

Telehealth Collaborative Care: *A Partnered-Research Case Study*



Tumaini R. Coker, MD, MBA

Christine Park, MD, MPH

Mattel Children's Hospital **UCLA**



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



Mattel Children's Hospital **UCLA**



Partnership



Mattel Children's Hospital **UCLA**

 UCLA Children's Discovery
and Innovation Institute



Partnership



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 UCLA Children's Discovery and Innovation Institute



Partnership



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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

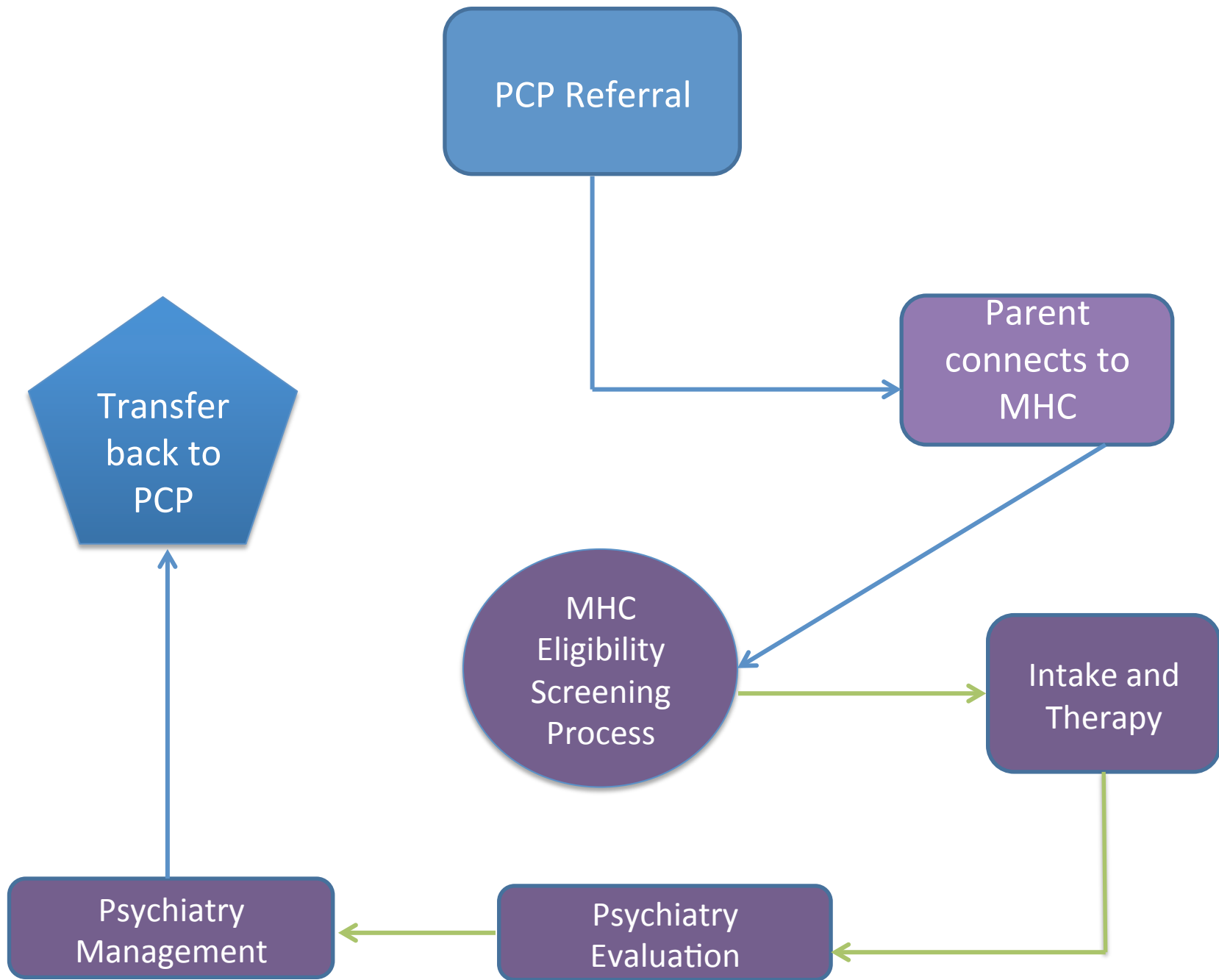


Clinician Educational Sessions

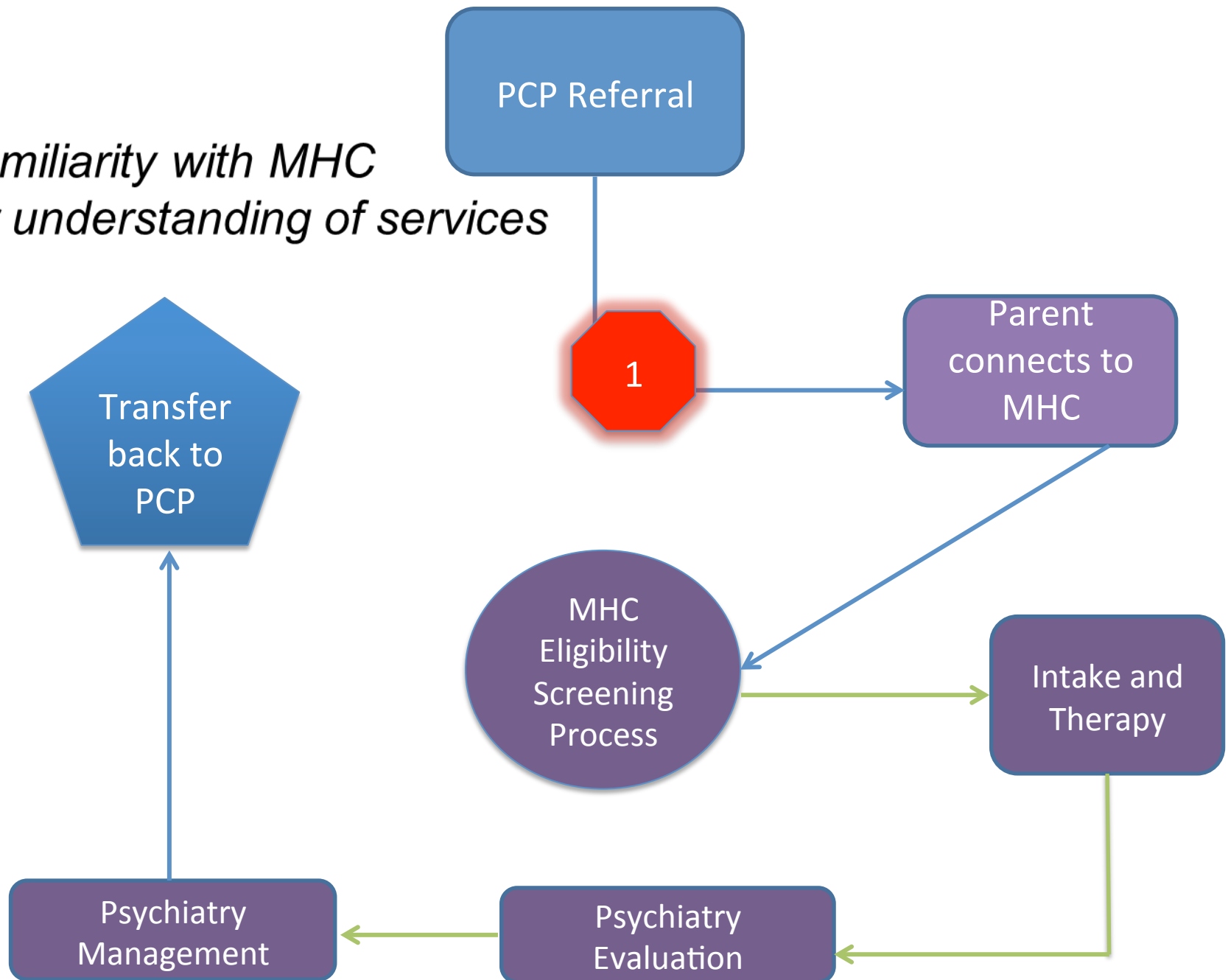


Impact of Community Engagement

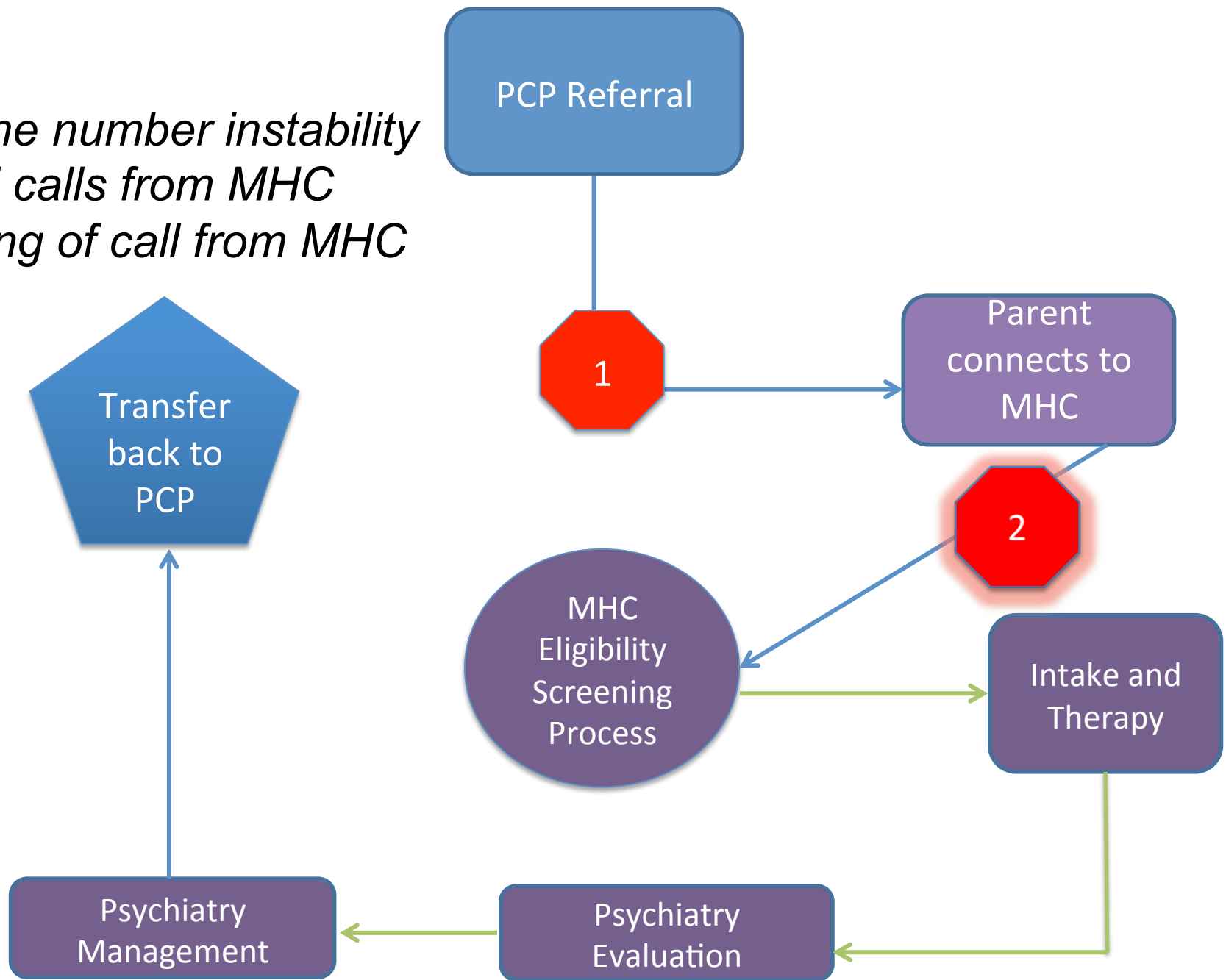
- Initial access for patients
- Primary care support (the carve out)
- Transfer cases
- Family Advocate/Telehealth care coordinator role
- Evaluation design



