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Infused Telemental Health Home Monitoring

RIGHT CARE
RIGHT TIME
RIGHT PLACE

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Faculty Disclosure

- Deborah Harris-Cobbinah, MSN, ANP,MHCNS,BC
- Conflict of Interest: None
- Employer: Dept. of Veterans Affairs
- Sponsorship: None

DEBORAH HARRIS-COBBINAH
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- Employed in VA system since 1976
- Specialty Mental Health and Addiction Nursing
- Adult Medicine – NP – Primary/ Urgent Care
- Certified Alcohol and Substance Abuse Counselor
- Mental Health Clinical Nurse Specialist
- Currently New York Harbor Telemental Health Care Coordinator

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Personal Nursing Philosophy

- Man/woman functions as a holistic being that acts on, interacts with and reacts to the environment as a whole person.

Personal Nursing Philosophy

- I believe that Veterans with a MH diagnosis must have access to comprehensive and integrated high quality health care

DID YOU KNOW?

1. 1 out of 5 American Adults suffer from mental illness

2. Most patients with an MH diagnosis have at least one medical diagnosis

Session Goal:

The following presentation will provide:

- Current information to health clinicians regarding expanded provisions of patient care beyond mental health institutional settings to Veterans with mental health and co-morbid medical diagnosis using health informatics, integrated mental health and medical disease management protocols and Telehealth technologies.

- Review New York Harbor's Telemental Health Program

Session Objectives:

Learners will be able to:

1. Identify the key concepts of Infused(integrated) Telemental home monitoring.
2. List three mental health diagnosis and three co-morbid medical diagnosis that are monitored in the Infused Telemental Health program.
3. List three cost saving advantages of Infused Telemental Health home monitoring

History of Telemental Health CCHT Program

- CCHT and Telemental Health (TMH) are nationwide VHA programs
- 2003 – Care Coordination (CCHT) started
- 2008 – Telemental Health added a subdivision (New York Harbor pilot program), hired designated Mental Health Nurses as care coordinators.
- New York Harbor has 1300 CCHT enrollees
- 190 CCHT enrollees in New York Harbor Mental Health CCHT
- Two designated Mental Health Care Coordinators

Purpose of Infused Telemental Health Monitoring

- Ensures comprehensive, and integrated high quality health care
- Provides alternative health care service, using home monitoring devices and case management to Veterans in urban and rural communities
  - Augments care provided by VHA, non-VA medical and MH providers
  - Ensures continuity of care

