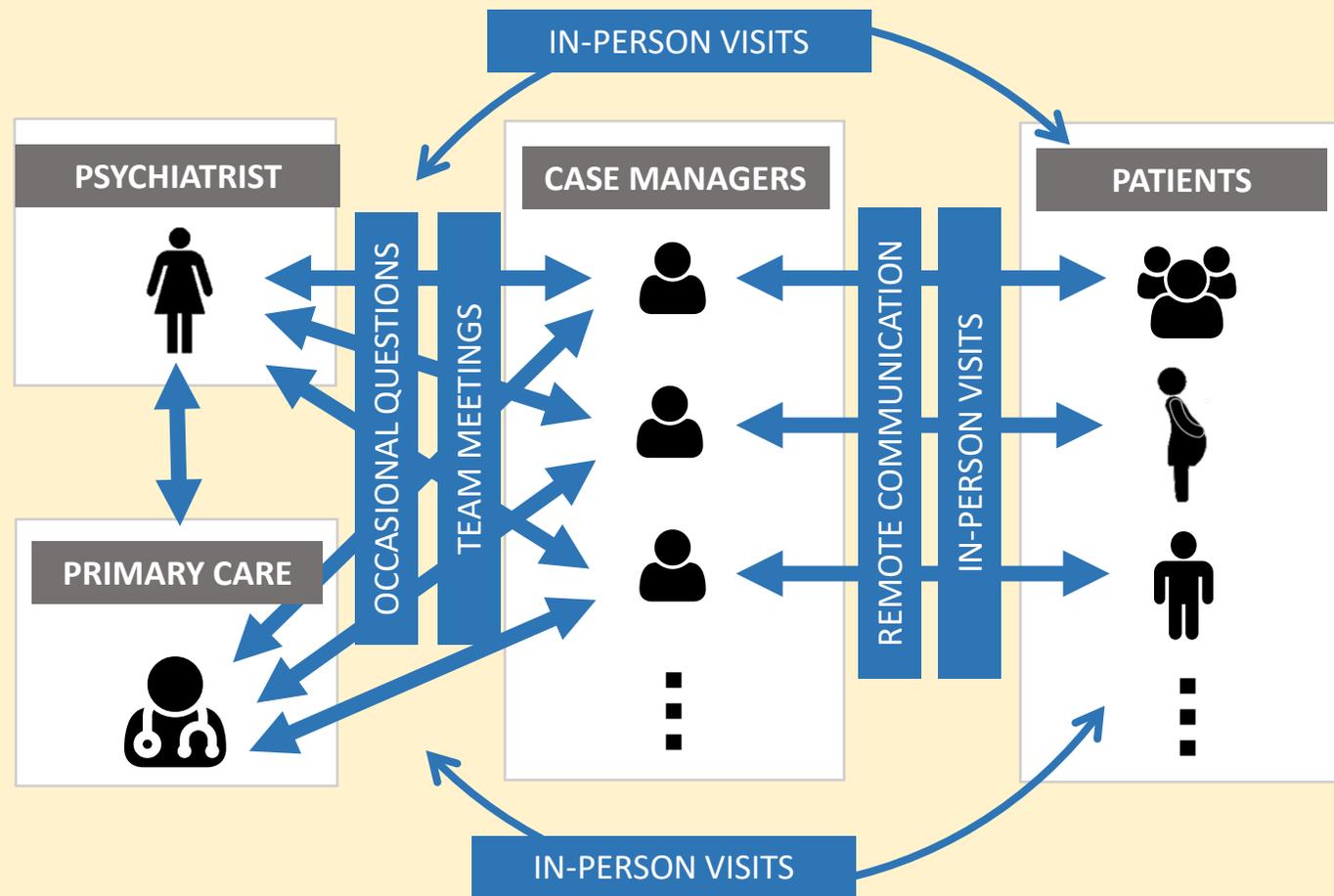
PHYSICAL SPACE

- Traditional in-person gold standard
- Immediacy & trust in interpersonal interaction
- Physical boundaries can be set for therapeutic frame
- Ample research and practice guidelines available for healthcare in the physical space



POPULATION HEALTH and COLLABORATIVE CARE

Population management is a form of indirect (or asynchronous) care. A **psychiatrist** manages **case managers (or coordinators or navigators)** who interact with patients, gather collateral, process paperwork, and help patients navigate a complex health system.

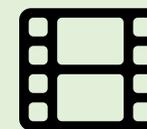


REMOTE COMMUNICATION TECHNOLOGIES

Psychiatrists, primary care providers, case managers, and patients can interact at a distance using these HIPAA-compliant methods.