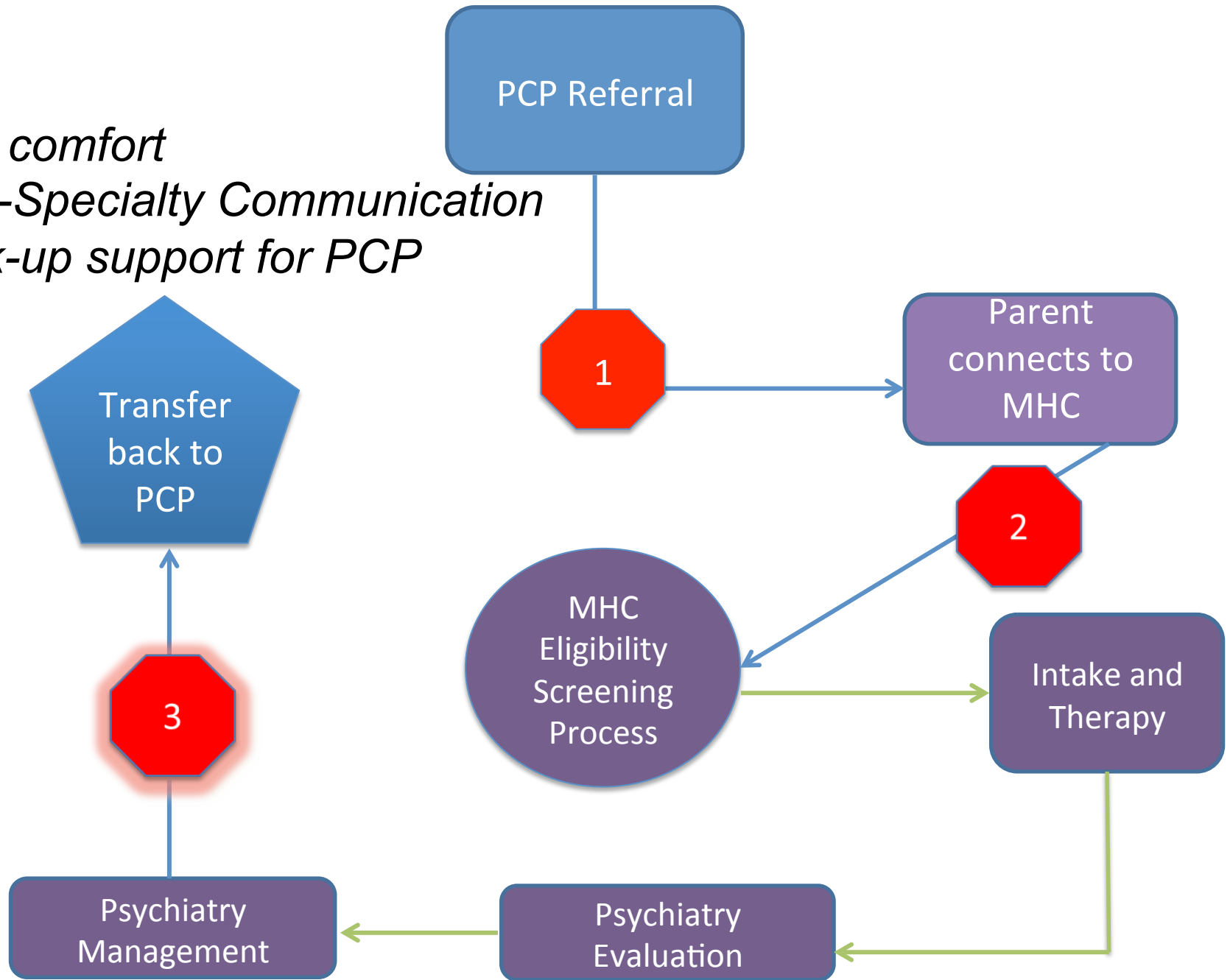
Unfamiliarity with MHC
Poor understanding of services

