

Delta Region Community Health System Development (DRCHSD) Program



Delta Regional Authority

U.S. Department of Health & Human Services



HRSA

Federal Office of Rural Health Policy

This project is supported by the Health Resources and Services Administration ([HRSA](#)) of the U.S. Department of Health and Human Services ([HHS](#)) as part of a financial assistance award totaling \$10,000,000 with 100% funded by [HRSA/HHS](#) and \$0 amount and 0% funded by non-government sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by [HRSA/HHS](#), or the U.S. Government.



Delta Region Community Health System Development (DRCHSD) Program (continued)

DRCHSD Telehealth Series

Sessions:

- March 4, 2021- Telebehavioral Health for Rural-based Long Term Care Facilities
- March 11, 2021- Post-COVID Patient Transitions
- March 18, 2021- Industry-based Telehealth Programs
- March 25, 2021- Analytics to Measure your Telehealth Outcomes

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DRCHSD Telehealth Series Part 3

Telebehavioral Health for Rural-Based Long Term Care Facilities



Facilitators



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Dr. Catherine Dimou

Cigna
Midwest Market Medical
Executive

Agenda

Topic	Facilitator	Time
Introductions	Kim Mayo	5 min
Session Learning Objectives	Donna McHale	2 min
Behavioral Health Trends	Donna McHale	3 min
Understanding the Population	Jessica Duke	3 min
Return on Investment	Jessica Duke	2 min
Gaps, Barriers and Spending	Jessica Duke	3 min
Rural-Based Long Term Care Program	Jessica Duke	5 min
Virtual Behavioral Health	Dr. Cathy Dimou	15 min
Participant Discussion	Kim Mayo	20 min
Key Takeaways	Donna McHale	2 min

Session Learning Objectives

- Learn about Behavioral Health trends and patient population in Long Term Care Facilities
- Understand gaps, barriers and spending related to telebehavioral health
- Review how patient, providers and organizations benefit from Telebehavioral Health Programs
- Hear about the impact of behavioral health
- Network, make new connections and have fun!

Asking Questions Just Got Easy!

The Zoom logo is centered within a light gray rectangular box. The word "zoom" is written in a lowercase, blue, sans-serif font.

Ask your questions and/or raise your hand via the Chat Box

Behavioral Health Trends at Long Term Care Facilities (LTCs)

In a skilled nursing facility study, 89% of facilities reported the need to devote more staff to behavioral health residents and 87% expressed worry over nurse and resident safety (<https://www.hfma.org/topics/hfm/2018/february/59161.html>)

1.4M

People reside in long-term care facilities with an **expected increase of 80%** of the population by 2050

30%

of the long-term care facilities in the US are **located in rural areas** with **limited access to behavioral health services**

1 in 3 facilities

are **unable to adequately provide behavioral health services** to their residents which directly has an impact on new admissions

50%

of the senior population in the US have **Alzheimer's** or some other form of **dementia** - about **37% suffer from depression** (*mhealthintelligence.com*)

65%

of people living in non-metropolitan counties **do not have access to a psychiatrist** - 47% can't see a psychologist (*mhealthintelligence.com*)

Improving access

reduces healthcare costs, **improves** nursing and patient interactions, and **improves** overall quality of the patient's life (*mhealthintelligence.com*)

<https://www.hfma.org/topics/hfm/2018/february/59161.html>

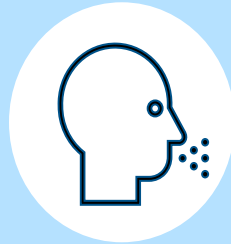
BEHAVIORAL HEALTH AT LONG TERM CARE FACILITIES

UNDERSTANDING THE PATIENT POPULATION



DEMENTIA

- Affects 50-70% of residents
- Three fourths of residents have difficulty with making decisions
- Two thirds have difficulty with memory loss or cognitive challenges



PROBLEMATIC BEHAVIORS

- Verbally/physically abusive
- Acting inappropriately in public
- Resisting care
- Wandering
- Limited communication



DEPRESSION

- Depression is more common for residents living in the LTC than within their community



