Advancing Telepsychiatry in NJ Pediatric Primary Care Through the Use of the PPC

Puthenmadam Radhakrishnan, MD, MPH, FAAP
Bellevue Pediatrics

Marie Leskauskas, MA, LAC
Telehealth Clinical Coordinator
Hackensack Meridian Health

Mike Relli
Telehealth Specialist
New Jersey Family Centered Mental Health Access Program

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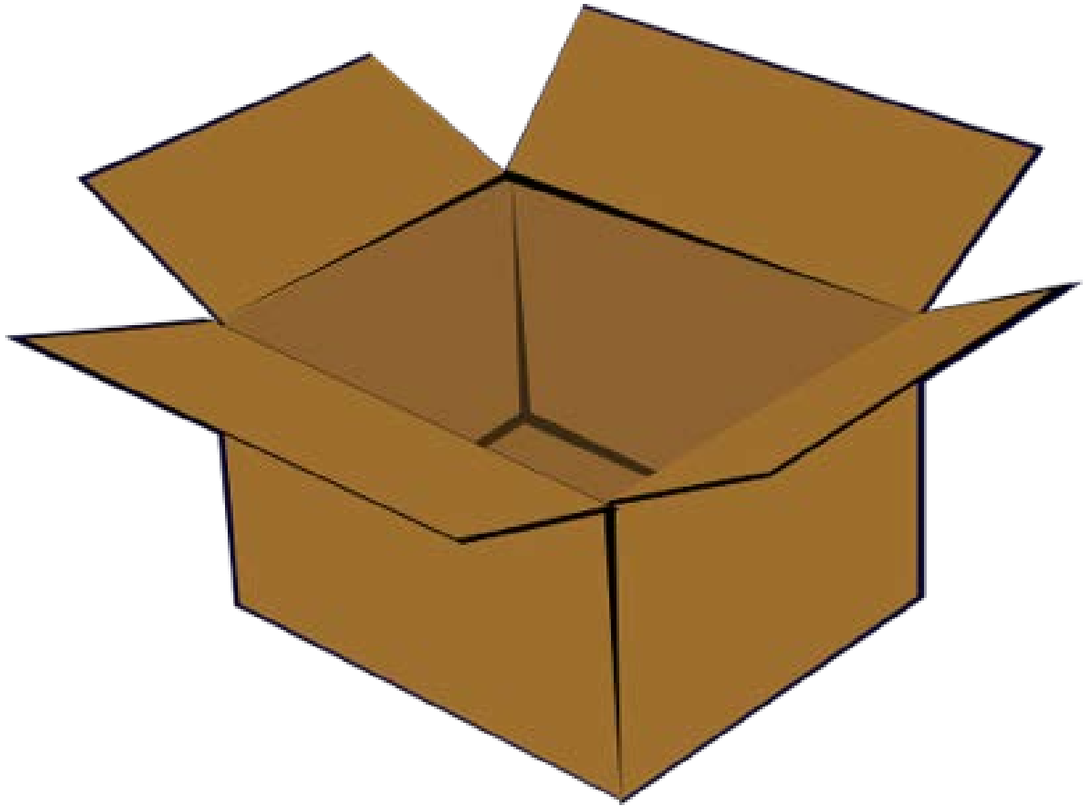


Learning Objectives

- Define telepsychiatry and its benefits for pediatric patients and their families
- Detail how best to utilize telepsychiatry to address the mental/behavioral health care needs of pediatric patients
- Understand how to implement standardized mental/behavioral health screenings for telepsychiatry
- Differentiate between various tele-psychiatry use cases such as clinician-clinician and clinician-home
- Identify the routine for incorporating a telepsychiatry model into the pediatric primary care setting, including necessary technology applications and requirements
- Explain the process for accessing PPC Hub telepsychiatry services for pediatric patients

Definitions

The below definitions established either under public law or by State Departments of New Jersey:

"Telehealth" means the use of information and communications technologies, including telephones, remote patient monitoring devices, or other electronic means, to support clinical health care, provider consultation, patient and professional health-related education, public health, health administration, and other services in accordance with the provisions of P.L.2017, c.117 (C.45:1-61 et al.)

“Telemedicine” means the use of information and communications technologies, including telephones, remote patient monitoring devices, or other electronic means, to support clinical health care, provider consultation, patient and professional health-related education, public health, health administration, and other services in accordance with the provisions of P.L.2017, c.117 (C.45:1-61 et al.)

“Telepsychiatry” is defined as a psychiatric service provided by a psychiatrist or psychiatric advance practice nurse from a remote location over secure, two-way, interactive, audiovisual equipment.

