

Telehealth Technology-
The Future is Here



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Telehealth



It's Not about the Technology ...

***It's About Expanding Access and Enhancing
Treatment Services***

Over half of the country's land mass is designated as frontier or
rural



Approximately one quarter of the U.S. population (62 million people) lives in frontier/rural areas



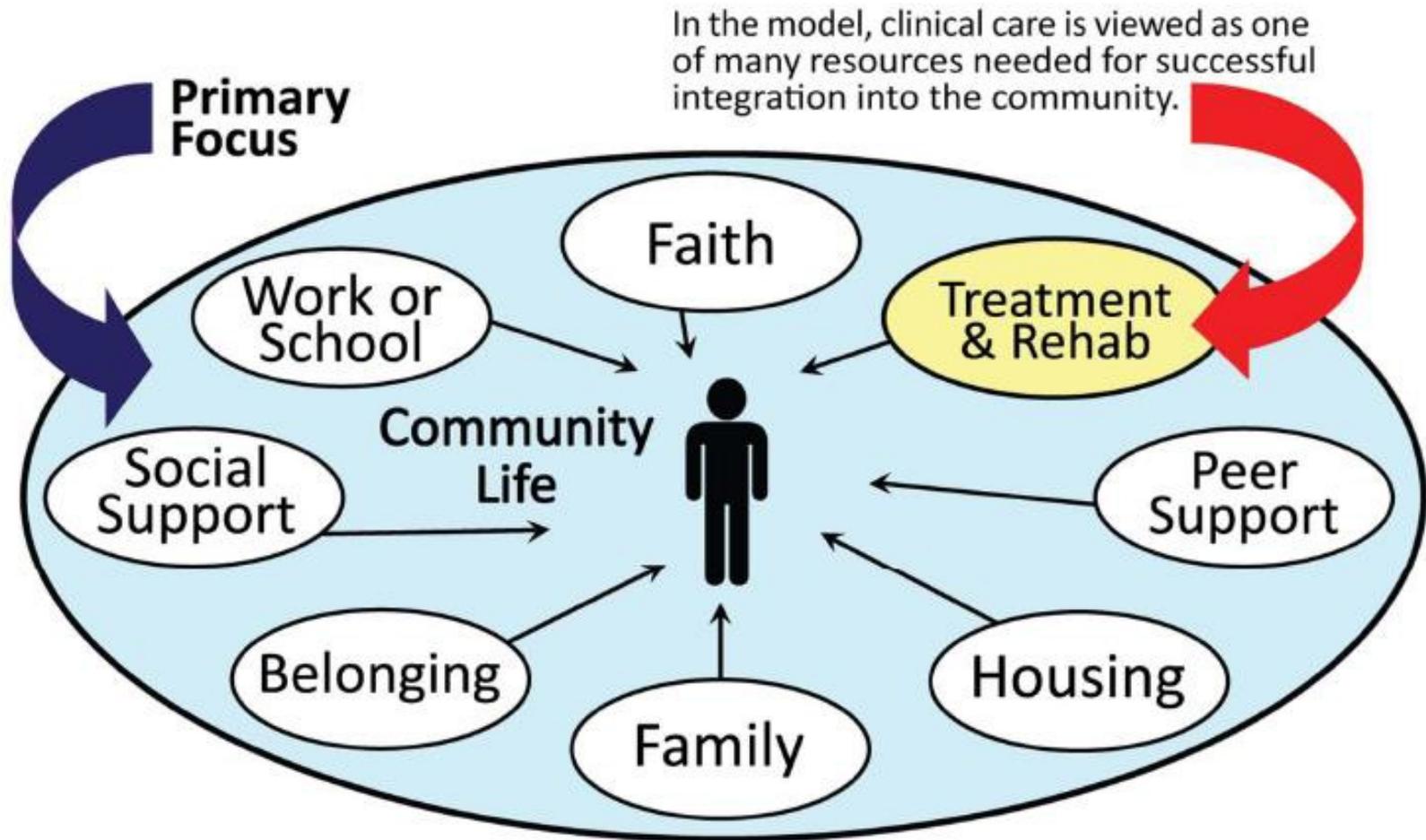
16-20% of those individuals experience substance dependence, mental illness, or co-morbid conditions

Minnesota



- 21.5K adults ages 18-64 with substance use disorders will have coverage for substance use treatment under Medicaid expansion
- 33K adults ages 18-64 with substance use disorders will have coverage for substance use treatment within the Health Insurance Exchange
- This represents a double in the estimated prevalence within the existing eligible Medicaid population (currently 60K).