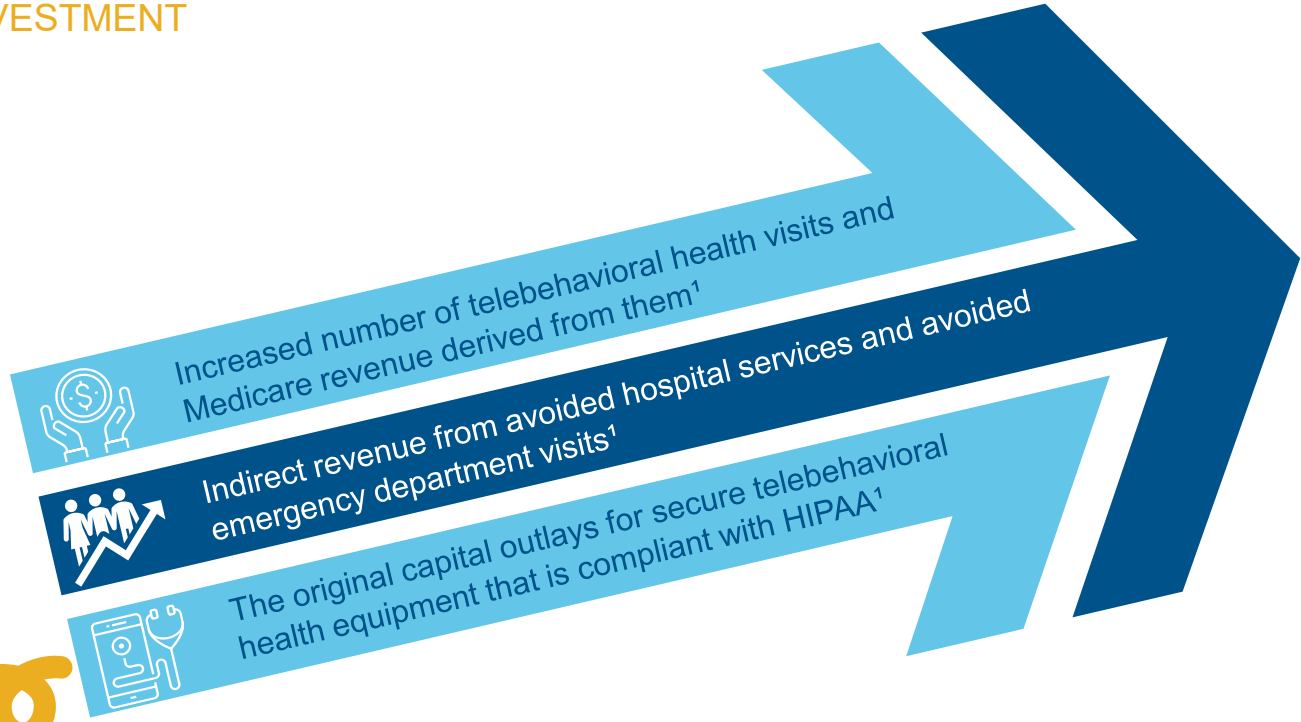
DISABILITIES

- Most common reason an older adult becomes a resident is due not being able to perform activities of daily living (ADL)
- 80% of residents need help with 3 or more ADLs