Telepsychiatry

- Telepsychiatry must meet all confidentiality requirements required in HIPAA and HITECH regulations
- All telepsychiatry transmissions must be on a secure line which utilizes an encryption process that ensures confidentiality and the integrity of the information being transmitted.
- (during this Covid-19 time, there have been waivers to specific HIPAA regulations however the need for patient privacy in Telepsychiatry sessions is still essential.)
- There are some relaxations to HIPAA rules during the public health emergency

Pediatric Telepsychiatry

- The use of Telepsychiatry has generally been well accepted by families.
- Pediatric Telepsychiatry provides access to child psychiatrists, psychologists and Licensed Social Workers without the usual prolonged waiting times.
- Access to mental health specialist where there are none in a reasonable geographic location.

Pediatric Telepsychiatry (con't)

In addition to the application in a general pediatric setting, Telepsychiatry is very useful in settings where the child/adolescent is being seen in a general Emergency Department with no Psychiatric services onsite.

Pediatric Psychiatry

According to the AAP, 1 in 5 children have a diagnosable mental health issue. AAP encourages universal mental health screening in children

- The pediatrician is usually the primary resource that parents reach out to for mental health issues in a child.
- Once a need is identified the Pediatric Psychiatry Collaborative (PPC) provides a single referral resource to evaluate and provide a treatment plan.

Pediatric Psychiatry Collaborative (PPC)

The PPC brings pediatric psychiatry within reach of all families in NJ.

- Exists to bridge services and make these services accessible

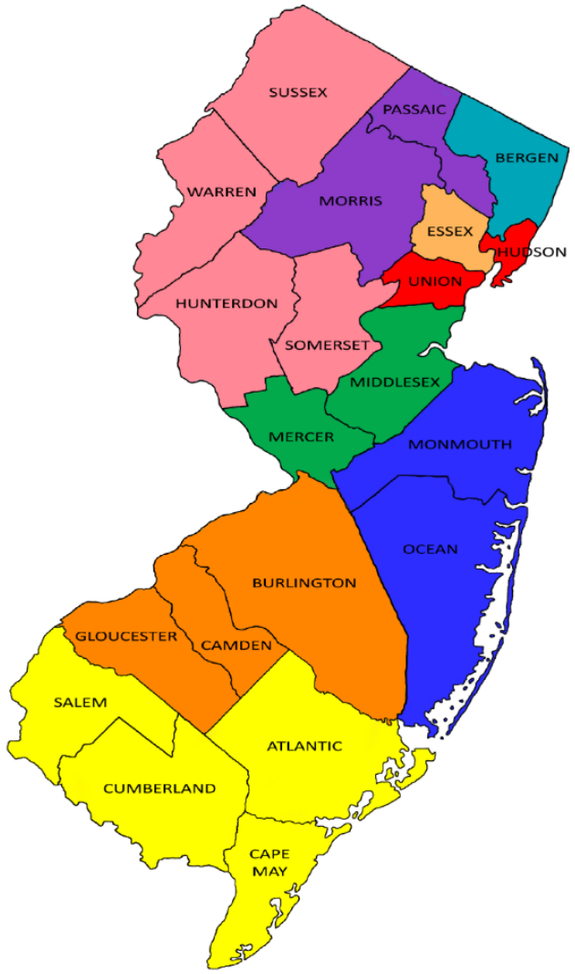
The PPC has been able to create a platform of access to quality care within several days.

- National wait times for pediatric psychiatry services can range from weeks to months.

It encourages collaboration between the primary care physician and the mental health services that the families need.

- Also seeks to educate pediatricians in mental and behavioral health issues

9 Pediatric Psychiatry “Hubs” Serving 21 Counties



- **Atlantic Health Hub @ Newton Medical Center**
- **Atlantic Health Hub @ Goryeb Children’s Hospital**
- **Hackensack Meridian Hub @ Hackensack University Medical Center**
- **Hackensack Meridian Hub @ Palisades Center**
- **Hackensack Meridian Hub @ Saint Peter’s Family Health Center**
- **Hackensack Meridian Hub @ Jersey Shore University Medical Center**
- **Cooper Hub @ Cooper University Medical Center**
- **Cooper Hub @ Pennsville**
- **Essex County served by Rutgers University Behavioral Health Care.**

More information on the Essex Hub can be found here: https://ubhc.rutgers.edu/clinical/community/collaborative-behavioral-health-care-project-essex-hub/collaborative-behavioral-health-care-project-essex-hub/collaborative-behavioral-health-care-project-essex-hub.xml

Screening Tools

- Screening is a type of mental health assessment, one completed very early in the therapeutic process. Other assessments, sometimes called measurements, appraisals, or tests, take place throughout the process.
- Most screening tools used in face to face encounters are available for use in the area of Telepsychiatry.
  - Screening forms available as PDF's can be downloaded and sent to families to fill and return
  - Screening forms are also available online and can be filled and shared. These forms usually provide more privacy to adolescents and are preferred.

