A photograph of a young man with short brown hair, smiling slightly. He is wearing a light blue, short-sleeved, horizontally striped t-shirt and a black backpack strap over his right shoulder. He is holding a large stack of approximately ten old, yellowed books against his chest with both hands. The background is a gradient from purple at the top to teal at the bottom.

changing  
lives

# TELEHEALTH

Anna M. Baznik  
President/CEO



# ABOUT US



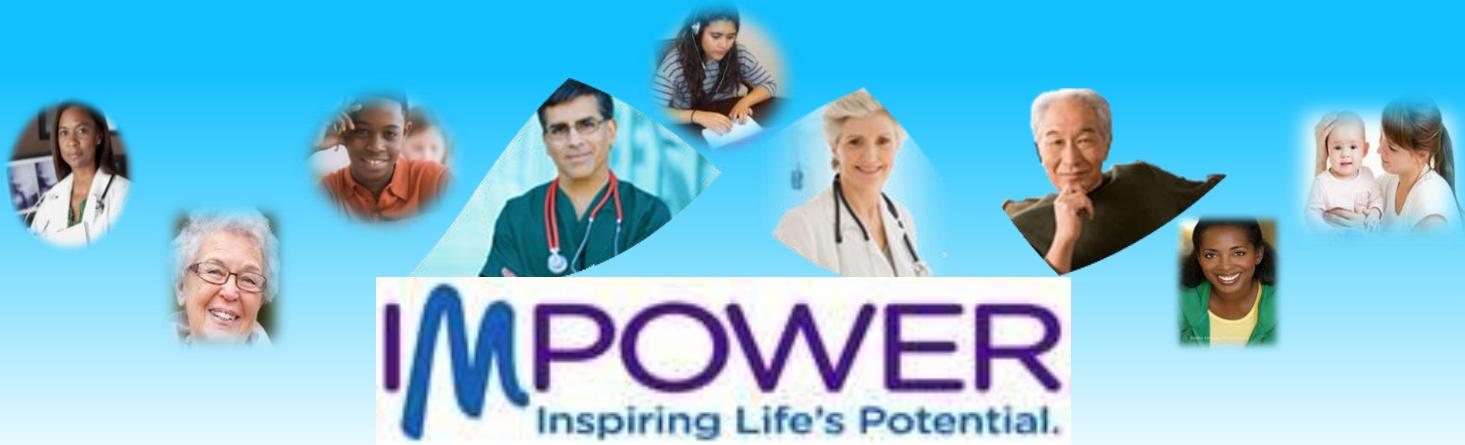
- Leading non-profit mental health and child well-being organization founded in 1994 rooted in Central Florida
- Florida's leading provider of TELEHEALTH Services
- Services delivered STATEWIDE
- Primary services include mental health, substance abuse, & psychiatric treatment, prevention, case management, adoptions, and independent living
- Serve more than 11,000 individuals and families via telehealth, home, school and community-based settings
- Primary Funding streams: AHCA (MMAs), DCF/Managing Entities, Medicare, FQHC, Cigna, Aetna, FL Blue, TriCare, Humana, United.

# MERGER



- Merger Completed July 1, 2018
- 70-Bed Substance Abuse Residential Treatment Facility for Adolescents
- SA Counseling
- Prevention Programs

# Shortages in Mental Health Practitioners



- 89.3 million Americans live in federally-designated Mental Health Professional Shortage Areas
- Data show a need for 25.9 Psychiatrists per 100,000 people to meet current mental health crisis. National average is 10 per 100,000 people. Florida has only 7 per 100,000 people.
- Average age of U.S. Psychiatrist is over 55

# Mental Health Needs Unmet



- 1 in 4 adults (approx. 61.5 million Americans) experiences mental illness in a given year
- 1 in 5 youth ages 13 to 18 have severe mental health disorders in a given year
- 50% of all chronic mental illness begins by age 14
- Approx. 60 % of adults & 50% of youth with mental illness received no mental health services in the previous year

