

Developing a Telemedicine Service in a Specialized Mental Health Care Organization

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Who We Are *cont'd*

The Brockville Mental Health Centre

- A specialized psychiatric facility located in Brockville
- 161 inpatient beds (61 Forensic, 100 STU)
- 183 beds in the community – Homes for Special Care




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Who We Are

The Royal consists of:

The Royal Ottawa Mental Health Centre

- One 188-bed state-of-the-art mental health facility and one 96-bed facility (32 recovery beds and 64 long term care beds) located in Ottawa.
- First hospital in Canada to open under P3/AFP concept in 2006



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Who We Are *cont'd*

The University of Ottawa Institute of Mental Health Research

- Multidisciplinary research programs that investigate the biological and psychological factors contributing to mental illness and innovative treatments



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Who We Are *cont'd*

- **The Royal Ottawa Foundation for Mental Health**
Fundraising organization that supports mental health research, capital projects and equipment purchases

The Royal is one of Ontario's 24 academic health science centers

Who We Serve *cont'd*

- Primary care physicians through consultative / shared care
- Service providers and institutions through capacity building (education, briefings, studies, etc)
- The general public through awareness building and education

Who We Serve

- Delivering specialized mental health care (tertiary level) for people living with serious and persistent mental illness, complex diagnoses and/or severe behavioral problems where the illness is:
 - o Refractory to multiple treatments at the first line and intensive level of service;
 - o Requires more specialized assessment or care;
 - o Includes complex or rare conditions;
 - o Requires longer term treatment and/or rehabilitation in a specialized setting

Beginnings: 1996-2009

- 1996: The Royal's first Telemedicine Clinical Event
- 2001: CHIPP funds The Royal & University of Ottawa NOFPP to lead outreach, a Telemental Health initiative for clients in rural communities of Northern Ontario
- 2002: The Royal delivers first Telemental Health clinics to northern partners
- 2004: The Royal joins CareConnect to lead the development of Adult Mental Health Telemedicine in Eastern Ontario
- 2005: The Royal developed a new Telemedicine Service for 10 – 15 new wireless video conference systems around The Royal

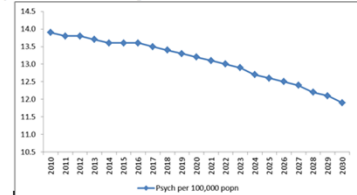
Recent Developments: 2010-Present

- 2010: \$1 million Bell Donation
 - I. Addition of a Telemedicine Coordinator
 - II. New Telemedicine suites
 - III. Consultations increase by 80%
- Increase in Community Clinics: Deep River, St. Francis Memorial Hospital, Renfrew Community Mental Health, Renfrew Victoria Hospital, Carleton Place District Hospital, South East Ottawa CHC, North Lanark CHC, Seaway Valley CHC, Monteith Correctional Facility

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Forecasted Number of Psychiatrists per Capita in Ontario

Psychiatrists in Ontario per 100,000 – Status Quo Scenario 2012

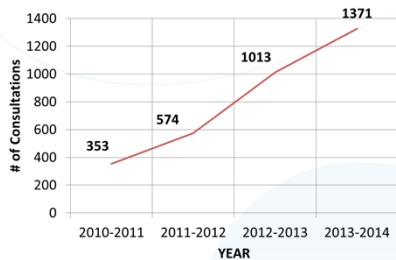


Canadian Collaborative Centre for Physicians Resources (C3PR), Canadian Medical Association (2012).

Given the past and current training levels, there will be fewer Psychiatrists in the future.