Purpose of Infused Telemental Health Monitoring

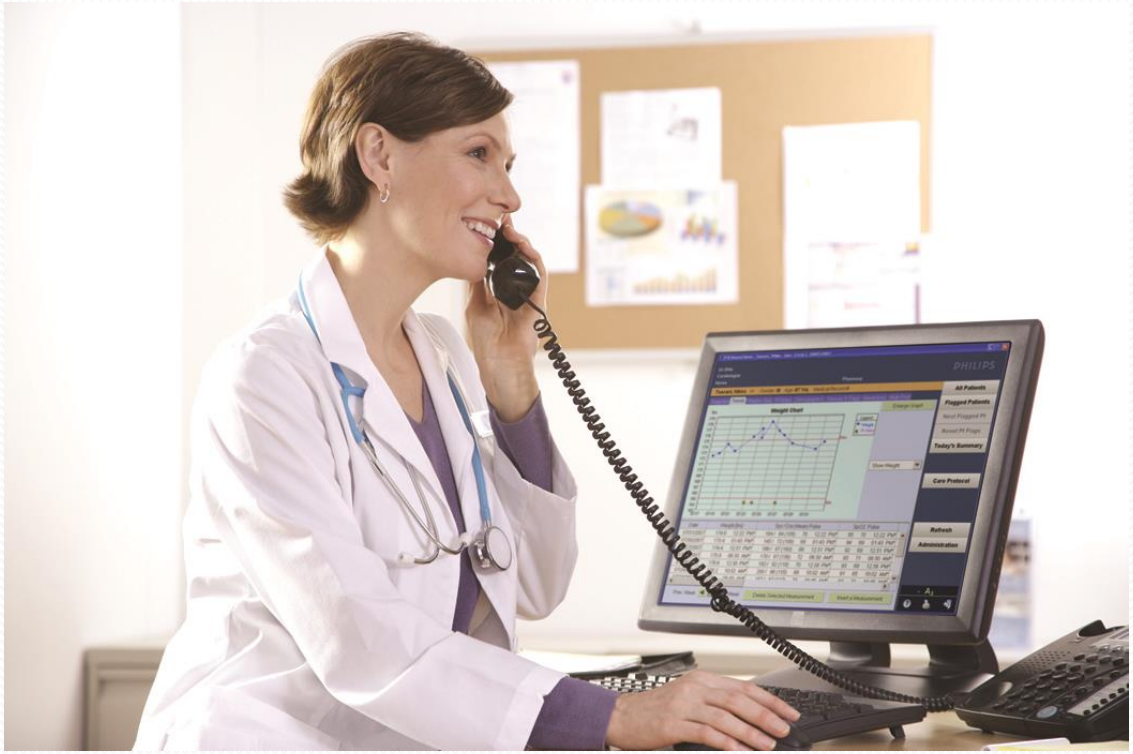
- Monitors remotely and between visits:
  1. Biometric data
  2. Behavioral data
- Educates Veterans and Care Givers:
  1. Self-management and wellness skills
- Provides early and remote interventions
- Keeps MH Veterans engaged in daily treatment

Infused Telemental Health's Treatment Design

- Utilizes FDA approved in-home messaging devices and telephone automated program for disease management of MH diagnoses and MH diagnosis with medical co-morbidity
- Provides case management by RNS
  - Who specializes in Mental Health Nursing
  - Who have medical nursing experience

Role of Telemental Health Nurse

- Daily monitoring of alerts:



Assessment of alerts

- Low alerts-patient is within set parameters- no need for follow-up.
- Medium alerts-patient may have a question/request to be contacted by monitoring nurse or has abnormal parameters
- High alert-is out of assigned parameters. Patient may report symptoms that require immediate intervention

Role of Telemental Nurse

- Nurse contacts patient and verifies data reported. May have patient repeat readings
- Nurse documents assessment in the electric records
- Primary care provider(PCP) can be alerted by attaching his/her name as a an additional co-signer
- PCP can contact patient and follow-up with appropriate treatment
- If crisis intervention is required-nurse will instruct patient to call 911 or come to urgent care

Criteria for Admission:

- Veterans with established mental health diagnosis
- Veterans with primary MH diagnosis and chronic co-morbid medical diagnosis
- Veterans receiving MH treatment
- Stable residence and telephone access
- Veterans who agree to daily log-ons

<u>Exclusion Criteria:</u>

- Acutely violent/unstable patients with poor impulse control
- Acutely suicidal patients

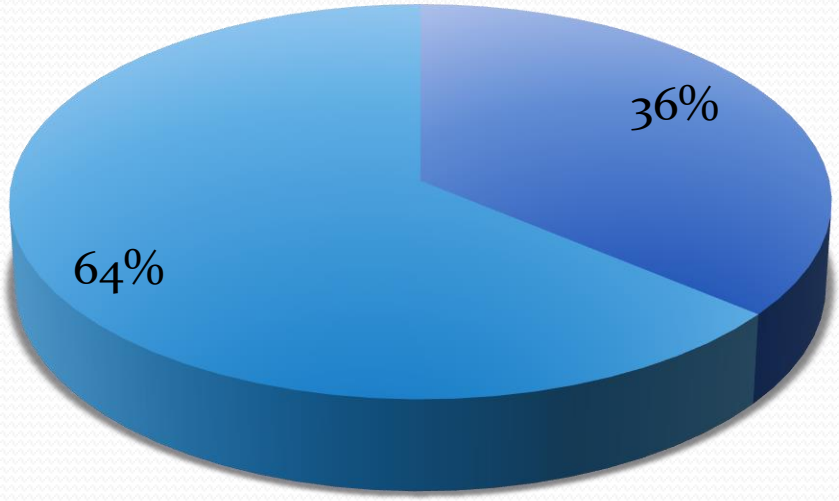
Data to Support Infused Telemental Health Monitoring:

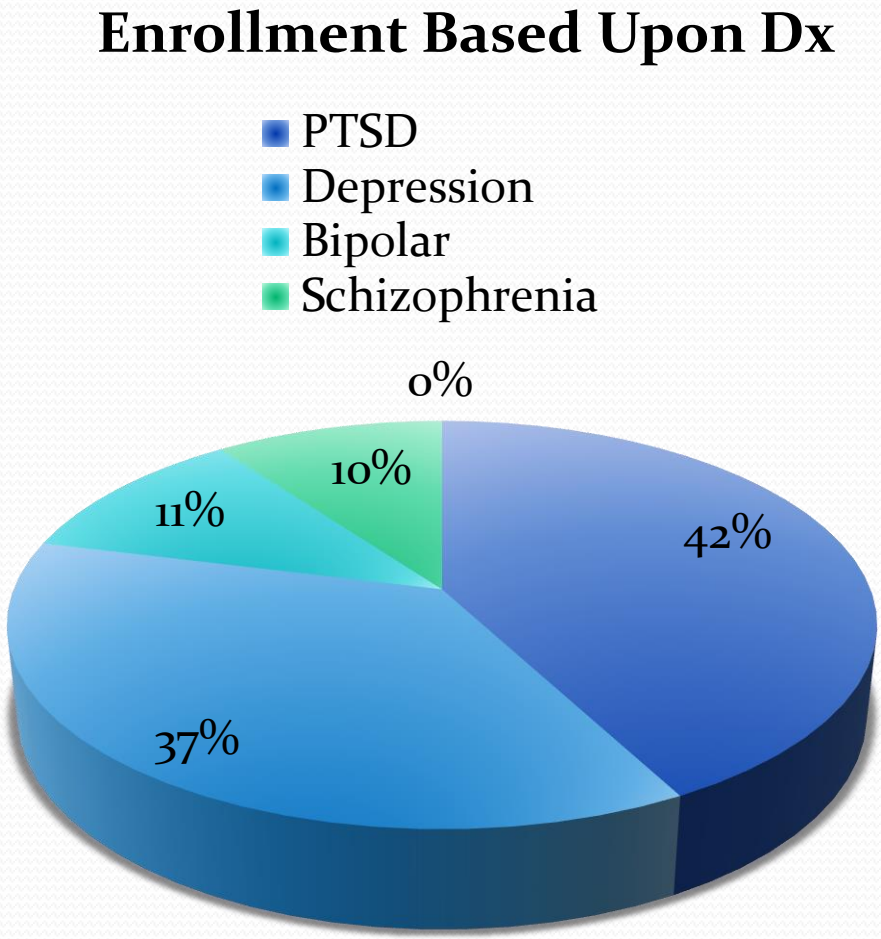
- A retrospective chart review of 100 Veteran enrolled in Telemental Health CCHT more than 12 months from 2009-2011