Recovery and Resilience Oriented System of Care



ROSC: A PARADIGM SHIFT



Recovery-Oriented Systems of Care (ROSC) shifts the question from:

“How do we get the client into treatment?”

to

“How do we support the process of recovery within the person’s life and environment?”

What is a ROSC?

Recovery-oriented systems of care (ROSC) Is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

CSAT, SAMHSA

Recovery-oriented systems of care (ROSC) are networks of formal and informal services developed and mobilized to sustain long-term recovery for individuals and families impacted by severe substance use disorders. The system in ROSC is not a treatment agency, but a macro level organization of a community, a state or a nation.

William “Bill” White

One Answer- Telehealth Technologies



Telehealth



Clients' and Providers' Best Interests



The Difference

Telehealth

'the use of telecommunications and information technologies to provide access to health information and services across a geographical distance'

Telemedicine

'use of medical information exchanged from one site to another via electronic communications to improve patient health status'

Types of Telecommunications

- Synchronous communications
 - Videoconferencing
 - Telephone
- Asynchronous Communications
 - Email
 - Web-based programs
- Some telehealth technologies include both type of communications

Definitions



Where the patient is located

- **Originating Site**

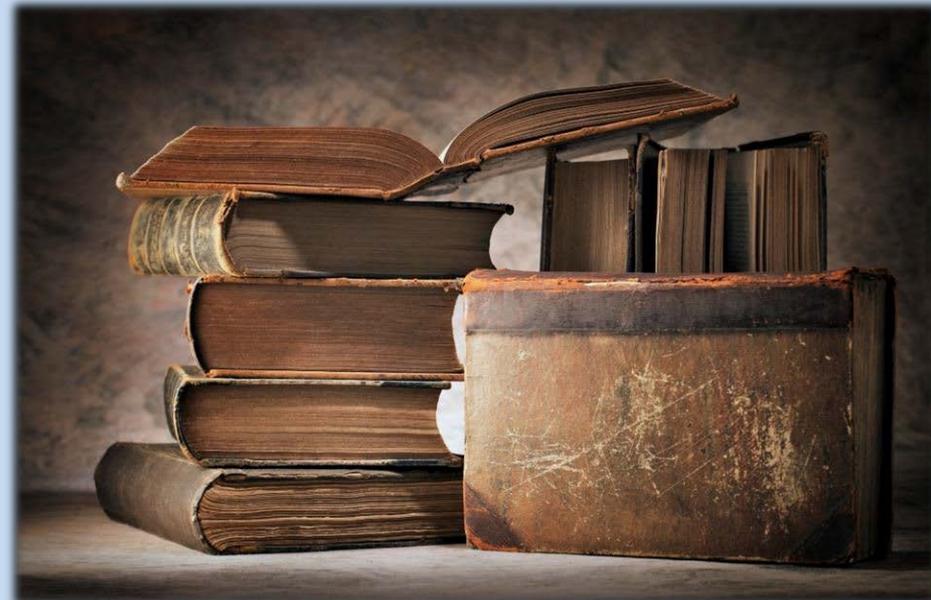
- the delivery of telehealth services where the beneficiary (patient) is located at the time the service is being rendered via a telecommunications system occurs

- **Distant Site Practitioner**

- the practitioners at the distant site, away from the beneficiary, who may furnish and receive payment for covered telehealth services (subject to State law)

Types of Telehealth

- + **Videoconferencing**
- + **Computer-based Interventions**
- + **Web**
 - Screeners
 - Support Groups
 - Virtual Reality/Video Games
 - Disease Management Programs
- + **Web-Portals**
 - Videoconferencing
 - Messaging (chat and email)
- + **Telephone**
 - Continuing Care
 - Interactive Voice Response
- + **Mobile Phones**
 - Texting