Telemedicine Consultations 2010-2014

Telemedicine Consults 2010-2014



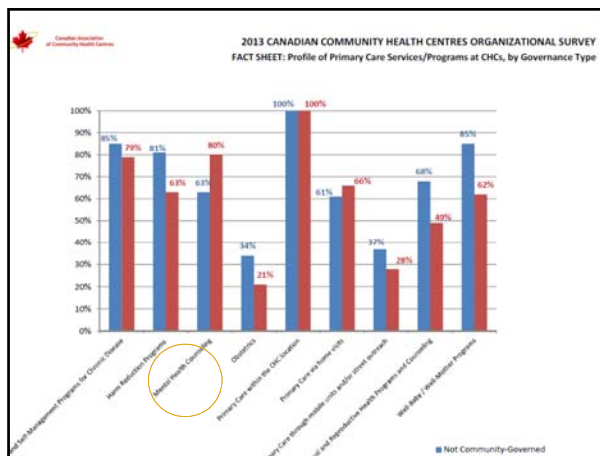
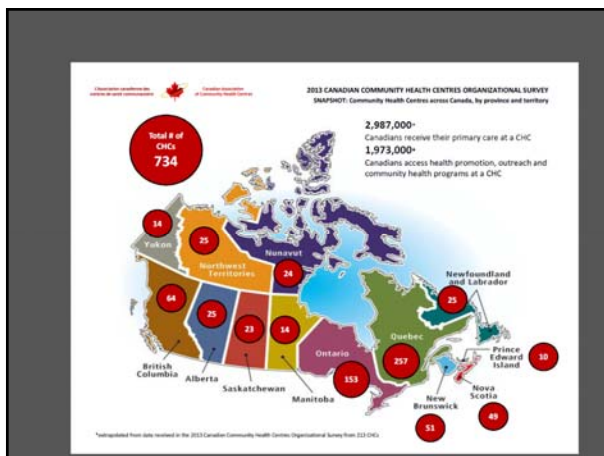
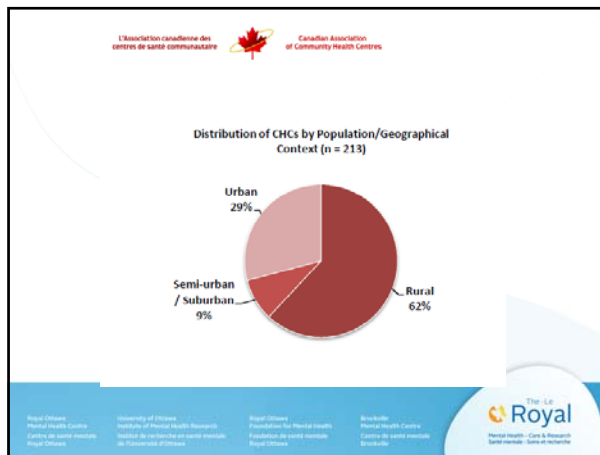
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Why Community Health Centres (CHCs)?

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Community Health Centres (CHCs)

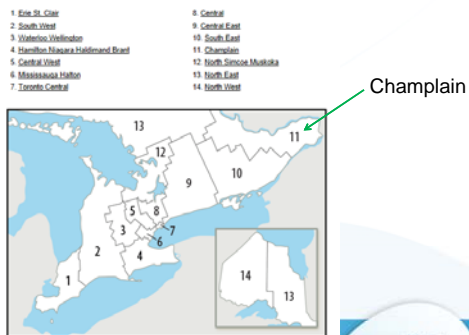
- Not-for-profit, publicly-funded primary health care organizations
- Collaborative approach care by various health care providers under one roof
- Designed to focus on the most appropriate services & programs for the local community



Why connect with CHCs?

- They serve clients with complex needs
- Need for access to psychiatric consultation & care
- More than half are located in rural areas
- 14 CHCs in Champlain LHIN, 7 of which are in Ottawa

Ontario LHINs Map



Local Health Integration Networks (LHINs)

- Created by the Ontario government in March 2006 to address community's health needs & priorities
- 14 not-for-profit corporations
- Plan, integrate and fund local health services, including:
 - Hospitals
 - Community Care Access Centres
 - Community Support Services
 - Long-term Care
 - Mental Health and Addictions Services
 - Community Health Centres

Ways we have connected with the CHCs

- Traditional Shared care model
 - One day per month
 - On site direct patient consultations & case discussions
- 6- month pilot targeting all the CHCs in Ottawa
 - Two half days per month
 - Innovative use of telemedicine to build capacity
 - Case discussions with GPs, NPs, allied health
 - Monthly 1 hour educational sessions

Telemedicine Case Consultation Pilot - Challenges & Lessons Learned

- Health care providers' availability
- Obtaining consent from patients
- Access to direct patient consultations

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Why Rural Clinics?