Data Reviewed

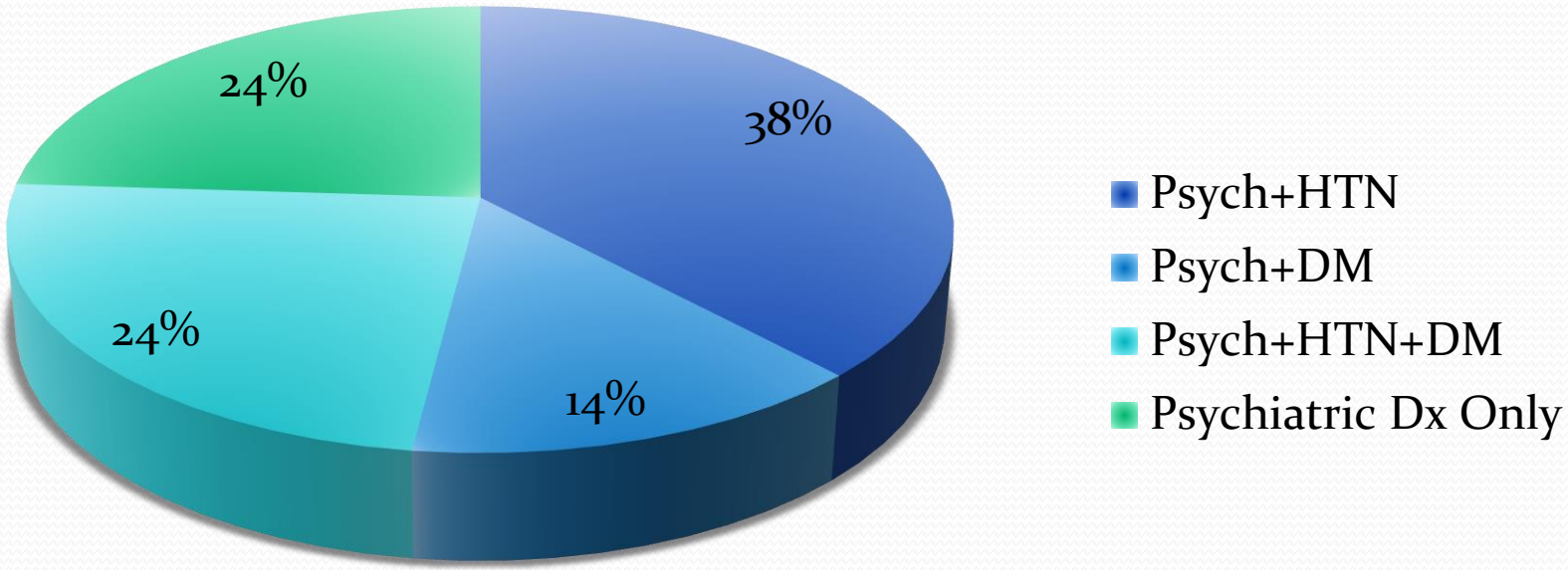
1. Mental Health DMP (Disease Management Protocols)
2. Patients with MH/co-morbid medical (DMPS)
3. Number of in-patient MH admissions
4. Number of in-patient medical admissions

