

# Tele – Medicine Services

Barriers / Benefits to an Expansion of  
Services via Tele-Medicine

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- Lack of psychiatric providers
  - Specifically those with prescribing ability
- Bottleneck of Resources in Small Areas
  - So small areas, serve large catchment area
- CMS Recommends a 1:10,000 Psychiatrist Ratio
  - Tippecanoe Co, for example, have a 1:57,585 Ratio
  - Indiana Overall - 6.9:100,000
  - Indiana ranks 43rd in Psychiatrists Per Capita
- Indiana Dept. of Health (2009/2012)
  - 40% of Counties Designated Psych Shortage
  - 50 Counties do not have a practicing psychiatrist residing in borders.

## Current State of Resources

- Distance to Services increases:
  - Long Waitlists – Upwards of 12 Weeks
  - Non-Compliance with Services
  - No-Show Rates
- Insufficient Preventative Care
  - Increased presentation at EDs
  - Increased reactionary treatment costs
- 20%+ Present to Bloomington Meadows from an Emergency Department

## **Costs of Inadequate Resources**

# Bloomington Meadows Hospital

- Tele-Medicine in 4 Locations
  - Seymour, Terre Haute, Madison, & New Albany
  - Follow-Up, Post Acute, at their location
- Tele-Assessment
  - Schools, EDs, Counseling Ctrs, & Primary Care

**Efforts in Existing Frameworks**



- Expansion of Services Available
  - Various Therapies (Group, Individual, Etc)
- Modification of Reimbursement
  - Allowing for Retention of MDs and NPs
- Increased partnerships between private facilities and CMHCs
- Decrease in utilization of EDs and Criminal Justice
- Gustke, Balche, West, and Rogers (2000) found telemedicine patient satisfaction to be 98%

**Opportunities**

# Implementation of Tele-Health Services

- Billing for Tele-Health Services
- Selecting the right software platform for Tele-Health Services and Security
- Overcoming Common Barriers

- The National Telehealth Policy Resource Center  
<http://cchpca.org/jurisdiction/42> (Indiana)
- Eligible providers and services
- Selecting the right partner for Tele-health services

**Billing**



- Software must be HIPAA Aligned
- More safeguards needed if recording tele-health sessions
- Will the new system be compatible with your current IT infrastructure
- Costs
- User friendly software

## **Tele-Health Software Platform and Security**

- Staff/Patient buy-in necessary for successful program
- Select a clinician champion/super user to lead the program
- Meet regularly to discuss Tele-health technology and policy updates

**Overcoming Common Barriers**