

# TELEMEDICINE @ MIND & BODY WORKS, INC.

Successful outpatient models of care providing both home-based and school-based care across Hawaii



# OUR TELEMEDICINE JOURNEY

- In 2009 we converted the existing private practice patients to telepsychiatry
- In 2010 we received an emergency contract from the Department of Education that allowed us to use telemedicine in the process of diagnosing & treating students with moderate to severe mental illness on the islands of Maui, Molokai and Lanai. It became statewide in 2014
- We see patients in their homes and in schools across six Hawaiian islands and three states
- No grant funding --- No university funding --- No venture capital



# WE ALSO TEACH HOW TO DO TELEMEDICINE WELL AT NATIONAL CONFERENCES

- A Road Map to Establish and Sustain a Telepsychiatry Practice. Clinical Perspective. American Academy of Child and Adolescent Psychiatry 63rd Annual Meeting on October 27, 2016.
- Asynchronous Telehealth Technologies to Improve the Quality of Children's Mental Health Care. Clinical Perspective. American Academy of Child and Adolescent Psychiatry 63rd Annual Meeting on October 27, 2016.
- "Media Training for Telehealth." Half-day Educational Program presented at the American Telemedicine Association Annual Meeting in Minneapolis, MN on May 14, 2016.
- "Telepsychiatry From the Trenches." Lecture presented at the American Academy of Child and Adolescent Psychiatry 62nd Annual Meeting on October 31, 2015.
- "The Telehealth Provider's Practical Guide." Half-day Educational Program presented at the American Telemedicine Association Annual Meeting in Los Angeles, CA on May 3, 2015.
- "Designing and Conducting a Successful Telepsychiatry Program." Interactive Workshop presented at the American Academy of Child and Adolescent Psychiatry 61st Annual Meeting, in San Diego, CA on October 25, 2014.
- "Improving Access to Psychiatric Services: How web-based videoconferencing enables a child and adolescent psychiatrist to provide psychiatric care to students in their homes and schools." Advanced Practice Skills Workshop at the 18th Annual Conference on Advancing School Mental Health in Arlington, VA. October 3, 2013