Enrollment in TeleMental Health

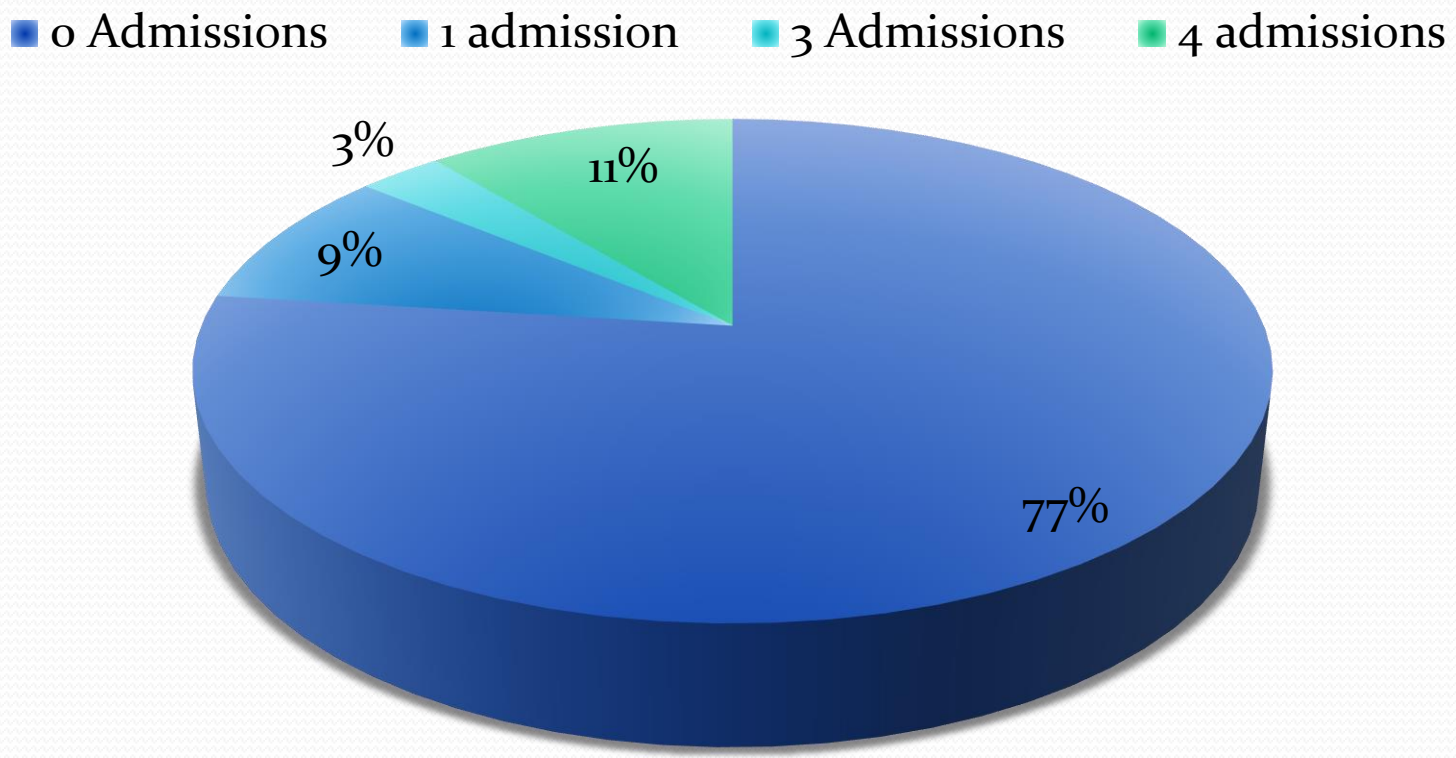




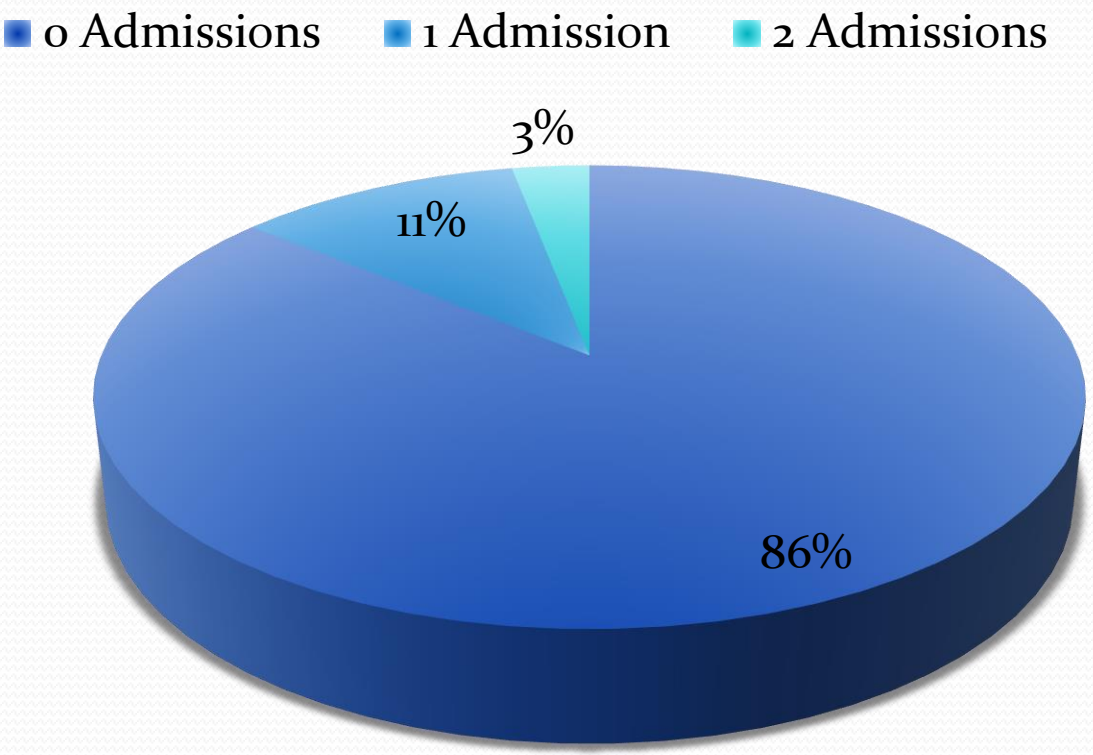
Psychiatric Diagnosis and Medical Co-morbidity Findings:



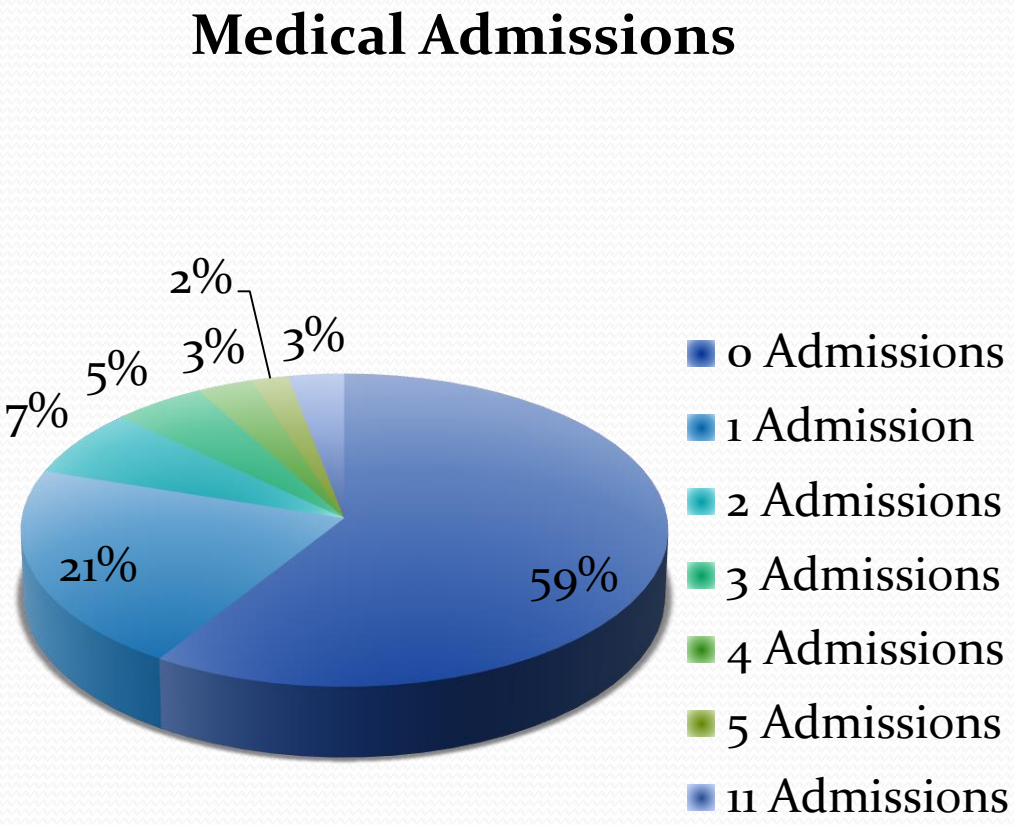
Medical in-patient admissions for Veterans enrolled 12-24 months