BEHAVIORAL HEALTH AT LONG TERM CARE FACILITIES

RETURN ON INVESTMENT

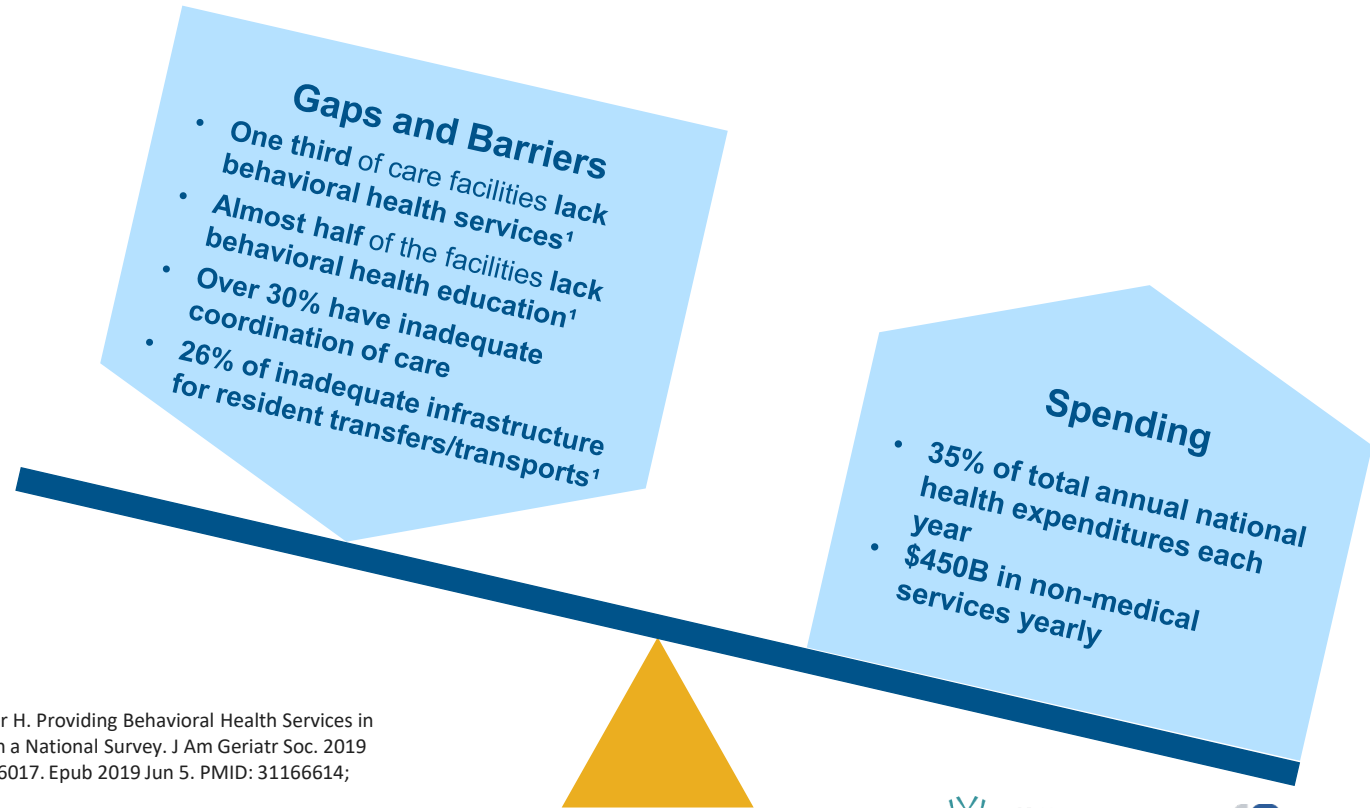


¹<https://www.hfma.org/topics/hfm/2018/february/59161.html>



BEHAVIORAL HEALTH AT LONG TERM CARE FACILITIES

GAPS, BARRIERS AND SPENDING



1. Orth J, Li Y, Simning A, Temkin-Greener H. Providing Behavioral Health Services in Nursing Homes Is Difficult: Findings From a National Survey. J Am Geriatr Soc. 2019 Aug;67(8):1713-1717. doi: 10.1111/jgs.16017. Epub 2019 Jun 5. PMID: 31166614; PMCID: PMC6684493.



Question

- Does your community need telebehavioral health for the LTCs?
- Have you been in communication with the local LTCs about telebehavioral health?

Behavioral Health

Rural-Based Long Term Care Programs



PATIENT BENEFITS OF TELEBEHAVIORAL HEALTH CARE

- **Improve access to care and patient outcomes**
- Reduce stress and confusion due to environment changes
- Reduce risk of injury related to transfer
- Improve overall satisfaction



LTC BENEFITS OF TELEBEHAVIORAL HEALTH CARE

- Identify and manage patients with behavioral health conditions
- **Improve quality of life and patient outcomes**
- **Decrease cost of care**
- **Decrease transfer rates to ED**
- **Improve provider satisfaction**



HOSPITAL OF TELEBEHAVIORAL HEALTH CARE

- Increase market shares
- Decrease unnecessary ED admissions and readmission rates
- Improve patient and family satisfaction rates
- Improve care coordination between hospitals and LTC



TECHNOLOGY AVAILABLE

- Two-way audio video interaction platforms
- Zoom, Facetime, etc.
- **Verbal/Audio (synchronous) only communication**
- **Asynchronous (store and forward) platforms**



BARRIERS

- **Access to technology, e.g., mobile devices, smart phone, and/or internet access**
- Digital literacy, e.g., lack of technology skills
- Language
- Impaired patient hearing or vision



Guest Speaker

Virtual Behavioral Health

Dr. Catherine Dimou

Cigna

Midwest Market Medical
Executive



Virtual Behavioral Health

Telehealth improving access and outcomes in a COVID-19 world

Catherine Dimou, MD FACP | Midwest Market Medical Executive, Cigna

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THE IMPACT OF BEHAVIORAL HEALTH.

1 in 5 will struggle with mental illness this year¹



7% living with major depression¹

19% living with anxiety disorders¹

8% have a substance use disorder²

~20% with depression or an anxiety disorder also have a substance use disorder³

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LONELINESS ACROSS AMERICA

The 2020 report reveals 3 in 5 adults are lonely.



MEN



**YOUNGER PEOPLE
(GEN Z)**



**URBAN AND RURAL
COMMUNITIES**



**HEAVY SOCIAL
MEDIA USERS**



*Source: Cigna 2020 U.S. Loneliness Index

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UTILIZATION DATA

% of Outpatient Telehealth Claimants



97% of post-COVID claimants had never had a TH claim before²

1. Cigna unique provider data as of July 2020.

2. Cigna Analytics, Telehealth evaluation pre- and post-COVID; analysis of utilization 1/1/20 – 3/15/20 vs 3/16/20 – 6/30/20

Outpatient

Over 4,000 providers signed up in 24 hours

77% growth in virtual outpatient network YTD

~38K providers¹

- Billing guidance
- Free software
- Accelerated credentialing in hot spots
- Provider well-being resources made available
- Digital provider contracting accelerated
 - Talkspace (5K customers have signed up)
 - Meru
 - nOCD

Facility

Quickly Adapted

- Reimbursing for virtual IOP
- Billing guidance
- Free software

• IOP utilization jumped from 0.07% of claimants receiving care virtually pre-COVID to 23% in June 2020².