Prevalence

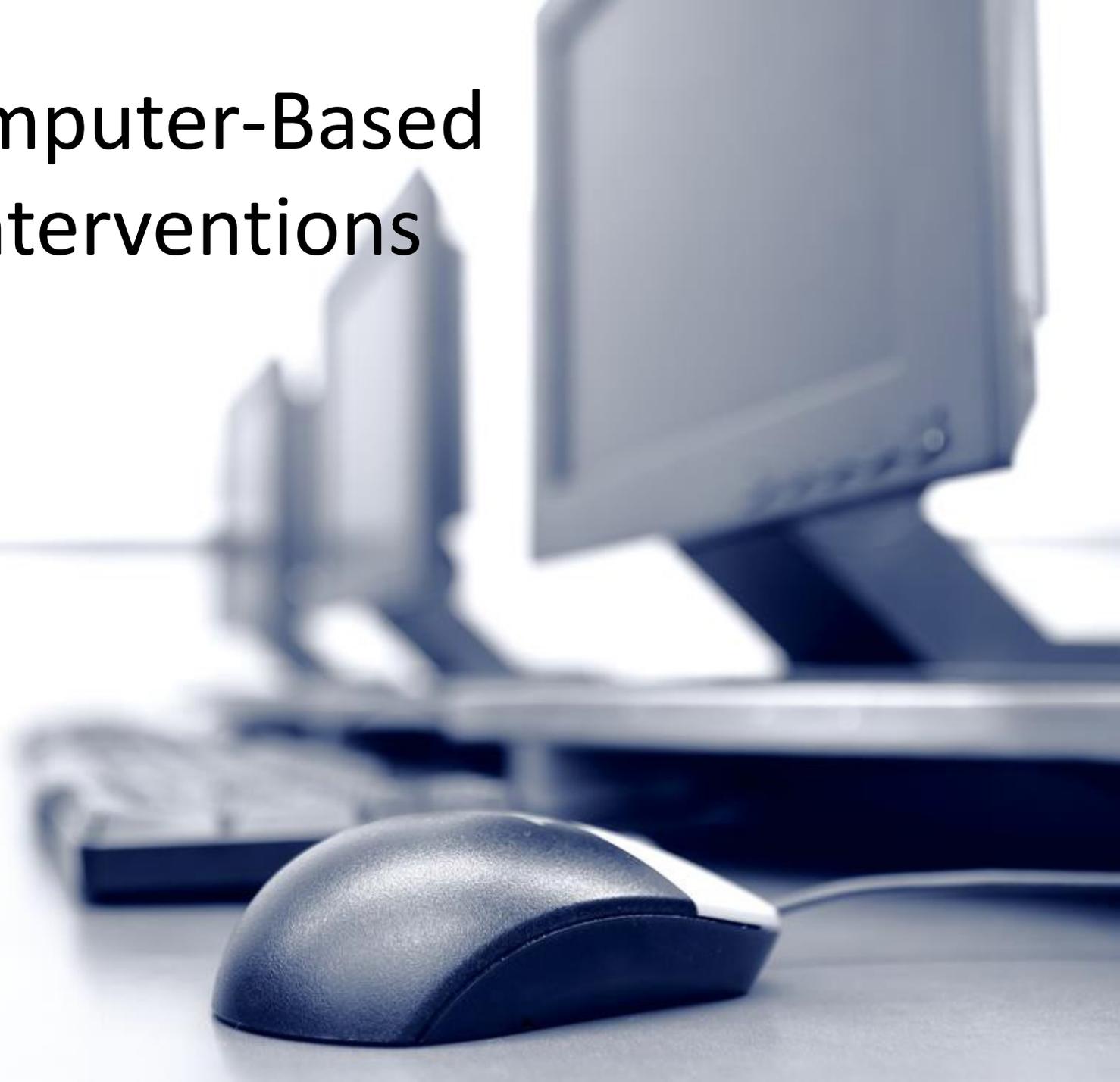
Annually, **10 million**
patients receive
telemedicine services



Systematic Review of Videoconferencing Psychotherapy

- Patients and providers perceived a strong therapeutic alliance over videoconferencing
- Studies that compared videoconferencing to in-person psychotherapy reported similar satisfaction levels between the conditions
- high levels of satisfaction and acceptance with telemental health have been consistently demonstrated among patients across a variety of clinical populations and for a broad range of services

Computer-Based Interventions



Examples of Computer-Based Interventions

- CBT4CBT (Carroll et al., 2008)
 - Outpatient clients
 - CBT + 6 computer modules on CBT
- TES [Therapeutic Education System] (Marsch & Bickel, 2004)
 - Community Reinforcement Approach + Incentives
 - HIV/AIDS Intervention-Opioid treatment clients (2004)
 - Outpatient Opioid Treatment- TAU + TES (2008)
 - Outpatient Treatment-2hrs per week of TES + TAU (2012)
- Ondersma (2005/2007)
 - single-session computer-delivered MI intervention reduced drug use among postpartum women

Remote Patient Monitoring (RPM) Healthcare Provider

- **Uses telehealth technologies to collect medical data from patients in one location and electronically transmit that information to health care providers in a different location.**

Clients video themselves taking the breathalyzer

The Question-

The vital question for this field is not “Do computer-assisted therapies work?” but.....

