Tele-Behavioral Health in Wyoming:
Lessons from the Field

Wyoming Telehealth Network
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Tele-Behavioral Health in Wyoming: Lessons from the Field
Panel:

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{ ~ 30 minute panel discussion – followed by 30 minute Q & A}

- Provide a brief introduction of Cheyenne Regional’s Behavioral Health Unit;
  - Increase access for patients and puts wheels on the provider, it is what Population Health is all about,
  - Who we are, what we do sort of description,
  - Why Sharon is such a Champion for telehealth use in behavioral health services.

- Telepsychiatry – to the sites around Wyoming;
  - Dear Trails – Rock Springs
  - LSR – Afton, Thayne
  - MRSI – Evanston
  - Pioneer Counseling – Evanston
  - YAHA – Evanston
  - Platte Valley Medical Center – Saratoga
  - Weston County Medical Center – New Castle
  - Star Valley – Afton
  - St. Joseph’s - Torrington
  - the mental health/substance abuse centers,
  - developmentally delayed group homes,
  - skilled nursing facilities (dementia),
  - our model (with packet) and why we learned it works.

- Telepsychiatry – child and adolescent populations PRN for example to St. Jo’s and YAHA.

- Telepsychiatry and Teletherapy – in a direct to consumer model by self-payment to allow for privacy and comfort of sessions from home or work. Basically treated like another room of our own clinic (Individualized Telehealth Service).
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- ED and Inpatient “boarding” for patients awaiting a next available bed for inpatient stay;
  - telehealth access increases access of case review and/or face time with patients,
  - providing appropriate level therapy programming so active interventions begins in the waiting time.

- W.S. Title 25 Court Hearings between District Court and patient – from patient’s location;
  - provides patient ability to stay in medical/clinical location and to appear with appointed attorney, designated examiner, County Attorney and other pertinent witnesses via multipoint, secure, confidential videoconferencing,
  - allows for proceedings to truly be in patient’s best interest and patient-centric, no shackled transports to Court,
  - reduces interruption in transition of multiple cases on docket, increasing efficiencies,
  - while maintaining sight and sound personal observations by all parties.

- Recent “road trip” – Heather offers lessons learned and opportunities to overcome impediments identified during her visits.

- Lesson’s Learned;
  - Designated site person,
  - Originating site fee of $25 is difficult to bill for, so most sites do not bill,
  - Technical – have team to rely on, site may not have the same ability
  - Bandwidth and variance on connections is still an issue for some locations in the State
  - IT and Firewalls for other site – some sites pulled out rather than seek a resolution
  - Check in with every site every 3 months to see what is working well or not working, and any changes arising from either site.

- QUESTIONS