- Messaging apps
- Questionnaire apps
- Medication adherence apps



- Videoconferencing
- Video & audio messaging



- E-mail
- Post office mail



- Patient web portals
- Internet-delivered therapy
- Internet-delivered education



- Fax
- Telephone & voicemail

Critical Health Care trends and Risks impacting psychiatry pre-COVID

- Mental Health and Psychiatry workforce needs
- Value based payment reform
- Health Care Consolidation
- Burnout
- Healthcare disparities and social determinants of health

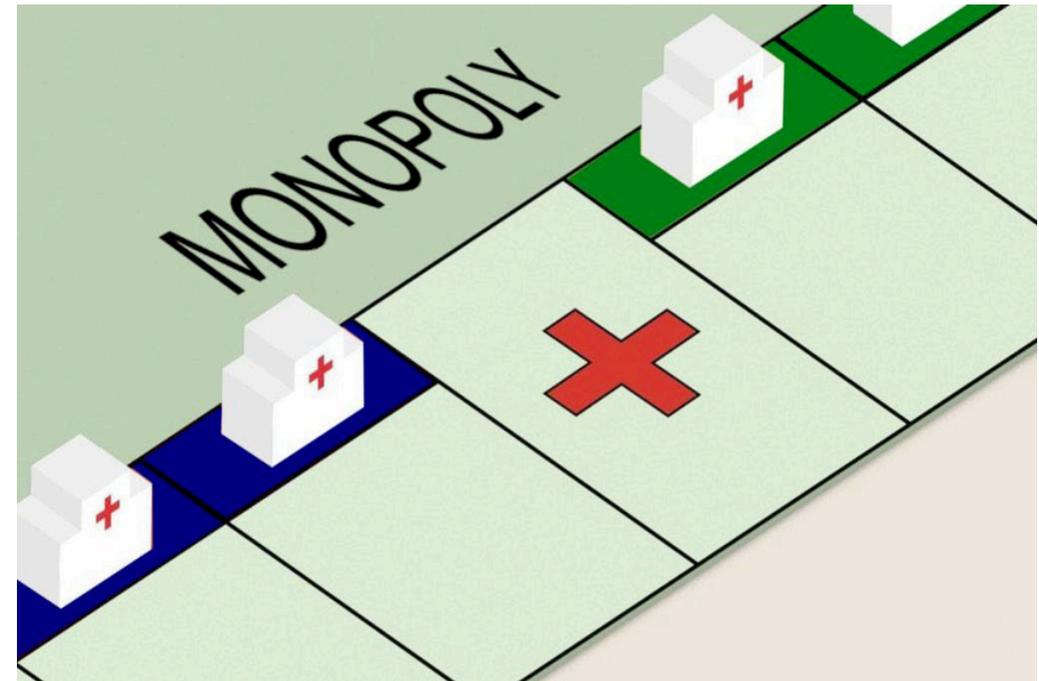


Image <https://thecapitolist.com/state-lawmakers-embrace-trump-agenda-break-up-health-care-monopolies>

Telemental Health During COVID

“It was the best of times it was the worst of times”





... there's no question of heroism in all this. It's a matter of common decency. That's an idea which may make some people smile, but the only means of righting a plague is, common decency.

“What do you mean by ‘common decency’?” Rambert's tone was grave.

I don't know what it means for other people. But in my case I know that it consists in doing my job.

-Albert Camus the Plague

United states March 2020: supersonic change

1. Pervasive deployment of telehealth and telepsychiatry
 - Video-conferencing and enabling technologies
2. Rapid virtualization of operation
 - Collection of technologies and systems



Come ride COVID the Regulatory Rollercoaster



AREA	Pre-COVID	COVID	Post-COVID
State Licensure	<ul style="list-style-type: none"> Licensed where patient is located (with some federal exemptions) 	<ul style="list-style-type: none"> State by state exemptions Site of practice issues 	Reverted
Federal Regulations of Prescription of Controlled Substances (Ryan Haight Act)	<ul style="list-style-type: none"> In-person exam required 	<ul style="list-style-type: none"> In-person exam requirement waived 	<p>Extended until November 2023 and November 2024</p> <p>Pending Potential New Regulations, TBD</p>
Billing and Re-imbursement for Telepsychiatry	<ul style="list-style-type: none"> Limits on billing (codes type, provider type, location, technology) 	<ul style="list-style-type: none"> Additional codes Additional locations Phone visits Additional provider types 	Expansion from Pre-Covid
HIPPA Compliant Technology	<ul style="list-style-type: none"> Technology must be HIPPA complaint 	<ul style="list-style-type: none"> Enforcement currently at "discretion" 	Reverted
Trainee Supervision	<ul style="list-style-type: none"> In person with some rural exemptions 	<ul style="list-style-type: none"> virtual 	Reverts December 2023

