

MultiCare Health System

Title: telepsychiatry across the continuum, telepsychiatry in large health systems, etc.

Health systems greatly feel the burden of the behavioral health provider shortage through problems such as inappropriate psychiatric admissions, psychiatric boarding and inadequate psychiatric capacity. With telepsychiatry, organizations can connect remotely to provide phone consults, ED rounding, follow-up care, medication management and more.

MultiCare Health System, based in Tacoma, WA, is the largest community based health system in the state. Approximately 55% of adults with mental health disorders in Washington do not receive treatment¹ and 23.5% of those who do not receive treatment are unable to get treatment at all due to the provider shortage, lack of insurance and lack of available treatment.² In 2015, MultiCare partnered with InSight Telepsychiatry, a national telepsychiatry service provider organization, to increase psychiatric capacity in seven of their hospitals throughout the Puget Sound and Inland Northwest regions.

MultiCare has used telepsychiatry to increase access to behavioral health programs, offer individuals greater continuity of care and increase the range of mental health services they can provide. They use this method of care in a range of settings and locations including emergency departments, inpatient units and outpatient clinics. They are able to treat over 100 individuals on a monthly basis and had 1637 telepsychiatry encounters in the past year. MultiCare Health System's implementation of telehealth practices displays telepsychiatry's application to large systems and how it can be used to provide care to regions with a shortage of providers.

This presentations will discuss the ways in which telepsychiatry can transform delivery of care in multiple settings of a large health systems and the tactics used to implement and maintain successful telepsychiatry programs including well-defined workflows, interdepartmental communication, provider training and ongoing commitment to quality assurance.

Led by InSight's Director of Business Innovations who was involved in the implementation process along with MultiCare's Director of Inpatient Behavioral Health Services, this presentation will detail lessons learned from this successful telepsychiatry program and discuss how telepsychiatry can be utilized in large health systems to increase access to mental health care within their communities.

Presenters

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1 <https://www.rtor.org/directory/mental-health-washington/>

2 <http://www.mentalhealthamerica.net/issues/mental-health-america-access-care-data>