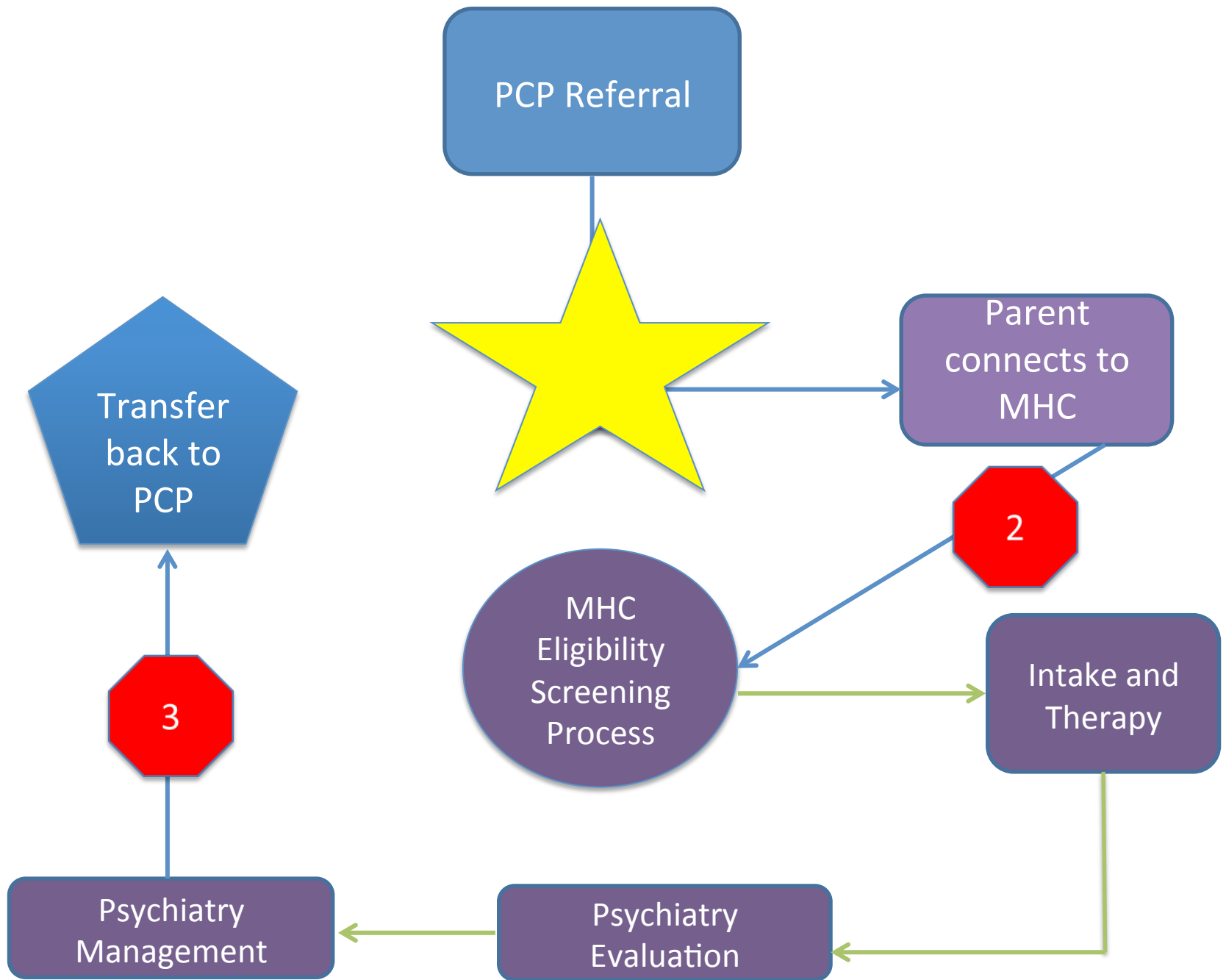


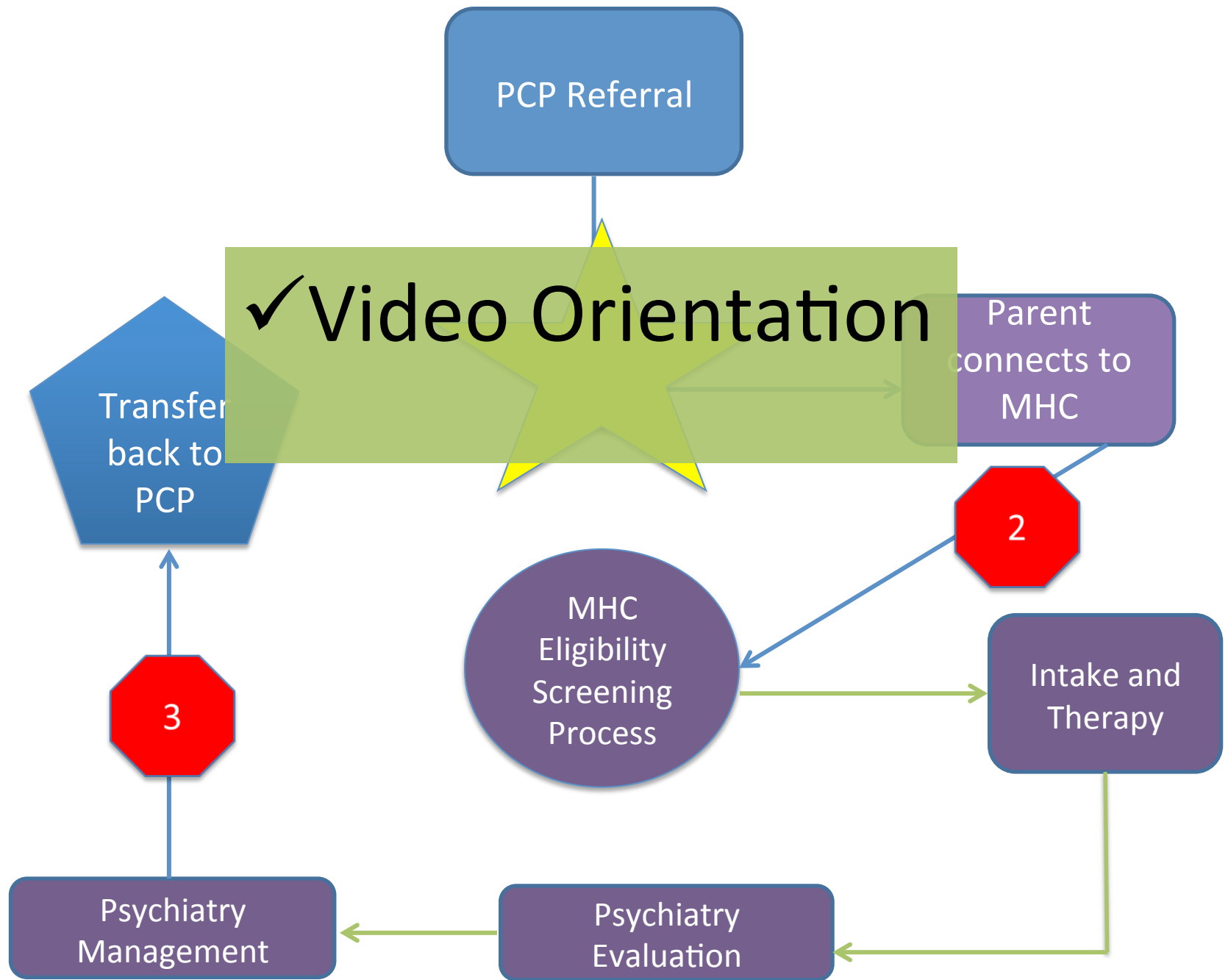
Phone number instability
Cold calls from MHC
Timing of call from MHC