# SITES/HUB OF TELEPSYCHIATRY SERVICE

Patient home

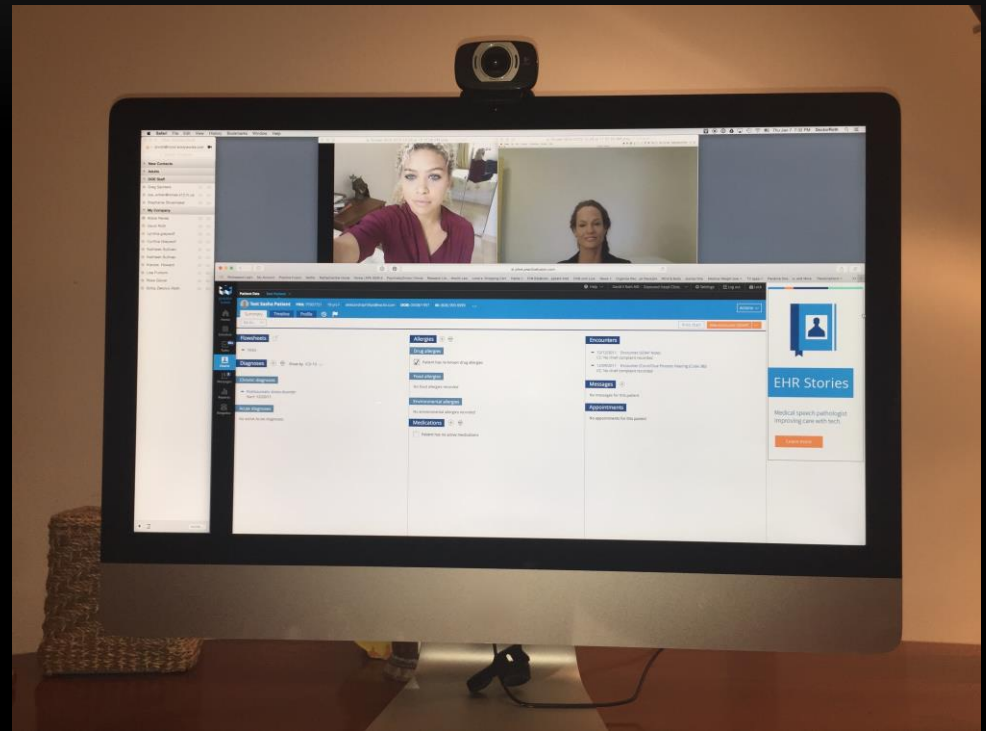


Honolulu clinic



# TECHNOLOGY

- Primary: Cable modem with 300 meg/s download and 20 meg/s upload
- Backup: Sprint hotspot with 5 meg/s download and 5 meg/s upload
- Cloud-based internet system: VSEE
- Previous systems: Skype, Oovoo, Cisco WebEx, Vidyo.



# PROGRAM MODEL OF CARE (DOE)

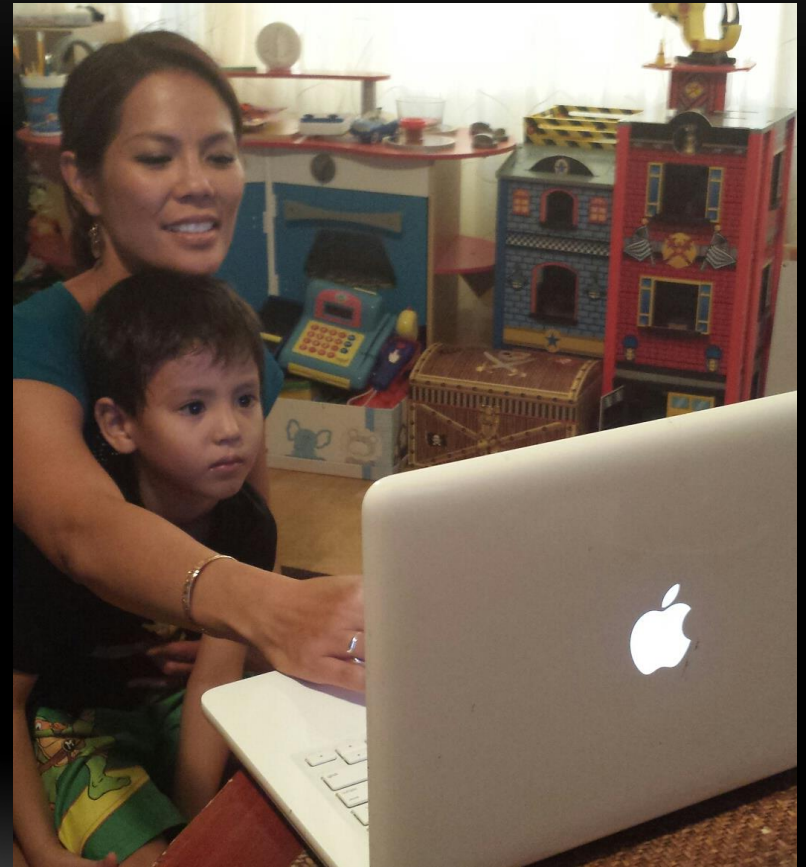
- Serving hundreds of students since 2010
- Direct, ongoing services to youth at over twenty different schools across the seven Hawaiian Islands under contract with the Hawaii Department of Education
- Treat every psychiatric condition, including developmental disabilities and severe mental illness
- Evaluations in person at schools or in homes
- Follow up sessions either at home or in schools
- Participate in IEPs and school meetings via videoconference





# PROGRAM MODEL OF CARE (CLINIC)

- Serving hundreds of patients since 2009
- Direct fee for service psychiatric care for private practice adults, adolescents, and children. Insurance accepted
- All diagnoses including many with developmental disabilities and severe mental illness
- Evaluations conducted in person at the Honolulu clinic or Lanai satellite clinic
- Follow up sessions conducted using VSEE for patients living in Hawaii and California



# FUNDING

- Bootstrapped the program in 2009 with no grants or seed funding
- Commercial insurance plans
- Private pay patients
- Department of Education contract (2010-present)





# WORDS OF WISDOM

- Telemedicine is the new venue for medical care
- Creating an authentic feeling and appearing experience for patient and provider is important -- and it doesn't happen accidentally
- Creating good rapport requires additional training to modify your "bedside manner" in ways that communicate well through cameras, computers, and speakers