# Why Telehealth? Why Now?

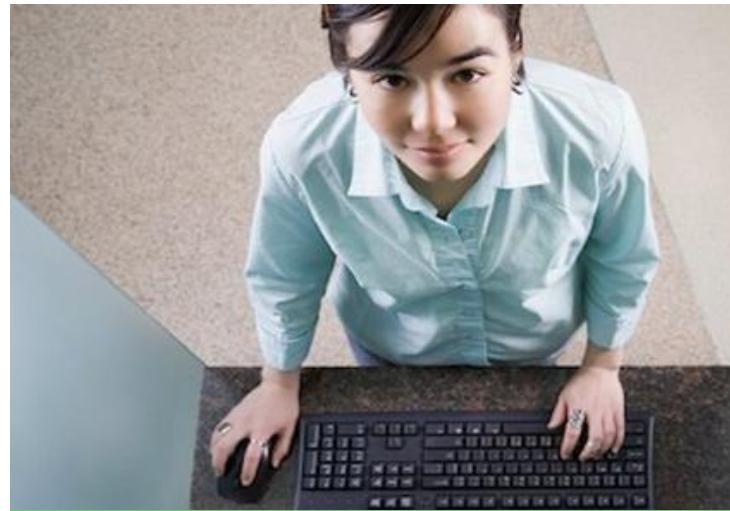
- ◆ Lack of Access to Treatment
- ◆ Rural / Geographic Challenges
- ◆ Insufficient Transportation
- ◆ Long Wait Lists
- ◆ Behavioral Health Well-Suited

# What is Telehealth?

Telehealth is the use of electronic information and telecommunications technologies to deliver healthcare from a distance.