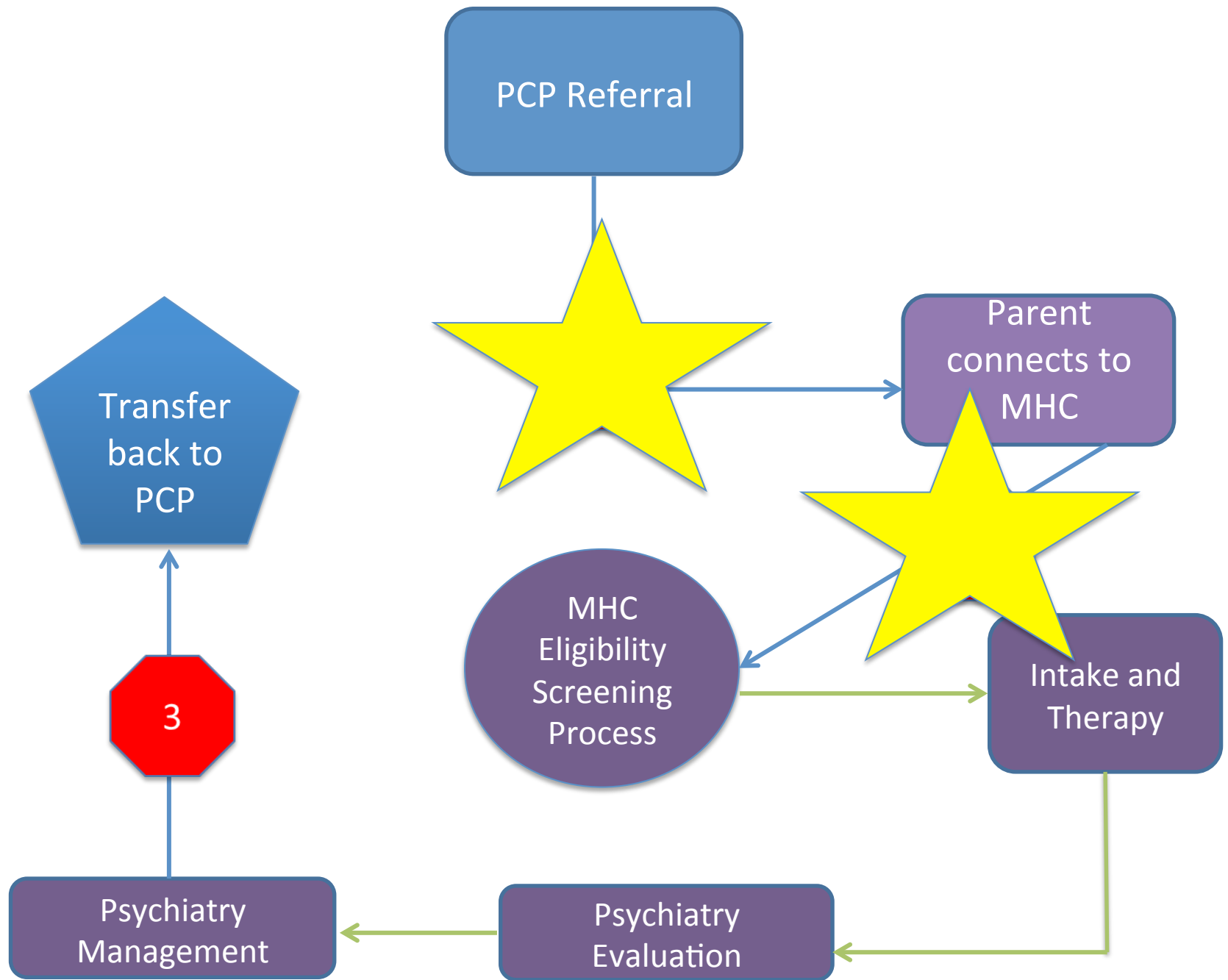


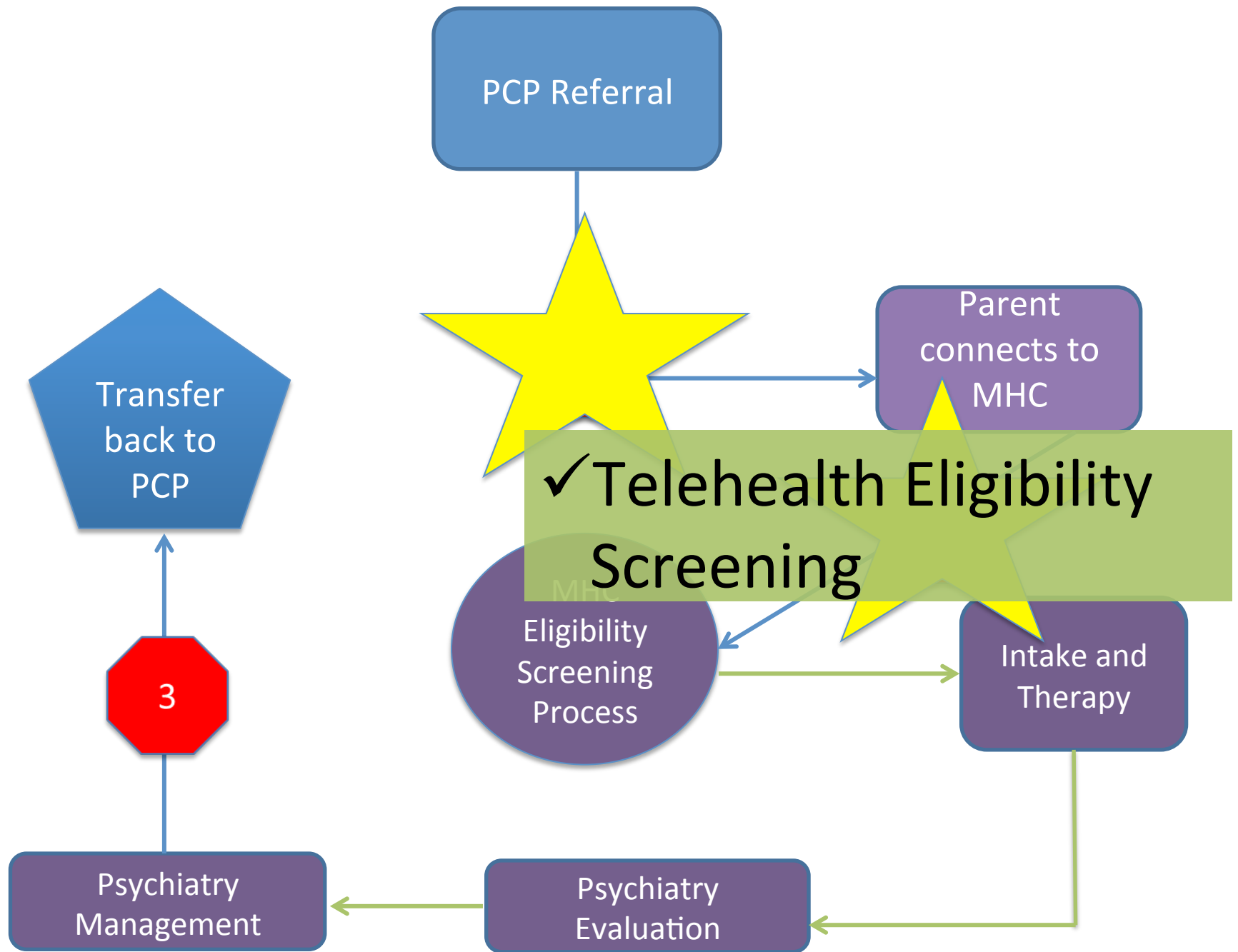
*PCP comfort
PCP-Specialty Communication
Back-up support for PCP*