Mental Health Assessments

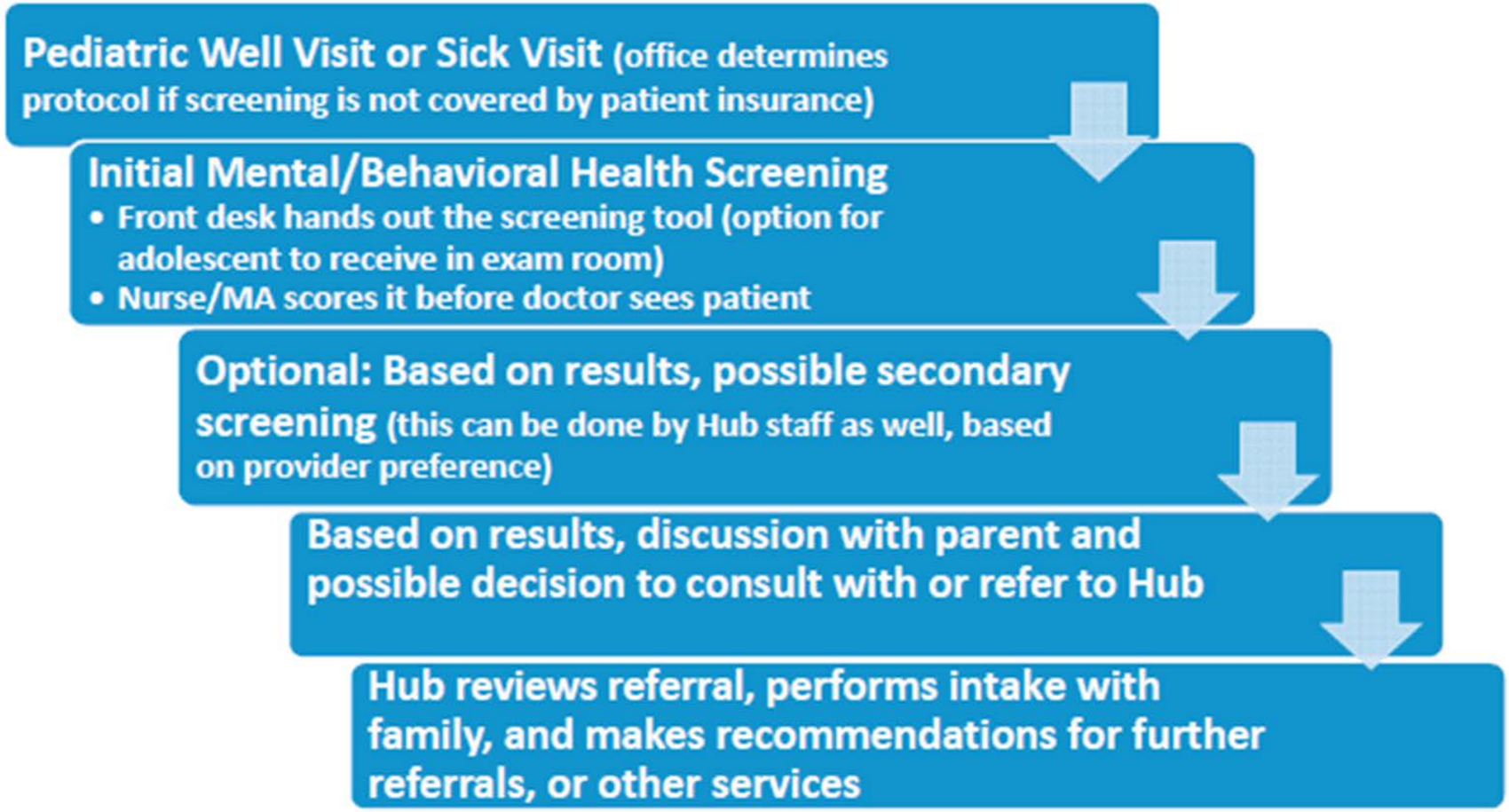
Mental health assessments are used for:

- Identifying symptoms and problems
- Diagnosis
- Treatment planning
- Decision-making
- Identifying the client's strengths
- Measuring the achievement of goals
- Examining progress