Which specific computer assisted therapies

- *Delivered under what **conditions***
- *To which **population***

exert effects that approach or exceed those of standard clinician-delivered therapies”?

Web-Based Disease Management Programs

- Cancer
(Gustafson et al., 2005)
- Diabetes
(Glasgow et al., 2005; Williams et al., 2007)
- Heart Disease
(Verheijden et al., 2004)
- Mood Disorders
(Farvolden et al., 2005)

Web Screeners

Studies found that web screeners that provided automated personalized feedback impacted participants' behavior more than those with non-personalized feedback

Use of the Telephone

Monitor/treat chronic mental & physical illness

- **Smoking**

(Stead, et al., 2006)

- **Depression**

(Simon, et al., 2000)

- **Obsessive Compulsive Disorder**

(Taylor, et al., 2003)

- **Hypertension**

(Bosworth, et al., 2005)

- **Diabetes**

(Kim & Oh, 2003)

- **Rheumatology problems**

(Pal, 1998)

Telephone Continuing Care for SUDs

- **Telephone Monitoring and Adaptive Counseling (TMAC)**
(McKay, 2004)
- **Focused Continuing Care (FFC)** (Betty Ford Clinic)
- **Telephone Enhancement of Long Term Engagement (TELE)**
(Hubbard et al., 2007)
- **Individual Therapeutic Brief Phone Contact (ITBPC)**
(Kaminer & Napolitano, 2004) *ADOLESCENTS*
- **Telephone Case Monitoring (TCM)**
(McKellar et al., 2012)
- **Telephone Continuing Care (TCC)**
(Godley et al., 2010)



**Privacy, Security, & Confidentiality
Issues with Telehealth**

HIPAA

(Health Insurance Portability & Accountability Act)

HITECH

(Health Information Technology for Economic & Clinical Health Act)

Privacy Rule

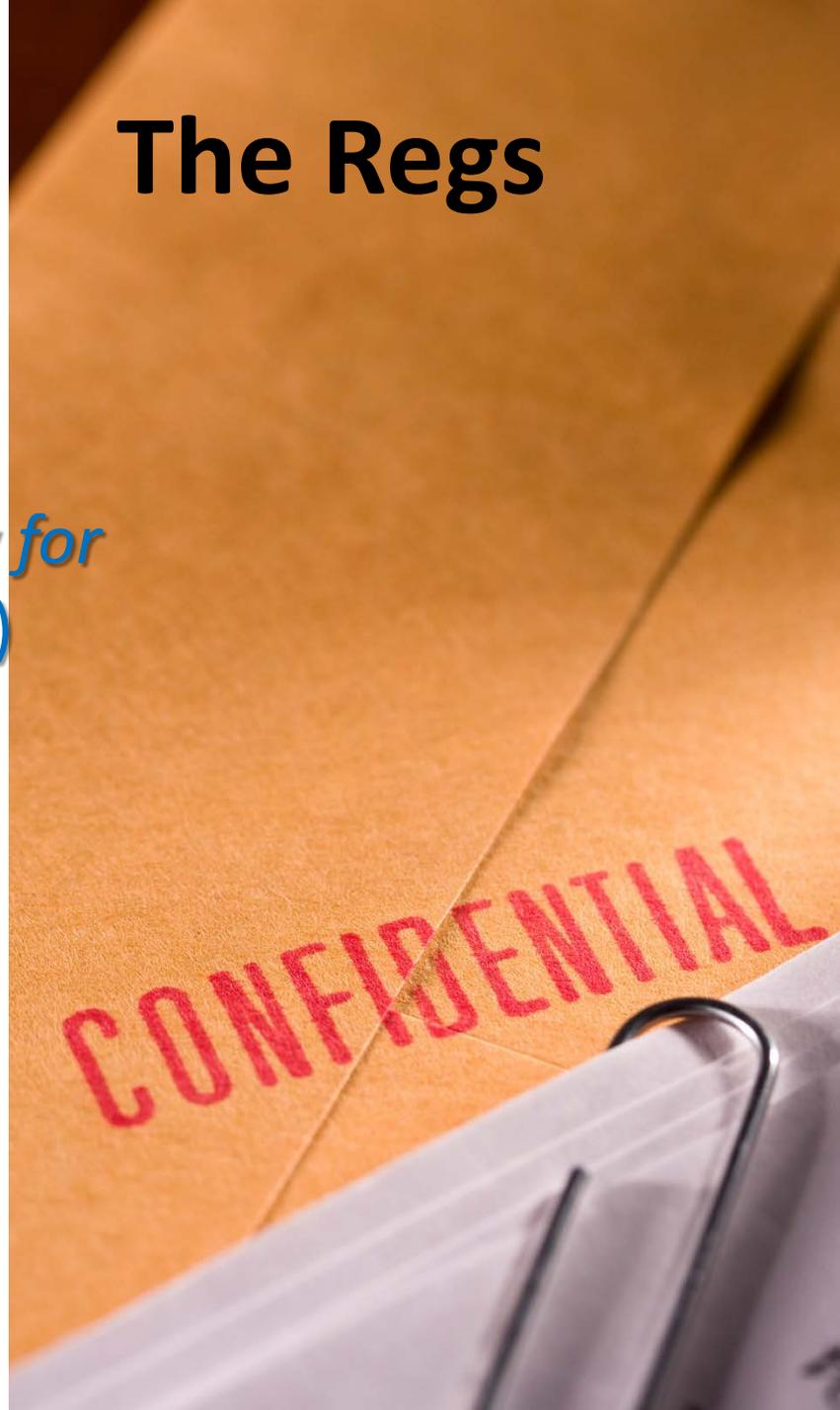
(Standards for Privacy of Individually Identifiable Health Information)

