



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-Occuring 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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