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Ways we have connected with the CHCs - Current Models

- Ongoing Shared care model for CHCs in Ottawa
- Half a day per month of telemedicine clinics for Lanark & Cornwall
- Hybrid model of direct patient consultations & case discussions
- Telemedicine as a tool for ongoing capacity building

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Rural Clinics

- Access to mental health care for rural populations
- Closer to home
- Builds MH&A capacity in home community
- Consultant develops a relationship with the community

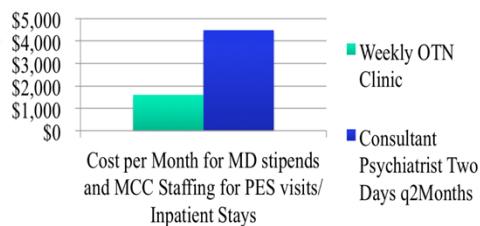
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The Monteith Clinic

- Joint project between the ROHCG and the Ministry of Community Safety & Correctional Services (MCSCS)
- The Monteith Correctional Complex (MCC) is 242 bed correctional facility located about 50km north of Timmins, which serves as both a remand and correctional centre for north eastern Ontario, including the James Bay coast.



Cost Savings



* \$1600 per month for the OTN service vs \$4489 per month for the 2 days every two months consultant psychiatrist, a savings of \$2889 per month for the OTN clinic model



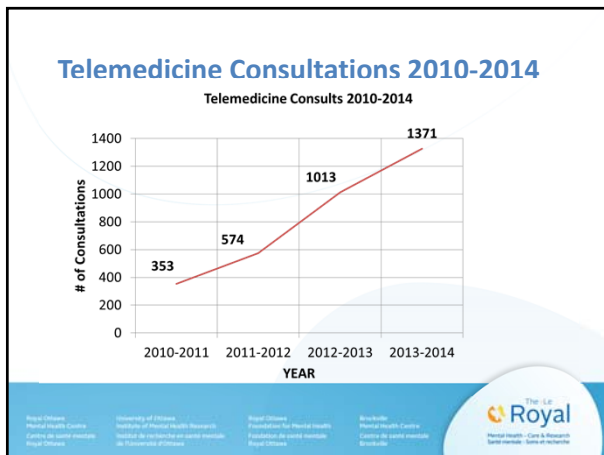
Services Provided

- The Royal clinical staff with the Monteith Correctional Complex (MCC) health care staff to provide psychiatric consultation and treatment
 - weekly 4 hour clinics - mean of 4 clinics or 16 hours per month
 - Pre-case consultation, assessment/treatment
 - post case consultation provided per offender
 - Physician roster of 8 psychiatrists
 - The Royal Health Records opened a chart for consultation purposes only – records remain with MCSCS.



Summary



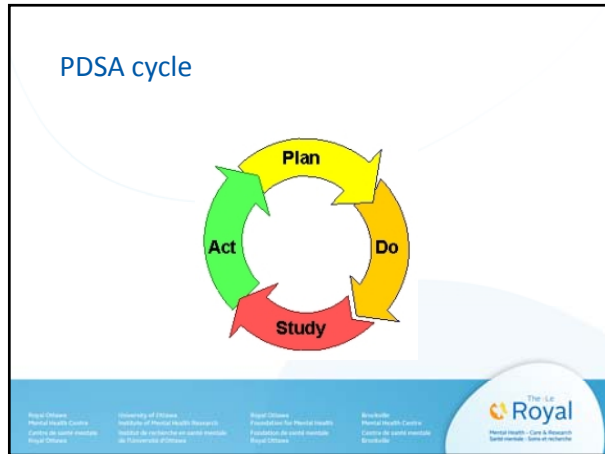


- ### Telemedicine at The Royal
- 2014**
- **All** programs at The Royal are using Telemedicine
 - **Mobile Systems** - the ability to take Telemedicine to the clinicians has increased access to Telemedicine
 - **PCVC** enables Providers to go directly into a patient's home from their desktop/ laptop 16 clinicians registered
 - **Medical Services** via Telemedicine; currently providing Cardiology Clinic, developing Dermatology & Endocrinology Clinics
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- ### Who is Using Telemedicine
- **Over 50 Clinicians** are using Telemedicine – 8 of those clinicians have provided 50 or more consultations
 - **Increase in the number of Allied Healthcare Professional using Telemedicine**
Clinicians are finding ways to use Telemedicine in their own practice
Clinicians are looking for ways to support clients in their home community
 - **Social Workers use Telemedicine** for Therapy Groups, Follow-up visits, Family Planning and After Care
 - **Nurses** use Telemedicine for medications management, discharge planning, education, networking with community agencies
 - **Psychologists** use Telemedicine for Therapy Groups, Cognitive Behavioral Therapy, and follow-up
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Strategies for Developing a Telemedicine Service

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Questions / Discussion

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