

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

BEHAVIORAL HEALTH TELEHEALTH RAPID RESPONSE PROJECT

Washington State Senate – Health and Long Term Care Committee
June 29, 2020

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Behavioral Health Service Line Administrator

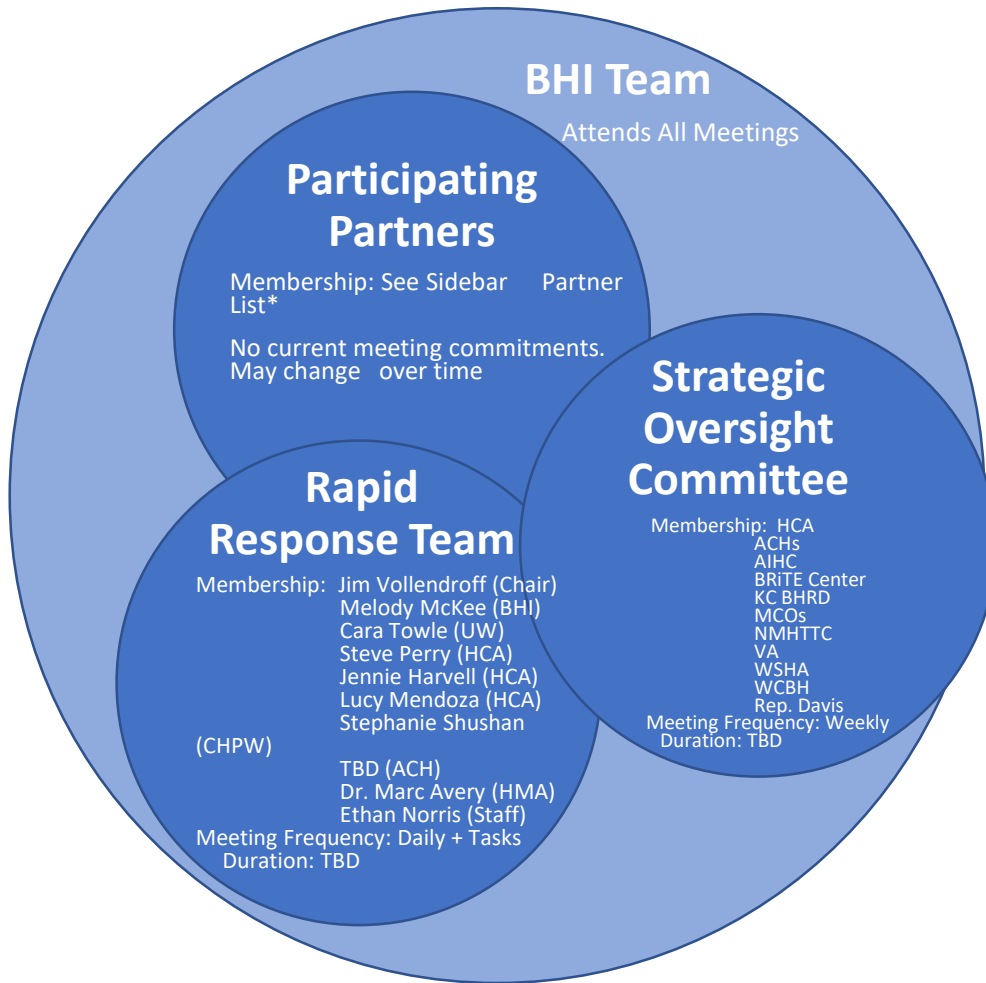
UW Medicine

Behavioral Health Institute (BHI)

The BHI is a center of excellence for behavioral health where innovation, clinical practice and research come together to improve mental health and addiction treatment.