# TELEHEALTH IS A SOLUTION



Kiosk

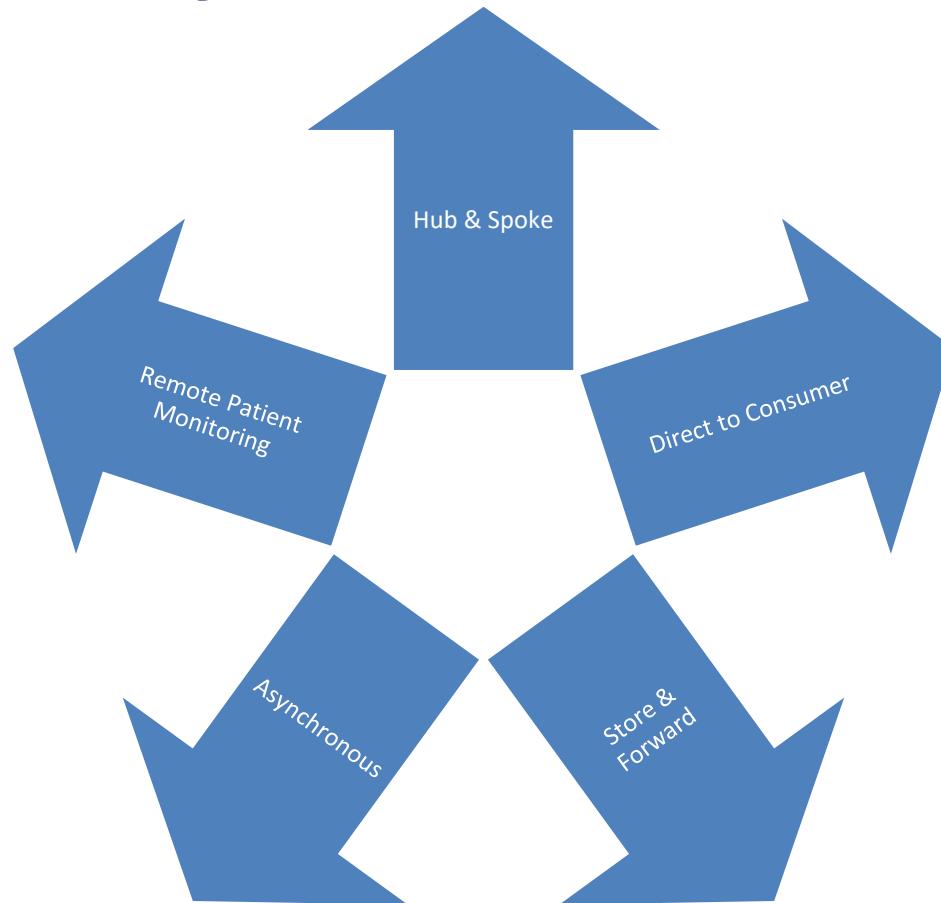


Smart Phone/Tablet



Telephone

# Common Types of Telehealth



# Our Pilot



- ◆ The Haven Home
- ◆ Developed P&Ps & Best Practices
- ◆ Informed Consent & Training Acknowledgement
- ◆ HIPAA Compliant Platform
- ◆ Trained Psychiatrists to use Telehealth
- ◆ Went “live” in March 2013
- ◆ In accordance w/ American Telemedicine Assoc.

# IMPOWER's FIRST TELEHEALTH RECIPIENT

## March 29, 2013



"Allie" - Age 9



# Capacity & Practitioners

- Over **130,000** Telehealth Services Provided
  - 800/week (over 50 Practitioners)
- Board Certified and/or Board Eligible Adult & Child Psychiatrists
- Psychiatric ARNPs
- Psychiatric Physician Assistants
- Physician Assistants (PA-C) LCSWs, LMFTs, & LMHCs and Masters Level Therapists
- Virtual Treatment Teams

# Telehealth Services

- ◆ Individual Therapy
- ◆ Family / Group Therapy
- ◆ Behavioral Health Assessments
- ◆ Psychiatric Evaluations
- ◆ Psychiatric Medication Management
- ◆ Substance Abuse OP and IOP
- ◆ Child Well-Being Services (Child Welfare)



# Multi-Participant Platform

- When it is clinically appropriate for others to participate
- Can include other family members, practitioners, caseworkers, etc.
- Various Services (case consultation , treatment team)
- Connections occur through secure URL link



# Collaboration among Practitioners



# Top 10 Diagnoses

Top 10 Telemedicine Diagnoses		
	Axis Code	Diagnoses
1	314	Attention-Deficit/Hyperactivity Disorder, Predominantly Inattentive Type
2	314.01	Attention-Deficit/Hyperactivity Disorder, Combined Type or Predominantly Hyperactive-Impulsive Type
3	296	Bipolar I Disorder, Single Manic Episode, unspecified
4	296.9	Mood Disorder NOS
5	309	Adjustment Disorder with Depressed Mood
6	300	Anxiety Disorder NOS
7	313.81	Oppositional Defiant Disorder
8	296.3	Major Depressive Disorder, Recurrent, unspecified
9	309.81	Posttraumatic Stress Disorder
10	296.8	Bipolar Disorder NOS

## WHEN & WHERE ?

- ◆ Individuals may be seen from home, work, or anywhere they have privacy
- ◆ Practitioners may conduct from home/office
- ◆ Evenings and weekends available
  - ◆ M-F 8 a.m.- 8p.m., Sat. 9 a.m.-1p.m.
- ◆ 24/7 Virtual Crisis Response Team



# Equipment Needed

- ◆ Smartphone/tablet
- ◆ PC or Mac w/ Camera
- ◆ Internet connection





# FLORIDA | Board *of* Medicine

- Spring of 2014, Rule 64B8-9.0141(4) F.A.C., prohibited physicians to prescribe controlled substances via telehealth
- Problem: Many therapeutic drugs for mental illness are in controlled drug classes
- Sought legal counsel, petitioned for variance, acquired waiver to resume provision of med. mgt. services via telehealth in Oct. 2014.
- **IMPOWER was granted a waiver as the only entity in FL whose practitioners can legally prescribe non-narcotic controlled substances via telehealth**



