

# Behavioral Tele-Health: CSAT/CTN Webinar

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[www.operationpar.org](http://www.operationpar.org)



# Operation PAR, Inc.

- Substance Abuse Treatment Agency since 1970.
- Provides MAT, Outpatient, Residential and Detoxification Services
- Treats over 13,000 clients per year at over 14 facilities in 7 counties in West Central Florida.
- Have been involved in Behavioral Tele-Health since 2008



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# Behavioral Tele-Health Medium— Zoom Software

- HIPAA Compliant
- Free for the Client
- Affordable for the Provider
- Allows use of individual or group sessions
- Allows facilitator to share their screen for demos
- Low footprint or impact for IT
- Easy to use
- Excellent Video Compression



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# Operation PAR, Inc.

## Behavioral Tele-Health Innovation

Operation PAR has used Behavioral Tele-Health in the following settings:

- Outpatient Treatment
- MAT clinics in which MDs and Clients interact over Tele-Health Portals
- Tablets in Residential Treatment
- Coordinating treatment with other providers for dually enrolled clients, i.e., MH and Homeless
- Using Tablets During In-Person Group Outpatient Sessions



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# Outpatient for clients unable to attend office sessions

## Advantages

- Overcomes transportation issues
- Overcomes childcare issues
- Overcomes weather issues
- Increased counselor productivity

## Barriers

- Not all clients have unlimited wireless access-Minutes and usage on phones can be expensive
- Not all judges will approve this type of treatment

# Outpatient for clients unable to attend office sessions

## Performance Measures

- Increased length of stay
- Increased discharge outcomes
- Reduced no-show rate
- Increased counselor productivity

# MAT clinics in which MDs and Clients interact over Tele-Health Portals

## Advantages

- Overcomes transportation issues
- Allows MDs to meet with more clients
- Cost-effective alternative to meeting in person

## Barriers

- Medicaid will only bill if session is from one Medicaid site to another—will not allow billing if client is at home.



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# MAT clinics in which MDs and Clients interact over Tele-Health Portals

## Performance Measures

- Increased productivity of MDs at MAT clinics
- Reduced no-show rate



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# Tablets for Residential Treatment

## Advantages

- Allows clients to visit with families
- Enables clients to monitor their own schedules and medications
- Enhances family-centered treatment

## Barriers

- Equipping each client with a tablet can get expensive
- Residential facility must have it's own secure Wi-Fi
- Breakage

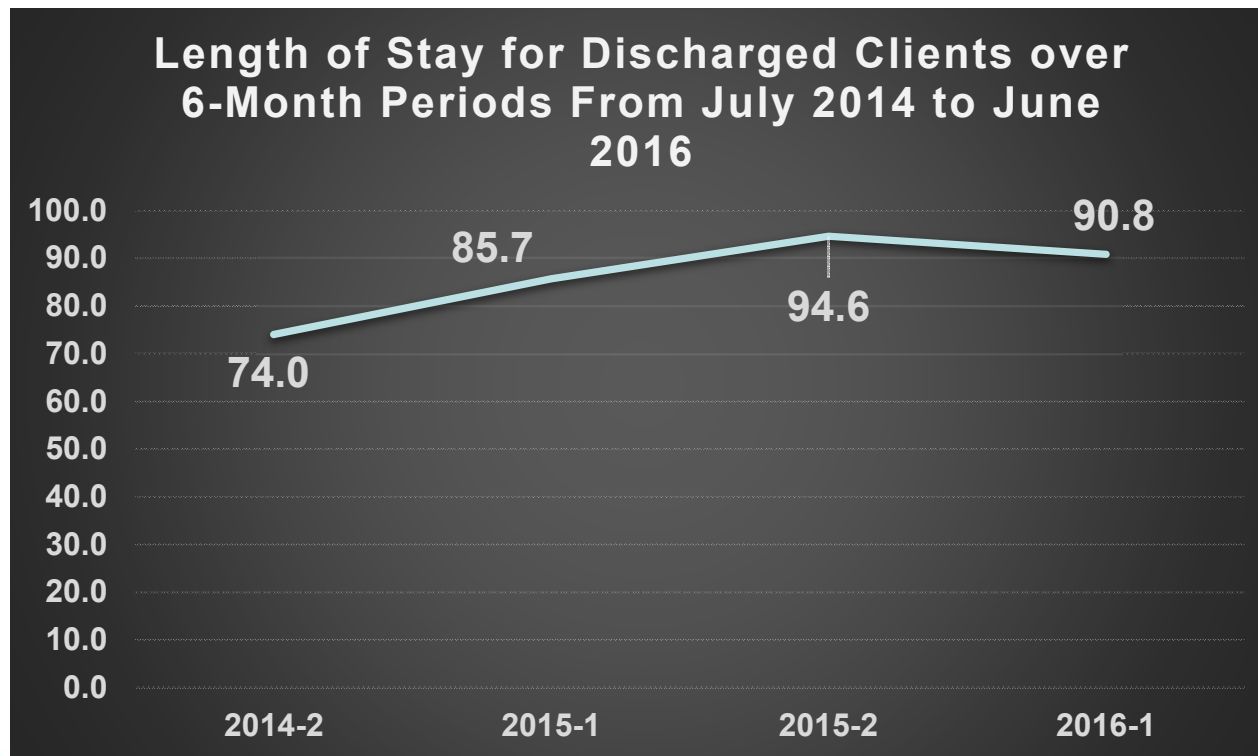
# Tablets for Residential Treatment

## Performance Measures

- Increased Length of Stay
- Decreased AMA Discharge Rates
- Increased Discharge Outcomes
- Increased Satisfaction of Clients

