

Innovative Trends In Healthcare:
Telepsychiatry Use in Emergency
Departments,
A Behavioral Health Solution

Telepsychiatry Consultation Program
Achieving Tomorrow, Today

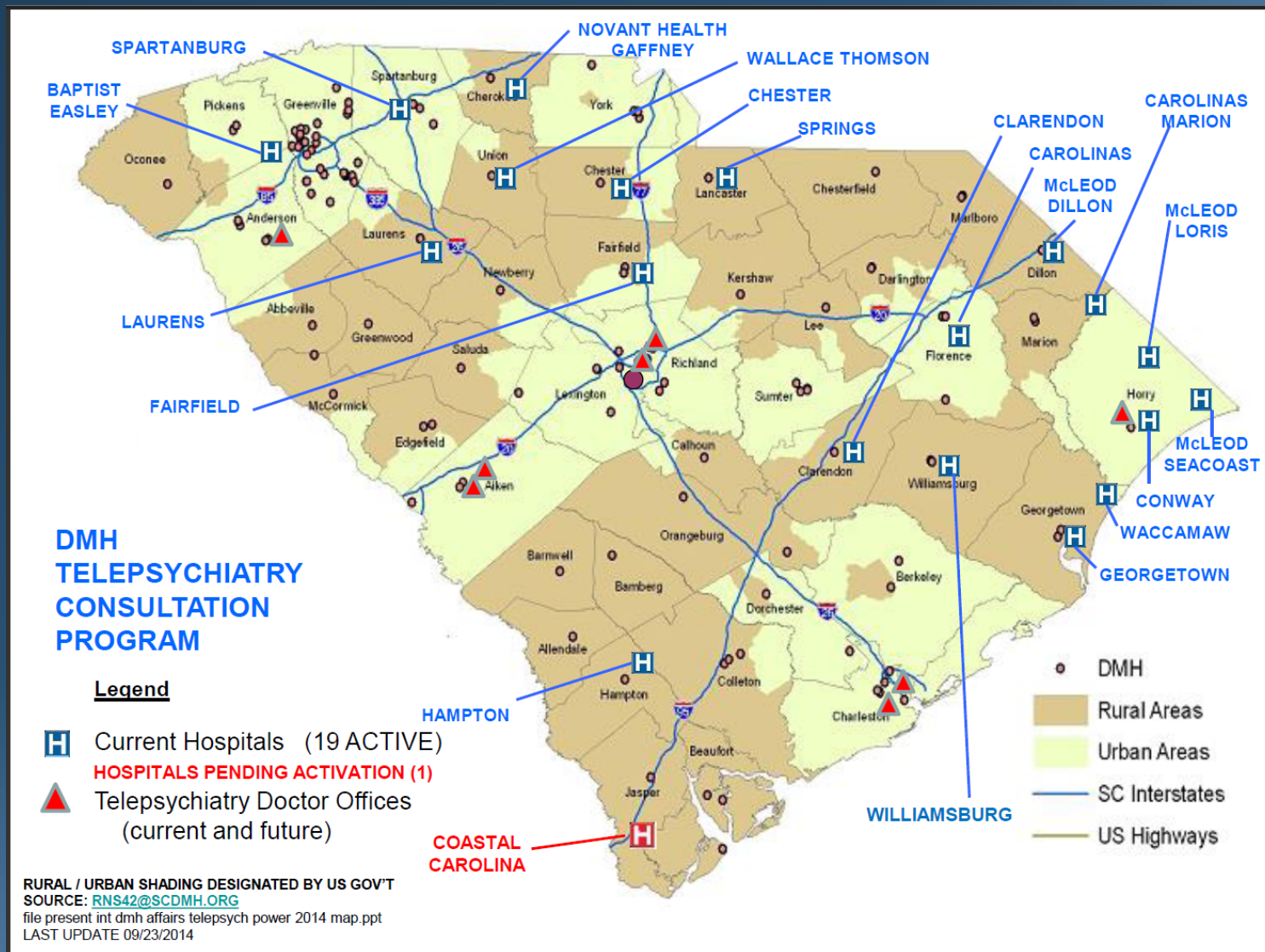
Overview

- the Problems – Patient Back-up in the Emergency Department (ED)
- the Partnerships –
 - The Duke Endowment, SC Department of Health and Human Services, SC Department of Mental Health, and the SC Hospital Association
- the Proposal – Video Consults to Hospital EDs
- the Purpose – Achieving Tomorrow, Today

Primary Goals

- Timely Psychiatric Assessment
- Rapid Initiation of Treatment
- Increased Quality of Care
- Reduced Lengths of Stay (LOS)
- Comprehensive Discharge Planning
- Savings to the Hospital and Community

Remote Site Locations



Clinical Office Locations



Columbia, SC (2)



Aiken, SC (2)



Charleston, SC (2)



*** FUTURE**



Anderson, SC



Conway, SC *



Spartanburg, SC *

Consultation Process

- Patient Presents in ED
- ED Physician Requests Consult
- Psychiatrist Reviews CIS/SCHIEx, EMR
- Patient Consulted Using Two-Way Video Cart
- Video Encounter Ends
- Psychiatrist Electronically Signs Consult
- Recommendations Sent to ED
- Hospital Dispositions the Patient

Dashboard - Time

- Current program results: 42% recommended for discharge the same day (24-48 hours) of consultation
- Comparing end of first quarter CY 2009 (pre-Telepsychiatry) to end of CY 2013 (Telepsychiatry) for Mental Health Patients in SC ED's...
 - Overall Patient Wait Times for Inpatient Admissions were down by 46%

Turn-Around

- 10.3 hours from initial ED request for Telepsychiatry to transmission of patient recommendations (CY 2014 to date)
 - Compared to 2-4 days, pre-Telepsychiatry
- 10.7 consults every 16 hour day (CY 2014 to date)
 - Compared to 1-4 consultations by local MHC MHP' s (post-weekend) during a 8 hour day

Satisfaction Surveys

The DMH Telepsychiatry Hospital CEO Satisfaction Survey

In order to provide the best possible services to your hospital, we would like to ask what you think about the Telepsychiatry services you have received and their impact on your hospital. Thank you for taking the time to complete this survey.