The Digital Divide

- Broadband Access
- Technology
- Tech Literacy
- Tech Support



A black and white photograph of a desolate landscape. In the foreground, several dead, skeletal trees with bare, intricate branches stand prominently. The ground is covered in low-lying, scrubby vegetation. In the background, a range of mountains or hills is visible under a cloudy sky. The overall mood is one of isolation and abandonment.

The Undiscovered Country

COVIDs Continued Challenges



Regulatory Issues



“ZOOM”/Digital/fatigue



Isolation, Connection Loneliness



Workforce

Burnout
Remote work



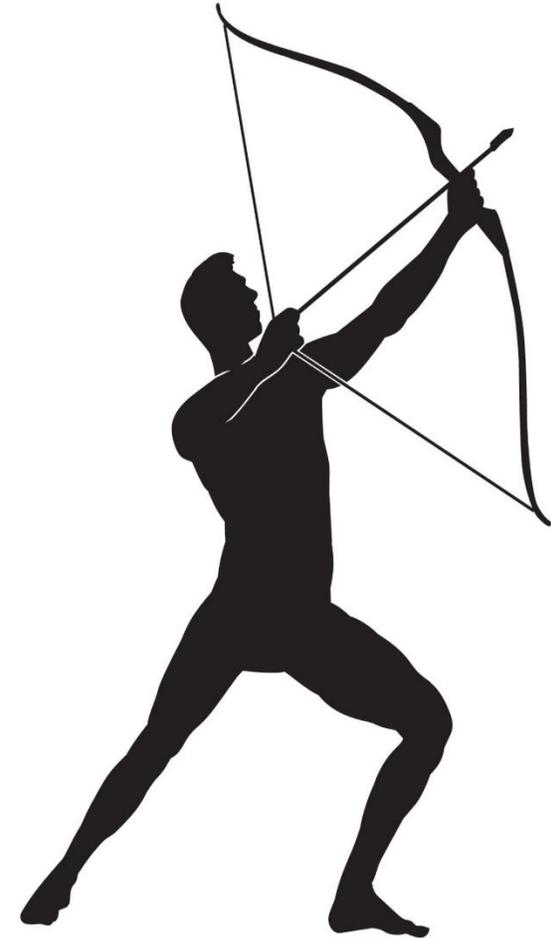
AI: Neither Artificial nor Intelligent?

- 2023 Dawn of a new era?
- Sharp divide between expectations/vision vs current use and function
- AI Anxiety

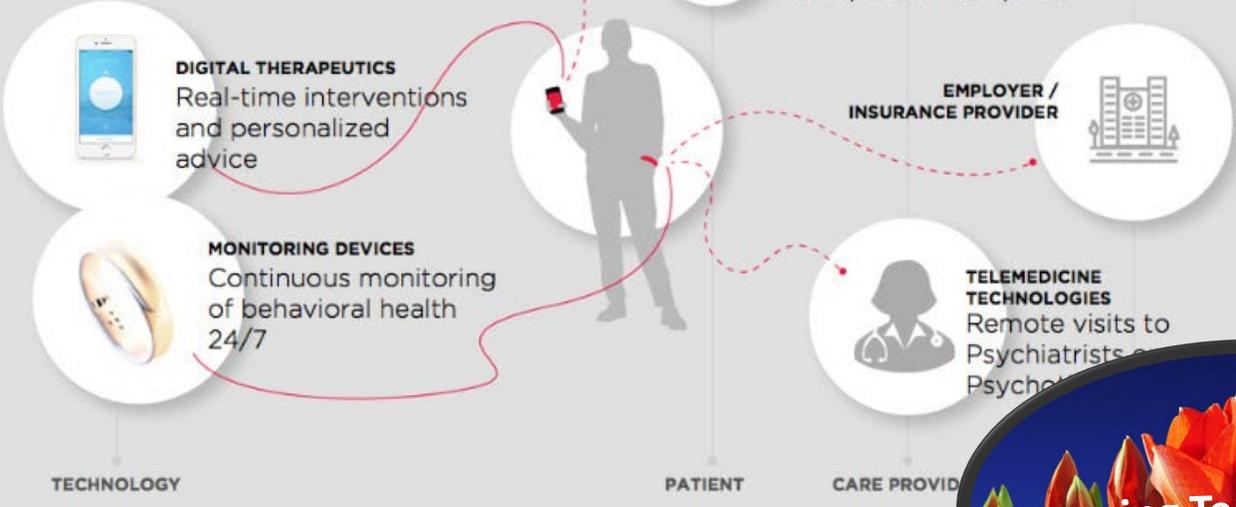


Machine Learning and Telehealth Potential

- Smart EHR
- Documentation Assistance
- Logistic Coordination
- Translation
- Body Language Translation
- Care Coordination
- Treatment Execution