FLORIDA | Board *of* Medicine

## OUTCOMES

- Clients More Likely to Seek Treatment Due to Convenience Factor
- Clients More Likely to Stay in Treatment - Less Likely to Cancel or No Show
- New Client Evals More Timely (Reduction in wait time from 8 weeks to 2 days)
- 98% Patients Satisfied w/ Their Telehealth Services
- 10% Fewer Prescriptions Written to Telehealth Group

# University of North Florida Study



- ◆ Two year study of IMPOWER Telehealth Services
  - ◆ Cohorts Matched in age, gender, diagnosis & clinician
  - ◆ Study of services provided over a five year span
  - ◆ 557 client files were reviewed
  - ◆ Outcomes:
    - ◆ Quality – both cohorts improved similarly
    - ◆ Access to care – Telehealth cohort = increased access to care
    - ◆ Medication Adherence – Telehealth cohort = increased medication compliance

# Prescriptions



- All completed electronically
- Dr. First – Surescripts Hx
- Controlled – Schedules II- V
- Cooperating Pharmacies
- 24-hour delivery to Px – free of charge
- Authorizations
- Enrollment in free and discounted med programs



- Clients go to nearest Publix
- Complete Testing
- Data Uploaded into IMPOWER EHR nightly
- Biometric Data Available to Practitioners



*Health Check Kiosk,  
custom-built to  
measure biometrics  
such as blood  
pressure, weight,  
height, BMI,  
respiration, and  
blood oxygen*

# BENEFITS



- More Likely to Seek Help
- Brings Care to Patient
- Increases Practitioner Selection
- Reduces Travel Time and Costs
- Improves Satisfaction in Health Care
- Improved Medication Compliance
- Reduces Stigma
- Reduces No Shows
- Reduces DCM Travel / Mileage costs
- Allows greater SOC partner participation
- Reduced school / work absences
- Streamlined permanency

## Multi-Observer Feature – SOC access

- When it is clinically appropriate for others to participate
- Can include other family members, practitioners, caseworkers, etc.
- Various Services (case consultation , treatment team)
- Connects occur through secure URL link
- FTCs & STCs
- Case Transfer staffings
- Mediation & Case Plan Conferencing



# How to Access Services

- ◆ All Electronic
- ◆ Online Referral
- ◆ Download App & Testing
- ◆ Online Appointment
- ◆ Increased Appointment Options
- ◆ Client Reminder
- ◆ Decreased Client No Shows