Results

Duke Telepsychiatry Staff Satisfaction Survey

In order to provide the best possible services to your Emergency Department, we need to know what you think about the services you have received. Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below. Fill in the circle that best describes your answer. Thank you for your time and effort in helping us make this project most successful. To be completed by those staff members (RN, CRNA, ER Tech, etc.) that are helping to orient, chaperon, and assist in the telepsychiatry consult.

1. The overall quality of utilizing the emergency department has been reduced.	1. The telepsychiatry service is helpful.
2. The length of stay has been reduced.	2. I received adequate training preparing me to use the system.
3. Overall emergency department referrals have been reduced.	3. I can do simple triage without the need for a telepsychiatry consult.
4. Emergency Department has improved.	4. The system works well for transmission, or limit of service.
5. Medical staff's interest in and treatment of mental health has improved.	5. The system rarely goes down.
6. There has been an increase in referrals for telepsychiatry.	6. It causes great inconvenience to my time.
7. Receiving the patient's electronic information has been cost effective.	7. Assisting in telepsychiatry use of my time.
8. Our hospital's utilization of telepsychiatry has been cost effective.	8. Telepsychiatry causes a delay in patient care.
9. Our hospital has invested in telepsychiatry.	9. The fax system of record is easy to use.
10. Access to telepsychiatry has improved the functioning of the emergency department.	10. The fax server is reliable.
	11. Patients appear to be comfortable talking with the telepsychiatrist.
	12. Patients are generally satisfied with telepsychiatry consults.
	13. I was comfortable with telepsychiatry consults.
	14. Arrangement of the telepsychiatry consult is safe.

Duke Telepsychiatry Physician Satisfaction Survey

In order to provide the best possible services to your Emergency Department, we need to know what you think about the services you have received. Please indicate the level of agreement or disagreement with each of the following statements. Thank you for your time and effort in helping us make this project most successful.

Section 1

- Have you worked with telemedicine before?
 - ☐ No
 - ☐ If yes, in what capacity?:
- What percentage of your time is spent addressing mental health/substance abuse issues with patients?
 - ☐ 0-10%
 - ☐ 11-20%
 - ☐ 21-30%
 - ☐ 31-40%
 - ☐ 41-50%
 - ☐ 51-60%
 - ☐ 61-70%
 - ☐ 71-80%
 - ☐ 81-90%
 - ☐ 91-100%
- Was the telepsychiatry consult easy to obtain?
 - ☐ Yes
 - ☐ If no, please explain:

Section 2

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
4. Having telepsychiatry services has made me more comfortable with the system.					

Survey Results – Patients

- Positive Impact on Patients...
 - 90.7% of ED Staff state Telepsychiatry is an efficient use of Patient' s time;
 - 95.3% of ED Staff state Patients appear comfortable during consultations; and,
 - 95.4% of ED Staff state Patients are cooperative during the consultation

Survey Results - EDs

- Benefits to the Emergency Departments...
 - 83.4% of ED Physicians state Telepsychiatry is an efficient use of ED Staff' s time;
 - 100% of ED Physicians state they are satisfied with the availability of Telepsychiatry;
 - 100% of ED Physicians state they are satisfied with the thoroughness of consults; and,
 - 83.3% of ED Physicians state they are satisfied with disposition recommendations


Survey Results - Administration

- Efficient Use of Hospital Resources...
 - 94.4% of Hospital Administrators state the program is an efficient use of hospital funds;
 - 94.4% of Hospital Administrators would recommend the program to other Hospitals

R01 Grant Research




- Collateral Effect: Reallocation of Resources by ED's to ED-appropriate care
- Reduced Commitment Rate to BH Inpatient Beds
- Reduction in Average Inpatient LOS
- Produced Savings of \$1,400 in BH Inpatient Settings per Care Episode
- Equals (approx.) \$29 M in BH Inpatient Savings

Website



South Carolina
Department of
Mental Health

DMH
Telepsychiatry Program



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Updated 01-27-13

"Partners in Behavioral Health Emergency Services"
Achieving Tomorrow, Today


Summary:

DMH and the South Carolina Hospital Association (SCHA) requested assistance from The Duke Endowment (TDE) to develop a statewide telepsychiatry network for all SC hospitals operating emergency departments (EDs) and received the first grant on November 30, 2007. To date, the program has received more than \$7.25 million to this end.

The continuing objective of the program is to make psychiatric consultation available in all SC EDs at any hour. The consultations have increased the quality and timeliness of triage, assessment and initial treatment of patients; reduced the number of individuals and length of stay in EDs; and allowed hospitals to direct critical personnel and

Contact Project Office

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[On-Call Calendar](#)

[Consult Queue](#)

On-line Surveys

Please tell us how satisfied you are with telepsychiatry, by completing the survey that pertains to you.

- **Patient**
- **Physician**

For more information, please visit:

www.scdmh.org/telepsychiatry

or contact our program office:

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