The BHI's First Initiatives: A Rapid Shift to Improve Our Community

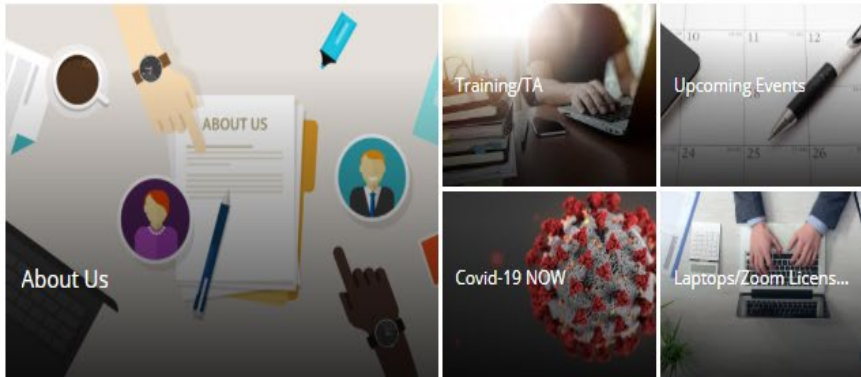
1. Improving care for youth and young adults with early onset psychosis
2. Behavioral Health Urgent Care/Crisis Stabilization Center
3. Establish a Center of Excellence in Suicide Prevention, Research and Treatment
4. Innovation in Telehealth and Digital Behavioral Health
5. Training, Workforce and Policy Innovation Center



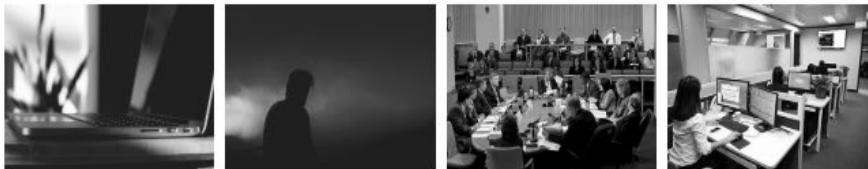
* Partner List	Behavioral Health and Recovery Communities of Health	State Managed Care Organizations
Accountable Communities of Health	Northwest State Telehealth Collaborative	Washington State
Advancing Integrated Mental Health Solutions (AIMS Center)	Northwest Alliance	Washington State Hospital Association
American Indian Health Commission for Washington State	Northwest Regional Telehealth Resource Center (NRTRC)	
Association of Alcoholism and Addiction Programs of WA (AAP)	SEIU University of Washington Digital Health	
Behavioral Research in Technology and Engineering (BRiTE Center)	Veterans Administration (VA) Puget Sound	
Harborview Medical Center - Behavioral Health, Training, Workforce and Policy Center	Washington Association for Community Health	
Health Care Authority/Division of Behavioral Health and Recovery	Washington Council for Behavioral Health	
King County	Washington	

[Comprehensive Telehealth Website for Medicaid Providers](#)

Behavioral Health Training, Workforce and Policy Innovation Center



Telehealth Support



Technology

Clinical

Legal and
Regulatory

Billing and
Reimbursement

Quick Links

- CARES Act Funding Available for Medicaid Providers
- FCC's Lifeline Program Offers Discounts for Phone and Broadband Service
- ▼ Telehealth Training Resources
 - AIMS Center, UW Psychiatry and Behavioral Sciences
 - Indian Health Services (IHS) Telebehavioral Health Center of Excellence
 - Northwest Regional Telehealth Resource Center
 - Northwest Mental Health Technology Transfer Center Network
 - WA Health Care Authority/Behavioral Health and Recovery
 - Northwest Addiction Technology Transfer Center
 - The SAMHSA-HRSA Center for Integrated Health Solutions
Telebehavioral Health Training and Technical Assistance
 - Washington State Telehealth Collaborative

