TELEHEALTH AND SUBSTANCE USE DISORDER TREATMENT AT THE INSTITUTE FOR FAMILY HEALTH

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INSTITUTE FOR FAMILY HEALTH

• 30 sites total, 22 full-time
• Providing Primary Care, Dental, and Behavioral Health
• Locations in NYC and Mid-Hudson Valley
• In 2019:
  • 115,000 patients system-wide
  • 588,000 visits
SUBSTANCE USE DISORDER TREATMENT AT IFH

• Provide services in Article 28 setting primarily, also have 7 Article 31 clinics
• Medication Assisted Treatment only, no stand-alone SUD services
• SUD treatment provided primarily in Primary Care context
• Some MAT provided by Psychiatric Providers in Mental Health context
• Behavioral Health services for patients with Co-Occurring disorders
TELEHEALTH COMPETENCIES

• Provide training to staff
  • Webinars covering telehealth basics
  • Telehealth Manual
  • Share best practices

• Telehealth readiness assessment
  • Consider environment of care
  • Provider setup and comfort with technology
  • Leverage platform used for telehealth as much as possible
TEAM BASED CARE

• Develop channels of communication
  • Tune ways of communicating to meet the needs of the team
  • Regular team meetings where coordination happens

• Consider workflows for team collaboration
  • Warm handoffs
  • Managing inter-team referrals
TEAM BASED CARE

• Create SUD team at site level
  • Regular meetings
  • Review registry to monitor patients

• Patient facing care team should be bespoke

• Care navigation for patients receiving MAT
PATIENT COLLABORATION

• Collaborative Documentation
  • Engagement tool
  • Enhances transparency

• Open Notes
  • Patient collaboration tool
  • Highlight plans and next steps during visit, reinforced when viewing notes
  • Notes available from all care team members
  • Reduces stigma
PATIENT COLLABORATION

• Patient Portal
  • Increases access and engagement
  • Practical tool for telehealth
  • Direct messages between patient and provider
  • Ability to send screeners and outcome measure tools between sessions
  • Review encounter notes and access other chart documentation
EXTERNAL PARTNER COLLABORATION

• Provider Portal
  • Collaboration with external partners
  • Partners can review records
  • Communication via secure messages sent to Electronic Health Record
  • Can send relevant documents or reports
ONGOING TELEHEALTH SUPPORT

• Continue increasing competencies via training
• Iterate on workflows
• Look for opportunities to remove barriers to care
QUESTIONS?

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