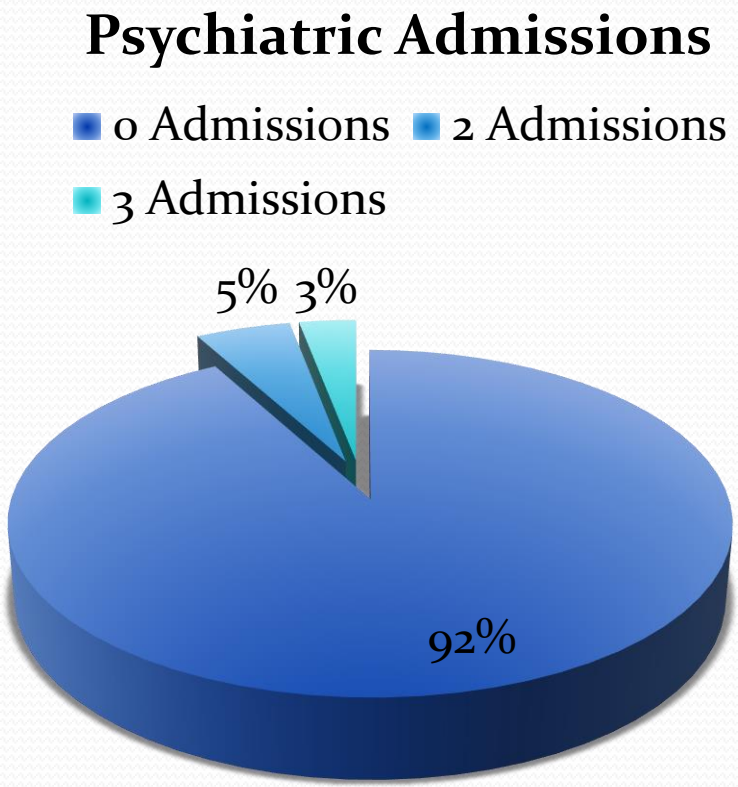


Psychiatric in-patient admissions for Veterans enrolled from 12-24 months

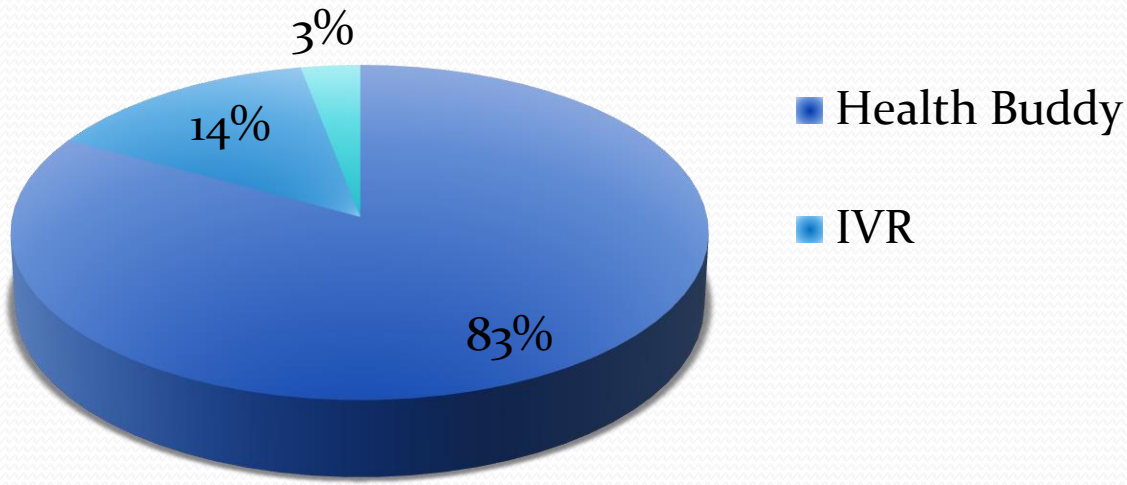


Number of In-patient Admissions in Veterans Enrolled in TeleMental Health for 24+ months