AUGMENTED MENTAL HEALTH



<https://towardsdatascience.com/predicting-future-medical-diagnoses-with-rnns-using-fast-ai-api-from-scratch-ecf78aaf56a2>

<https://www.augmentedmentalhealth.com/blog/manifesto-for-augmented-mental-health>



TACTICAL FLEXIBILITY

You use different moves when you're fighting half a dozen people than when you only have to be worrying about one.



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Table. Progressive 3-Step Framework's Key Considerations by Common Technologies

Medium	Key Considerations		
	Administrative	Operational	Clinical
Email or text messages	Compliance with Health Insurance Portability and Accessibility Act-mandated security and encryption of communication	Rules around timing of response and communication (eg, accounting for delays); documentation of email and text communication (eg, if, where, and how these become part of the medical record)	Awareness of differences in email vs in-person communication style and meaning of text-based and symbol-based communication (eg, emojis); management of virtual disinhibition
Videoconferencing	Jurisdictional issues associated with licensure, standard of care, malpractice, and prescribing	Creating telepsychiatry services tailored to patient settings while attending to administrative considerations specific to those settings; creating sufficient emergency protocols for patient environment	Adapting clinical style to patient and patient setting; managing virtual space, awareness of virtual disinhibition, rapport, and distraction, especially in patient's home or office environment; clinician awareness of resources, cultural issues, and environmental factors affecting patients in remote environments with which clinicians may not have familiarity
Web-based patient portals	Security and encryption; who can access a portal and how users are identified	Rules of interaction, taking into account the function or purpose of the portal, which should be clearly communicated between clinician and patient (eg, communication vs treatment facilitation, such as electronic health record portal vs web-based therapy platform); roles of users and who has access (eg, clinicians, ancillary staff)	Timing of communication (eg, delays); clarity around what content is addressed vs not addressed on portal
Social networks	Ownership and sharing of data from networks (eg, public vs private vs professional networks)	Who has access to information (eg, clinicians, patients, contacts on network, network administrators); settings on devices for what the networks can access (eg, telephone address book, contacts)	Professional boundaries, segmentation of professional vs personal social networking; professional reputation management



COURAGE

Do one brave thing today... then run like heck



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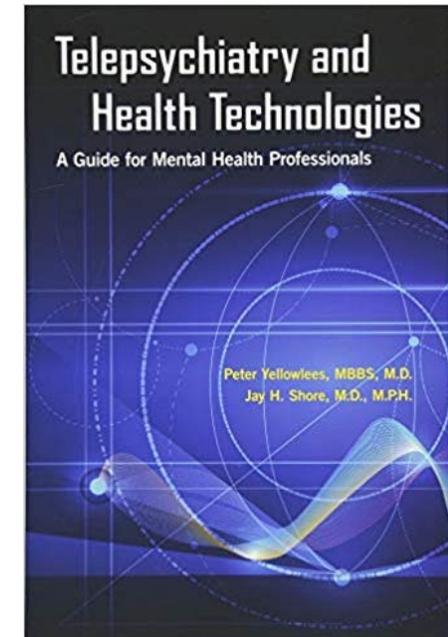
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**It always seems impossible
until it is done –*Nelson
Mandela***

Key resources/REFERENCES

- APA Telepsychiatry Toolkit:
<https://www.psychiatry.org/psychiatrists/practice/telepsychiatry>
- Shore, J. H. (2020). Managing Virtual Hybrid Psychiatrist-Patient Relationships in a Digital World. *JAMA psychiatry*, 77(5), 541-542
- Shore, J. H., Schneck, C. D., & Mishkind, M. C. (2020). Telepsychiatry and the Coronavirus Disease 2019 Pandemic—Current and Future Outcomes of the Rapid Virtualization of Psychiatric Care. *JAMA psychiatry*.
- Yellowlees, Shore Telepsychiatry and Health Technologies: A Guide for Mental Health Professionals, APPI Press, 2018.





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