Standardized, Validated Mental/Behavioral and Substance Use Screening Tools

- PSC-35 (Pediatric Symptom Checklist)
- Y-PSC (Youth-Pediatric Symptom Checklist)
- SWYC (Survey Well-Being for Young Children)
- CRAFFT 2.1 (Car, Relax, Alone, Forget, Friends, Trouble)

Process for Screening and Referring to the Psychiatry Hubs



Pediatric Psychiatry Hub Program

- 2018-2019 the pilot became a fully funded Statewide Program with funding from DCF for continuation and expansion
- Observed Program Challenges and Gaps
  - Despite the value that Network Hubs offer NJ children & families, patients may still face challenges accessing vital mental health care services.
    - Patients referred for services may miss scheduled appointments
    - Transportation (access to/cost of)
    - Geographic proximity of the Hubs
    - Inconvenience

HRSA
Health Resources & Services Administration

Pediatric Mental Health Care Access Program (PMHCAP)

- HRSA integrates telepsychiatry into pediatric primary care through the Pediatric Mental Health Care Access Program as a solution to improve access to the hub consults
- In 2018 - 18 HRSA PMHCA Telehealth Awardees including NJ.
  - 5-Year HRSA grant awarded to NJ Department of Health (DOH) to ***enhance and supplement*** the Network Hub capacity to include telehealth and tele-psychiatry.
  - Collaboration between DOH, Hackensack Meridian Health (HMH), Rutgers University Behavioral Health Care (RUBHC) and the New Jersey Chapter, American Academy of Pediatrics (NJAAP) to enhance the existing statewide DCF-funded Network

PMHCAP Prior to COVID-19

- The Initial Telepsychiatry sessions were ***only*** occurring between the Pediatrician offices and the CAP at the 9 Hubs.
  - No Patient home visits would be performed until future phases of the project
- Started with pediatric practices in the 4 Hackensack Meridian and Rutgers University Behavioral Health Care (Essex) hubs and then we planned to expand to Atlantic and Cooper until all 9 were up.
- The Hub clinical navigators scheduled the consult as a telehealth visit and notified the pediatrician office of the time for the consult for the patient to return to the pediatric office to the designated Telehealth exam room.
- The post visit workflow remains the same, the CAP provider shares session results with the referring pediatrician and recommends next steps for a care plan and medications.

Impact of COVID-19 Public Health Emergency

- Due to the inability for patients to attend face-to-face appointments, the need for Telepsychiatry has stepped up as an option for both psych consults and primary care visits that lead to the referrals.
- Federal and State regulations on Telehealth have been temporarily relaxed and updated for HIPAA, Consent requirements, Billing, etc.
- The DEA relaxed rules for prescribing Schedule 2 controlled substances under Telehealth.
- Guidance for New Jersey providers have been put out by the Department of Banking and Insurance and the Department of Community Affairs.
  - Standards of Care still apply and are the same for telehealth or in person
  - Need not review patient records before the encounter
  - Telephone calls are now options for visits
  - Need not use specialty video services: Skype and Facetime are now OK.
- New Legal Protection
  - Immunity applies to telemedicine and telehealth treatment

PMHCAP during the COVID-19 Public Health Emergency

- Patient visits from home became the ***primary*** option for hub visits.
- All 9 hubs needed to be on Telepsychiatry immediately.
- Pediatric offices needed to be advised of options to conduct screening visits via telepysch and to send referrals to the hub
    - Advised of HIPAA and Consent changes
    - Advised hubs to consider patient scripts for telehealth sessions
- Each Hub had to rapidly adopt patient friendly Video Conferencing platforms; some are interim solutions.
- Escalation in anxiety cases have been reported by the program.
- During this time, the Hub clinical navigators adjusted scheduling process from hub to hub.
- The Patient's use mobile phones, tablets or computers to conduct the Telepsychiatry appointment
- Appointments begin after APP download or by clicking on links from text messages or emails.

Patient Direct to Provider:

Telepsychiatry Video Conferencing Platforms

- During this grant, we have evaluated over 10 options for Telepsychiatry video conferencing. All have different price points and features for convenience
  - Zoom, BlueJeans, Doxy.me, Webex, Goto meeting, Google Meets, Microsoft Teams, Skype for business, Facetime, Doximity, etc.
  - Built directly into the Hospital clinical system – EPIC
- The priority should be finding a solution that is easiest and most convenient for a patient to use
- If possible, we recommend adopting video conferencing recommended by the hub, so patients have a similar experience when they have the hub visit
- Consider a back up option in case the primary video conferencing doesn't work.
- Follow "best practices" for consent and HIPAA.

