Telehealth Collaborative Care: A Partnered-Research Case Study

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Project Goal

To improve access to care for children who need developmental, behavioral, and mental health services in the San Fernando and Santa Clarita Valleys

- Develop a new telehealth-based system of care that can
  - Improve parent access to specialty care
  - Increase the convenience of care
  - Enhance measures of quality, including family-centeredness, timeliness, and care coordination
  - Improve child DB/MH outcomes
Partnership
Partnership

NEVHC

Mattel Children's Hospital

UCLA

UCLA Children’s Discovery and Innovation Institute

CHILD & FAMILY CENTER

BUILDING HEALTHY MINDS AND FAMILIES

CHILD AND FAMILY GUIDANCE CENTER

pcorI

CALIFORNIA COMMUNITY FOUNDATION
Partnership
Year 1
- Development
  - Stakeholder Interviews
  - Project Working Group

Year 2
- Implementation
  - Monitor and Adjust System
  - Evaluation (cluster RCT)

Year 3
- Evaluation
  - Data Collection
  - Dissemination of results
Components of Telehealth System

- Real-Time Videoconference
- Patient Visit
- Enhanced Clinician Communication and Patient Coordination
- Clinician Educational Sessions
Impact of Community Engagement

• Initial access for patients
• Primary care support (the carve out)
• Transfer cases
• Family Advocate/Telehealth care coordinator role
• Evaluation design
Transfer back to PCP

PCP Referral

Parent connects to MHC

MHC Eligibility Screening Process

Intake and Therapy

Psychiatry Evaluation

Psychiatry Management
Unfamiliarity with MHC
Poor understanding of services
Phone number instability
Cold calls from MHC
Timing of call from MHC

Transfer back to PCP

PCP Referral

1

Parent connects to MHC

MHC Eligibility Screening Process

Intake and Therapy

Psychiatry Management

Psychiatry Evaluation
PCP comfort
PCP-Specialty Communication
Back-up support for PCP

PCP Referral

1

Parent connects to MHC

2

MHC Eligibility Screening Process

3

Psychiatry Management

Transfer back to PCP

Intake and Therapy

Psychiatry Evaluation
PCP Referral

Parent connects to MHC

MHC Eligibility Screening Process

Intake and Therapy

Psychiatry Evaluation

Psychiatry Management

Transfer back to PCP

3

2
PCP Referral

Video Orientation

Transfer back to PCP

MHC Eligibility Screening Process

Intake and Therapy

Parent connects to MHC

Psychiatry Management

Psychiatry Evaluation
PCP Referral

Parent connects to MHC

Intake and Therapy

MHC Eligibility Screening Process

Psychiatry Evaluation

Psychiatry Management

Transfer back to PCP

3
Intake and Therapy

PCP Referral

Parent connects to MHC

Telehealth Eligibility Screening

Eligibility Screening Process

Transfer back to PCP

3

Psychiatry Management

Psychiatry Evaluation

Intake and Therapy
Telehealth Collaboration:

- Educational Webinars
- Case-based Transfer Sessions
- Weekly Mini-Rounds
- Family Advocate Role

PCP Referral

Parent connects to MHC

Transfer back to PCP

Intake and Therapy
Evaluation Design
Cluster Randomized Controlled Trial (RCT)

6 clinics in 3 blocks of two, by location & size
Randomization was performed by our statistician

- **Block 1**
  - Canoga Park
  - Van Nuys

- **Block 2**
  - Pacoima
  - San Fernando

- **Block 3**
  - Santa Clarita
  - Valencia
## Parent Survey and Chart Review

### Major Outcome Variable

<table>
<thead>
<tr>
<th>Access</th>
<th>Items</th>
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<tbody>
<tr>
<td>Time to: screening, intake, first program visit, psychiatric/DBP visit</td>
<td></td>
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<tr>
<td>Transfer to PCP</td>
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<tr>
<td>Visits attended</td>
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### Secondary Outcome Variables

<table>
<thead>
<tr>
<th>Child behavior and quality of life</th>
<th>Items</th>
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<tr>
<td>Pediatric Symptom Checklist PedsQL</td>
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<table>
<thead>
<tr>
<th>Quality of care</th>
<th>Items</th>
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<tbody>
<tr>
<td>Family Centered Care</td>
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<tr>
<td>Telehealth specific questions</td>
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</table>

<table>
<thead>
<tr>
<th>Coordination</th>
<th>Items</th>
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</thead>
<tbody>
<tr>
<td>PCP-Specialty Coordination</td>
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</table>
Next Steps

• Continue partnered implementation
• Data collection
Thank You!