<https://bhi-telehealthresource.uwmedicine.org/>

Behavioral Health Institute – Training Participation

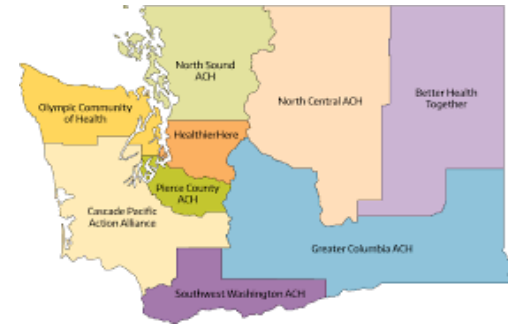


Metrics for first 12 sessions:

- 1732 registrations
- 1099 attendees
- 508 unique participants

BHI Community Behavioral Health Provider Telehealth Needs Assessment Survey

- April 20 – May 20, 2020
- 329 Responses
- Across all ACH regions, Includes 10% from Indian Health Care Providers
- Diverse Provider types and roles



What did we learn:

- Most providers rapidly pivoted to using telehealth & without prior telehealth experience
- Many patient and clinician telehealth barriers/needs
- Many suggestions for training subjects – many brand new ideas
- Many examples of innovation

Top Patient Barriers/Needs:

- Broadband Internet Access
- Laptops and Cellphones
- Privacy for Consultation
- Adapting to telehealth format

Top Clinician Barriers/Needs:

- Adapting to telehealth
- Telehealth clinical skills
- Broadband Internet Access
- Billing difficulties

BHI Broadband Subcommittee

- BHI Broadband Subcommittee:
 - will identify and seek opportunities to expand access to broadband statewide to support access and use of telehealth and digital health solutions, particularly for persons in need of behavioral health services;
 - is committed to advancing across all regions of the State (including in rural and frontier areas) secure, affordable, and equitable access (including for lower income persons) to broadband to support access to and facilitate delivery of healthcare, including behavioral healthcare, social services, and other services; and
 - will collaborate and partner to identify funding sources for, share in the development and authorship of funding applications, and secure funds to enable broadband implementation of telehealth services.

Sustaining Improved Access to Behavioral Telehealth

A BHI provider survey identified that over 76% of respondents did not use telehealth prior to COVID-19. The federal government and other states have begun efforts to sustain improved access to behavioral health through use of telemedicine and telehealth. The following areas of focus were identified - these are based on waived or relaxed provisions and provider input.

- Telemedicine & Telehealth
- Payment Parity
- In-Person/Face-to-Face Requirement
- Billing
- Service Provision and Medication Dispensing (Including Opioids)
- Privacy and Security

*See Relaxed Regulations Executive Summary for more detail

Psychiatry Consultation Services for Washington State Health Care Providers

These UW-staffed consultation programs offer clinical advice and support to health care providers who work in a variety of settings including primary care, emergency departments, substance use treatment programs, community hospitals and tribal clinics throughout our state. Over the past year, our faculty psychiatrists have completed consultations for health care providers in 36 of our 39 counties, reaching the vast majority of urban and rural communities in our state

Psychiatry Consultation Services for Washington State Health Care Providers

Adult, child and perinatal behavioral health consultations

There are three unique phone numbers for the different consultation lines (adult, child and perinatal) with the Psychiatry Consultation Line offering the option of connecting to PAL or PAL for Moms.

The Psychiatry Consultation Line will be uniquely staffed 24/7 beginning July 1, 2020.

Psychiatry Consultation Line (PCL) for prescribers with adult psychiatry or addictions questions

877-WA-PSYCH (877-927-7924) | PCLWA@uw.edu

8am - 5pm, Monday - Friday; **available 24/7 starting July 1, 2020**

www.uwpsychiatry.org/pcl

PAL (Partnership Access Line) for primary care providers with child and adolescent psychiatry questions

866-599-PALS (866-599-7257) | paladmin@seattlechildrens.org

8am – 5pm, Monday – Friday

www.seattlechildrens.org/PAL

PAL for Moms for providers with perinatal psychiatry questions

877-PAL4MOM (877-725-4666) | PPCL@uw.edu

9am – 5pm, Monday – Friday

<https://www.mcmh.uw.edu/ppcl>