



TELEBEHAVIORAL HEALTH SERVICES

Increasing Access to Mental Healthcare via Telehealth

Background

Behavioral Healthcare Providers (BHP), a non-profit organization, began serving people with behavioral needs in 1996, establishing a network of over 5,500 mental health providers and clinic combinations across Minnesota.

One of BHP's key priorities is to help hospitals access mental health professionals in the emergency department (ED) to properly care for patients presenting in a behavioral crisis.

This led to the use of telehealth solutions in the ED and other medical care settings to provide on-demand behavioral crisis services.



**Only 17%
of EDs have
psychiatrists
on-call**

*American College of
Emergency Physicians (ACEP)*



**23% of
psychiatric
patients wait
in the ED for
more than 6
hours**

*American College of Emergency
Physicians (ACEP)*

Opportunity

The demand for mental health services continues to grow while the availability of behavioral health professionals decreases. According to a 2016 study by the American College of Emergency Physicians, more than 52 percent of ED physicians say the mental health system in their communities has worsened.¹

Behavioral Healthcare Providers partners with locations throughout Minnesota that have a high demand for mental health services. Unfortunately, it is not always feasible to provide an on-site professional because the patient volumes do not support full-time coverage.

Additionally, EDs continue to become more crowded and wait times are escalating. Psychiatric patients have been shown to use the ED more often, but emergency physicians may not be trained to treat, or do not feel comfortable treating this population. There is also a demand from primary care settings as many transition to become a patient-centered medical home.

As BHP shifts from volume-based care to providing on-demand capabilities, telemedicine provides the most efficient use of resources.

¹ American College of Emergency Physicians, "Waits for Care and Hospital Beds Growing Dramatically for Psychiatric Emergency Patients"

Telebehavioral Health Use Cases

Most telehealth consultations provided by BHP are taking place in the emergency department or inpatient medical setting. The most common reasons for telehealth include:



SAFETY ISSUES

Patients that present with a mental health crisis may be at risk to harm themselves or others if they aren't seen immediately by a mental health professional.



PATIENT-CENTRIC CARE

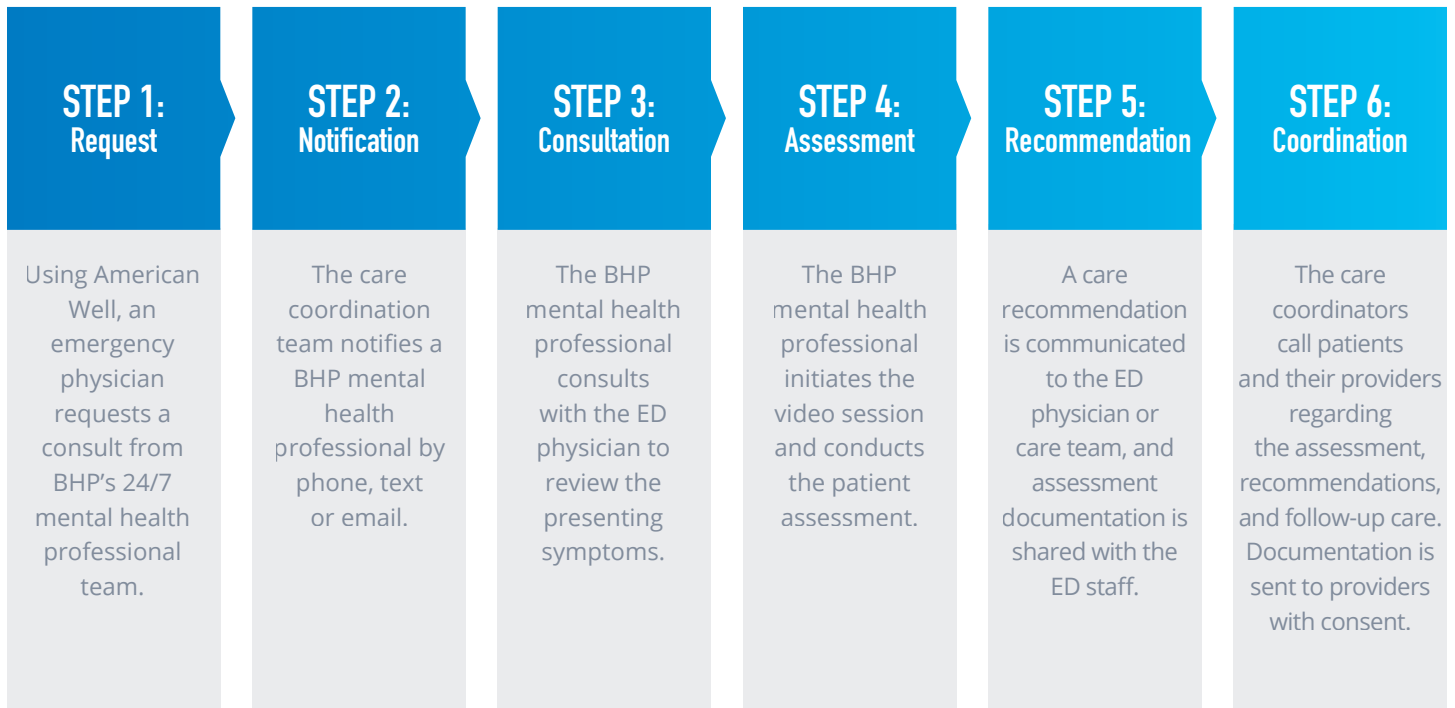
The mental health professional clarifies current symptoms, determines a diagnosis and provides treatment recommendations for the patient in real time, allowing the patient to get the most appropriate care in a timely manner.



CARE TEAM SUPPORT

Telehealth reduces emergency staff workloads by adding support from a mental health professional who can locate appropriate resources for the patient.

How Telebehavioral Health Works





**On-Demand
Virtual Visits**



**On-Call
Calendaring**



**Provider
Notifications**



**Video
Consultations**



**Tracking &
Reporting**

Success

Using American Well, Behavioral Healthcare Providers (BHP) offers on-demand remote consultations from mental health professionals to quickly deliver crisis care to patients presenting in an emergency department or other medical setting.

As a result, payors have seen a reduction in costs while patients have received improved access to care – when and where they need it most.

5,000+
telebehavioral health
consults since 2012

19%
reduction in admissions of
mental health patients at a
sample hospital in the BHP
network

36 min.
average wait from when a
provider is requested to the start
of a telemedicine consultation

32 min.
average telebehavioral
health consultation

91%
of patients stated BHP
providers understood
their needs

55%
of patients assessed by BHP
providers were given support to
access outpatient services