TeleHealth Devices Utilized



Example of devices used

BOSCH

Benefits of Infused Monitoring:

- Decreases bed days of care
- Decreases clinic and ER visits
- Decreases travel between clinics and hospitals
- Increase quality of life
- Early identifications of changes in patient's clinical status
- Patient and care giver support

Infused Telemental Health monitoring:

1.Majority of patients have at least one co-morbid medical diagnosis

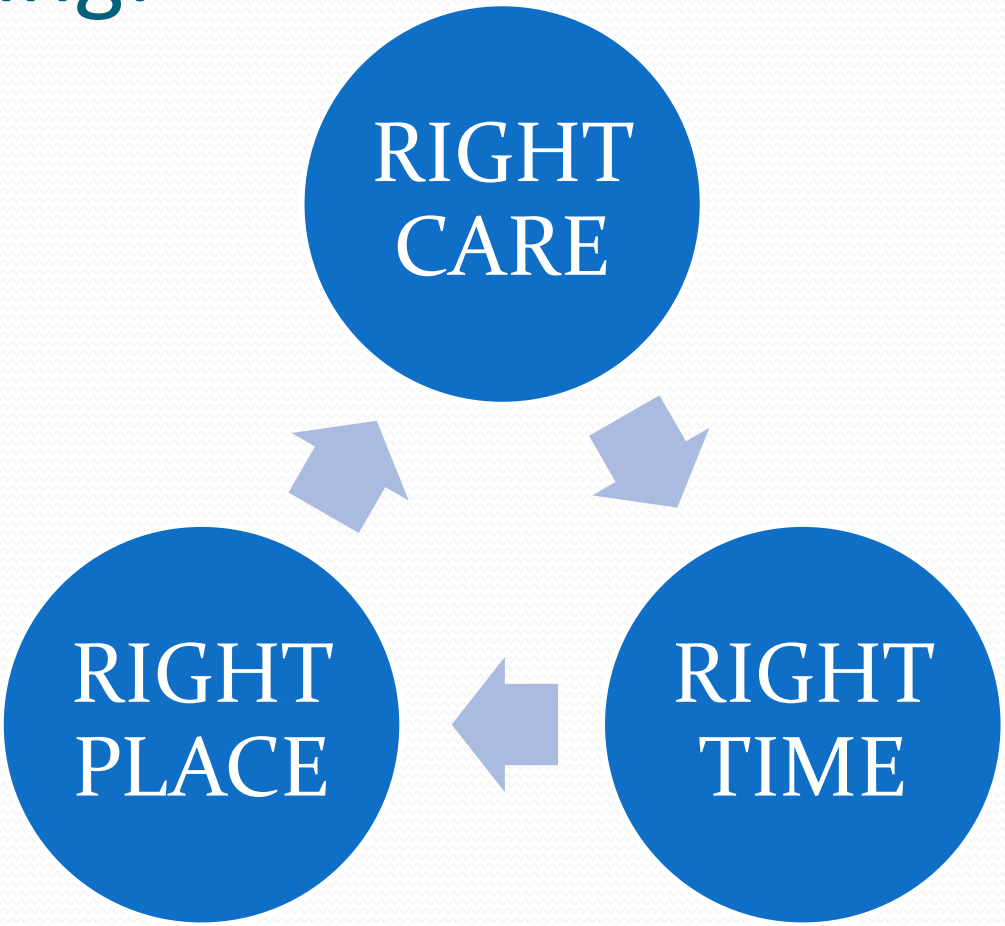
2.Facilitates access to care

3.Improves the health of Veterans

4.Demostrates a need to expand the development of integrated, co-morbid disease management protocols

5. Is a holistic and cost effective way of managing MH patients with co-morbid medical disorders

Infused Telemental Health Home Monitoring:



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POLICE BOX
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any
Questions?

THANK YOU