# [www.empowerfl.org](http://www.empowerfl.org)

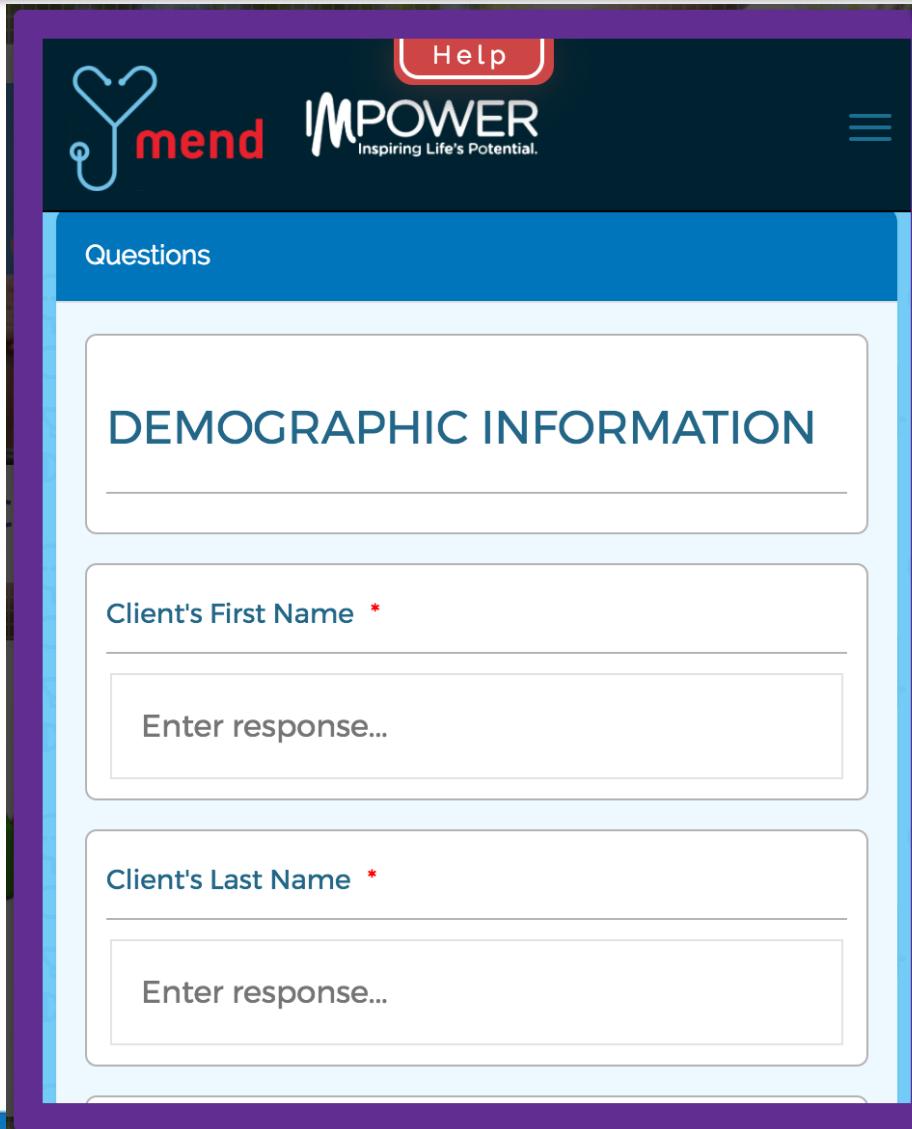


Refer Myself or My Child



Refer Another Person





The image shows a smartphone displaying the IMPOWER mobile application. The app has a dark blue header bar with the 'mend' logo (a heart icon and the word 'mend' in red) on the left, a 'Help' button in a red box on the right, and a menu icon (three horizontal lines) on the far right. Below the header is a light blue navigation bar with the word 'Questions' in white. The main content area has a light gray background and features a large, bold, dark blue title 'DEMOGRAPHIC INFORMATION'. Below this title is a thin horizontal line. Underneath the line, there is a form field for 'Client's First Name \*' with a red asterisk, followed by a text input box with the placeholder 'Enter response...'. Another thin horizontal line follows. Below this line is another form field for 'Client's Last Name \*' with a red asterisk, followed by a second text input box with the placeholder 'Enter response...'. The entire application interface is framed by a thick purple border.