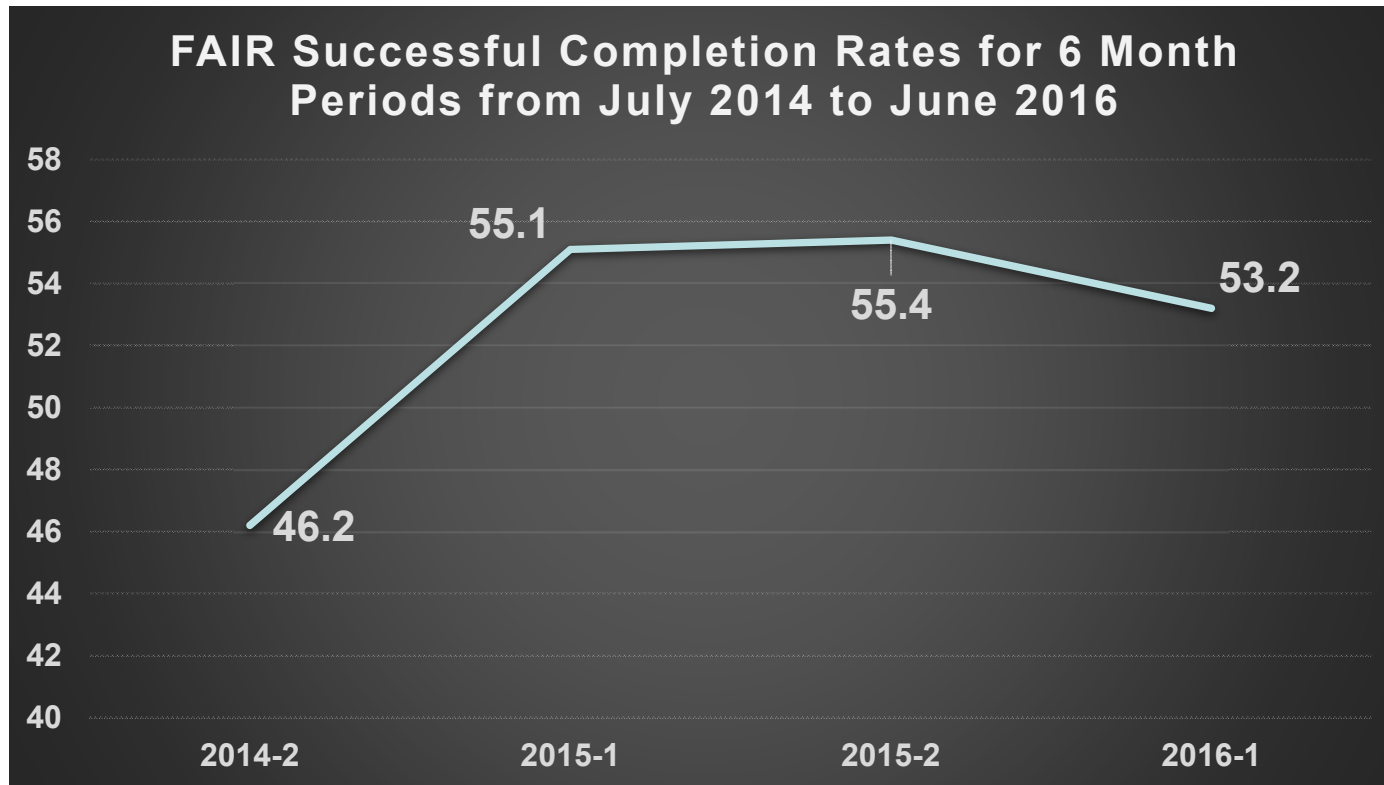
# Residential Treatment Services

## Project Outcomes: Length of Stay



# Residential Treatment Services

- Project Outcomes: Discharge Outcomes



# Coordinating treatment with other providers for dually enrolled clients, i.e., MH and Homeless

## Advantages

- Allows holistic treatment to clients in other programs
- Overcomes transportation & other barriers
- Used for both SA and MH Tx

## Barriers

- Finding suitable spaces in agencies to set-up tele-health node
- Resistance of staff to accept the technology
- Fear that clients will abuse system



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# Coordinating treatment with other providers for dually enrolled clients, i.e., MH and Homeless

## Performance Measures

- Increased number of sites that install Tele-Health systems
- Increased treatment sessions for clients
- Decreased behavioral outcomes such as
  - Marchman Act Violations
  - Emergency Room Visits
  - Arrests



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# Using Tablets During In-Person Group Outpatient Sessions

## Advantages

- Clients can access outside sources
- Counselor receives immediate feedback about session satisfaction
- Anonymous polls to initiate discussion

## Barriers

- Cost of tablets
- Suitable Wi-Fi in treatment center
- Fear that clients will abuse system
- Breakage

# Using Tablets During In-Person Group Outpatient Sessions

## Performance Measures

- Increased Discharge Outcomes
- Increased Satisfaction Scores
- Increased Discussion and Participation by Clients



# *Questions?*

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