Telepsychiatry Platforms Leveraged by the Hubs

Atlantic Health Hubs

- Doxy.me

Rutgers University Behavioral Health (Essex Hub)

- Doxy.me
- Zoom

Hackensack Meridian Hubs

- BlueJeans
- Video Conferencing integrated into the EPIC EMR
- American Well

Cooper Hubs

- Webex
- Video Conferencing integrated into the EPIC EMR

Telepsychiatry Equipment

Apple or Android Tablets

- Best option for Telepsychiatry if the video conferencing software supports it.
- Built in camera and audio with higher quality and is less costly then laptop or desktop.
- Portable to move from exam room to exam room or to take home.

Laptop

- Comes with built in speaker and camera - not the greatest quality of video though
- Portable to move from exam room to exam room or to take home.
- Desktop – usually requires an external speaker/mic and external camera

Carts

- For tablets
- For computers

Be Prepared for Life after the Public Health Emergency

- "Get used to it and Embrace" – Going forward, Telehealth in New Jersey ***is likely*** to become accepted as a way of delivering care and not likely to revert too far backwards.
- Although Federal and State regulations on Telehealth have been relaxed, ALL rules will not remain after the emergency is lifted.

Success to Date

- Post COVID-19
  - Original plans included the rollout of 3 Hubs in Telepsychiatry by the end of this year
  - All 9 Hubs are operational since mid March 2020
  - Within 9 weeks, approximately 125 Telepsychiatry and virtual visits (combined) for pediatric patients through the PPC
- Trial and Error
  - Equipment
  - Platform effectiveness
  - Interpreter involvement
- Implementation in several offices
  - Feedback provided has been positive
  - Telepsychiatry has improved communication between all parties involved

Options for Telehealth in Our Program

Access to healthcare….where and how our patients and providers need it!

- The pediatric screening visit can occur either from the original pediatrician office or from the patient's home or location.
- The psychiatric consult can occur either from the original pediatrician office or from the patient's home or location.
- Hub child & adolescent psychiatrist (CAP) can also be remote and not physically at the Hub location
- 3-way consults can occur (patient, parent, case worker, provider's, etc.)
- eConsult visits between providers to review a case and to prescribe and set a care plan
- Expanded use of Telepsychiatry tools for provider evaluation, testing and training purposes
- (Future) Dedicated Telepsychiatry rooms regionally located in each hub to assist vulnerable populations and underserved areas.

Provider to Provider:

Patient Direct to Provider:

Coming Soon

Implementation in the future of the PPC

- 3 platforms to be utilized
  - Face to face
  - Telepysch from home
  - Telepysch from pediatric offices

New consult form to be released

- Clarity provided on warm handoffs
- Constantly seeking to encourage ongoing education of behavioral and mental health issues

Accessing the PPC Hub Telepsychiatry Services

- Already registered with the PPC?
  - Consult request
- Not registered?
  - Register at NJAAP.org
- Program Coverage for Initial Psychiatric Evaluation
- Collaborative Effort
  - Not a Crisis Center

Interested in Telepysch Services and part of the PPC? Call Your Hub

- Atlantic Health Hub @ Newton Medical Center – Beth Young - 973-971-4710
- Atlantic Health Hub @ Goryeb Children's Hospital – Beth Young - 973-971-4710
- Cooper Hub @ Cooper University Medical Center – Lisa (Ann) Turtz-Hartman– 856.342.2000 x1009714
- Cooper Hub @ Pennsville – Lisa (Ann) Turtz-Hartman- 856.342.2000 x1009714
- Hackensack Meridian Hub @ Hackensack University Medical Center – Jose Posos- 201-854-5250
- Hackensack Meridian Hub @ Palisades Center – Jose Posos- 201-854-5250
- Hackensack Meridian Hub @ St. Peter's Family Health Center – Krissy Lubas 732-481-8498
- Hackensack Meridian Hub @ Jersey Shore University Medical Center – Krissy Lubas- 732-481-8498
- Rutgers University Behavioral Health Care (Essex Hub) – Cynthia Stevens – 973-972-7889

Questions?

Please contact:

NJAAP

Mental Health Collaborative

609-842-0014

mhc@njaap.org

Resources

- Screening tools are available on respective tool's website
- Www.Massgeneral.org/psychiatry
- www.ncbi.nlm.nih.gov/pmc/articles/PMC4310476
- Up to date information on Telepsychiatry regs available at Center for Connected Health Policy website
  - Note: most of these do not apply to peds