Questions

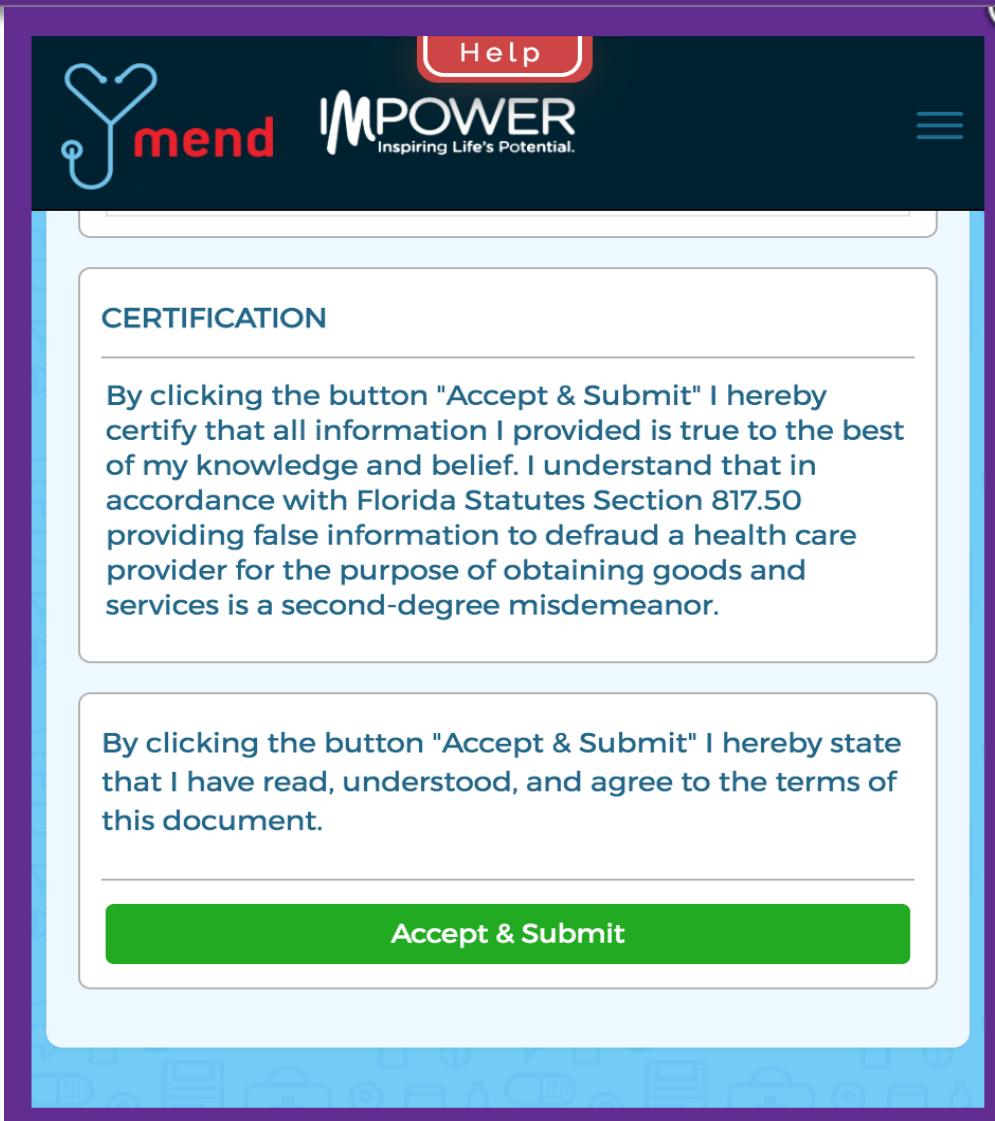
DEMOGRAPHIC INFORMATION

Client's First Name \*

Enter response...

Client's Last Name \*

Enter response...



The screenshot shows a mobile application interface for "mend" (Healthcare) and "IMPOWER". The top navigation bar includes the "mend" logo, a "Help" button, and the "IMPOWER" logo with the tagline "Inspiring Life's Potential." A three-line menu icon is also present. The main content area is titled "CERTIFICATION" and contains two statements. The first statement is a legal disclaimer about providing false information to defraud a health care provider. The second statement is a general acceptance of terms. At the bottom is a large green "Accept & Submit" button. The background features a blue patterned footer.

**CERTIFICATION**

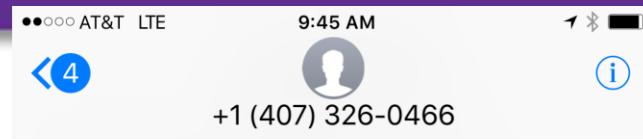
By clicking the button "Accept & Submit" I hereby certify that all information I provided is true to the best of my knowledge and belief. I understand that in accordance with Florida Statutes Section 817.50 providing false information to defraud a health care provider for the purpose of obtaining goods and services is a second-degree misdemeanor.

By clicking the button "Accept & Submit" I hereby state that I have read, understood, and agree to the terms of this document.