42 CFR Part 2

(Substance abuse treatment)

The Regs

CONFIDENTIAL

A photograph of a brown envelope with a red 'CONFIDENTIAL' stamp and a white paperclip. The envelope is the background for the right side of the slide.

Privacy and Security Rules

Privacy & Security
Rules are Different

- HIPAA Privacy Rules - **What** situations can individual health information be disclosed, no matter its format (oral, paper, or electronic)?
- HIPAA Security Rules - **How** are disclosures in electronic format made?

New Ethical Dilemmas in the Digital Age



Staff Usage

Use of technology by counselors

- is increasing
- presents unique ethical dilemmas



Technology 'Creep'

- Lack of literature and research to provide guidance
- Technology may be used as part of the ***'Therapeutic Exchange'***
and then WHAT?
 - *Documentation of the exchange*
 - *Guidelines for the exchange*

Some professionals are....

...ethically astute but struggle to keep up with the technology.



...comfortable with technology but less familiar with ethical codes.

UNETHICAL
UNETHICAL
UNETHICAL
ETHICAL



‘Adapting to the new culture wisely will necessarily involve both **understanding the ethical principles** themselves as well as **developing competence in the technology** of the burgeoning digital culture.’

Ethical Issues

- **Ethical Codes and Technology**
- **Ethics and Self Disclosure**
 - **Self Disclosure Definition/Guidelines**
- **Self Disclosure and Social Media**
 - **Rural Examples**
 - **Guidelines for Disclosure**
- **Ethical Reasoning**
- **Liability Insurance for Social Media**

Ethical Codes and Licensing Boards

have not caught up
with the TECHNOLOGY

eThiCS

In some cases ... provide little guidance

Other boards may use existing laws and investigate complaints on the grounds of:

- Unprofessional conduct**
- Unethical conduct**
- Moral turpitude**
- Mismanagement of patient records**
- Revealing a privileged communication**
- Breach of confidentiality**

Ethical Codes Related to the Use of Technology in Counseling/Therapy/Treatment

- NAADAC (Association for Addiction Professionals)
- National Board of Certified Counselors (NBCC)
- American Counseling Association (ACA)
- American Mental Health Counselor Association (AMHCA)
- American Association of Marriage and Family Therapy (AAMFT)
- National Association of Social Workers (NASW)

Ethical Concerns

related to 4 areas of telehealth
technology

- Informed Consent
- Confidentiality/Privacy
- Records & Data
- Competency

Questions?

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