Future

- Expect continued growth of virtual-only IOPs
- Will measure outcomes

Outpatient

- Continued growth
- Improve online customer experience

VIRTUAL BEHAVIORAL HEALTH STRATEGY FOR THE FUTURE

Continuously looking to advance and expand digital and virtual providers in-network.

The approach to contracting with digital and virtual providers:

- Increases access to care
- Allows for anonymous and convenient care
- New opportunities for clinical innovation

Benefit to employees:

- Access to behavioral care the same as any other provider
- New modality options, such as text messaging
- Available peer support services
- Ability to self-manage care through online tools
- Additional providers with increased availability
- Easy to schedule with online scheduling tools



Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. A Primary Care Provider referral is not required. Virtual care services may not be covered under all plan types. Refer to your plan materials for the details of your plan's coverage of virtual care benefits.

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Question and Answer Session



Kim Mayo

National Rural Health
Resource Center
Moderator



Donna McHale

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Participant Discussion

Key Components for Successful Telehealth Behavioral Health in LTCs

Behavioral Health Trends

- What has been the impact of behavioral health in your community?
- What strategies did you use to address the impacts?

Enablement

- Have you established a virtual network to provide these services?

Telehealth Technology

- What technology has enabled the virtual visits at the LTCs?

Consumer Priorities

- How do you engage your consumers to educate them on virtual options?
- Do you use consumer advocates?

Telebehavioral Health Program

- Where do you see the biggest need for Telebehavioral Health Programs at LTCs?

Lessons Learned

- Are there any lessons learned you want to share with your colleagues about a Telebehavioral Health Program for LTCs?

Advice for Others

- What advice would you give an organization just starting their Telebehavioral Health Program?

Key Session Takeaways

- Number of people living in long-term care (LTC) facilities is **on the rise**
- **30%** of LTCs are **in rural areas** with **limited access** to behavioral health services
- **50%** of the senior population has some form of **dementia**
- Need to **improve access to decrease** healthcare costs
- **ROI is there** to use **telebehavioral health** to meet consumer needs
- Virtual behavioral health improves accessibility, convenience and allows opportunities for clinical innovation

Contact Information

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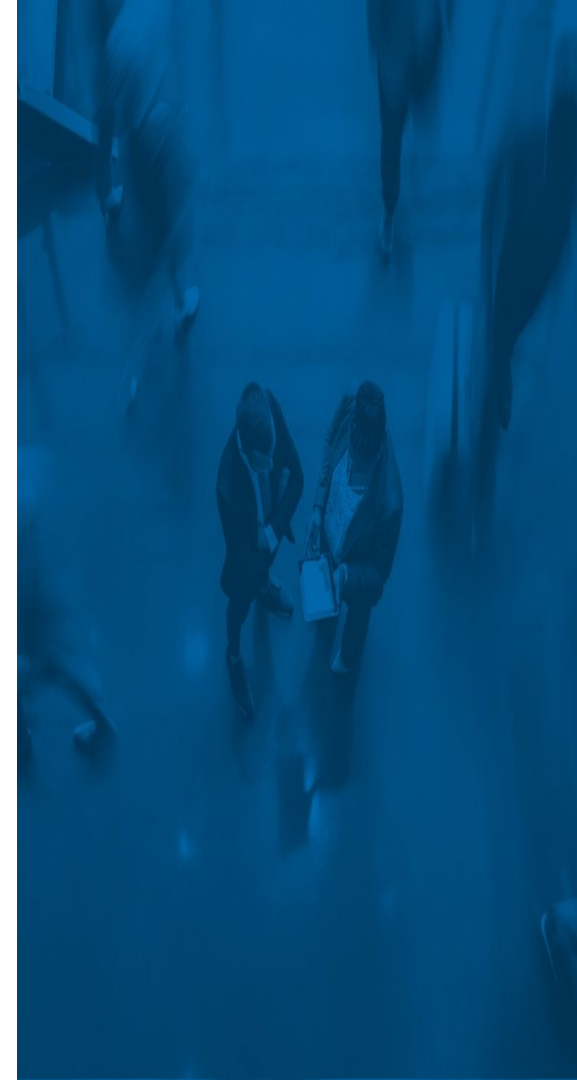
DRCHSD Telehealth Series Part 4

Post COVID Transitions

- Date: Thursday, March 11, 2021
- Time: 11 am to Noon CT

Guest Speaker:

Debbie Dexter, AbleTo



Thank you