**Accept & Submit**



# www.impowerfl.org



Your video appointment with Impower is scheduled for Sunday, July 23 at 10:00 AM EDT. Use this link to confirm your appointment: <https://mend.ws/Up1V7>. Video link: <https://mend.ws/k7mDU> Video session code: [237173](#) At the scheduled time, please click the link provided.

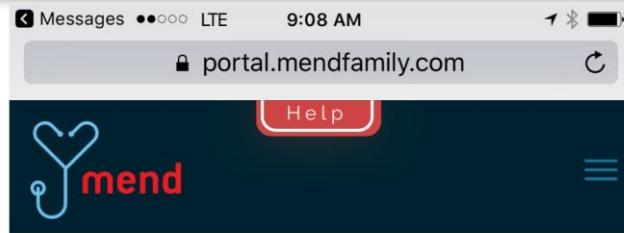
Today 9:45 AM

Video link: <https://mend.ws/k7mDU> Video session code: [237173](#) Your telemedicine appointment is about to begin. To begin your Secure Video Chat with Impower please click the link provided.



Text Message





Please enter your birthdate to continue

M /  D /  Y  Y  Y

1	2	3
4	5	6
7	8	9
Del	0	Go



••○○○ AT&T LTE      9:07 AM      🔋

< 32      ^ ^      v v

 mend

 IMPOWER  
Inspiring Life's Potential.

Making healthcare easier for everyone.

Your telemedicine appointment has been scheduled

Dear Amy:

**Your secure video appointment has been scheduled:**

Impower  
Austin Giovanetti, PA  
Sunday, July 23 at 10:00 AM EDT

1. **For Video Visits using Apple or Android phones or tablets, download the Mend app and connect to WiFi if possible.**

- a. [Apple App Store](#)
- b. [Google Play](#)
- c. The app will require a 6 digit session code. This code will be sent to you as a reminder before your visit by email and/or text.
- d. If connecting from a computer, Google Chrome is preferred, but Internet Explorer and Firefox are also compatible.

2. **Please confirm your appointment: [Confirm Appointment](#)**

3. **Test your video connection prior to your visit**  
Please test your connection at this link: [Connection Test](#)

4. **Prepare any information that may expedite care from your provider.**  
For example, if you are sick, take your temperature. Prepare a list of your current medications, and notify your provider if your medications have changed recently.

5. **Start your visit**

- a. Find a quiet, confidential space.
- b. Please connect 10-15 minutes before your scheduled appointment time.
- c. If you are on a computer, please use this link to start your visit: [Start Your Visit](#).
- d. If you are using a cell phone or tablet, enter session code **237173** in the Mend app.
- e. Enter your birth date when prompted.
- f. If you haven't already done so, you will be prompted to accept disclosures and agreements before accessing your appointment.

Flag      File      Delete      Back      Edit

©

## TELEHEALTH INVESTMENT

NECESSITY	COST
Telehealth Consultant	\$452,000.00
Internet/IT Upgrades	\$7,200.00
Hardware (laptops, etc.)	\$6,000.00
ATA/Trainings	\$2,400.00
Platform Usage	\$100,000.00
EMR Linkages	\$4,000.00
Board of Medicine	\$15,000.00
TOTAL	\$586,600.00 (6 years)

# Where are We Now?

- Virtual Crisis Response Teams
- Over 130,000 Telehealth Services Delivered To Date
- Partnerships with State/County Government, Law Enforcement, Community Organizations, Physician Practices, Hospitals, Universities, & Group Care Facilities
- Integrating General Medicine
- Influencing Telehealth Legislation – Telehealth Advisory Council
- Projects with CBCs, MEs and major insurance
- Impacting Statewide HEDIS
- Providing AHCA Expertise to Change Regulations
- Hiring Practitioners Statewide
- Implementing comprehensive SA OP Program



# Questions?



**[www.empowerfl.org](http://www.empowerfl.org)**