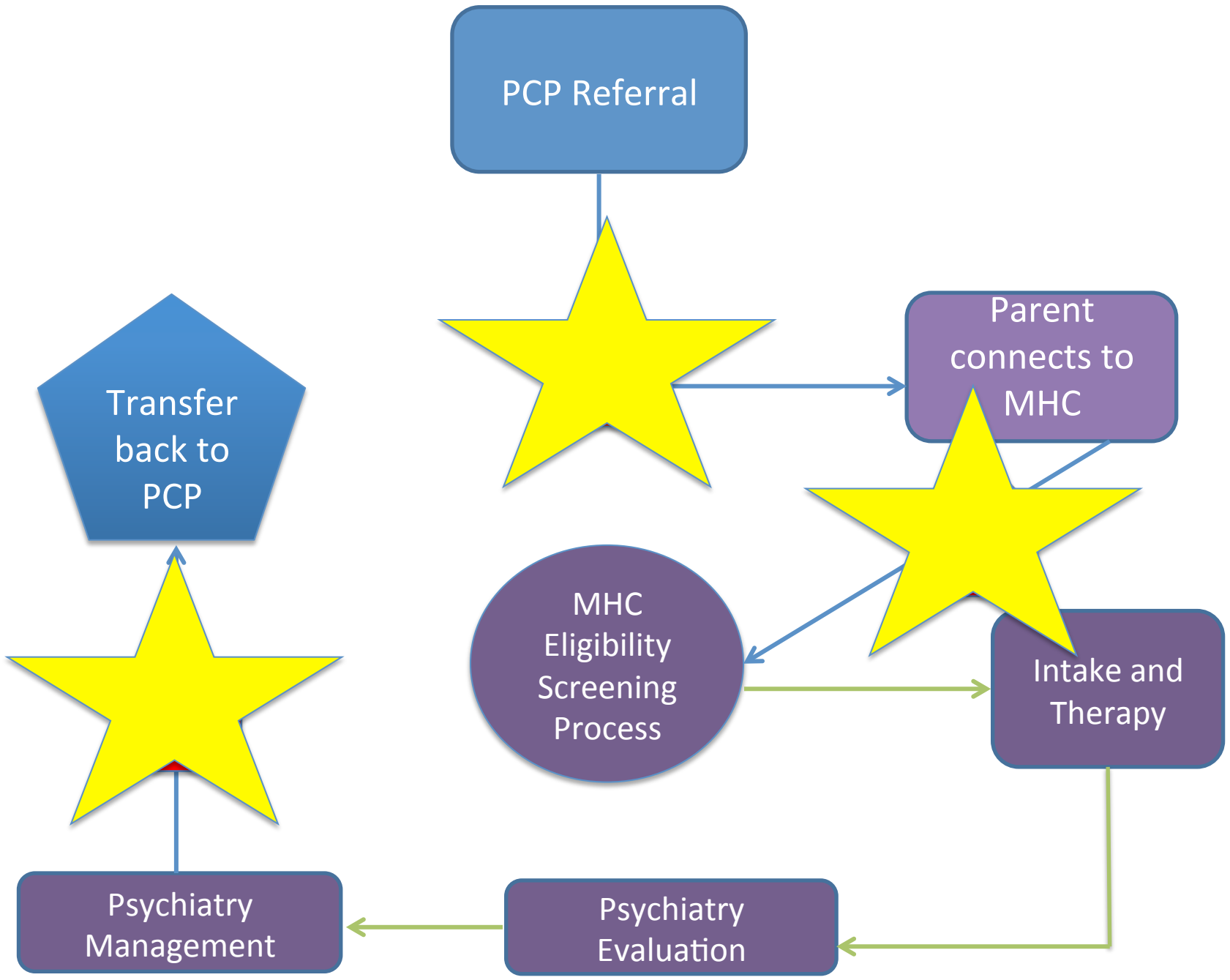


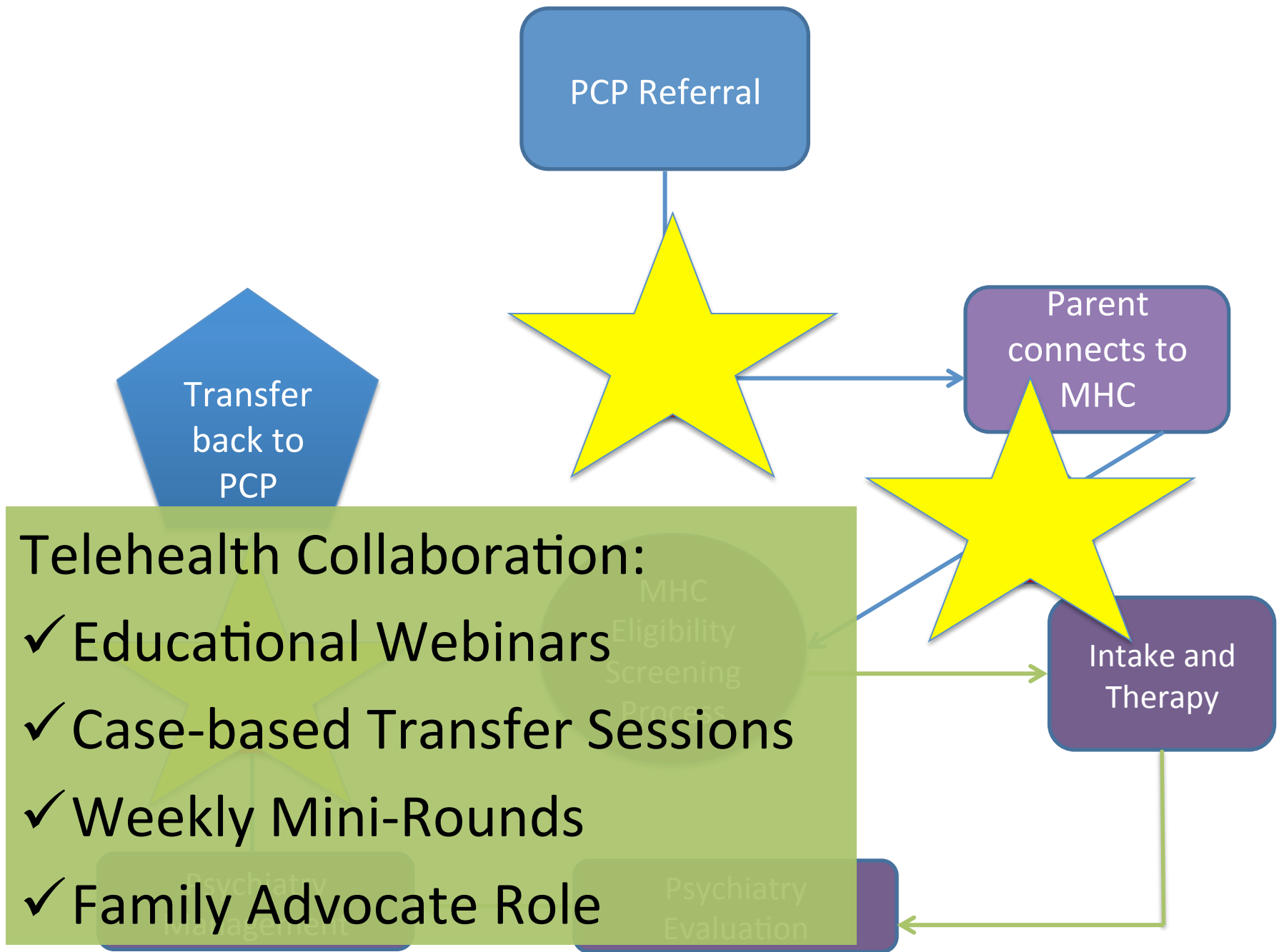












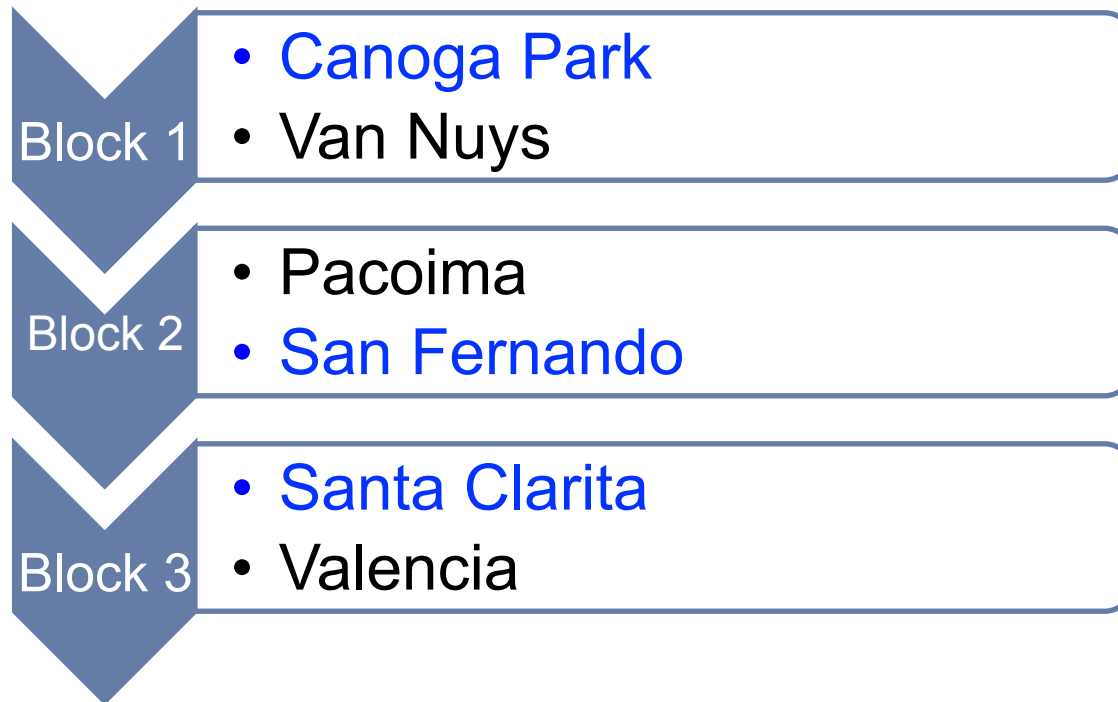


Evaluation Design

Cluster Randomized Controlled Trial (RCT)

6 clinics in 3 blocks of two, by location & size

Randomization was performed by our statistician



Parent Survey and Chart Review

Major Outcome Variable	Items
Access	<p>Time to: screening, intake, first program visit, psychiatric/DBP visit</p> <p>Transfer to PCP</p> <p>Visits attended</p>

Secondary Outcome Variables	Items
Child behavior and quality of life	<p>Pediatric Symptom Checklist</p> <p>PedsQL</p>
Quality of care	<p>Family Centered Care</p> <p>Telehealth specific questions</p>
Coordination	<p>PCP-Specialty Coordination</p>

Next Steps

- Continue partnered implementation
- Data collection

Thank You!